

# Care homes

Adults and Health Scrutiny Panel

21 September 2020

# Summary

- There are 33 care homes with 490 beds in Haringey, with 46% older people residential, 24% nursing, 21% learning disability and 9% mental health beds
- Between March and June, there were 10 outbreaks declared in Haringey Care Homes and 61 deaths
- Care homes experiences challenges accessing PPE, implementing Infection Prevention and Control measures, stopping visitation and managing staffing
- Council and NHS provided extensive support across a range of areas, and the picture in Haringey has been one of high levels of trust and support across the sector at such a challenging time
- We are continuing to build on the learning and are working with the care home providers to collaboratively plan for the winter and a potential second wave

# Care homes in Haringey

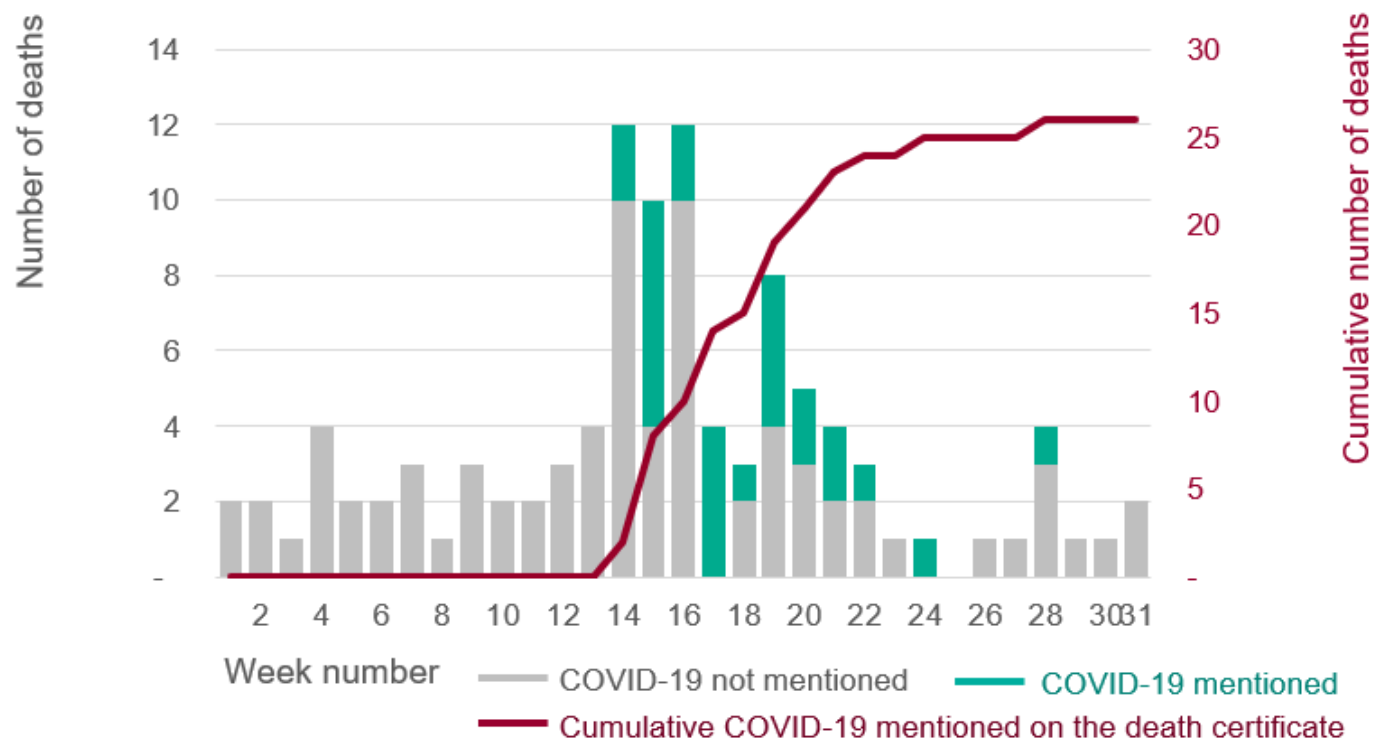
	Older people residential	Older people nursing	Learning disability	Mental health	Total
Homes	7	1	17	8	33
Beds	225	117	103	45	490

