

COVID -19 Commissioning Update



- Gerald Hunt Head of Commissioning – Adult Scrutiny Panel

Wellness Service

Service Aim: preventing at risk individuals from deteriorating into a crisis resulting in dependence on statutory services.

Service offer: Consistent telephone support with a strengths based focus to encourage personal resilience.

Fiona Shergold

Expansion of an existing service in response to COVID-19

Clients may be:

Socially isolated and lonely

Waiting for care

Frequent callers to services

Needing follow up after professional intervention

Vulnerable informal carers

Registered on the NSSS website

Additional support available:

Technology Enabled Care

Care Link - free for 3 months (on a case by case basis)

Handy persons service

Onward referral to Care Connect or NS Together networks as appropriate

Numbers supported currently: 69



Collaborative working to avoid admissions

Wellness Service work to support admission avoidance

Wellness services acts a triage hub for:

- Referrals from NSSS Website
- Individuals where community hubs or North Somerset Together have identified additional support is needed

Wellness Service as an intervention option for community health providers:

- Post discharge onto Pathway 1 where community rehab has come to an end and ongoing long arm support is needed to prevent readmission
- Admission prevention for individuals where acute phase of illness is over and community therapeutic support has ceased but ongoing support is needed
- Additional needs are identified by The Red Cross as a result of Pathway 0 calls
- Voluntary sector organisations identify needs

Technology Enabled Care response to COVID-19

Aim: to reduce the impact of COVID-19 on individuals who are vulnerable because of self-isolating

GDS 4D router and tablets

Amazon Echo and Show

Samsung tablets

Mobile Wifi hot spot devices

Smart plugs

Vibrante reminder watch

Remote control plug sockets

Medepage mini GPS

Kraydel Konnect video calling pilot

Fiona Shergold



Integrated Working with Community Integrated Care Bureau (CICB)

Emma Halford-Snook

CICB Panel Members

- Sirona D2A
 - Personalised Commissioning Team Manager/Brokerage Manager
 - ART Team Manager
- Virtual Panels daily:
 - Right to Reside meetings – UBHT/WHG/NBT
 - Stranded Patient Meetings
 - Right to Reside MH Team Younger people
 - Triage SRF's to determine discharge Pathway
 - Track patient through Social Care systems to ensure safe discharge and consider implications on home situations and family support
 - Complete Emergency Assessment Tool to support information captured on SRF to ensure safe discharge
 - Expediate hospital discharge to appropriate Pathway
 - Trusted assessor for referral to Care Homes and Domiciliary Care Services
 - Resolve issues around challenging discharges
 - Identify suitable provision and identify areas of challenge
 - ensure continuous review of all Pathway patients to maintain flow

Brokerage and Social Care

Emma Halford-Snook

Extended brokerage and social work support to support 7 day working

- We currently offer Weekend cover for Community Integrated Care Bureau
- Weekend Support Team :
 - Brokerage Manager
- Service:
 - Arranging weekend Placements into Care Homes required due to:
 - Carer breakdown
 - Community crisis
 - Avoid Hospital Admittance
 - Failed Pathway 1 Discharges
 - Manage and Monitor
 - 2 Extra Care Flats to support Discharge
 - Manage 68 Block beds and Spot Purchase where necessary
 - 2 Waking night Staff
 - 2 Live in Carers
 - Supporting ICB Calls to determine suitable Pathways for Hospital Discharges P1+, P2 P3
 - Providing point of contact for Providers

P3 Extensions

- Recommission and balance block and Spot Purchases to accommodate Hospital Discharges to support flow
- Scheme 2 Funding allows for up to 6 weeks Funding from Health – Brokerage Monitor and Adjust Funding as appropriate



Vaccination update

- As of 17th Feb
- Care Home Vaccinations 92% of residents in BNSSG completed.
- 96% of over 80s population of BNSSG vaccinated
- 100% care home staff have been offered the vaccine in North Somerset.
- 100% Regulated and commissioned services front line staff have been offered the vaccine across adults and children's services in North Somerset.
- Up to 17th of Feb Providers replies and capacity tracker indicate approx. 76% take up of vaccine among all front line staff

- BNSSG Sub Group was established in December (Commissioning reps from Bristol, North Somerset and South Glos in attendance) Led by the NHS South West Vaccination Lead.
- Work within the SOP and criteria/priority groups.
- PCN route, Hospital Hubs and Community/Pharmacy Hub offer.
- Aim is to get first 4 priority cohorts (inc. all over 80s, front line health and care staff) vaccinated with the first dose by mid Feb.
- HR Leading on prioritising council staff and working with relevant leads.
- Data Monitoring – regulated services recording data on the NHS Capacity tracker. Non regulated services are using NSC forms to submit data.
- Comms – Regular communication to staff and providers via weekly BNSSG mailshot and targeted local emails to ensure all are kept up to date and to reduce anxiety and fears around the misconceptions e.g. BAME Webinar, easy read documents for LD.

