

Isle of Wight Care Home Support Plan

1st January
2022



Consultation and Development of the Response

In developing the 'Care Home Support Package Response' a robust development process has been implemented which has provided continued opportunities for consultation and engagement with key stakeholder, actions have included:

- Iterative development process with the Community Steering Group, and Executive Oversight Group for the Community Response Programme, which is part of the Local Resilience Forum
- Support Package signed off by the Integrated Care Partnership (ICP) which includes membership from the council, CCG, IW Trust, Primary care and voluntary sector
- Consultation with providers and voluntary sector
- Undertaking regular market engagement with all residential and nursing home providers

The following slides outline the areas of development that have been implemented to better support nursing and residential care homes on the Isle of Wight and the impact to date. These slides cover:

- Infection and Prevention Control
- Testing
- PPE and Equipment Supply
- Workforce Support
- Clinical Support – Pharmacy
- Clinical Support – Primary and Community Care
- Funding and Commissioning Support
- Use of the Capacity Tracker
- Additional Support
- Feedback received from Care Homes

1) Infection and Prevention Control

Work to Date

The IW system has implemented robust IPC support to care homes in line with national guidance to support home with Infection and Prevention Control in light of the COVID-19 Pandemic.

This has included a training programme commencing across all care homes via the Isle of Wight CCG (IWCCG) through the national programme. The training programme consists of pre-reading and then a face to face session or virtual session for homes and is delivered by 14 qualified trainers through the national trainer delivery. Clear posters on the right way to wear PPE in care homes have also been supplied.

Complementing the training care homes on the Isle of Wight can also request specialist Infection and Prevention Control advice and guidance through the IW Trust and West Hants CCG. This information and advice consists of interpretation of PPE guidance and safe visiting (as an example) and is provided by infection and prevention control specialists.

As well as homes requesting advice and guidance the IWCCG has proactively contacted care homes with telephone calls to offer support and advice as required. This has been completed via Adult Social Care and the national IPC programme via CCG trainers.

In addition to this the IWCCG has been liaising with Public Health England (PHE) and care homes to ensure correct advice and guidance to manage care home outbreaks is provided , and reviewing PHE daily outbreak data to be able to offer proactive support to care homes reporting new outbreaks.

Key Achievements

- Of the **72** CQC registered Care Homes, 68 have accepted our training offer either virtually or face to face
- In addition the CCG has offered further support with training, and we have sent the national IPC training materials to all providers
- On 01/10/2021 A senior IPC Nurse commenced with HSICCG (IW) CCG; initially to work with nursing homes but available to provide IPC advice to care homes in general

Further Work to Complete

The CCG continues to offer training for all care homes, nursing homes and supported living services

As a system the Isle of Wight will continue to offer specialist infection and prevention control advice and guidance to all care homes.

2) Testing-

Work to Date

The IW System has worked to implement swabbing and testing processes for all homes in line with national guidance, taking into consideration local needs.

Prioritisation of care home testing has begun inline the guidelines under the leadership of the Director of Public Health. We see testing of care home residents and staff as key to tackling the spread of infection in this setting. Further refinement of the testing processes is underway to ensure a systematic approach is delivered. We are commencing work with PHE on a pilot programme for testing in domiciliary care.

As part of this work, swabbing training packs have been provided to care homes. A Community Testing SOP and pathway has been put in place to arrange testing of symptomatic staff and report test results by the CCG, operated via the Newclose testing site for the island. In addition to the nationally provided options for staff and an on island satellite testing offer access available to all those who have symptoms

To support these packs advice is also available, and updates are communicated in a timely way. Communications consist of details on the PHE approach to resident and staff testing to ensure effective processes and access is in place.

For patients in acute and community beds testing is in place for pre admission and pre discharge, and COVID-19 status is clearly stated on discharge paperwork, ensuring 100% compliance for discharges from hospital who require bedded and domiciliary care support in the community.

For patients that are COVID-19 positive on discharge a 'step-down' facility has been developed as part of the Trusts Community Division. This additional bedded care capacity enables patients to be discharged at pace from acute setting if care homes do not have the ability to be able to isolate a patient on admission.

