



# Department of Health & Social Care

We thank you for your time spent taking this survey.  
Your response has been recorded.

Below is a summary of your  
responses

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## Service Continuity and Care Market Review: Self-Assessment by Councils

The Government's Adult social care: [coronavirus \(COVID-19\) winter plan 2020 to 2021](#), says that the Department of Health & Social Care (DHSC), in partnership with the Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA), will carry out a **Service Continuity and Care Market Review** this Autumn.

This self-assessment questionnaire (SAQ) is the essential building block of this review. It will provide an invaluable understanding on a council by council basis of your analysis of the risks to the continuity of services in the provider sector across each care setting. It will explore the plans that you have to mitigate these risks particularly with regard to the impact of COVID-19 and EU transition alongside your winter planning arrangements.

An important feature of this questionnaire is that it gives you a full opportunity to share examples of good practice and what works well both at individual council and regional level. I am aware of the very significant work and developments both in councils and in regions to support and develop your commissioning activities

particularly as these impact on market sustainability and capacity. Many of these plans are well advanced.

You are asked in this questionnaire to specifically set out, based on your own analysis, where additional support could be targeted. We are already working with the LGA, ADASS and with the Care and Health Improvement Programme (CHIP) to consider targeted intensive support as part of the response to these challenges.

**The date to complete the guided self-assessment questionnaire is midnight Wednesday 21st October.** We are encouraging councils to share their self-assessments with other councils in your region. As part of the partnership approach that we are taking, ADASS regions and CHIP will also provide support you during the process, as well as adding a regional picture and overview as part of the feedback to DHSC.

The questionnaire and process are designed to enable you to enter information and then update or develop your responses up until your final submission is made. Once the final submissions have been made both the SAQ and regional overview will be available in full for DHSC to draw the information together alongside other sector and market information and to produce a final report in mid-November. This report will be shared with the LGA, ADASS and councils. It is anticipated that an overview and summary will be published.

Throughout the next three weeks the LGA, ADASS and DHSC will be working together to support you in getting the very best outcomes from this questionnaire. For information and support about the purpose and use of the self-assessment please contact [servicecontinuitysaq@dhsc.gov.uk](mailto:servicecontinuitysaq@dhsc.gov.uk). If you have any other questions that relate to this process, please email [adass.lga.covid@local.gov.uk](mailto:adass.lga.covid@local.gov.uk). All questions to this email account will be anonymised and responded to by DHSC, LGA or ADASS, as appropriate. This could include technical questions or anything in relation to the requirements of this self-assessment. All questions and responses will be included in a [Frequently Asked Questions \(FAQ\) document](#).

Thank-you for taking the time to complete this questionnaire particularly in this time of unprecedented demand on services.

Ian Winter CBE,  
DHSC, Service Continuity and Care Market Review Project Delivery Director  
30th September 2020

## Completing the self-assessment

You can navigate through the questions using the buttons at the bottom of each page. Use the 'previous' button at the bottom of the page if you wish to amend your

page. Use the 'previous' button at the bottom of the page if you wish to amend your response to an earlier question.

If you stop before completing the return, you can come back to this page using the link supplied in the email and you will be able to continue where you left off. To ensure your answers have been saved, click on the 'next' button at the bottom of the page that you were working on before exiting.

All responses will be treated confidentially and used within DHSC, the LGA and ADASS to support the development of the Service Continuity and Care Market Review (SCCMR). For the purposes of any externally accessed publications information will be aggregated, and no individual or authority will be identified in any publications without your consent. In addition, identifiable information may be used internally within the LGA and ADASS but will only be held and processed in accordance with the LGA's privacy statement. Individual council responses may be accessed to aid the legitimate interests of the LGA and ADASS in supporting and representing authorities.

Please indicate that you give permission for the data you provide to be used in the manner described above.

Yes, I give my permission for the data I provide to be used in accordance with the statement above and the LGA's privacy statement.



If you would like to see an overview of the questions before completing the survey online, you can [access a PDF here](#). You can [access the web page to this project here](#).

For any technical support with completing the online form please contact [adass.lga.covid@local.gov.uk](mailto:adass.lga.covid@local.gov.uk).

Thank you for taking the time to complete this self-assessment.

Please could you confirm that the details for your Director of Adult Social Services are correct, and if appropriate please provide a contact for any queries we may have about your response.

	Contact details Director of Adult Social Services (DASS) Director of Adult Social Services (DASS)	Contact details Contact for any queries Contact for any queries
Name	Sheila Smith	Gerald Hunt
Role	Director: People & Communities	Head of Commissioning
Email address	sheila.smith@n-somerset.gov.uk	gerald.hunt@n-somerset.gov.uk

Please check that your council's name and region below are accurate.

