

Hounslow Care Homes Support Plan Cover Letter

This is a joint letter of response from the London Borough of Hounslow along with NHS Hounslow CCG.

COVID-19 has provided an unprecedented challenge to adult social care and the NHS. The challenge has been significant in London due to early and rapid spread of the virus, the density of the population, demography, local patterns of deprivation, and high levels of air pollution.

Across the capital, London local authorities responded to the challenge and our responsibilities under the Civil Contingencies Act by working together as London ADASS, London ADPH and Chief Executives, alongside NHS partners to identify issues, galvanise responses and lead several pan-London initiatives. We brought our co-ordinated response together through the Strategic Co-ordination Group and joint governance with NHS London. Locally, we established a preventative and early intervention approach and have worked closely with Hounslow CCG and NWL CCGs to address the virus spread in care homes.

Using data and evidence we developed a comprehensive understanding of the London adult social care markets (home care and care homes) during the spread of COVID-19. Our commissioners used this as a key part of their daily interaction to support providers. It has underpinned and strengthened relationships with providers locally and provided information on care homes across borough boundaries, which has streamlined the work and reduced the administrative impact on providers. Since mid-March this has supported local operational responses: prioritising active delivery of PPE, ensuring appropriate staffing levels and providing Public Health infection control advice and support.

Being alert to emerging issues in system which led to care home challenges and our early response (we started reporting care home deaths and COVID cases from 23rd March) has allowed action to be taken to respond in the Borough and provided early warning in London and nationally via the SCG of issues that would develop across the country.

A summary of the work across London and issues for the future are captured in the attached **Appendix 6**.

Joint work to ensure care market resilience locally

The London Borough of Hounslow and Hounslow CCG are working in close partnership to support care homes in Hounslow. The information gathered from daily calls to Care Homes is shared across both organisations and is used to inform targeted interventions and ensure that the appropriate level of support needed is identified and promptly made available.

As detailed in the attached information slide deck, we are confident that the support has been offered to all our care homes, with a high percentage of delivery, particularly to those of highest priority. When a comprehensive intervention is required for an individual care home, the Director of Public Health, Kelly O'Neill, works with partners across the system to assist the home either through direct support or facilitating access to specialist support or resources.

Hounslow CCG has enhanced a range of functions to ensure they are available when they are needed including after hours and weekends, this includes primary care, pharmacy and specialist clinical support, to offer a comprehensive range of health interventions to assist Care Homes. NWL CCG's are helping with access to testing and have provided training to

enable Care Homes to undertake their own testing. PPE has been provided by LBH with the correct use and distribution led by the Borough Public Health team, with training and education published and delivered regularly provided to support homes to ensure adherence with the use of PPE this has been led by LBH Public Health and supported by NWL CCG's Care Homes Support team.

The Hounslow Joint Commissioning Team (LBH/HCCG) also acts as a single point of access to the CCG/ Local Authority support as they work for both organisations and are able to navigate the systems quickly and efficiently, and to provide support for the borough's most vulnerable residents.

Hounslow's Director of Public Health, Kelly O'Neill has also been instrumental in ensuring that Hounslow providers have regular PPE deliveries and visits from her on infection control training and support. This has ensured strong working relationships with the providers and their staff.

Financial arrangements

During the COVID-19 response period, care homes have experienced short-term financial pressures such as covering the costs of staff who are off sick, purchasing additional PPE, etc. Support for care providers from the COVID-19 emergency fund was agreed in the Chief Officer Decision form signed off by LBH on 30/04/2020. We have received applications for financial assistance from the emergency fund and we are in discussion with all care homes regarding this.

In the announcement dated 14/05/2020 Hounslow has been allocated £1,164,404 to support Hounslow care homes via the Infection Control Fund. In accordance with the guidance, 75% of this allocation will be allocated to homes based on their number of CQC registered beds and LBH are in discussion with care homes regarding this. As outlined in the grant guidance, the funding will be paid in two instalments, conditional on care homes completing their capacity trackers and with the required checks in place by the local authority to ensure the homes are utilising the funds for the intended purpose. If providers have not used the funding allocated or any part of it for the infection control measures for which it was provided, the local authority will take all reasonable steps to recover the money that has not been so used.

For the remaining 25% of the funding allocation, we will continue working with our providers to determine what their needs are and how best to support them to address these.

Approach agreed locally to providing alternative accommodation

In accordance with the discharge guidance published on 19 March 2020 and the April 2020 further guidance, we have an agreed process with West Middlesex University Hospital and other hospitals across the STP regarding the testing of patients upon discharge and their infectivity, in order to manage the discharge of COVID-positive patients who are discharged into care homes.