PPE Response to C19 Crisis

- The NHS capacity tracker was recently updated with additional questions regarding Care Homes ability to deal with C19. NSC had a 99% response rate.
- NSC had a 94% positive response to the question “access to sufficient PPE to meet needs” the highest response in the BNSSG area.

Rob Hepworth

- Local Resilience Forum has closed down and now all deliveries are managed between the Department of Health and Social Care and North Somerset Council
- The two PPE stores are still in operation one at the Medequip equipment depot for external providers and for receiving deliveries from the DHSC and one at the Carlton Centre for internal services and collections of small amounts for DP service users and carers etc.
- The online portal is still in operation, although currently in discussion with Business Intelligence to design a system that requires less manual input and can monitor stock levels without manual entry into spreadsheets.
- No concerns raised by providers about access to PPE from NSC. All Social Care providers have been advised that Free PPE from DHSC has been extended to June 2021.
- As of 10th Feb there have been 690 responses to the online portal, most of these are for masks, aprons, hand sanitiser and gloves.
- Internal system has had 146 requests for PPE which has covered services from Direct Payment clients, OT's, Social Work Teams, Sea front rangers, Election services, Rapid Testing Centres, Children's Social Care teams, Special Schools etc.
- Currently in process of arranging system for unpaid carers of people who do not live with the person they care for to access PPE.
- All PPE guidance from Central Government is cascaded to all providers
- Have arranged fit testing for staff who are supporting clients using Aerosol Generating Procedures who require FFP3 masks and gowns ranging from Special schools to Dom Care providers and Care Homes. Currently have 6 different models of FFP3 masks in circulation



PPE Distribution

PPE distributed up to 07th Jan 2021	
Type IIR Masks	271,750
Type II Masks	69,050
Aprons	295,000
Gloves	555,200
Face Shields	4,684
Hand Sanitiser (Litres)	918
Hand wash (Litres)	450
Clinical Waste Bags	5,850
Disinfectant wipes	33,600
Total items distributed	1,235,134

Approximately 90% have gone to the Adult Social Care sector and Special Educational Schools, 10% have gone to internal teams and staff.

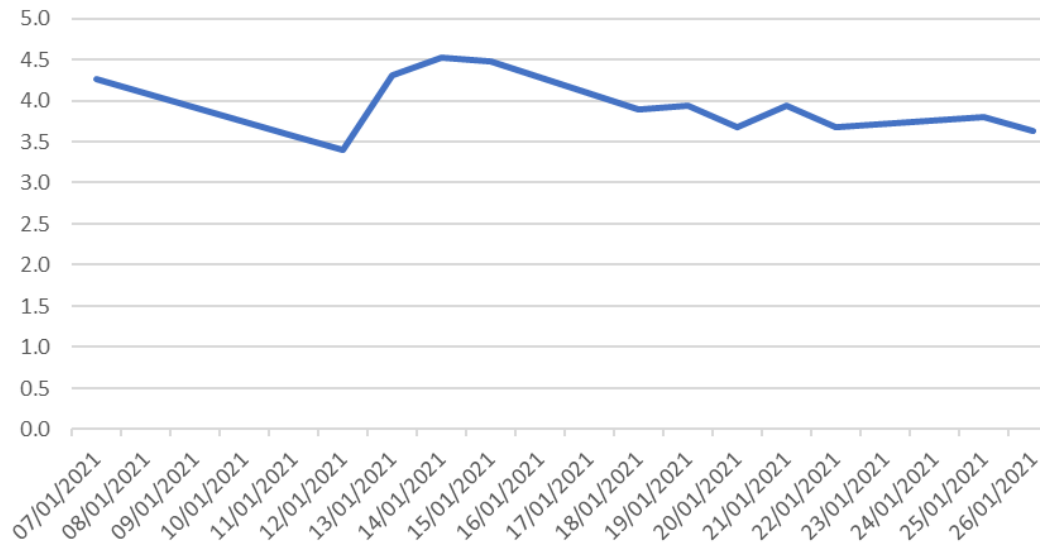
Dom Care Update

- Capacity Tracker Home Care Survey data is CQC registered domiciliary care providers in North Somerset