Council

North Somerset Council

Region

South West

**Please give an overview of the current contingency planning work you are doing to maintain service continuity (2,000 character limit).**

• Contract leads in place to regularly review contracts and establish risk services with providers, with virtual contract monitoring in place. • Dedicated email account in place for all communication and providers. • Regular provider welfare checks to review at risk services, provider viability and validation against capacity tracker and CQC database. • Reviewed NSC documentation for managing market failure including care home closure checklists. • Refreshed domiciliary care RAG rating of packages. • Emergency PPE arrangements in place for both commissioned services and Direct Payments. • BNSSG CCG care providers/capacity impact cells for escalation of services at risk. • Weekly Incident Management meetings in place with LA commissioning teams, Sirona, Public Health and Public Health England for provider data intelligence sharing and discussion/actions for responding to Covid-19 incident outbreaks. • Provider contingency plans form part of the contract requirements. • Care homes – individual requests for additional financial support received. • Care home vacancy levels are monitored through the capacity tracker. • Domiciliary care CQC database used to gather data intelligence. • Regular partnership meeting arrangements in place with key/strategic providers. • Commissioning review and remodelling work has commenced with internal colleagues and key day care providers. • Average payments been in place and risk assessed before reverting back to actuals. • New local community formed groups in place to link into future commissioning needs/response to provider failure. • Access to NHS qualified nursing bank staff is in place.

Characters remaining: 353

# Section 1 - Understanding Risk

*The purpose of this question is to understand the council's assessment of risk across different service types for both council funded and self-funded people. You will be asked to assess risks to capacity and sustainability in all types of service provision.*

**1. Using local intelligence and your knowledge of the market and current challenges, what is your level of concern about the ability of the local care market to provide the capacity needed between now and the end of March 2021?** Each level of concern relates to the council's ability to ensure service continuity and / or secure appropriate alternative provision where needed. This includes the provision for both council commissioned services and self-funded care.

Please use the following guidelines to indicate your level of concern:

**Extremely concerned** - A point of crisis that compromises our ability to ensure continuity of care has already been reached, or is expected to be reached before Christmas (between now and 15/12/2020)

**Moderately concerned** - Expect to reach a point of crisis that compromises our ability to ensure continuity of care between Christmas and the end of March 2021 (between 15/12/2020 and 31/03/2021)

**Somewhat concerned** – Expect serious challenges which may compromise our ability to ensure continuity of care between now and the end of March 2021

**Slightly concerned** – Expect serious challenges between now and the end of March 2021, but are confident that these will be addressed through our plans to ensure continuity of care is not compromised.

**Not at all concerned** - Given current knowledge, intelligence and plans we don't expect to face a crisis or serious challenges in relation to continuity of care before the end of March 2021

	Level of concern				
	Extremely concerned	Moderately concerned	Somewhat concerned	Slightly concerned	Not at all concerned
Nursing care	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential care - older people	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential care - working age adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Home care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Level of concern

	Extremely concerned	Moderately concerned	Somewhat concerned	Slightly concerned	Not at all concerned
Home based reablement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Supported living or extra care housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Support provided through direct payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Other (please specify) 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Voluntary Organisations					
Other (please specify) 2	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Day Care Services					
Other (please specify) 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Children's services					

Further comments

Please add any further comments as necessary.

Nursing care	<input type="text"/>
Residential care - older people	<input type="text"/>
Residential care - working age adults	<input type="text"/>
Home care	<input type="text"/>
Home based reablement	<input type="text"/>
Supported living or extra care housing	<input type="text"/>
Support provided through direct	<input type="text"/>

payments	Further comments
Other (please specify) 1	Please add any further comments as necessary.
Voluntary Organisations	
Other (please specify) 2	
Day Care Services	
Other (please specify) 3	
Children's services	

*The purpose of this question is to understand the council's view on the underlying causes of the risks highlighted in Q1. The key measurement relates to the requirements of the Care Act as it applies to continuity of care for the provision for both council commissioned services and self-funded care.*

**2. (a) Using the prompt list of challenges, please assess the extent to which you feel they will present a risk to your council meeting its duties and responsibilities under the Care Act, between now and end of March 2021.**

Please provide a number between 1 and 3 for each challenge and for each type of care, where the numbers signify the following:

- 1-** It will present a risk to the service area in question **to a great extent.**
- 2-** It will present a risk to the service area in question **to a moderate extent.**
- 3-** It will present a risk to the service area in question **to a small extent.**

**Please leave any of the boxes blank where you feel there is no notable risk to the service area.**

Nursing care

**Workforce**

Recruitment of care staff	1
Retention of care staff	1

**COVID-19**

COVID-19	Nursing care
COVID-19 - Staffing	3
COVID-19 - Infection control	3
COVID-19 - Access to testing	3
COVID-19 - Zoning and cohorting	2