The new Portal has been launched with care homes beginning to sign up, working closely with Public Health. The local authority will be pushing for all nursing and residential homes to be registered by the end of May

Key Achievements

- Capacity open for 19 Covid-19 positive patients to be supported in the Trust Community Unit which is the Isle of wight designated setting
- All 72 island CQC registered care homes registered with and utilising the testing portal
- All island supported living and extra care facilities enabled to be accredited on the testing portal to keep residents and staff safe through regular testing

Further Work to Complete

As a system the Isle of Wight will continue to offer swabbing training packs and advice for care homes, and timely testing to patients being discharge to a care home.

In addition to this the IW system is looking at how to capture all testing as there are multiple routes, including national and local routes, ensuring system understanding of CoVID status

Raising awareness and ensuring all care home providers are kept briefed on any changes in the process to ensure all residents and staff can be tested.

3) PPE and Equipment Supply

Work to Date

PPE

Local providers initially reported significant challenges with accessing PPE in a timely and affordable way. We have worked hard to resolve the challenges and to ensure that there is consistent and easy access to urgent and emergency supplies. In addition to the support provided by the council, local voluntary organisations and businesses have been keen to support our care homes by providing PPE too.

PPE training has been provided to care homes. Specific training around FIT mask testing for those homes undertaking aerosol generating procedures will be offered by the CCG.

The National Capacity Tracker is reviewed daily and has been used to proactively approach homes with support to source PPE. All services declaring Red in PPE status receive same day direct contact from Adult Social Care to resolve and facilitate access to LRF stock and/or the Council's separately procured PPE stock.

Care homes also have a direct inbox through the local authority for PPE ordering including emergency ordering to support them with forward planning and crisis, and a mutual aid system has been supported by the CCG, provider Trust and local authority to those homes running short of PPE

Tech Equipment

Video consultation Attend Anywhere has been rolled out by the Trust to all care homes and training has been given. For primary care practices that are not using Attend Anywhere, AccuRX has been set up as another video consultation platform.

As well as video consultation, Telehealth and remote monitoring kits have been provided to care homes, and NHS.net accounts have been set up to facilitate care home inclusion in MDT meetings.

Clinical Equipment

Clinical equipment has been supplied to nursing and residential homes where needed. When supplying this equipment bespoke training has been provided to support correct usage. Satellite stores for equipment supply have been set up in localities and open 7 days a week to support care home residents to access equipment 7 days a week.

Key Achievements

- **58 residential** providers have made made **227** requests for PPE
- **500,989** items of PPE issued to care homes since May 2020
- Telehealth and Tele consultation in all care homes on the island
- **3** locality equipment stores providing 7 days a week response
- Capacity tracker returns – all island care homes and home care agencies reporting Green status for PPE
- FIT mask testing has been undertaken by the CCG

Further Work to Complete

As a system the Isle of Wight will continue to offer training, and PPE and tech equipment, advice and guidance to all care homes.

4) Workforce Support

Work to Date

In order to support care home workforce several initiatives have been put in place to provide resilience and support providers

Through utilisation of the 20/21 Workforce Capacity Grant the Isle of Wight Council commissioned Florence, a web based resource platform providing additional staffing resource and training. Through this medium 32 bank staff have been recruited and 21 island care homes are actively using the platform

Through this grant £134,584 was passed direct to island providers for the purposes of recruitment and retention

Workforce shortages as an emergency has been supported to avoid home closures from both Adult Social care and the NHS Trust. This has enabled our island residents to continue to be cared for in their own setting with the provision of on going services and quality maintained.

In addition to the CHST workforce have been offered DNACPR, resuscitation guidance, end of life training and the integrated quality care home team working with all care homes for a quality matters and supports queries reviews quality and safety alongside providers

Out of Hours clinical provision has been commissioned by the IW CCG through the local Urgent Treatment Centre, and telephone support can be accessed through the Clinical Assessment Service which has been extended to include COVID-19 clinical dispositions, which care homes are able to access.

The national Capacity Tracker has been a useful tool that is being well utilised locally. The Tracker is checked daily and where there are care homes that Amber or Red for workforce status, Adult Social Care are proactively contacting providers to see what support can be provided. Complementing this the system have also looked at providing support through PA market development team to offer care homes, facilitated conversations with other providers to provide backup staff, and developed a programme of re-deployment ongoing including the care sector.

