

Bury Health and Wellbeing Board

Report Title	Residential and Nursing Care – Support Provided during COVID-19 pandemic		
Meeting Date	21 st July 2020		
Contact Officer	Matthew Logan		
HWB Lead	Julie Gonda / Tracy Minshull		
1. Executive Summary			
Is this report for?	Information <input checked="" type="checkbox"/>	Discussion <input type="checkbox"/>	Decision <input type="checkbox"/>
Purpose of report:	To update partners on the support provided to our Nursing and Residential Homes and the current situation.		
Key Actions:	Update		
What requirement is there for internal or external communication?			
Assurance and tracking process:	<i>The original Provider Offer went through the appropriate sign off process and was agreed by Cabinet. The extension was discussed with Democratic Services and was appropriately signed off via an Operational Decision.</i>		

2. Introduction / Background

There are just under 1400 residents that are supported in one of over 50 Residential and Nursing Homes in Bury. At the start of the COVID-19 pandemic, while wider focus was on the support and impact expected on the Acute Sector, Bury Council worked hard to ensure measures were in place to support Providers to manage the pressure associated with COVID-19. In a proactive move, Bury Council agreed a COVID Support Offer to all providers at the beginning of April which included support with access to PPE, staffing and wider financial measures. This was funded via the CCG coordinated COVID-19 fund.

The COVID Provider offer outlined support including but not limited to:

Recruitment Support

- Promotion of Provider job adverts via Local Care Organisation social media channels and wider

- Funding of DBS checks for new staff
- Reimbursement of any increased costs that our Providers have incurred due to having to bring in agency cost to cover staffing shortfall.

PPE

- Where Providers had to purchase additional or specific PPE, over and above regular stock, to protect staff and support our customers during this pandemic, we will fund these purchases.

Financial support

- Where providers start a new customer from hospital or Choices for Living Well on either the same day, or a date requested by the relevant team, they can claim an additional one off payment of £100. Where they start a new customer from hospital or Choices for Living well over the weekend they can claim a payment of £150. This is aimed at ensuring customers do not have to stay in hospital any longer than they need to.
- Offer to block book vacancies where necessary within our Older People's Residential and Nursing homes. The aim of which was to ensure we maintained capacity within the community sector to assist discharges from hospital. It also provided some Providers with financial security given the large number of vacancies being held as well as ensuring customers do not have to stay in hospital longer than needed.
- All discharges into care homes from hospital will be fully funded via COVID fund. This includes standard rate, dementia premiums where applicable, full nursing cost and top ups. This provides assurance to providers of appropriate funding before admission.
- Where a resident is diagnosed with COVID-19 and due to their presenting needs requires the Provider to bring in additional staff to support them on a one to one or two to one basis, this increase in care will be funded.
- Where due to COVID-19, providers have had to pay inflated costs for items that are required to ensure the safe running of their service then we look to support funding of them.
- Flexibility around upfront payments where providers require it.

This formal offer sat alongside other holistic support including:

- Dedicated Provider Relationship Officer for each home
- Daily bulletins sharing advice and guidance from the Council and partners
- 7 day access to relevant Council staff
- PPE escalation process for emergency stocks
- Workforce Hub to access staffing in an emergency
- Support with both individual and whole home testing
- Regular forums for providers with relevant partners including Infection Control Teams.

- An Innovation fund allowing applications for small amounts of money to support residents maintain contact with family or improved activities and facilities during lockdown.

The Council have since facilitated the distribution of an Infection Control Grant to Adult Social Care Providers, nearly £1m of which has gone to Care Homes.

The Borough's Care Homes have also benefited from increased joint working between the Council, Public Health, CCG and Primary Care, including the roll out of linked GP's to each Care Home and dedicated Infection Control contacts to discuss specific issues.

Although the number of deaths suffered in our Care Homes is a tragedy, the proactive approach taken by the Council, its partners and our Care Homes has resulted in Bury being the 3rd lowest authority for excess COVID deaths in Residential Homes across Greater Manchester.

3. key issues for the Board to Consider

The CCG coordinated COVID-19 funding is secure until the end of July, allowing some flexibility is offering a continuation of part of the COVID Provider Offer. With an original end date of June 30th 2020, we have taken into account the Governments easing of lockdown measures. The cost implications of COVID remain for the majority of providers; guidance around the use of PPE has not changed for a number of months and staffing capacity continues to be impacted on by infection, contact tracing and shielding. By streamlining our COVID Provider offer now we are ensuring support is still there where required but easing ourselves and providers into a recovery phase.

Care Homes are therefore still able to access:

- Funding for additional PPE
- Funding for increased costs incurred by using agency staff
- Funding assured for all hospital discharges into care homes via the COVID fund.
- Dedicated Provider Relationship Officer for each home
- Twice a week bulletins sharing advice and guidance from the Council and partners
- PPE escalation process for emergency stocks
- Workforce Hub to access staffing in an emergency
- Support with both individual and whole home testing

- Regular forums for providers with relevant partners including Infection Control Teams.
- An Innovation fund allowing applications for small amounts of money to support residents maintain contact with family or improved activities and facilities during lockdown.

4. Recommendations for action

The extension of at least part of the offer will align with work being carried out on the Adult Social Care Recovery Plan. Market Sustainable plans are actively being developed to ensure that support is targeted to those providers who need it most to remain viable. The extension of the COVID Provider Offer to end of July allows time where focus can shift further to recovery, to work with providers around long term plans to ensure they can meet the changing demands of the care market. We have recently held a Strategic Care Home forum where owners and chief executives of all Bury Care Homes were invited to discuss and share ideas around securing the sustainability of the market, meeting demand going forward and jointly develop implementations plans with the Council.

5. Financial and legal implications.

If necessary please seek advice from the Council Monitoring Officer Jayne Hammond (J.M.Hammond@bury.gov.uk) or Section 151 Officer Mike Woodhead (Mike.Woodhead@nhs.net).

The CCG coordinated COVID-19 funding is secure until the end of July, allowing some flexibility is offering a continuation of part of the COVID Provider Offer. Work is currently ongoing to establish the financial impact of any wider sustainability offer we have to provide to our Care Homes post COVID funding.

6. Equality/Diversity Implications. Please attach the completed Equality and Analysis Form if required.

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Date: 8th July 2020