

Social Care Paper Appendices

Appendix 1 - Case Study Example of Hospital discharge & surge planning (Tower Hamlets) Hospital discharge & surge planning (LB Tower Hamlets)

A core challenge related to pandemic planning was the expected surge in demand for acute health care, and the additional pressure this would place on social care services to support timely discharge in order to keep hospital beds effectively utilised.

The Government published new national service requirements for hospital discharge on 30 March, directing all hospitals to establish an 8am-8pm, 7 days a week discharge service to facilitate the discharge of all medically optimised patients.

To help meet this challenge, an Integrated Discharge Hub was established at the Royal London Hospital within the space of a week to speed up the process of discharging nonemergency patients from acute care into residential or home-based care. The Hub draws together a multi-disciplinary team of social work, nursing, Occupational Therapy, Physio and Brokerage professionals from across the partnership. Standardised packages of care are offered at the point of discharge, followed by a more personalised review and care package one - two weeks following hospital discharge.

Over 300 patients have been referred through the service since the end of March, with just over 50% of these Tower Hamlets residents. 90% of patients have been successfully discharged home with care and support, with the remaining 10% discharged to nursing and residential homes, supported accommodation, and newly commissioned step-down facilities. 25% of patients have been discharged the same day, and over 50% within one day, a significant improvement in performance compared to historical discharge times.

Capacity is generally holding up well. Significant progress has also been made on finalising and integrating the homeless and rough sleepers discharge pathway.

Appendix 2 - Case Study Example of Community Response Hub Working (LB Merton)

One of the first actions taken by the Council was to work with the Merton Voluntary Services Council to set up a response hub, known as the Merton Covid-19 Community Resource Hub; the Hub takes inward bound calls directly from residents, or via other voluntary sector organisations, requesting support with things such as shopping, dog walking and isolation. It is staffed by a combination of council staff redeployed from elsewhere in the Council, mainly from libraries.

Over 1,400 individual contacts and subsequent referrals to the voluntary sector for follow up and action had been made with the Hub. Support given from the voluntary sector include practical tasks such as shopping, befriending and small grants given along with debt advice. It has been so successful that we are working with the voluntary sector to keep the hub going as a one stop shop for the voluntary sector in Merton with one number and email for the voluntary sector.

The Government has established a shielding process whereby the NHS has identified a cohort of very vulnerable people on the basis of pre-existing medical conditions and has advised them that they should remain at home for 12 weeks. Councils have been given the responsibility of contacting residents in their areas who fall within this group in order to ascertain whether they require any assistance.

The Government has set up direct food deliveries to any shielding resident who requires them, but these packages are a standard offer and do not pick up on dietary or religious requirements. These requirements are met locally via the Community Response Hub.

Merton has been given the names of 6,950 people living in the borough and has set up a shielding hub in order to contact all the people on the list and provide them with assistance if required. Around 16% require ongoing support whilst shielding and are likely to continue to need support for some time afterwards too. The Council has also established arrangements with community pharmacists to ensure that people can have their prescription medicines delivered to their homes and a coordinated voluntary offer means that residents have access to other support such as taking food and other items into people's homes, cooking and dog walking.

As per the above we have worked with the voluntary sector to also provide practical support to include practical tasks such as shopping, befriending and small grants given along with debt advice

Appendix 3 – Case Study Example of scaling up Proud to Care North London to a pan-London approach (North Central London DASSs)

The Councils of Barnet, Camden, Enfield, Haringey and Islington have a well-established joint adult social care programme, focused on sub regional priorities to support an excellent adult social care workforce and sustainable care home market. As part of the workforce priority they developed the Proud to Care North London website with local care providers, to promote care as a great sector to work in. The site provides a free local jobs board, local recruitment events, a range of information on training and development opportunities, including apprenticeships, information for business, and real-life stories.

In March, they launched a recruitment campaign to support their local sector during Covid19. To streamline the process, they piloted a simple survey in place of job applications, and worked with teams in each borough to market the offer and develop a local screening and matching service to their key providers. Where needed, candidates were offered ESOL assessments and support. From this short pilot over around 3 weeks, there had been 123 applicants and 45 job offers by the end of May.