This work is also linked into the wider LRF work for Hampshire and IW workforce cell. Further workforce support can be seen under the Clinical Support section.

Since 13 March 2020, Adult Social Care have provided a dedicated telephone contact number and dedicated email address 7 days a week to support care homes with Covid-19 related queries.

Key Achievements

- Care Home Support Team (CHST) have delivered **185** training sessions
- Care home support team have undertaken 500 Comprehensive geriatric Assessments

Further Work to Complete

As a system the Isle of Wight will continue to offer training, and support that has been implemented to date to all care homes.

In addition to this the Isle of Wight is working on the development of a volunteer offer to care homes, and adding further support to CHST to support workforce shortages and move to 7 days a week service.

5a) Direct Support to Care Homes

The Community Division of the Integrated Trust has continued the provision of its Care Home Support Team (CHST) which was piloted as part of the Winter Resilience Funding.

The Care Home Support team is available Monday to Friday 09:00 – 16:30 to provide training, 1:1 support to homes with any questions and queries, the monitoring of telehealth and discharge support calls .

The Care Home Support Team also support Primary Care with the Enhanced Health in Care Homes requirement by completing Comprehensive Geriatric Assessments on all residents living within a care home and also receive referrals for Falls assessments from other services within the trust.

The team is made up of Community Nurses, Occupational Therapists, a Phlebotomist and will soon be recruiting Mental Health Support Workers with links to a Senior Mental Health Nurse within the Dementia Outreach service to enable the prevention of crisis admission.

The service is set to expand to a 7 day service. Training offered includes RESTORE2 training to improve recognition of deterioration, Pressure area care, Foot health training, Diabetes awareness, Falls training and recently added Catheter care Training.

RESTORE2 and RESTORE mini has been rolled out to all care homes to improve deterioration recognition through the Care Home Treatment Team Additional support from the CCG and Continuing Health Care team has been offered

5b) Direct Support to Care Homes

Feedback from Providers for the Care Home Support Team supporting the homes direct:

"We have found the support from your team amazing; X was so supportive and helpful. It's reassuring to know that you're at the end of the phone if we need any advice, the training has also been very useful. We are extremely grateful to you all"

"We have found the Care Home Support Team to be a fantastic resource to us at The Limes over the past two years. Knowing that we can contact them about a broad range of issues and receive informed advice or be sign posted to right service. The Care Home Support Team have advocated on our behalf on many occasions with other services when we have been struggling to realise outcomes for a resident. The addition of Restore 2, Skin Bundle, Foot Health Care and Falls training specifically aimed around the issues faced Care Homes has been invaluable"

"For me personally I found my experience with X and her team to be invaluable. Taking over management of this home was always going to be a challenge. But what I was not anticipating was the change in area and supporting teams. We all form relationships with the partnerships throughout our careers, and I didn't have that on the Island. The way of working was different, and I found it difficult to navigate especially with a challenging home to run. X and her team were supportive and incredibly patient. Offering much needed training for the staff of the home as well as guidance, whilst catering to our changing teams time constraints. I am incredibly thankful for all X and her team have done for us."

Pre Covid there always appeared to be a divide between health and social care teams and a small amount of concern that the "them and us" culture was a cause for anxiety when health professionals were visiting the home. This was probably unfounded in most parts however often felt like scrutiny without actual support to put right any concerns or issues that were raised. I am really glad to say that in my experience of working with the Care Home Support team over the last few weeks this is now definitely not the case. X has been friendly, relaxed and helpful in giving useful information and guidance to enable us to further improve the work that we are doing as well as liaising with other professionals on our behalf, again benefiting the residents immensely. We now feel like a complete team working for the same common goals. X has spoken with other members of her team who have rang me and together we are putting together a robust action plan of further improvements for 2022 which is very exciting and I'm looking forward to continuing our work next year. This is an invaluable service to care homes in what is still a very difficult time.

5b) Direct Support to Care Homes

Feedback from care homes regarding the training delivered

'Tutor very good and able to adapt and involve everyone'.

'Thank you so much it was amazing. Very helpful'.

'Very good course, very informative. I feel I am now confident enough to use the blue box. Made me feel more confident in using the chart'.

'An excellent course, which I enjoyed and found very rewarding. Thank you for the training provided'.

