

## COVID-19 Support to Solihull Care Homes

Theme	Update on what we are doing and what the offer is to the care homes
<p>UHB healthcare support to care homes</p>	<p>UHB community service have increased their support to all care homes (nursing and residential) to help ensure the well-being and safety of residents and staff hospital during this difficult period. The enhanced support provides:</p> <ul style="list-style-type: none"> <li>• Additional capacity and broader support available from the Support to Care home team (contacted via 0121 424 5666)</li> <li>• Rapid response will increase provision to provide urgent care to nursing home residents as well as residential. For any resident that providers are concerned about who may need a clinical review they can contact Rapid Response on 0121 424 5666 24/7</li> <li>• A member of the Solihull Community team will visit each discharged patient within 24 hours of them arriving in a care home, or 2 hours for end of life care. They will assist the home to develop a robust plan of care if required and provide any other advice or guidance needed, including support to staff.</li> <li>• Community health teams will have remote access to a UHB Consultant-led OPAL team 8am-8pm, 7 days so if residents have more complex needs and require MDT input, they may be able to provide this without having to transfer the patient to hospital.</li> <li>• District Nursing teams contact Residential care homes daily to offer support with a focus on proactive approach to EOL care, particularly ReSPECT conversations and anticipatory medications.</li> <li>• Assessment and reviews conducted in conjunction with Primary Care facilitated by virtual consultations.</li> <li>• Support to Care Home team providing targeted training and support in IPC and EOL care</li> <li>• Enhanced swabbing which included wrap around support to care homes – e.g. infection prevention and control advice. Working with homes ensuring PHE receive reports of outbreaks, with continued support from teams</li> </ul>
<p>BSMHFT mental healthcare support to care homes</p>	<ul style="list-style-type: none"> <li>• Established care home liaison service providing specialist mental health advice and support to care homes. The community mental health teams provide support to care homes with consultant psychiatrist input also available. CMHT input is available 9AM to 5PM Monday to Friday.</li> </ul>

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Primary care and community health support to care homes	<p>Patients open to CMHTs can be seen over the weekend by our Community Enablement and Rehabilitation Team (CERT) as required.</p> <ul style="list-style-type: none"> <li>• Out of hours there is a mental health line that can be contacted on 0121 262 3555. Where required this will give access to BSMHFT 24 hour crisis line and referral to Home Treatment Team and support as appropriate.</li> <li>• BSMHFT Single point of Access is now available from 8AM to 11PM seven days a week for new enquiries and referrals. Enquiries and referrals will be directed to the most appropriate team. Contact 0121 301 4000</li> </ul> <p>Residents' access to health care is as per NHSE/I letter of the 1/5/20. The clinical model includes:</p> <ul style="list-style-type: none"> <li>• Delivery of a consistent, weekly 'check in', to review patients identified as a clinical priority for assessment and care</li> <li>• Development and delivery of personalised care and support plans for care home residents</li> <li>• Provision of pharmacy and medication support to care homes</li> <li>• Identifying a named clinical lead for each care home a co-ordinating role. The clinical lead is not medically responsible and accountable for the care of individual care home residents. Medical responsibility and accountability for the care of individual care home residents remains with their registered GP and there may be residents with different registered GPs within a care home.</li> </ul> <p>All homes now have a named clinical lead and there are established links with community / mental health services. The next steps are to establish a consistent process across all Solihull homes. Alongside this further guidance has been issued regarding medicine management.</p>
Covid 19 specific training, including end of life care	<p>End of life training has been sent to all care homes and there is a three times per week call with community nurses. Further links to access end of life training has been issued through the Care in Solihull provider bulletin.</p>