Following the success of the North London pilot, London rapidly set up the 'Proud to Care London' campaign from early April. Ofsted redeployed staff to support the process, including DBS checking. The campaign – a partnership between councils across London has benefited from an astonishing amount of free advertising, including locally led advertising campaigns, including e-newsletters, twitter,

facebook, and on council websites, supported by influencers such as Sadiq Khan, NHS London and the Fire Brigade tweeting directly or re-tweeting posts. Free advertising has been offered by 4 major recruitment sites (Reedonline.co.uk, CV Library, Talent.com, Zip Recruiter), digital advertising spaces from Clear Channel UK and JC Decaux and on some of the massive electronic boards at locations around London.

This saw 823 people register in the first week and over 2,000 by mid May, demonstrating that Londoners want to work in care;- interestingly around 1 in 2 had previous care experience and there was a high proportion (around 1 in 3) of younger applicants, which is generally a demographic the care sector finds difficult to recruit. Proud to Care, a recruitment approach for social care workers, including workforce development resources, and a portal for social workers. Proud to Care is now a regional programme, and helped support care homes to ensure safe staffing levels during the pandemic.

Appendix 4 – Case Study Example of active local partnership to support infection control and testing (LB Bexley)

Recognising the impact that the COVID status of staff was having on care home resilience Bexley decided to target the initial scarce COVID-19 testing slots made available to Adult Social Care, to care home and home care providers.

This response to testing has been an exemplar of partnership working locally. The Director of Public Health is the designated lead for testing for London Borough of Bexley. A multi-agency Testing Task and Finish Group has been set up to address the challenges in this area and continues to steer the work.

- Testing pre-discharge from hospital and prioritising our allocation of testing slots to care home and domiciliary care staff was facilitated in Bexley, ahead of the change in government guidance. This was possible only through the invaluable support towards testing extended by Lewisham and Greenwich NHS Hospital Trust (Queen Elizabeth Hospital).
- Guidance and flow-charts on the pathways to testing for Care Homes was developed and circulated and the Mobile Testing Unit has been set up in Bexley two days a week for the past 3 weeks. Bexley has been one of the top performers in London in terms of the number of tests done at the Mobile Testing Unit.
- This facilitated the familiarisation and adoption of the national testing portal pathways when they came on-line for Care Homes, with alternative local arrangements in place for specific situations.
- Further work is underway to facilitate testing of asymptomatic essential workers, and on training in this area for Care Homes and other settings.

Providers are particularly concerned about access to testing and it is clear that we need to continue to prioritise enabling easy access to testing for residents and staff on a regular basis. Bexley are already taking a proactive local approach to testing

people with learning disabilities and mental health needs in supported living settings, recognising that these are not included in other testing schemes.

Appendix 5 – Case Study Example of building on partnerships and collaborative procurement of PPE to meet the needs of social care staff (LB Brent and NWL)

Initial challenges to accessing PPE over the first eight weeks were significant, however supply issues are now being better managed, with for the most part Local Authorities filling gaps. This presents increased costs to providers and to local authorities, one Council estimated the predicted annual cost of PPE as £6m. Access to PPE is critical to infection control and hugely important as it impacts staff morale, confidence and anxiety.

The purchase and distribution of PPE by Brent Council started on the 27th March, with Brent being the first borough to distribute PPE directly to all providers. The national Care Homes Support plan returns that were completed directly by care home providers at the end of May reflected that 100% of Brent respondents to the care home survey reported they felt they had sufficient PPE and recognised the local support provided.

This local good practice was able to feed into wider STP/ICS partnerships. The North West London (NWL) Health & Care Partnership, made up of 30 system partners across local authorities and the NHS, had a pre-existing workstream to tackle practical and clinical support into care homes. This workstream included quality in care homes, primary care, community and pharmacy support as well as testing, education and training. The partnership was able to quickly respond to pandemic challenges, for example, with the creation of a new supply chain for NWL to provide emergency PPE stock to all care home (& home care) providers. The West London Alliance was also able to scale up its PPE procurement from a sub-regional partnership to securing supplies across London.