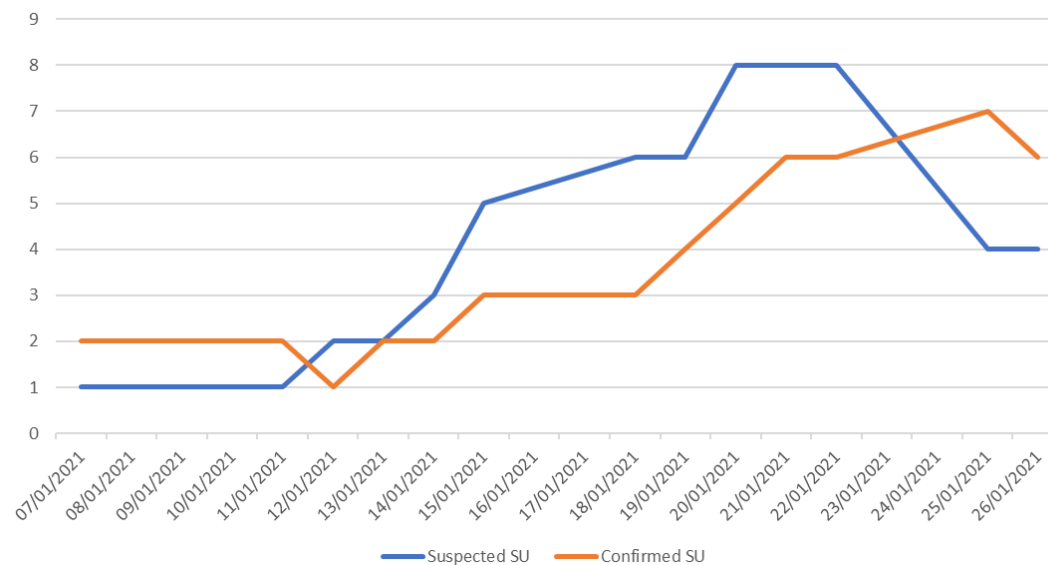
We are monitoring

- Reported Service User confirmed and suspected cases
- Reported total number of staff employed and total number of staff not in the business due to Covid 19 – this includes staff who are shielding
 - In total in North Somerset
 - By each provider
- Service user Covid 19 confirmed and suspected cases saw a rise at the beginning of January 2021 in line with national increase in cases
- Highest number of confirmed cases in 2021 has been 7
- Staff sickness due to Covid 19 began being monitored daily from 7th January 2021 to identify and act on emerging patterns
- Staff sickness levels have been on average 3.7% with 1 provider out of 31 being identified as needing support and monitoring
- No current concerns within the market

% of North Somerset based workforce off



Suspected and Confirmed cases of C19 in service users in NSC



Action Plan

Central Government required an action plan from every local authority.

The action plan had to be signed off by the Department of Health and Social Care to ensure that it was up to standard.

North Somerset's action plan was signed off successfully with no changes required.

The Action plan was prepared in conjunction with the BNSSG CCG and will have leads from Public Health, CCG and NSC managing the actions

There are 22 different responses identified by NSC in the action plan

Highlights of the Action Plan submitted to DoHSC

- Training available to all services around Infection Prevention and Control and the use of PPE.
- Sourcing Pulse Oximeters to support remote monitoring
- Managing the communications surrounding the infection control grant to the care homes
- Working with PHE and Sirona to ensure clinical advice on PPE is shared effectively
- Continued support to access PPE for contracted services via current systems.
- Linking with BNSSG and LRF logistical cells to support supply issues
- Working with homes to help support effective quarantining practises and find alternative placements if this isn't possible
- Daily contact with providers and oversight of the market via the NHS capacity tracker
- Engagement with the care home sector
- Support to access testing where required



North Somerset Together and commissioned voluntary services Covid Response

North Somerset Together

- There are currently 27 network partners operating across North Somerset.
- The volunteer capacity of these partners is a total of 2,000
- There are :
 - Community Interest Companies
 - Village agents
 - Town and parish councils