**Financial**

Fee rates	2
Provider costs	3

**Service quality**

Safeguarding issues	2
Quality issues	2

**Level of local provision**

Insufficient local provision	3
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**Provider business continuity**

Insurance issues	2
Voids	1

**Other**

Other (please specify) 1	
Other (please specify) 2	
Other (please specify) 3	

Residential care - older people

**Workforce**

Recruitment of care staff	3
Retention of care staff	3



**COVID-19**

Residential care - older people

COVID-19 - Staffing

3

COVID-19 - Infection control

3

COVID-19 - Access to testing

3

COVID-19 - Zoning and cohorting

2

**Financial**

Fee rates

2

Provider costs

3

**Service quality**

Safeguarding issues

2

Quality issues

2

**Level of local provision**

Insufficient local provision

3

**Provider business continuity**

Insurance issues

2

Voids

1

**Other**

Other (please specify) 1

Other (please specify) 2

Other (please specify) 3

Residential care - working age adults

**Workforce**

Recruitment of care staff

3

Retention of care staff

Residential care - working age adults

**COVID-19**

COVID-19 - Staffing

3

COVID-19 - Infection control

3

COVID-19 - Access to testing

3

COVID-19 - Zoning and cohorting

2

**Financial**

Fee rates

2

Provider costs

3

**Service quality**

Safeguarding issues

2

Quality issues

2

**Level of local provision**

Insufficient local provision

3

**Provider business continuity**

Insurance issues

2

Voids

1

**Other**

Other (please specify) 1

Other (please specify) 2

Other (please specify) 3

Home care

**Workforce**

Recruitment of care staff

3

Retention of care staff

Home care

3

**COVID-19**

COVID-19 - Staffing

3

COVID-19 - Infection control

3

COVID-19 - Access to testing

3

COVID-19 - Zoning and cohorting

3

**Financial**

Fee rates

3

Provider costs

3

**Service quality**

Safeguarding issues

3

Quality issues

3

**Level of local provision**

Insufficient local provision

3

**Provider business continuity**

Insurance issues

3

Voids

3

**Other**

Other (please specify) 1

Other (please specify) 2

Other (please specify) 3

Home based reablement

**Workforce**

Recruitment of care staff

Home based reablement 3

Retention of care staff

3

**COVID-19**

COVID-19 - Staffing

3

COVID-19 - Infection control

3

COVID-19 - Access to testing

3

COVID-19 - Zoning and cohorting

3

**Financial**

Fee rates

3

Provider costs

3

**Service quality**

Safeguarding issues

3

Quality issues

3

**Level of local provision**

Insufficient local provision

3

**Provider business continuity**

Insurance issues

3

Voids

3

**Other**

Other (please specify) 1

Other (please specify) 2

Other (please specify) 3

Supported living or extra care housing

**Workforce**

**Workforce**

Recruitment of care staff

Supported living or extra  
care housing

Retention of care staff

3

**COVID-19**

COVID-19 - Staffing

3

COVID-19 - Infection control

3

COVID-19 - Access to testing

3

COVID-19 - Zoning and cohorting

3

**Financial**

Fee rates

3

Provider costs

3

**Service quality**

Safeguarding issues

3

Quality issues

3

**Level of local provision**

Insufficient local provision

3

**Provider business continuity**

Insurance issues

3

Voids

3

**Other**

Other (please specify) 1

Other (please specify) 2

Other (please specify) 3

Support provided through  
direct payments

**Workforce**Support provided through  
direct payments

Recruitment of care staff

3

Retention of care staff

3

**COVID-19**

COVID-19 - Staffing

3

COVID-19 - Infection control

3

COVID-19 - Access to testing

3

COVID-19 - Zoning and cohorting

3

**Financial**

Fee rates

3

Provider costs

3

**Service quality**

Safeguarding issues

Quality issues

**Level of local provision**

Insufficient local provision

3

**Provider business continuity**

Insurance issues

3

Voids

3

**Other**

Other (please specify) 1

Other (please specify) 2

Other (please specify) 3

**2. (b) Please add any further comments as necessary to expand on your responses above.**

It is challenging to give each element a risk score due to the interdependency of the different questions asked. Excess voids over an extended period of time will potentially cause the highest chance of service disruption

## **Nursing care**

**3. Your response to Question 1 indicated that you are moderately concerned about the ability of the local care market for nursing care to provide the capacity needed between now and the end of March 2021, and expect to reach a point of crisis that compromises your council's ability to ensure continuity of care between Christmas and the end of March 2021 (between 15/12/2020 and 31/03/2021).**

