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Dear

Additional Support Offer to Care Homes in Hull

Hull City Council along with key system partners, Hull CCG, Primary Care Networks and NHS providers are working collaboratively to ensure that all care homes in Hull receive flexible, targeted support which meets the needs of residents, staff and families. A Covid 19 Care Home support plan for Hull has been developed to ensure that ALL system partners understand their roles and responsibilities in working together to ensure that Covid 19 outbreaks are minimised and where there is an outbreak, care homes are supported to minimise the risks to other residents, staff and the wider public.

All system partners are committed to maintaining market resilience whilst also ensuring that residents are protected and safeguarded along with the delivery of good quality clinical and social care. With this shared sense of purpose our plan outlines how we will:

1. Co-ordinate support and a clear plan for each care home
2. Eliminate routes of transmission into and between homes
3. Improve infection and control

Leadership and Ensuring Care Market Resilience

Currently there are 83 Care Homes that Hull City Council commission and one care home within the boundary that we do not commission. The bed capacity in total across the city is 2,336 and on average occupancy rates are generally over 90%.

The Council established a Covid 19 tactical team on the 16th March which has been coordinating the surveillance and support across the provider market with a specific emphasis on Care Homes. This team collates daily information with regard to the pressures, risks and issues faced by providers and has been able to respond immediately to concerns and issues ensuring market stability. Support deployed has included;

- PPE supplies and advice
- Support to access timely guidance and specialist advice from clinical providers
- Hosting monthly teleconferences with care homes supported by a dedicated Covid 19 telephone number and email inbox overseen 7 days a week
- Establishing a dashboard that tracks the impact on care homes and seeks to flatten the curve and supports sustainable recovery
- Hosting a wider weekly meeting with regional Directors of Adult Social Services which informs the Local Resilience Forum of any required action
- Ensured continual access to external assistance including clinical support around End of Life, infection prevention and control, psychological and wellbeing support for care workers

- The local authority will support care homes in complying with submitting requested information via the NHS bed capacity tracker.

Supporting the Workforce

The Covid 19 tactical team are ensuring we are continuing to work with all care homes to support safe working practices to ensure to promote safe staffing. To gather a broader understanding of staffing issues within care homes, a survey was recently undertaken with all Registered Managers to fully understand their staffing arrangements with the aim of preventing care staff working across multiple care settings. The results of the survey has helped to inform our Covid 19 Care Home support plan for Hull. It highlighted that workers are not utilising public transport to get to work, raising the assumption that most staff are living in the communities where the homes are located. This will support our ongoing trace, track and isolate planning.

Hull City Council are members of the Hull and East Riding Provider Alliance, which includes CCGs and hospital and community provider executives. Discussions take place at the Provider Alliance to ensure mutual aid and support across all sectors. Local agreements are being taken to re-employ returning staff within the community services provider and to deploy them into care home settings.

Clinical Support and Prevention

The ICC Frailty Response Team (COVID-19) based at the Jean Bishop Integrated Care Centre in Hull play a key role in the delivery of the Covid 19 Care Home support plan for Hull. They currently offer a specialist advice and guidance telephone line 7 days a week, for use by all community based practitioners across health and social care. Support includes:

- Aiding decision making to support all patients living with frailty regardless of their type of residence
- Offering support and advice on Covid 19 and non Covid 19 clinical queries
- Provision of a Community Geriatrician and a GP with extended roles service
- Aligned operational arrangements between the Frailty Response Team and Yorkshire Ambulance Services, primary care, Humber Foundation Trust and community services such as palliative care, pharmacies and community nursing

The operating model and guidance has been agreed and endorsed by Hull and East Riding Primary Care Networks and through Hull University Teaching Hospital Trust Covid 19 Ethics Committee.

Infection Prevention and Control links support has been in place since early March. Care home providers have been encouraged to share and raise concerns and these have been responded to via the Covid-19 tactical team. This is now supported by a dedicated Infection and control lead. In addition, a Care Homes Outbreak Support Team has been established to provide direct support to all care homes across Hull. This team can provide specialist support for residents alongside education, reassurance and appropriate signposting.

Primary Care and Community Health

The Covid 19 Care Home support plan for Hull recognises the importance of strengthening the primary care and community health support to care home residents including guidance and support for care staff. This support includes:



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- A multi-disciplinary team approach including GPs/ Clinical leads to ensure care homes have adequate and appropriate clinical oversight for individual resident care needs
- A named clinical lead for each residential care home to ensure weekly contact and oversight of clinical needs and input
- Development of an information sharing agreement to avoid multiple clinicians visiting care homes
- Introduction of remote monitoring to reduce face-to-face assessments where clinically appropriate through the use of technology
- Improved use of telemedicine through upskilling staff in observation and we will be introducing escalation pathways to seek clinical support
- Arrangement for primary care video consultations to be made available for all residents and we will be increasing the opportunity to increase use of technology in care homes with additional simple diagnostic tools to aid clinical consultations / diagnosis
- Ensuring that care home NHS mail accounts are active and monitored and where required additional support offered to care providers

Providing Alternative Accommodation

There is an agreed local approach for providing alternative accommodation for people who need it and ensuring a safe and timely discharge from hospital for people who present as Covid positive. The focus will be on timely testing in hospital and access to appropriate recovery/quarantine beds to minimise the impact of transmission of infection in care homes. To date our plans have included:

- Capacity to isolate within residential care homes to reduce the risk of spread to other residents and staff
- Testing patients being discharged from hospital to a care home to identify appropriate care setting
- Provide appropriate NHS step down facilities where NHS bedded care is still required
- Ensure access to appropriate step down and step through capacity to enable isolation/quarantine where the home of choice is unable to offer this.

It is important to ensure that all residential care homes receive a clear message for staff, residents, and all visitors in minimising the risk of infection. Therefore a single version of relevant infection prevention and control guidance is available in an easy read format and will be coordinated by the local authority Covid 19 tactical team. This will increase awareness and understanding of best practice, increase the effectiveness of current interventions and therefore limit the spread of Covid 19 within residential care.

Addressing Short Term Financial Pressures

Since March, all residential care homes are being paid in advance rather than mid-way through the relevant care period to assist them with their cash flow positions through the Covid-19 crisis. Similarly, any financial pressures which may be faced as a consequence of public health restrictions being placed on individual providers' ability to fill vacant places will be alleviated by the Council having agreed to pay the gross cost of any such voids where the vacant place is demonstrably the consequence of any such restrictions; this includes payment for any agreed voids which may have resulted from the death of a resident. In specific circumstances, the Council has also agreed to pay the top-up element of any residential fees where the circumstances of the pandemic are such that placement of a client in a lower cost setting is not a viable option. Finally, the Council has already



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made a lump sum payment to all residential providers to recognize the extraneous costs they have incurred from the start of April as a result of the pandemic in relation to staffing costs generally (including statutory sick pay) and the increased requirement for PPE.

This payment will be further supplemented by payments to all residential providers from the funding received by the Council from the Government's Infection Control Fund which will be made imminently to further support the provision of PPE, as well as the training, infection control and different working practices with which colleagues in the residential sector at the forefront of the crisis are now having to contend.

We are confident as a system that the actions we have already taken, and continue to take to support residential care homes through this crisis will ensure a strong resilient care home environment and will minimise risk to residents and staff.

Yours sincerely,

A handwritten signature in blue ink that reads "Matt Jukes". The signature is written in a cursive style with a large, stylized "J" at the end.

Matt Jukes
Chief Executive
Hull City Council