'Really informative without being boring. Enjoyed this course very much and I feel I have learnt a great deal'.

5c) Direct Support to Care Homes

During the past 12 months, the Adult Social Care Commissioning Team have sought to ensure that providers receive as much support as possible in dealing with the pandemic and the following support has been in place:

- Daily email bulletin - with co-ordinated advice on PPE, IPC, Testing, Government guidance, local initiatives and sharing good practice
- Each registered provider delivering residential, nursing and domiciliary care has been allocated a link commissioner who makes contact weekly for all regulated service providers to provide advice guidance and support
- More frequent drop in sessions with commissioners to access guidance and peer support
- Targeted webinars to share critical information which are targets for that purpose
- Individual support for care homes experiencing and managing outbreaks
- Processing of grant funding to support with additional COVID pressures in particular those in IPC, rapid testing and recruitment and retention.
- Part of ethical task and finish group - a cross discipline group including ASC, providers, voluntary sector and CQC exploring the ethical dilemma's providers face in managing outcomes of C19 – outputs include a guide supporting those who lack capacity, support guide for informal carers, advice on vaccine hesitancy and a nationally recognised staff resilience tool kit.

5d) Direct Support to Care Homes

Feedback from providers on commissioning support

Weekly contact made by a kind genuine friendly person who has always shown care and commitment and given us re-assurance at and made us feel not forgotten well done and thank you for this support it really has made the difference

Availability of senior managers during a difficult, busy period has been excellent. Good communication is always key because people need to feel supported during stressful times.

One thing that I do want to say, during the past 12ish months, there has been a much more real and authentic relationship developed in my opinion between us a provider and IWC - something incredibly valuable with that!

this is the first time I have felt we are all on the same page and being supported.

I feel the Commissioning team are available when I need them, I know they are there for support and I very much know that I can tap into their expertise at any point. Due to this being a totally new situation and one we have never experienced before I feel that we have all learned together and supported each other.

5e) Direct Support to Care Homes

Other support

- Dedicated single point of commission team arranging placements and packages of care – able to answer providers questions and concerns.
- Integrated discharge team working across health and social care delivering trusted assessment process to ensure flow through the hospital back to the community, ensuring people get the right care in the right place at the right time.
- Support from local public health team providing advice and guidance on managing outbreaks and interpreting guidance, supporting with infection control measures, resident and staff testing, vaccination and managing workforce challenges
- Council staff redeployed to support gaps in the care independent sector

6) Clinical Support / Pharmacy

Clinical support from island pharmacies continues to be delivered via the Medicines Optimisation Team, working with the Isle of Wight Care Home GP Lead and individual Practices providing:

- A named GP Lead for every Care Home on the Isle of Wight providing first-line medical care to their patients resident in their designated Care Home.
- This support is enhanced by Attend anywhere video consultation which is in place in every Care Home and practice, and visits are made
- Structured Medication Reviews - prioritised by PCN MDT/risk of harm/date of last review/number of meds
- Prescription Dispensing (POD) Pharmacy Medicines Advice / Care
- Wound Care / Dressings - direct supply of dressings to nursing homes, practices and community nursing teams (via CCOMS).
- End of Life Medicines and guidance in ONS formulary document which is on the IOW Formulary website. Approved by Primary care leads.
- National re-use of medicines scheme - MOT will provide advice and support if required.
- Homely remedy policy (covid-19) amended version for use in residential

7) Funding Support – 2020/21 uplifts and Covid-19 uplifts

a. 2020/21 uplifts in fees paid to providers

Adult Social Care concluded its annual fee review in late February 2020 for fee uplifts payable in 2020/21. Our review involved detailed and extensive consultation with local providers, and fully reflect the cost pressures submitted by our providers. Providers were notified about 2020/21 fee uplifts at the beginning March and these have been paid since the 1 April 2020. The 2020/21 uplifts fully meet all cost pressures associated with increases to the National Living Wage. In addition, the 2020/21 fee uplifts provide additional funds associated with other cost pressures identified by providers, including support for increased hourly rates for senior carers. This annual uplift was funded by Adult Social Care through its revenue base budget – **cost of £1.673M**

b. Covid related increases in fees

The Isle of Wight Council and the CCG have worked together from the onset of the major incident to deliver additional funding support for providers' cost pressures related to Covid-19. This includes:

- A one off funding enhancement equivalent to 10% of the contracted care rates for all banded residential, nursing and domiciliary care services - initially provided for 12 weeks and paid as single lump sum at beginning of April - **cost of £1.937M**
- A one off funding enhancement equivalent to 10% of the contracted care rates for all banded residential, nursing and domiciliary care services for people in receipt of Continuing Health Care and Funded Nursing Care for 12 weeks (as part of the £1.973M above)
- Block booked care home and domiciliary care for providers willing to accept people being discharged from hospital at temporary rates (£1070 pw residential; £1375 pw nursing; and £25 p hr for domiciliary care) funded through health - **£700K transferred from CCG to Local authority for the scheme in April through the BCF, further sums to be transferred in May and June**
- Access to further additional funding where providers can provide evidence that they are incurring additional costs directly related to Covid-19 in relation for specific packages of care, which are over and above 10% uplift
- Payment in advance (CCG/ASC)
- Paying on planned care and not just actuals (CCG/ASC)
- Sustained payments for home care where person in hospital to preserve cash flow and POC for swifter discharge (ASC/CCG)
- Bespoke commissioning support for care homes where C19+ cases are reported (ASC)
- Where providers have challenges with isolation providing funding to facilitate(including alternative placements, additional 1 to 1 support or reducing number of shared rooms etc.)
£134,584 – paid to providers from workforce Capacity grant by 31/2/21
£6,951,503 – paid to providers to support infection control procedures
£1,899,422 – paid to providers to support roll out of rapid testing procedures

8) Capacity Tracker

The National Capacity Tracker is used daily as a key tool in the IW system response to support care homes and home care providers. There continues to be positive engagement by all providers and information is updated on a daily basis and circulated to key stakeholders in relation to:

- Staff workforce data for residential and nursing homes
- Bed vacancy data for residential and nursing homes
- Data regarding Covid infections/outbreaks in residential and nursing homes
- Information regarding care home staff and resident vaccinations for Covid-19 and flu
- Information relating to visits to care home settings
- Overall status or workforce RAG ratings for care home providers
- Data relating to supply and availability of PPE in care home and home care settings
- Staff workforce data for home care providers
- Extra care hours data for home care providers
- Data regarding Covid infections/outbreaks in home care providers staff
- Data regarding Covid infections in relation to home care service users
- Information regarding home care staff vaccinations for Covid-19 and flu

In addition to the above, the Island is represented at weekly networking sessions with the National Capacity Tracker System Champions network.

9) Additional Support

Comms and engagement

- IoW Care Partnership is member of the ARC and thus fully engaged in the IoW Local Resilience Forum – helping us to inform and shape our responses
- Provider webinar sessions operated on a ‘drop in’ basis to promote peer support and open communication of issues and sharing of best practice across providers (ASC)
- Aligned system comms - CCG comms flow into LA comms process
- Dedicated ASC email and phone line for providers (since 16/03/2020)
- ASC Daily Bulletin updates providers with co-ordinated advice on PPE, IPC, Testing, Government guidance
- Open door policy for provider contact. (ASC)

Capacity

- National Capacity Tracker roll-out by ASC and CCG with practice support to get homes to sign up and use – routinely achieve high submission rates
- National capacity tracker reviewed daily by ASC and CCG. Improving picture revealed throughout the emergency (very few reds in any domains)
- Opening of hotel capacity with care support (40 beds) to provide additional community capacity and ensure ongoing effective DTA (CCG)
- Additional beds identified to take patients discharged from acute back to care home if care home are not able to isolate patients through community Unit at Laidlaw. In place to support safe isolation on discharge if needed (NHS Trust)

Safeguarding

- Multi-agency safeguarding arrangements remain in place with people seen as needed. Council safeguarding team fully operational (ASC).
- Healthcare specific safeguarding support is provided through the Designated nurse and primary care safeguarding nurse (CCG)
- Medicines management safeguarding support provided through the safeguarding team and medicines management team (CCG)
- Soft intelligence review meetings in ASC/CCG Integrated quality team to triangulate information
- COVID-19 Safeguarding fortnightly meetings with ASC, CCG and Police
- Daily multiagency strategy meetings for people of concern (ASC, Housing, Substance Misuse services, NHS MH service, Police)
- Fortnightly meeting of statutory leads for safeguarding with IoW SAB Independent Chair to ensure that system response remains robust
- Promoting use of the IoW SAB’s “Visiting Professionals Tool” so that we capture as much soft intelligence as possible