*This question is about your view of if the council will reach a tipping point, when and what will be the cause of this. You should use your own interpretation of what a tipping point looks like locally, but the tipping point is likely to be signified by, for example a crisis in the local social care market and/or the council taking the view that they can no longer reasonably expect to be able to access the type and level of provision needed to meet the social care needs of local people. The question asks you to provide a judgement on if you feel a tipping point will be reached locally, the scale of change that would lead to this tipping point and the main cause of this change.*

**In thinking about your response to Question 1, please could you indicate below what scale of change you feel would precipitate a tipping point, beyond which the council's ability to ensure service continuity and/or secure alternative provision where needed for that service area would be critically compromised. The type of change could be due to increased demand, reduced access to provision or a combination of both. This includes the provision for both council commissioned services and self-funded care.**

In your opinion what is the scale of change that would lead to a tipping point between now and the end of March 2021?

Net reduction in availability of suitable provision of less than 10%



Net reduction in availability of suitable provision of between 10 - 20%

Net reduction in availability of suitable provision of over 20%

Other trigger point (please specify in the box below)

What do you anticipate would be the most likely cause of the net reduction that would lead to a tipping point between now and the end of March 2021?

Predominantly due to increased demand for support

Predominantly due to a decrease in access to suitable provision

A combination of increased demand and a decrease in access to suitable provision

Other trigger point (please specify in the box below)

What support or actions do you feel are necessary? Please include any details of actions needed now, and/or at the tipping point.

Increase block provision including P2 and P3 beds. Access to additional financial support for nursing homes to cover the current increase in void rates Support for Nursing homes to access NHS Qualified Nursing bank staff Regular contact with providers around their financial uncertainties and close monitoring of the capacity tracker

Please add any further comments you feel would be useful in expanding on your response.



## Residential care - older people

**3. Your response to Question 1 indicated that you are moderately concerned about the ability of the local care market for residential care for older people to provide the capacity needed between now and the end of March 2021, and expect to reach a point of crisis that compromises your council's ability to ensure continuity of care between Christmas and the end of March 2021 (between 15/12/2020 and 31/03/2021).**

**In thinking about your response to Question 1, please could you indicate below what scale of change you feel would precipitate a tipping point, beyond which the council's ability to ensure service continuity and/or secure alternative provision where needed for that service area would be critically compromised. The type of change could be due to increased demand, reduced access to provision or a combination of both. This includes the provision for both council commissioned services and self-funded care.**

In your opinion what is the scale of change that would lead to a tipping point between now and the end of March 2021?

Net reduction in availability of suitable provision of less than 10%

Net reduction in availability of suitable provision of between 10 - 20%

Net reduction in availability of suitable provision of over 20%

Other trigger point (please specify in the box below)

What do you anticipate would be the most likely cause of the net reduction that would lead to a tipping point between now and the end of March 2021?

lead to a tipping point between now and the end of March 2021?

Predominantly due to increased demand for support

Predominantly due to a decrease in access to suitable provision

A combination of increased demand and a decrease in access to suitable provision

Other trigger point (please specify in the box below)

What support or actions do you feel are necessary? Please include any details of actions needed now, and/or at the tipping point.

Increase block provision including P2 and P3 beds. Access to additional financial support for residential homes to cover the current increase in void rates Support for residential homes to access agency staff Regular contact with providers around their financial uncertainties and close monitoring of the capacity tracker

Please add any further comments you feel would be useful in expanding on your response.

**Residential care - working age adults**

**3. Your response to Question 1 indicated that you are slightly concerned about the ability of the local care market for residential care for working age adults to provide the capacity needed between now and the end of March 2021, and expect serious challenges between now and the end of March 2021, but are confident that these will be addressed through your plans to ensure continuity of care is not compromised.**

**In thinking about your response to Question 1, please could you indicate below what scale of change you feel would precipitate a tipping point, beyond which the council's ability to ensure service continuity and/or secure alternative provision where needed for that service area would be critically compromised. The type of change could be due to increased demand, reduced access to provision or a combination of both. This includes the provision for both council commissioned services and self-funded care.**

In your opinion what is the scale of change that would lead to a tipping point between now and the end of March 2021?

Net reduction in availability of suitable provision of less than 10%

Net reduction in availability of suitable provision of between 10 - 20%

Net reduction in availability of suitable provision of over 20%

Other trigger point (please specify in the box below)

What do you anticipate would be the most likely cause of the net reduction that would lead to a tipping point between now and the end of March 2021?

Predominantly due to increased demand for support

Predominantly due to a decrease in access to suitable provision

A combination of increased demand and a decrease in access to suitable provision

Other trigger point (please specify in the box below)

What support or actions do you feel are necessary? Please include any details of actions needed now, and/or at the tipping point.

Access to additional financial support Support to access agency staff Regular contact with providers around their financial uncertainties and close monitoring of the capacity tracker

Please add any further comments you feel would be useful in expanding on your response.