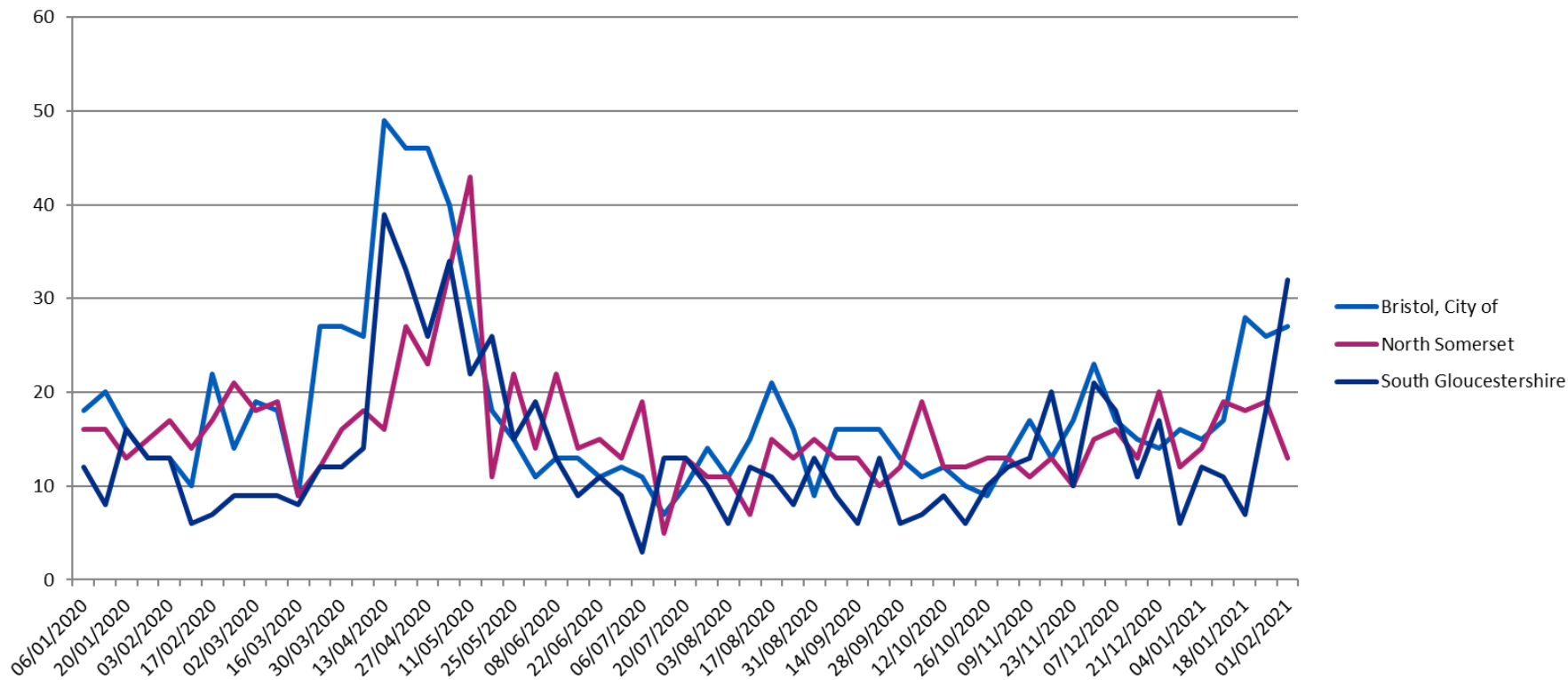
Commissioned Voluntary Services

- All commissioned adult care support services have adapted and continue to be provided by staff or volunteers
- Providers have offered support to service users through telephone calls, Zoom meetings or online events
- Where safe and appropriate providers have provided direct support to service users
- We have continued to support providers as they have changed service provision and then monitored resulting impacts
- We have offered advice and information to providers on covid related issues and their eligibility for Vaccination
- Providers have been encouraged to work together to ensure shared learning and clear signposting of changing service provision.



All deaths with Place of Death = Care Home

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Number of Care Home beds in BNSSG

Total Declared					% of		
Row Labels	Total Declared Beds	Used Beds	Vacancies	Occupancy %	Row Labels	Number of homes	homes
Bristol City Council	13928	11860	2068	85%	Over 90% Occupancy	640	38%
North Somerset District Council	14250	11840	2410	83%	70-90% Occupancy	553	33%
South Gloucestershire Council	8828	7055	1773	80%	Below 70% Occupancy	196	12%
Grand Total	37006	30755	6251	83%	0% Occupancy	276	17%
					Grand Total	1665	