# Impact of COVID-19 on care homes in Haringey

- It is not possible from the data available to report the number of care home residents who tested positive for COVID-19
- ONS figures state there were 26 deaths related to COVID-19 in Haringey's care home population. However, this is likely an underestimate.
- Data collected locally from Older People's Care homes show that:
  - In the 3 months prior to COVID- 19, there were 17 deaths in Haringey's care home residents (Dec-Feb).
  - Since the 1<sup>st</sup> March, there have been 61 deaths among the same population
    - 23 were confirmed COVID-19
    - 28 were suspected COVID-19
- PHE declared 10 outbreaks in the borough's care homes
- Since June, deaths have reduced significantly and continue to be low.

# Care home deaths

**Trend in numbers of deaths by cause and cumulative COVID-19 deaths, deaths that occurred up to 31 July 2020 but were registered up to the 8 August 2020, by week, where place of death was recorded as 'Care Home', Haringey**



# Deaths in Older People's Care Homes with declared outbreaks, Haringey March – May 2020



Care Home	Total number of deaths (COVID and non-COVID)	Confirmed COVID-19	Suspected COVID-19
1	31	8	21
2	17	5	3
3	9	5	2
4	3	1	1
5	1	0	0

(data from other care homes e.g. learning difficulties not available)

# Haringey placements

	Total placements	In Haringey	Outside Haringey
Current placements	638	196	442 (223 within NCL)
Since 1 <sup>st</sup> March 2020	75	29	46

- 65% of all placements are within North Central London.
- Any placement made outside this region is primarily based on service user / family preferences and in rare cases dependent on specialism of services.
- The Council also only places with provisions that are rated 'Good' or 'Outstanding' at the time of the placement.

# Challenges, support provided and lessons learned

- In the initial phase of Covid, care homes faced a number of challenges.
- We worked closely with care providers within Haringey and with the NCL boroughs to jointly develop solutions and iteratively improve our approach as we gained more clarity.
- An NCL care homes After Action Review has been completed with care home providers, community services, Council and CCG staff



# Challenges

## PPE and infection control

- Access to PPE, use of PPE and infection prevention skills and knowledge  
Implementing isolation and COVID restrictions in care homes

## Information and guidance

- Coordination of communication and information  
Training and support to interpret national guidance to local care settings  
Rapid upskilling of staff and managers

## Staffing and Financial challenges

- Staff sickness, isolation and training  
Financial challenges faced by care providers to support residents and staff and implement guidance

## Hospital discharge

- Clarity on discharge processes, testing and results and precautions required

## Clinical support

- Access to clinical and psychological support including end of life care for residents and bereavement support for staff and families

# Support provided



**Infection prevention and control** - good information and guidance via webinars and infection control helpline



**Workforce** – link to Proud to Care North London



**Increased communication** – weekly briefings and information on Council website. Daily calls



**PPE** - emergency PPE provided to carers and providers



**Workforce** – support to ensure that no workers negatively impacted if they needed to isolate



**Psychological support** and bereavement training for staff



**Testing** – improved access to Covid testing



**Financial security** - care homes received grant payment



**Clinical support** including palliative care, mental health crisis, pharmacy advice

# Feedback from care providers

Priscilla Wakefield House:  
“We can't do it without you  
and we applaud each of you  
for your continued efforts in  
supporting us with our  
present position.”

Kamino Homecare:  
“yesterday I joined  
the registered  
managers WhatsApp  
group which was  
very helpful”

Meadows Care Home: “thank  
you for all the support we have  
received from you guys over the  
last few months – all of you have  
been really amazing. We really  
found out who is who, and if it  
had not been for the local  
authority team we would not  
have come through this as well  
as we did.

I hope you feel appreciated, and  
know what a massive difference  
all of Haringey's help and advice  
has made to care homes, like  
ourselves

Edenvale “We cannot thank  
you enough for your support  
and excellent communication  
strategy, when your team is  
looking at what worked well  
definitely this is something  
you can be proud of”.