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	<p>Weekly palliative end of life care education webinar sessions have been developed for care homes. These are hosted by Birmingham St Mary's Hospice and supported by St Giles Hospice.</p> <p>Based upon recent feedback received from local health professionals, the curriculum of the end of life education webinar sessions will cover a broad range of topics including:</p> <ul style="list-style-type: none"> <li>• Symptom and drug management in Covid-19 and non Covid-19 patients</li> <li>• Syringe drivers</li> <li>• The recognition of dying in Covid-19 and non Covid-19 patients</li> <li>• Advance care planning</li> <li>• Managing a dying patient</li> <li>• Verification of death</li> </ul> <p>The first education webinar begins 29th May and then continues weekly thereafter for a total of 26 weeks.</p>
Hospital discharges	<p>Additional step down capacity was commissioned or existing services re-purposed to support the expected additional discharge demands associated with Covid-19. One of the services was set up to accept Covid + hospital discharges and the provider was supported by the Infection Control Team to ensure that all transmission risks were mitigated. Providers supporting Covid+ discharges were also supported to ensure that they had the necessary PPE stock and equipment.</p> <p>All step down services and care homes have been supported by NHS community nursing services as detailed above. Step down services have had a named social worker working with the provider to support the transfer from hospital and planned moves onwards.</p> <p>Access to the step down beds is via the UHB Intermediate Care team, with a follow up call by a social worker within 24 hours.</p>

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Covid testing before discharge	<p>Following publication of the Covid 19 Adult Social Care Plan the following testing policy has now been agreed:</p> <ul style="list-style-type: none"> <li>• If a patient has tested negative for Covid, then they should be re-tested prior to discharge.</li> <li>• If a patient has not been tested for Covid, then they should be tested prior to discharge.</li> <li>• If a patient has already tested positive for Covid (or other confirmation of diagnosis e.g. chest x-ray), then no further testing required prior to discharge. After this, national guidance on appropriate care and isolation to be followed.</li> </ul> <p>Patient tests prior to discharge are arranged by the ward team following a request by the hospital discharge hub who are responsible for coordinating care home placements. The policy covers all patients being discharged to a care home regardless of whether this is a long term placement or for a period of rehabilitation/enhanced assessment.</p> <p>If a person usually lives in care home and is likely to be able to be returned there in &lt;72 hours (without the need for the involvement of the discharge hub) it is recommended this patient is tested on admission to the ward to optimise the chance of a timely discharge.</p> <p>The result of any COVID test undertaken prior to discharge is included in the ward discharge letter. The test result will also be communicated to the care home by the discharge hub team where they coordinate the discharge.</p> <p>.</p> <p>People discharged from intermediate care and step down beds will be tested prior to being discharged into another care facility.</p>
Safe isolation	<p>Guidance, information and training have been made available for care home providers to help in managing Covid confirmed or suspected residents in the care home. Advice is available from PH colleagues and via the Support to Care homes team to support training of staff with donning and doffing of PPE, waste management procedures and appropriate cleaning products.</p> <p>The Mental Health Care Home Liaison Team is available to support homes in managing residents with</p>

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	dementia and/or functional mental health issues, in particular those who are active (walking with purpose) and difficult to isolate.
Routine and emergency PPE provision	<p>Emergency PPE provision has been made available for providers whose usual supplies have failed. Priority is given to requests from care homes to support infection prevention and control in line with the Birmingham and Solihull SOP.</p> <p>Advice to care home providers is offered on supply routes and contact details for alternative PPE suppliers. 29 Care home requests for PPE have been met to date, involving delivery of 74,839 items to ensure staff and residents remain safe and protected.</p>
Council Commissioning Duty Desk	<p>A new duty desk has been established operating from 8am – 8pm, 7 days a week to act as a single point of contact for care home providers. Calls have included seeking clarity on PHE guidance and Covid related issues, such as visiting restrictions, donning and doffing of PPE and internal isolation and infection prevention methods. .</p> <p>Care Homes are supported with direct contact to expert help where needed.</p>
Provider Bulletin	The care provider bulletin, Stay Connected, is issued by e mail alert to all providers and partners signed up to receive it. This is referred to as the single source of communication of updates and guidance, and providers are encouraged to refer to it for current information from health and social care. Providers are also given information about testing, support offers and information of relevance to help them during the pandemic. As a minimum, this is issued weekly, but has been more frequent if a more immediate communication is needed.
Maintaining the workforce	The Council's Employment and Skills team are involved in helping to redeploy workers laid off from other sectors, including the Touchwood Shopping Centre. The team will also connect any returners and volunteers with care homes needing their skills and capacity.
Support for workforce.	The Care Workers Charity has been commissioned to operate an emergency fund to help Solihull's care workforce facing financial hardship during the crisis.

