



Information

for adult social care providers

CORONAVIRUS
PROTECT YOURSELF & OTHERS



Issue 54 – 19 November 2020

Dear colleague,

The LLR health and social care system remains extremely busy at this time of heightened COVID-19 infection within the community. Your support to people and your organisations' ongoing efforts to keep people safe, and where relevant facilitate timely discharges, is hugely appreciated across the system.

Help control the spread of COVID-19

Coronavirus cases are continuing to rise across Leicestershire, including in care homes and care staff.

We need your help to reduce cases locally and keep yourself, your loved ones, staff and service users safe. In short – it's down to all of us.

Throughout the pandemic all social care staff have been doing a great job looking after our vulnerable service users – now, more than ever, it is important to remember the basics of infection prevention and help stop the virus spreading.

We've put together a list of infection prevention top tips and reminders following CQC reports on recent outbreaks across Leicester, Leicestershire and Rutland.

Hands, face, space

- Regularly wash your hands
- Keep 2m apart in communal areas and staff rooms

Cleaning

- Increase cleaning frequencies in isolation bedrooms and communal areas
- Review and update your cleaning schedules
- Ensure cleaning products are chlorine-based
- Remove and dispose of waste promptly
- Ensure daily cleaning checklists are completed

- Remove soiled/infected linen from bedrooms immediately and take directly to the laundry for washing

'Buddy up' for donning, doffing and checking PPE

- Do you have the right PPE?
- Are you wearing your PPE correctly?
- Have you touched your face mask?

Monitoring

- Are you using 'RESTORE2' (<https://westhampshireccg.nhs.uk/restore2/>) to monitor all residents for signs of deterioration?

Follow the rules outside of work too

- Wash your hands, cover your face, make space
- Avoid car sharing with people outside your household
- If you have symptoms, isolate and book a test at www.nhs.uk or call 119

If you would like any support around infection prevention and control please contact infection@leics.gov.uk.

Guidance for care home visits

The position on safe care home visiting has been developing very quickly in the last few weeks, and we must ensure that the Leicestershire guidance reflects current recommended practice, is consistent where possible with other local authorities, and also does not change frequently.

The latest Leicestershire guidance will be released on or by Monday 23 November through a provider bulletin.

Ensuring that your workforce business continuity planning is robust

As we enter the winter months during this time of significant COVID-19 infection we would encourage you to review your business continuity plans, particularly relating to workforce availability. We will soon release a revised planning tool to help you with this planning – the themes that you should consider are:

- What would you do if suddenly 20%, 30% or 50% of your staff were unavailable to work, such as through self-isolation?
- What mutual relationships with other providers do you have or can you create for staffing?
- Ahead of time, can you establish which of your staff are likely to be able to offer flexibility in their work patterns?
- Can you set up a system to keep a running record of when staff who are self-isolating will next be available for work?

- Could you conduct rota reviews to enable staff to walk between visits depending on their home addresses?
- Can you put in place alternative rotas for different scenarios such as inclement weather and school closures?
- What access do you have to agency and bank staff?
- Do all key staff have relevant contact details (held securely)?
- Have you encouraged and facilitated all of your staff to take up their free flu vaccination (see the next article in this bulletin)?

Seasonal flu vaccinations – doses available

Providers have fed back to us that their staff are not able to have their free seasonal flu vaccination as a result of local shortages of the vaccine dose. Leicestershire County Council has identified that Mr Pickford's Pharmacy chain currently has flu vaccine doses available for staff – however, you are recommended to act quickly to ensure availability.

To access these vaccinations for free please book online at www.mrpickfords.com/flu. To enable us to monitor take-up please use our code 'LLR' in the 'last name' field, as given in the following example:

First Name: Joe

Last Name: Smith (LLR)

Below is a list of the pharmacies where the vaccines are available and their opening hours:

<i>Mr Pickford's pharmacy branch address</i>	<i>Telephone</i>	<i>Opening hours</i>
Norwich Road 19 Norwich Road, Leicester LE4 0LR	0116 2353530	Mon to Fri: 9am to 6.30pm; Sat: 9am to 1pm
Rushey Mead 4 Lockerbie Walk, Leicester LE4 7ZX	0116 2668548	Mon to Fri: 8.30am to 6.30pm; Sat: 9am to 1pm
East Goscote 10 Merchants Common, East Goscote, Leicester LE7 3XR	0116 2606734	Mon to Fri: 9am to 6pm; Sat: 9am to 1pm
Charnwood 46B Lacey Court, Shepshed, Leicestershire LE12 9QY	01509 502748	Mon to Fri: 9am to 6.30pm; Sat: 9am to 12.30pm

<i>Mr Pickford's pharmacy branch address</i>	<i>Telephone</i>	<i>Opening hours</i>
Kettering 75 St John's Road, Kettering NN15 5AZ	01536 519911	Mon to Fri: 9am to 6pm; Sat: 9am to 1pm
Corby 8 Spencer Court, Corby NN17 1NU	01536 264014	Mon to Sat: 8am to 11pm; Sun: 10am to 8pm

Flu vaccination recording on the care tracker

It is important that flu vaccination take-up numbers for residents, staff and agency staff are recorded regularly on the care tracker – your assistance in this is greatly appreciated.

Enjoying festive decorations in your setting

This festive period will be very difficult for people who live in care homes and we would like to ensure that settings have every opportunity to display seasonal decorations.