Other

- CHC teams MDT daily discharge meetings with SPA colleagues in acute
- Outbreak management – When an outbreak of COVID19 is identified by Public Health England, they arrange testing and specialist public health advice online with the respiratory outbreak guidance. The Council works to provide appropriate support including PPE if needed, this work will develop further as part of the Outbreak Control Plan

Provider Feedback

From providing the work to date feedback has received from Care Homes on the support they are receiving from the IW system:

“On behalf of Ward House residents and staff, I would like to pass on our sincere thanks for the continued support that the Isle of Wight local authority have given us in the past few weeks. The current situation has been unprecedented, and we feel that you and your team have risen to the challenge, thought outside the box and achieved the support that we need.” (Ward House Nursing Home)

“Telemed has been a great asset as we receive phone calls and emails regarding residents when there is a concern, it is also making the team more aware of temperatures, blood pressures, and the way this can affect them, we are able to react in a quicker way to alert professionals to concerns Knowing that we have advice at the end of the phone is a god send and would like to thank you all for your support” (Downside House)

“I would like to thank you for the prompt action to supply us with some masks yesterday” (Apex Prime Care)

“Extremely grateful that St. Helena will be supplied with 200 – IIR Disposable Masks (fluid repellent). Thank you for your help and support to keep our staff safe” (St Helena)

“The POD has made such a difference to our home and ensured the clinical needs of residents are met in a timely manner.” (Orchard House Care home)

“We could review what support has been provided and the benefits of certain contingencies all day, but at the end of the day, we can see that the local authority have been putting every effort in to managing a very complex and unprecedented situation, as we all have, so thank you for that.” (Ryde House Group)

“ [I] think the [CHST] team has been a great help and like I say it's nice knowing there is back up there for enquiries and to be pointed in the right direction” (Old Charlton House)

“We felt that the training was very clear with practical examples being particularly useful for us to understand the recovery2 system. We felt that by using this system (In the current situation) now will be really beneficial for both staff and residents at the home.” (Cherry Blossom and Cherry Trees care Home)

“its great to be able to pick up the phone and be able to get your [CHST] expertise” (Newport R/H)

“It has really helped us and is really accessible. Queries are dealt with quickly and it saves time.” (Solent Grange)

“The POD has made a huge difference to us. It is so much easier to have one place to call and we receive great communication back to keep us informed of change to patients’ medicines. It used to take over an hour to chase missing prescriptions but now this has been halved to under half an hour. I love it.” (Boots)

“Thank you very much for delivering our large (PPE) order(s) to Ryde House Group yesterday afternoon - the CEO has asked me to thank you for providing a very valuable and efficient service.” (Ryde House Group)

Massively grateful for the support we've received from Mountbatten (hospice) who have called us every day offering support and guidance and counselling for our staff in the coming days’ (Island Healthcare)

Feedback from Healthwatch Isle of Wight

As part of the development of the Care Home Support Plan, we have consulted with Healthwatch Isle of Wight who have provided the following comment:

“Healthwatch Isle of Wight acknowledges and applauds the sacrifices made not only by care home staff and management, but also by the residents who rely on staff to provide them with essential daily support. Residents have not been able to maintain face to face contact with family and friends and most have had no access to the local community due to government guidance issued as a result of the Covid-19 pandemic. They have made enormous sacrifices to keep themselves and others safe and every effort should be made to ensure they continue to receive the highest quality of care.

Care home managers have told us that they have faced many challenges over the last few months, from difficulties in sourcing PPE, having to manage the hugely inflated costs of PPE, to struggling to maintain necessary and safe staffing levels.

The IOW Council, the IOW Clinical Commissioning Group and the IOW NHS Trust have collectively and responsively provided a network of support for local care and nursing homes at this most difficult time.

Practical support has been developed to meet the needs of care providers and we hope that this support will continue to ensure that people living in care homes can and should be able to expect the best quality of care.”

We continue to work closely with Healthwatch Isle of Wight to ensure that the impact on those we serve living in care homes remains our uppermost priority.