Embrace UK: “Thank you all for  
your continuous support at this  
difficult times especially in  
making PPE available and  
without your support we  
wouldn't have made it.”

Marcus & Marcus: “Thanks  
so much for all your  
support during this difficult  
time. We appreciate it very  
much.”

Meadows Care Home: “We all feel we  
are more supported with Farzad and  
his team than anyone else in this  
rather distressing times where we are  
able to contact out of hours and still  
get a response”

# Lessons Learned NCL After Action Review



	Learning and recommendations	Actions implemented
<b>Covid-19 guidance and information</b>	<ul style="list-style-type: none"> <li>Number and speed of release of national and regional guidance; large amount of information to work through</li> </ul>	<ul style="list-style-type: none"> <li>Information and guidance collated and explained in weekly briefings by Council Public Health team</li> <li>Single portal for Covid-related information by Haringey Council and NCL</li> </ul>
<b>PPE</b>	<ul style="list-style-type: none"> <li>Access to PPE (initially) and safe use of PPE</li> <li>Ongoing training needed</li> </ul>	<ul style="list-style-type: none"> <li>Council led coordination of PPE supply, including emergency supplies for care providers.</li> <li>Weekly training webinars on infection prevention and control</li> </ul>
<b>Testing</b>	<ul style="list-style-type: none"> <li>Limited access to testing and local oversight of care home outbreaks</li> </ul>	<ul style="list-style-type: none"> <li>Coordination of testing through local hospitals</li> <li>National routine testing of care home staff and residents being rolled out</li> <li>Local Public Health oversight of cases and potential outbreaks</li> </ul>
<b>Hospital discharge</b>	<ul style="list-style-type: none"> <li>Need clear protocols for hospital discharge to care homes and care taken to prevent outbreaks in care homes</li> </ul>	<ul style="list-style-type: none"> <li>Discharge protocols for Covid-19 positive residents to care homes being developed and will be implemented across NCL</li> </ul>

# Lessons Learned

## NCL After Action Review



	Learning and recommendations	Actions implemented
<b>Engagement and co-production</b>	<ul style="list-style-type: none"> <li>With speed of guidance and rapid implementation there was limited opportunity to co-produce solutions with care homes initially</li> </ul>	<ul style="list-style-type: none"> <li>Care home providers forum now well established to jointly agree local solutions and pathways</li> <li>More frequent contact with care homes to identify issues and resolve them</li> </ul>
<b>Provider organisational responses</b>	<ul style="list-style-type: none"> <li>Business Continuity Plans should be shared where appropriate so that support is readily available</li> <li>Identified opportunity for care providers to support each other</li> </ul>	<ul style="list-style-type: none"> <li>Care home providers supported to review and update their business continuity plans</li> <li>NCL care home managers WhatsApp group created to provide mutual support and advice</li> </ul>
<b>Workforce and staff wellbeing</b>	<ul style="list-style-type: none"> <li>Staffing challenges due to shielding, sickness</li> <li>Bereavement and psychological support for staff</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment supported through NCL Proud to Care portal</li> <li>Bereavement training and psychological support for care home staff organised by Haringey Council</li> </ul>
<b>Clinical support</b>	<ul style="list-style-type: none"> <li>Clinical care and support with End of Life Care for care home residents and access to medicines</li> </ul>	<ul style="list-style-type: none"> <li>Proactive support from GPs and Haringey Specialist Palliative Care Service</li> <li>Increased access to End of Life Care medicines through local community pharmacies</li> </ul>
<b>Digital access</b>	<ul style="list-style-type: none"> <li>Support with digital as care homes had variable access to devices and internet connectivity</li> </ul>	<ul style="list-style-type: none"> <li>Facebook portals deployed to enable care home residents keep in touch with families <a href="https://www.haringey.gov.uk">haringey.gov.uk</a></li> <li>NCL led digital maturity support for care homes</li> </ul>

# Lessons Learned NCL After Action Review



## Innovations shared

- Care homes set up isolation rooms/areas for covid-positive residents.
- Designing activities that could be undertaken online or via devices.
- Setting up WhatsApp group for rapid communication and support between care home managers.
- Use of digital technology for appointments, meetings and keeping in touch with families.
- Dedicated staff to coordinate calls with relatives for continuity.