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Wellbeing support	<p>Access to mental health, wellbeing and counselling services are available through NHS provision and helplines.</p> <p>The services available through the Council's Employee Assistance Programme contract has been made available to staff who work in care homes that are registered charities.</p>
Financial support with Covid costs	<p>Increased fees have been issued from April 2020 to reflect additional Covid related costs, including extra PPE and staffing costs.</p> <p>Infection Prevention Fund allocations are to be distributed in accordance with national guidance on a per bed basis. Care homes are required to demonstrate spend on infection prevention and control to be eligible for this funding. Further funds may be available for care home providers who are able to demonstrate that costs exceed the original allocation. Guidance on this funding allocation is to be issued by 29<sup>th</sup> May.</p>
General business support offer	<p>Provider payments will be paid promptly to support sustainability, with queries resolved later. Providers are contacted regularly to discuss any factors affecting their business, including overall sustainability risks caused by increased costs, reduced occupancy levels or staffing difficulties, for instance. Care homes are encouraged to seek support from the Council for any difficulties they face to maintain them during the Covid 19 crisis.</p>
SMBC Business Support	<p>General guidance for Solihull businesses to enable them to access all possible sources of assistance: grants and loans, deferred payments, sick pay and taxation support.</p> <p><b>Covid-19 Government Support:</b></p> <p><b>Deferring VAT</b>  There will be a VAT deferral from 20 March 2020 until 30 June 2020. This is automatic so businesses do not need to take any action. <a href="#">Check if you are eligible to defer your VAT payment</a></p> <p><b>Statutory Sick Pay Relief</b>  Employers with less than 250 staff can receive up to 2 weeks' SSP per eligible employee. Employers can reclaim Statutory Sick Pay (SSP) paid for sickness absence due to COVID-19. This scheme will cover up to 2 weeks of SSP for every eligible employee. <a href="#">Claim back Statutory Sick Pay paid to employees due to coronavirus (COVID-19)</a></p>

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	<p><b>Small business £10K Grant</b> Qualifying Businesses in England occupying property and already receiving SB Rates Relief and/or Rural Rates Relief are eligible for grant funding of £10,000. The local authority will write to the business if they are eligible for this grant. Any enquiries should be directed to the relevant local authority.</p> <p><b>HMRC Time To Pay Scheme</b> Self-employed and businesses with outstanding tax liabilities can receive support with their tax settlement agreed on a case-by-case basis and are tailored to individual circumstances and liabilities. Call HMRC's dedicated helpline: 0800 0159 559</p> <p><b>Coronavirus Business Interruption Loan Scheme (CBIL)</b> Any UK businesses with a turnover &lt;£45M can apply for a loan up to £5 million, 12 months interest free. 80% of the loan is government backed. Available from 23 March via 40 banks. <a href="#">See British Business Bank for details.</a></p> <p><b>Coronavirus Bounce Back Loan</b> If your small to medium-sized business (SME) is affected by coronavirus, you may be able to borrow between £2,000 and £50,000 through a Bounce Back Loan scheme. The government will guarantee 100% of the loan and for the first 12 months you will not have to pay any fees or interest, or make repayments. You may be eligible for this scheme if your business:</p> <ul style="list-style-type: none"> <li>· is based in the UK</li> <li>· has been negatively affected by coronavirus</li> <li>· was not an 'undertaking in difficulty' on 31 December 2019</li> </ul> <p><a href="#">Apply for a Coronavirus Bounce Back loan</a></p> <p><b>Support for businesses paying tax: Time To Pay Service</b> If you cannot pay your tax bill on time because of coronavirus, you may be able to delay it without penalty using HMRC's Time to Pay service. You may be eligible if you are a UK business that:</p> <ul style="list-style-type: none"> <li>· pays tax to the UK government</li> <li>· has outstanding tax liabilities</li> </ul> <p><a href="#">If you cannot pay your tax bill on time</a></p>