### Home care

**3. Your response to Question 1 indicated that you are slightly concerned about the ability of the local care market for home care to provide the capacity needed between now and the end of March 2021, and expect serious challenges between now and the end of March 2021, but are confident that these will be addressed through your plans to ensure continuity of care is not compromised.**

**In thinking about your response to Question 1, please could you indicate below what scale of change you feel would precipitate a tipping point, beyond which the council’s ability to ensure service continuity and/or secure alternative provision where needed for that service area would be critically compromised. The type of change could be due to increased demand, reduced access to provision or a combination of both. This includes the provision for both council commissioned services and self-funded care.**

In your opinion what is the scale of change that would lead to a tipping point between now and the end of March 2021?

Net reduction in availability of suitable provision of less than 10%

Net reduction in availability of suitable provision of between 10 - 20%

Net reduction in availability of suitable provision of over 20%

Other trigger point (please specify in the box below)

What do you anticipate would be the most likely cause of the net reduction that would lead to a tipping point between now and the end of March 2021?

Predominantly due to increased demand for support

Predominantly due to a decrease in access to suitable provision

A combination of increased demand and a decrease in access to suitable provision

Other trigger point (please specify in the box below)

What support or actions do you feel are necessary? Please include any details of actions needed now, and/or at the tipping point.

Focused recruitment campaign around Proud to Care Continuation of the Proud to Care retention bonus Additional financial support required to cover costs incurred Additional support around the RAG rating that providers are completing to ensure business continuity

Please add any further comments you feel would be useful in expanding on your response.

Home based reablement

3. Your response to Question 1 indicated that you are slightly concerned about the ability of the local care market for home based reablement to provide the capacity needed between now and the end of March 2021, and expect serious challenges between now and the end of March 2021, but are confident that these will be addressed through your plans to ensure continuity of care is not compromised.

In thinking about your response to Question 1, please could you indicate below what scale of change you feel would precipitate a tipping point, beyond which the council’s ability to ensure service continuity and/or secure alternative provision where needed for that service area would be critically compromised. The type of change could be due to increased demand, reduced access to provision or a combination of both. This includes the provision for both council commissioned services and self-funded care.

In your opinion what is the scale of change that would lead to a tipping point between now and the end of March 2021?

Net reduction in availability of suitable provision of less than 10%

Net reduction in availability of suitable provision of between 10 - 20%

Net reduction in availability of suitable provision of over 20%

Other trigger point (please specify in the box below)

What do you anticipate would be the most likely cause of the net reduction that would lead to a tipping point between now and the end of March 2021?

Predominantly due to increased demand for support

Predominantly due to a decrease in access to suitable provision

A combination of increased demand and a decrease in access to suitable provision

Other trigger point (please specify in the box below)

What support or actions do you feel are necessary? Please include any details of actions needed now, and/or at the tipping point.

Focused recruitment campaign around Proud to Care Continuation of the Proud to Care retention bonus Additional financial support required to cover costs incurred Additional support around the RAG rating that providers are completing to ensure business continuity

Please add any further comments you feel would be useful in expanding on your response.

### Supported living or extra care housing

**3. Your response to Question 1 indicated that you are slightly concerned about the ability of the local care market for supported living or extra care housing to provide the capacity needed between now and the end of March 2021, and expect serious challenges between now and the end of March 2021, but are confident that these will be addressed through your plans to ensure continuity of care is not compromised.**

**In thinking about your response to Question 1, please could you indicate below what scale of change you feel would precipitate a tipping point, beyond which the council's ability to ensure service continuity and/or secure alternative provision where needed for that service area would be critically compromised. The type of change could be due to increased demand, reduced access to provision or a combination of both. This includes the provision for both council commissioned services and self-funded care.**

In your opinion what is the scale of change that would lead to a tipping point between now and the end of March 2021?

Net reduction in availability of suitable provision of less than 10%

Net reduction in availability of suitable provision of between 10 - 20%

Net reduction in availability of suitable provision of over 20%

Other trigger point (please specify in the box below)

What do you anticipate would be the most likely cause of the net reduction that would lead to a tipping point between now and the end of March 2021?

Predominantly due to increased demand for support

Predominantly due to a decrease in access to suitable provision

A combination of increased demand and a decrease in access to suitable provision

Other trigger point (please specify in the box below)



What support or actions do you feel are necessary? Please include any details of actions needed now, and/or at the tipping point.

Focused recruitment campaign around Proud to Care Continuation of the Proud to Care retention bonus Additional financial support required to cover costs incurred Additional support around the RAG rating that providers are completing to ensure business continuity

Please add any further comments you feel would be useful in expanding on your response.