# Protecting care homes

Haringey and NCL boroughs have implemented a number of actions to mitigate the risk of outbreaks in care homes based on the NCL After Action Review and a Public Health literature review on reducing impact of Covid-19 in social care settings

# Mitigating risk in care homes

<b>Outbreak management plan</b>	<ul style="list-style-type: none"><li>• Haringey Council Local Outbreak Management Plan</li><li>• Public Health monitoring of cases and outbreaks</li></ul>
<b>Testing</b>	<ul style="list-style-type: none"><li>• National routine re-testing scheme for older people's care homes</li><li>• NCL coordinating local testing for other care homes and care settings</li><li>• Local training on administering tests (swabs) for care home staff</li></ul>
<b>Infection prevention and control</b>	<ul style="list-style-type: none"><li>• Council supports with access to PPE, including emergency supply</li><li>• Ongoing weekly training webinars on infection prevention and testing</li><li>• NCL-wide infection control and prevention helpline</li></ul>
<b>Visiting guidance</b>	<ul style="list-style-type: none"><li>• NCL Public Health webinar on implementing safe visiting in care homes</li><li>• Local Director of Public Health oversight on local outbreaks and impact on care home visiting</li></ul>
<b>Staff testing and isolation</b>	<ul style="list-style-type: none"><li>• Staff testing being implemented in care homes</li><li>• Care homes supported to review policies for staff isolation and to limiting movement between care settings</li></ul>
<b>Discharge protocols</b>	<ul style="list-style-type: none"><li>• Developing NCL-wide discharge protocols that reflect the need to protect care homes from Covid outbreaks as well as ensuring residents' experience and quality of care is prioritised</li></ul>



# Mitigating risk in care homes

## Communication, information sharing and engagement with care homes

Ongoing engagement with care homes to coproduce plans and solutions as situation changes:

- Weekly briefings are sent to care providers from the Director of Public Health consolidating updates and guidance
- Weekly NCL webinars on relevant topics including clinical support, visiting, testing etc.
- Monthly engagement forums with residential care providers
- Weekly calls (initially daily) to care homes to discuss key issues such as PPE, testing, infection prevention measures, national and regional guidance
- A dedicated webpage on the Council website collating all relevant information, guidance and publication for health and social care

## Flu vaccination

- Local flu plan initiated
- Flu immunisation tracker developed

## Enhanced clinical support

- A GP clinical lead assigned for each care home with proactive weekly calls to care homes
- Multidisciplinary clinical support available for care home residents

# Strategic and operational support for care homes



## Use of data and intelligence

Market Insight Tool and NHS Capacity Tracker

## Governance

Regular operational and strategic meetings with key partners

## Financial resilience

Distribution of IPC funding, London Living Wage

## Workforce

Proud to Care, NCL support for career development

## Digital

NCL digital maturity support, training on NHS Mail, Teams

# GP services to care homes

## GP

**GP clinical lead** has been allocated for each care home

**Weekly GP call** to each care home to review residents identified by care home as clinical priority

**GP out of hours access** available for care homes via Haringey GP Access Hubs

## Health services

**Multidisciplinary input** including medication reviews and personalised care planning available for residents

**Direct access for care homes to specialist services** including Rapid Response, Palliative Care Service, Mental Health Crisis Support, Pharmacy, Hospital advice, Infection Prevention and Control helpline

## Equipment

**Extra vital signs equipment** delivered to care homes including pulse oximeters, thermometers, blood pressure monitors, pen torches to support clinical care

# Infection control grant

The Council received £358.5k (50% of allocation) from Central Government in June 2020 of which £269k (75%) was dispensed to 34 residential care providers in located in Haringey; Providers spent

- 21.5% of the allocation on isolating residents within the care home,
- 18% was restricting staff movement within the care homes.
- 23% on paying staff full wages while isolating following a positive test.
- 37.4% on other measures including deep cleaning, PPE, recruitment of staff, alternative travel arrangements, staff accommodation costs.

Remainder of 25% has been allocated to supported living and other providers.

The remainder of grant amount £358.5k (50% of allocation) from Central Government is expected in August 2020.