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	<p><b><u>Other wider business support available</u></b></p> <p><b>GBSLEP Growth Hub</b> is the home for business funding, advice and guidance for businesses across the Greater Birmingham &amp; Solihull LEP Region.  <a href="https://www.gbslepgrowthhub.co.uk/">https://www.gbslepgrowthhub.co.uk/</a></p> <p><b>Business Start Up Support</b>  SMBC lead on the GBSLEP wide Enterprise for Success Business Support programme. Enterprise for Success delivers qualified business support for those thinking of starting a business, recently trading and those looking to scale up. The programme is delivered utilising 1 to many Business Master-classes, 1-1 business consultancy support and topical business support workshops.</p> <p><b><u>Recruitment &amp; Training</u></b></p> <p><b>Free Recruitment Service - Solihull Council Employment &amp; Skills Team</b>  This service can advertise vacancies and recruit the staff you need for free.</p> <p><b>Offer to employers:</b></p> <ul style="list-style-type: none"> <li>· Reach Solihull residents who are recently unemployed because of the Coronavirus situation</li> <li>· A quick and simple process for employers to engage, advertise and recruit</li> <li>· We can pre-screen applicants, to save you time with shortlisting</li> <li>· A qualified Business Advisor to assist you with enquiries and progress updates</li> <li>· Support with recruiting to Apprenticeship positions</li> <li>· Active promotion of your vacancies on our Social media accounts</li> <li>· Active promotion of your vacancies across our Community Based Adviser network</li> </ul> <p><b>Solihull College</b> - <a href="https://www.solihull.ac.uk/employers/">https://www.solihull.ac.uk/employers/</a>  Further Education / Higher Education</p> <p>The <b>Workforce Development Fund</b> is a fund that can be claimed by adult social care businesses towards the costs of their employees completing adult social care qualifications and learning</p>



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	<p>programmes on the Qualifications and Credit Framework (QCF) - <a href="https://www.skillsforcare.org.uk/Learning-development/Qualifications/Qualifications.aspx">https://www.skillsforcare.org.uk/Learning-development/Qualifications/Qualifications.aspx</a></p> <p>University qualifications included in the Higher Apprenticeship in Care Leadership and Management - <a href="https://www.skillsforcare.org.uk/Learning-development/Apprenticeships/Apprenticeships.aspx">https://www.skillsforcare.org.uk/Learning-development/Apprenticeships/Apprenticeships.aspx</a></p> <p><b><u>Professional membership</u></b></p> <p><b>National Care Association</b> - National Care Association representing providers from small individual care homes and domiciliary care providers to medium sized groups covering a range of diverse care needs. <a href="https://nationalcareassociation.org.uk/about/our-values">https://nationalcareassociation.org.uk/about/our-values</a></p> <p><b>Skillsforcare</b> - Independent organisation providing practical support to help leaders and managers recruit, develop, lead and retain their staff. It also provides individual tailored solutions to support businesses to deliver high quality care. <a href="https://www.skillsforcare.org.uk/Home.aspx">https://www.skillsforcare.org.uk/Home.aspx</a></p> <p><b><u>Business Loans</u></b></p> <p><b>Midlands Engine Investment Fund</b> <a href="https://www.british-business-bank.co.uk/ourpartners/coronavirus-business-interruption-loan-scheme-cbils-2/">https://www.british-business-bank.co.uk/ourpartners/coronavirus-business-interruption-loan-scheme-cbils-2/</a></p> <p><b>BCRS Business Loans</b> £10k-£250k loans that can be used for a wide range of projects including working capital, purchasing equipment, start-ups, recruitment and marketing. Available to businesses making a positive contribution to the social, environmental or economic well-being of the West Midlands. <a href="https://bcrs.org.uk/social-enterprises-and-charities/">https://bcrs.org.uk/social-enterprises-and-charities/</a></p>
For staff and for residents	A Standard Operating Procedure has been agreed across Birmingham and Solihull which supports care homes with proactive swabbing of all residents on site by the UHB community testing team. This is in addition to the ongoing reactive approach to swabbing symptomatic residents as part of national