Care home providers will want to ensure that they can clean effectively whilst balancing the wish to create a seasonal atmosphere for residents. We have developed some things to consider in decorating your home:

- Staff should be able to clean effectively around a Christmas tree
- Make it as easy as possible for your cleaners to achieve your required cleaning standards by considering the number of decorations you put up
- Ensure that decorations are able to be viewed but ideally not touched
- As ever, promote and encourage hand hygiene whenever possible
- When decorations are taken down, they should be wiped over gently before storage
- You may wish to increase cleaning hours over the festive period to ensure that your high standards can be maintained

Inspired to Care – recruitment support

In April the Inspired to Care team began a three-month intensive recruitment campaign to support external care providers to recruit staff during the first wave of the COVID-19 pandemic. They were able to recruit 56 people into adult social care roles in Leicestershire.

In October, the team consulted all the candidates they placed to understand their position and see if the offer had been a success. The findings were:

- 75% of the candidates surveyed were still in their roles - this gives a 25% turnover rate, which is below the national average
- 100% of the candidates surveyed felt that they were suited to their role as care professionals – this indicates that the expectations of the roles were explained well during the onboarding process, and that by adopting values-based recruitment, they were able to recruit people who were suitable for social care roles
- 75% of the people that left their roles decided not to pursue other roles in social care, showing that negative experiences impact greatly on the reputation and retention in the sector
- The people that remained in their roles felt supported by management, listened to, valued and had access to development opportunities

It's a truly inspiring picture that providers that took part in the offer were able to retain so many of these staff at such a high-pressure time.

Inspired to Care is still supporting providers by hosting a county wide recruitment campaign and is supplementing providers' efforts by sending candidate leads and CVs to employers daily. They are also supporting providers on a more one-to-one basis by holding virtual support and advice consultations.

If you would like to obtain your free copy of the Inspired to Care recruitment and retention toolkit, be included in the daily CVs being sent to help supplement your recruitment activities, or would like to learn more about how Inspired to Care can offer you free support on workforce attraction, recruitment, retention and development, please go to <https://www.inspiredtocare.co.uk/registration> or email inspiredtocare@leics.gov.uk

Deprivation of Liberty Safeguards (DoLS)

Thank you for your continued support and commitment to the Leicestershire County Council DoLS team through your referrals and engagement in the assessment process. The DoLS Team are working within [Government guidance](#) to complete assessments. The guidance includes important information that "Face-to-face visits by professionals, for example for DoLS assessments, are an important part of the DoLS legal framework. These visits can occur if needed, for example to meet the person's specific communication needs, in urgent cases or if there are concerns about the person's human rights."

Each individual that is subject to a DoLS authorisation has a representative - it is important that they are able to continue their role which includes maintaining contact, monitoring the restrictions and ensuring any conditions attached to the authorisation are being met. It may be that a family member is a representative or there is a Paid Persons Representative, however it is worth noting that face to face visits may be required where appropriate for them to consider the welfare of the person they are supporting and to speak to them about their care arrangements.

We are aware that for some residents their care plans have been amended or restrictions upon family visits/visitors/access to certain areas of the home is

changing. Please can you ensure the DoLS Representative or the DOLS Team is notified of these changes so that we can consider if a DoLS review is required.

The DoLS Service can be contacted by email dols.team@leics.gov.uk or phone 0116 305 7861.

Infection Control Fund (ICF)

A number of providers have contacted the council about repaying unspent grant monies from ICF Round 1. We intend to collect those, in the main, by deducting them from the second ICF2 grant instalment, which is due to be paid in January 2021. However, some community providers that are not registered in Leicestershire will have to repay the sum directly as we are not supporting them in ICF2, as their local authority is. Further information will follow on this.

A feature of ICF Round 2 is that, unlike Round 1, the guidance is that local authorities should only make payments to community providers registered in their area. Those payments are based on the total number of clients supported as recorded on the Tracker, whether or not they are resident in the local authority's area. This means that providers that were funded via, and reporting to, the county council will now be funded by, and report to, the city council. We are contacting those providers to explain the new approach.

Thanks to those care homes and community providers that have completed the first monthly return - that information is being collated and submitted to the DHSC. It is important to say that the first payment of the grant issued should be fully spent by 31 December 2020 and that the forecast expenditure, though difficult to estimate, may be used by the DHSC to consider an additional allocation of funds during 2021. If you have not yet reported please do so without delay.

Updated guidance has been published by the DHSC, including examples of eligible expenditure for each measure, please see:

<https://www.gov.uk/government/publications/adult-social-care-infection-control-fund-round-2/adult-social-care-infection-control-fund-round-2-guidance#annex-a>

See also, all the main ICF2 information including the grant conditions at:

<https://resources.leicestershire.gov.uk/adult-social-care-and-health/working-with-you-during-coronavirus/infection-control-fund>

Department of Health and Social Care consultation on care staff movement

The Department of Health and Social Care has opened a consultation on its plans to [minimise the risk of coronavirus \(COVID-19\) infections by making residential and nursing care home providers restrict the movement of care staff](#)

A study on the impact of COVID-19 in care homes in England indicated that one of the common factors in care homes with higher levels of coronavirus infection amongst staff was how much they employed staff who worked across multiple sites.

In the Adult Social Care Winter Plan 2020-21 the government committed to new regulations to limit staff movement between care homes, and between care homes and other health and care settings.

The government now wants to make regulations that would temporarily modify regulations which deal with staffing. This would mean residential and nursing care home providers in England must restrict the movement of staff providing personal care or nursing care in their services.

Please consider the impact of this proposed change on your services and respond to the consultation using the link above by the closing date of Monday 23 November 2020 at noon.

Yours sincerely

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Director of Public Health