### **Support provided through direct payments**

**3. Your response to Question 1 indicated that you are slightly concerned about the ability of the local care market for support provided through direct payments to provide the capacity needed between now and the end of March 2021, and expect serious challenges between now and the end of March 2021, but are confident that these will be addressed through your plans to ensure continuity of care is not compromised.**

**In thinking about your response to Question 1, please could you indicate below what scale of change you feel would precipitate a tipping point, beyond which the council's ability to ensure service continuity and/or secure alternative provision where needed for that service area would be critically compromised. The type of change could be due to increased demand, reduced access to provision or a combination of both. This includes the provision for both council commissioned services and self-funded care.**

In your opinion what is the scale of change that would lead to a tipping point between now and the end of March 2021?

Net reduction in availability of suitable provision of less than 10%

Net reduction in availability of suitable provision of less than 10%

Net reduction in availability of suitable provision of between 10 - 20%

Net reduction in availability of suitable provision of over 20%

Other trigger point (please specify in the box below)

What do you anticipate would be the most likely cause of the net reduction that would lead to a tipping point between now and the end of March 2021?

Predominantly due to increased demand for support

Predominantly due to a decrease in access to suitable provision

A combination of increased demand and a decrease in access to suitable provision

Other trigger point (please specify in the box below)

What support or actions do you feel are necessary? Please include any details of actions needed now, and/or at the tipping point.

Focused recruitment campaign around Proud to Care Additional financial support required to cover costs incurred Continued support for access to PPE for DP clients

Please add any further comments you feel would be useful in expanding on your responses

response.

## Voluntary Organisations

**3. Your response to Question 1 indicated that you are slightly concerned about the ability of the local care market for Voluntary Organisations to provide the capacity needed between now and the end of March 2021, and expect serious challenges between now and the end of March 2021, but are confident that these will be addressed through your plans to ensure continuity of care is not compromised.**

**In thinking about your response to Question 1, please could you indicate below what scale of change you feel would precipitate a tipping point, beyond which the council's ability to ensure service continuity and/or secure alternative provision where needed for that service area would be critically compromised. The type of change could be due to increased demand, reduced access to provision or a combination of both. This includes the provision for both council commissioned services and self-funded care.**

In your opinion what is the scale of change that would lead to a tipping point between now and the end of March 2021?

Net reduction in availability of suitable provision of less than 10%

Net reduction in availability of suitable provision of between 10 - 20%

Net reduction in availability of suitable provision of over 20%

Other trigger point (please specify in the box below)

What do you anticipate would be the most likely cause of the net reduction that would lead to a tipping point between now and the end of March 2021?

Predominantly due to increased demand for support

Predominantly due to a decrease in access to suitable provision

A combination of increased demand and a decrease in access to suitable provision

Other trigger point (please specify in the box below)

What support or actions do you feel are necessary? Please include any details of actions needed now, and/or at the tipping point.

Please add any further comments you feel would be useful in expanding on your response.

### Day Care Services

**3. Your response to Question 1 indicated that you are moderately concerned about the ability of the local care market for Day Care Services to provide the capacity needed between now and the end of March 2021, and expect to reach a point of crisis that compromises your council's ability to ensure continuity of care between Christmas and the end of March 2021 (between 15/12/2020 and 31/03/2021).**

**In thinking about your response to Question 1, please could you indicate below what scale of change you feel would precipitate a tipping point, beyond which the council's ability to ensure service continuity and/or secure alternative provision where needed for that service area would be critically compromised. The type of change could be due to increased demand, reduced access to provision or a combination of both. This includes the provision for both council commissioned services and self-funded care.**

In your opinion what is the scale of change that would lead to a tipping point between now and the end of March 2021?

Net reduction in availability of suitable provision of less than 10%

Net reduction in availability of suitable provision of over 20%

Net reduction in availability of suitable provision of over 20%

Other trigger point (please specify in the box below)

What do you anticipate would be the most likely cause of the net reduction that would lead to a tipping point between now and the end of March 2021?

Predominantly due to increased demand for support

Predominantly due to a decrease in access to suitable provision

A combination of increased demand and a decrease in access to suitable provision

Other trigger point (please specify in the box below)

What support or actions do you feel are necessary? Please include any details of actions needed now, and/or at the tipping point.

Please add any further comments you feel would be useful in expanding on your response.

### Children's services

**3. Your response to Question 1 indicated that you are slightly concerned about the ability of the local care market for Children's services to provide the capacity needed between now and the end of March 2021, and expect serious challenges between now and the end of March 2021, but are confident that these will be addressed through your plans to ensure continuity of care is not compromised.**

**In thinking about your response to Question 1, please could you indicate below what scale of change you feel would precipitate a tipping point, beyond which the council's ability to ensure service continuity and/or secure alternative provision where needed for that service area would be critically compromised. The type of change could be due to increased demand, reduced access to provision or a combination of both. This includes the provision for both council commissioned services and self-funded care.**

In your opinion what is the scale of change that would lead to a tipping point between now and the end of March 2021?