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	<ul style="list-style-type: none"> <li>• Provide national IPC guidance, education and training material weekly.</li> <li>• Provide attendance at outbreak meetings, led and managed by PHE, as required.</li> <li>• Support providers with escalations of any primary or secondary care IPC / safety concerns.</li> <li>• Provide infection prevention advice in homes in addition to infection control during outbreaks.</li> </ul>
Support to care home managers during Covid	<p>The care managers' forum has a WhatsApp group to enable managers to seek and receive support from peers, to share common concerns and seek external support or solutions. The Council's Commissioning Manager for quality maintains daily contact with the managers' forum lead about issues they raise to offer responses and support as needed.</p> <p>Key responsibilities and DHSC information has been cascaded to managers within the provider bulletin. The Council's care quality team continues to offer support and advice, particularly where there is an outbreak.</p> <p>Sourcing appropriate PPE, ensuring staff are familiar with guidance on use and are trained is a key task that has presented many challenges and caused significant worry for managers. All PPE issues are escalated to the strategic lead for PPE.</p>
During Covid, conduct of reviews, reassessments and development of good practice in making or changing care home placements.	<p>Social Work teams are working with providers to assess / re-assess people's needs using phone or video calls in order to minimise the need for visits. This includes Deprivation of Liberty work, making new placements, capital drops, and care home moves where required. Practice guidance has been provided for practitioners to determine when visits are required, and to support them to undertake work virtually where possible. A priority is to ensure that SMBC and CCG payments are actioned promptly.</p> <p>Social work services are available seven days per week, 8am-8pm, with usual Emergency Duty Team cover outside these hours.</p>

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	<p><b>DOLS (Deprivation of Liberty Safeguards)</b></p> <p>Social workers continue to work closely with care homes to ensure that Mental Capacity Act duties are met and that people's rights are upheld. Flexible approaches have been used, using virtual methods to gather evidence, whilst ensuring that additional burdens are not imposed on care home providers. Close working with the contracted advocacy provider continues to ensure that people have access to advocacy support, using tablets and phone contact where appropriate.</p> <p><b>Safeguarding</b></p> <p>Referrals of safeguarding concerns decreased in the early stages of Covid, and social work teams have been working with providers to ensure that people are appropriately safeguarded, with updates issued via the regular provider bulletin and social media. The Safeguarding Team Manager is working directly with individual providers to ensure that they understand safeguarding thresholds and are receiving tailored support.</p>
Maintaining standards and addressing quality issues	<p>Although quality audit visits have been suspended, close liaison is in place among professionals involved with care homes to ensure that information and guidance is made available from relevant experts. There is still direct visibility of care home activity through the regular attendance at care homes of community health staff who are alert to identify and report any issues and concerns. Daily virtual meetings continue. Any concerns about care quality or safeguarding are considered in addition to the pressing need for infection prevention and control. The Care Quality Team is available and responding to managers and care home providers facing the practical challenges of Covid outbreaks.</p>
Monitoring and governance	<p>The Council has put in place a multi agency Independent Provider Oversight and Quality Group to ensure that resilience is properly addressed during Covid, with support made available according to provider need.</p> <p>Overarching strategic oversight, relating to support to the care home sector, is delivered via the Solihull Health and Wellbeing Board.</p>