Hounslow care homes have seen comparatively few outbreaks in comparison to other areas in London. However, during the COVID-19 response, approximately 15.59% of beds in Hounslow are currently void. I can confirm that the LA and CCG have jointly identified that we need to ensure residents continue to receive support at alternative care home placements, where we opened transitional beds for quarantine purposes.

Quarantine beds have been made available at Coniston Lodge Care Home and at Clayponds Hospital for people who have tested positive and are infectious at discharge or prior to testing positive on discharge had tested positive at admission. We have purchased sufficient bed capacity to cope with demand and have been assured from visits to the locations that residents were appropriately quarantined as per national guidance.

Local co-ordination for placing returning clinical staff or volunteers into care homes

We will continue to work with our care home partners to identify the need for volunteers and those roles for which these volunteers and returning clinical staff could be utilised in order to better support our homes in caring for vulnerable residents. This will be done based on the needs of each individual care home and what the appetite is for additional support.

Local testing arrangements for care homes

The STP has a strong focus on staff testing to support the safety of workers and residents, whilst the various national options are available to staff, we have also sign posted them to local access either via Mobile Testing Units at Grasshoppers' Rugby Club, or via testing at their place of work.

Testing for residents is also being rolled out as per the DHSC online portal for care homes testing. As per the national government intentions, we aim to have our older people's homes tested by 6th June.

We are also exploring local options to address gaps in the existing testing provision.

Care Home Support Provision Implementation Status

I can confirm the current level of the support offer covers all the areas below, which is outlined in the presentation attached in **Appendix 2**:

-) Infection prevention and control
-) Testing
-) Personal Protective Equipment and Equipment (PPE) supply
-) Workforce support
-) Clinical support

In addition, there is a further attachment in **Appendix 1**, which outlines the status of the care home support plan in homes across Hounslow. This is populated as per the information submitted on NHS Capacity Tracker by care homes themselves by 29 May. This information has informed us that Hounslow's homes are for the most part accessing support from the offer and feel supported in doing so. For further information, please see the Care Home Implementation Status Report in **Appendix 1**.

By examining the information detailed in the Capacity Tracker questionnaire, we have been able to establish a plan of action for care homes that require support in one or more of the areas highlighted. Hounslow there are 27 care homes with support actions in place. These actions and mitigations are highlighted in **Appendix 3**.

We will be focusing on these homes to provide elements of the package of support outlined above which they have not previously accessed.

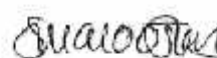
Risks and issues regarding care home support implementation

The key issues that we would like to highlight to regional and national teams are:

Risk/ Issue Description	RAG Rating	Mitigation
Issue: Access to testing has been significantly delayed and does not appear to follow prioritisation matrix submitted by DPH		<ul style="list-style-type: none">) Encouraging staff to access testing at MTU regularly to ensure staff are tested regularly) Utilising and building on NWL team testing capacity where possible) Exploring options for local management of testing
Issue: Lack of clarity and current regulations for care home portal testing capacity exclude care homes with residents with LD/MH. This is an issue as we are otherwise unable to get testing for these groups, and there are roughly 200 residents from this cohort who are unable to access testing support.		<ul style="list-style-type: none">) Considering all CQC registered care homes locally as a priority; including MH homes and LD homes) Exploring options for local management of testing which would include these homes in provision
Risk: Lack of testing provision or support for extra care schemes		<ul style="list-style-type: none">) Same level of PPE support available locally and visits by DPH are offered if required) Similar level of LA support for these schemes and GP clinical leads also cover extra care) Flagging outbreaks to LCRC as do other care homes) Exploring options for local management of testing which would include these homes in provision



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Chief Executive, London Borough of Hounslow



Sue Roostan
Managing Director, Hounslow CCG

Date: 28th May 2020

Appendices

Appendix 1: Hounslow Care Home Implementation Template Submission



Care Home
Implementation Temp

Appendix 2: Hounslow Action Plan for Care Home Support Implementation



Plan of Action for
Care Home Support Ir

Appendix 3: Hounslow Care Home Support Summary



Hounslow Care
Homes Support Sumr

Appendix 4: NWL CCGs Care Home Support Summary



Care Home support
summary Final.pdf

Appendix 5: Hounslow Clinical Support Offer for Care Homes



Hounslow CCG Care
Homes Offer.pdf

Appendix 6: ADASS London Region Appendix



ADASS London
Region Appendix