Net reduction in availability of suitable provision of less than 10%

Net reduction in availability of suitable provision of between 10 - 20%

Net reduction in availability of suitable provision of over 20%

Other trigger point (please specify in the box below)

What do you anticipate would be the most likely cause of the net reduction that would lead to a tipping point between now and the end of March 2021?

Predominantly due to increased demand for support

Predominantly due to a decrease in access to suitable provision

A combination of increased demand and a decrease in access to suitable provision

Other trigger point (please specify in the box below)

What support or actions do you feel are necessary? Please include any details of actions needed now, and/or at the tipping point.

Additional funding required to support services

Please add any further comments you feel would be useful in expanding on your response.

# Section 2 - Contingency Planning

*The purpose of this question is to understand the specific steps councils have taken in relation to policy and practice, to prepare for provider service change or closure.*

## 4. To what extent do you have in place or use the following measures, plans and contingency approaches to reduce the risks to continuity of care from provider failure?

Please provide a number between 1 and 3 for each measure and for each type of care, where the numbers signify the following:

- 1- The measure is in place within the service area **to a great extent.**
- 2- The measure is in place within the service area **to a moderate extent.**
- 3- The measure is in place within the service area **to a small extent.**

**Please leave any of the boxes blank where the measure is not in place at all within the service area. Where a measure has been used in different service areas, please use the numbers to help differentiate the scale of support provided.**

### a. Local authority funded care and support

Nursing care

#### Financial support

Use of IPC funding

1

Other financial support

2

#### Non-financial support

Contractual support

1

Other support

1

#### Access to provision

Access to additional provision

2

Changes to how people are supported

Other (please specify)



Residential care - older people

**Financial support**

Use of IPC funding

1

Other financial support

2

**Non-financial support**

Contractual support

1

Other support

1

**Access to provision**

Access to additional provision

2

Changes to how people are supported

Other (please specify)

Residential care - working age adults

**Financial support**

Use of IPC funding

1

Other financial support

2

**Non-financial support**

Contractual support

1

Other support

1

**Access to provision**

Access to additional provision

Changes to how people are supported

Other (please specify)

Home care

**Financial support**

Use of IPC funding

Other financial support

**Non-financial support**

Contractual support

Other support

**Access to provision**

Access to additional provision

Changes to how people are supported

Other (please specify)

Home based reablement

**Financial support**

Use of IPC funding

Other financial support

**Non-financial support**

Contractual support

Other support

**Access to provision**

Access to additional provision

Changes to how people are supported

Other (please specify)

Supported living or extra care housing

care housing  
Supported living or extra  
care housing

**Financial support**

Use of IPC funding

1

Other financial support

2

**Non-financial support**

Contractual support

1

Other support

1

**Access to provision**

Access to additional provision

Changes to how people are supported

Other (please specify)

Support provided through  
direct payments

**Financial support**

Use of IPC funding

1

Other financial support

2

**Non-financial support**

Contractual support

3

Other support

1

**Access to provision**

Access to additional provision

Changes to how people are supported

Other (please specify)

**b. Self-funded care**

Nursing care

**Financial support**

Use of IPC funding

Other financial support

**Non-financial support**

Contractual support

Other support

**Access to provision**

Access to additional provision

Changes to how people are supported

Other (please specify)

Residential care - older people

**Financial support**

Use of IPC funding

Other financial support

**Non-financial support**

Contractual support

Other support

**Access to provision**

Access to additional provision

Changes to how people are supported

Other (please specify)

**Financial support**

Use of IPC funding

Other financial support

**Non-financial support**

Contractual support

Other support

**Access to provision**

Access to additional provision

Changes to how people are supported

Other (please specify)

Home care

**Financial support**

Use of IPC funding

Other financial support

**Non-financial support**

Contractual support

Other support

**Access to provision**

Access to additional provision

Changes to how people are supported

Other (please specify)

Home based reablement

**Financial support**

Home based reablement

Use of IPC funding

Other financial support

**Non-financial support**

Contractual support

Other support

**Access to provision**

Access to additional provision

Changes to how people are supported

Other (please specify)

Supported living or extra care housing

**Financial support**

Use of IPC funding

Other financial support

**Non-financial support**

Contractual support

Other support

**Access to provision**

Access to additional provision

Changes to how people are supported

Other (please specify)

Support provided through direct payments

**Financial support**



specify)

People supported through council commissioned care

People supported through self-funded care

Yes

No

**5. (b) Please add any further comments as necessary to expand on your responses to 5. (a) above.**

Currently waiting on a legal response to data sharing arrangements

*The purpose of this question is to understand the council's view of risk to service continuity, in light of the actions they are taking.*

**6. To what extent have the following local or partnership arrangements for managing and responding to risks been part of your contingency planning approach?**

	To a great extent	To a moderate extent	To a small extent	Not at all
Working with partners (e.g. other councils, the region, service users, providers, Healthwatch, HWB, LRF)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and intelligence (e.g. regional market intelligence, CQC, safeguarding, QA, etc.)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



6. (b) Please add any further comments as necessary to expand on your responses above.

