

Adult Social Care Response to COVID-19 Pandemic

Health and Wellbeing Board: 8 July 2020

James Bullion, Executive Director of Adult Social Services

Overview

The department and its dedicated staff have flexibly and efficiently responded to the COVID-19 crisis, focusing on the following key challenges and issues:

- Keeping people who use our services safe
- Finding ways to support people who did not want face to face visits
- Working with the NHS to free-up hospital capacity
- Supporting care homes to provide safe care, and managing outbreaks when they occurred
- Financial support to the market of £5.2m
- Advising about Personal Protective Equipment (PPE) and distributing stocks to providers
- Supporting our teams to work safely

Key Issues and Risks

- ✓ Changing guidance on face-to-face working and Personal Protective Equipment (PPE) requirements
- ✓ Differing levels of capacity within care providers to respond
- ✓ Sustaining safeguarding support was more challenging with social distancing requirements
- ✓ Using staff in an adaptive way
- ✓ Modelling how much extra capacity could be needed and then opening it
- ✓ Significant early focus on hospitals, followed by a focus on care homes
- ✓ Sourcing sufficient PPE
- ✓ Financial gap resulting from the pandemic

Response

- ✓ **Social Care** - Responding to urgent changes for hospital discharges, maintaining a safeguarding focus, Providing guidance and PPE for staff, risk assessing the people we support.
- ✓ **Residential care** – infection control and management, supporting providers, working together across health and care.
- ✓ **Hospital discharge** - 7 day working, re-organising social care and occupational health care teams to assess in the community, Ensuring that people who went into temporary beds were quickly reviewed.
- ✓ **Additional capacity** – mobilised increased bed capacity in the system, a new step-down facility at Cawston Lodge, additional hours of enhanced home care, a whole-system process for hospital discharge, a Norfolk wide approach to provision of temporary housing and supported accommodation
- ✓ **Safeguarding** - a publicity campaign, emergency spend for domestic violence services, Use of video-conferencing, telephone, creative solutions, close liaison with Quality Assurance team

Overarching Objectives for Recovery

- ✓ **Managing the re-set and recovery activities across Adult Social Services**
- ✓ **Shaping and influencing the “new normal” across the Council and wider systems**
- ✓ **Developing our response to the anticipated surge in need / demand (over next 6 months)**
- ✓ **Preparing for a “second peak” or lockdown, alongside usual winter pressures**
- ✓ **Supporting staff resilience**
- ✓ **Managing the financial implications of Covid 19 and the gap in ASC funds**

Recovery Workstreams

01

Transforming Day Services

02

Care Home Support Plan & Enhanced Health in Care Homes

03

Review of Brokerage & eBrokerage

04

Carers SIB Delivery and Interim Support for Carers

05

Front Door, Social Prescribing, Living Well & Community Support

06

Stabilising the Care Market

07

Review Integrated Discharge Teams and Pathways

08

Discharge figures, Temporary Accommodation Placements & Home Care Suspensions

09

Phased Return to Face-to-Face Services & Home Visits

10

Sustaining Remote Working and Phased return to Office-Based Working

11

Staff Support and Wellbeing

Opportunities

Virtual approaches into future delivery to free up capacity (where appropriate)

The partnership-led community approach - opportunities for further collaborative work on **community support, demand management and Living Well.**

System leadership approach to **providing accommodation and support to those with complex needs** - improving outcomes, and reducing costs to the wider system.

Remit to transform at **pace** and remove organisational barriers

The Better Care Fund is a golden opportunity to sustain the strong integrated working

The intensity of the emergency has **accelerated understanding of whole system working** - eg. Discharge to Assess

Recognition of the value of and respect for care workers.

Joint health and social care communications and support with care market

Thank you.