## Section 3 - Support

*The purpose of this question is to give councils an opportunity to highlight the three issues of greatest concern and explain likelihood, timing and support plans.*

7. (a) What are the three most significant issues that cause you concern as a risk to your ability to deliver on Care Act responsibilities / continuity of care between now and the end of March 2021?

Please describe below the issues that cause you most concern.

	How confident are you that your mitigation and contingency plans will minimise / address this risk?			
	Very confident	Fairly confident	Not very confident	Not at all confident
Issue 1 (please specify) Care Home providers closing due to financial viability	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Issue 2 (please specify) Unavailability of care staff due to covid related issues	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Issue 3 (please specify) Lack of regular testing and timely results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please describe the point at which you would consider this issue to be a critical point?

What support or actions do you feel are necessary?

	<p>Issue to be a critical point?          Please describe the point at which beyond which there is a significant risk to continuity of care)          (i.e. beyond which there is a significant risk to continuity of care)</p>	<p>What support or actions do you feel are needed now, and/or at the critical point          Please include any details of actions needed now, and/or at the critical point</p>
<p>Issue 1          (please specify)</p>		<p>Please include any details of actions needed now, and/or at the critical point</p>
<p>Care Home providers closing due to financial viability</p>	<p>At the loss of 100 beds</p>	<p>Financial support to stabilise the market</p>
<p>Issue 2          (please specify)</p>		
<p>Unavailability of care staff due to covid related issues</p>	<p>At the loss of 20% of the care workforce</p>	<p>We would have to introduce the Care Act Easement provisions</p>
<p>Issue 3          (please specify)</p>		
<p>Lack of regular testing and timely results</p>	<p>Significant delays leading to absence of staff and potential spread within services</p>	<p>A world beating test, track and trace system introduced and walk in testing with results within 24 hours</p>

**7. (b) Council narrative - Please provide a narrative that reflects the situation in your local area, particularly highlighting any points you feel have not already been covered in previous responses.**

Our concern is partly what will happen to our providers come the spring time. The risk of burn out and exhaustion of our managers of homes and care services is extremely high and potentially going to be a significant issue by March 2021. There is also the risk of unpaid carer fatigue causing an impact on the market. There is also the worry about “Long Covid” and its effects and how that will impact on demand for services as our understanding of the long term effects develops

*The purpose of this question is to understand what type of support a council would most want and when this may be required.*

**8. (a) What further support would you want to see in place to help you deal with the expected service continuity challenges between now and the end March 2021?**

Please include support from, for example the Care and Health Improvement Programme (CHIP), including the LGA and ADASS, neighbouring councils and others within your region, the Department for Health and Social Care. If there is a specific delivery channel that is not clear in the type of support detailed, please expand in the comments alongside.

	When will this support be needed?				Additional comments  Please provide any comments to expand on this if needed
	Needed urgently	Needed within the next three months	Needed in response to a specific event (e.g. a tipping point)	Not needed	
Legislative (e.g. Market oversight)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<div style="border: 1px solid gray; padding: 5px;">Unsure how this would support us in carrying out our duties</div>
Flexible funding	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid gray; height: 20px;"></div>
Peer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<div style="border: 1px solid gray; height: 20px;"></div>
Market Intelligence	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid gray; height: 20px;"></div>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid gray; height: 20px;"></div>

**8. (b) Please add any further general comments as necessary to expand on your responses above.**

**You have reached the end of this self-assessment. Please tick the box below to indicate that this self-assessment has been signed off by your Director of Adult Social Services (DASS) and your Chief Executive.**

Yes, the Director of Adult Social Services (DASS) has signed off this self-assessment.



Yes, the Chief Executive has signed off this self-assessment.



**Once you press the 'Submit' button below, you will have completed the survey. You will then be shown an automatically generated summary of your response, which you will be able to download as a pdf.**

**Once you have submitted this form you will no longer be able to modify your response. If you submit the form and would like to make a further change, please contact us at [adass.lga.covid@local.gov.uk](mailto:adass.lga.covid@local.gov.uk) to have your response reopened.**

Many thanks for taking the time to complete this self-assessment. You are in control of any personal data that you have provided to us in your response. You can contact us at all times to have your information changed or deleted. You can find our full privacy policy here: [click here to see our privacy policy](#)