

## Annex A

### **Support Offer to Care Homes in Sunderland**

Thank you for all you and your staff are doing to keep your residents safe during the Covid-19 pandemic. These are unprecedented times and we continue to hear of some exceptional work in care homes across Sunderland.

In conjunction with colleagues in the NHS and Local Authorities in the North East and Yorkshire we are setting out an offer of additional support offer to every care home (with and without nursing) based on a series of principles:

#### **Leadership Support**

- As a CCG and Local Authority we will work with primary care, hospital and community colleagues to deliver an enhanced health support offer.
- Your care home will have a named nominated contact to provide support, direction or coordinate requests to other partners across the system.
- Your care home will have a named clinical lead

#### *Going forward we will:*

- Continue to gather information on a weekly basis from care providers in respect of occupancy levels; staffing data, including staff absence levels; PPE stock levels; Covid testing, confirmed cases and deaths for both staff and residents
- Continue to analyse this information to proactively have conversations with providers who may need support or intervention from the Local Authority
- Continue to have regular engagement and conversations with providers on a daily basis
- Continue to promote and encourage providers to utilise the NHS Capacity Tracker

#### **Prevention**

- Your care home will have access to infection, prevention and control (IPC) advice and receive a visit (or if appropriate a telephone call) from an IPC nurse/nurse with knowledge of IPC when this is required
- Your care home will be offered a visit by a community nurse on a daily basis (this might take place virtually). The nurse will have a good knowledge of IPC
- As a CCG and LA we will have an understanding of the services and support in place within your care home and help you to address any risks/gaps
- We will, on a daily basis, call all care homes who identify concerns within the Capacity Tracker. Where the Capacity Tracker is not being used you will be supported to do so.
- A multidisciplinary team (MDT) of GPs, community nurses and allied health professionals (AHPs) will deliver a weekly (virtual if appropriate) round to support the care of vulnerable residents
- We will work with you to ensure all your residents have a personalised care and support plan
- We will work with you to ensure that care homes are able to promptly access testing for residents, staff and support them to do so where they are having difficulty in this regard.
- Visiting staff will, where possible, visit care home residents who are known to be Covid+ at the end of their working day to help to prevent the spread of infection. As agencies providing care we will collaborate to help to reduce footfall into your care homes.
- CCG staff, Primary Care Networks and pharmacists will work together to ensure a joined-up approach around medication supply, structured medication reviews, supporting

reviews of new residents or those recently discharged and addressing medication queries

### **Timely access and additional Clinical Support**

- Everyone discharged from a hospital to your care home will be followed up by a face to face visit by a nurse or AHP involved in the discharge, a community nurse or, where there is one, the named nurse attached to your care home. This may include a pre discharge visit to ensure that you are ready to receive the new resident. This maybe virtual.
- You will have access to 24-hour support by video link/telephone/telehealth
- Remote monitoring will be used to support your care home residents with suspected or confirmed Covid-19
- Your staff will have access to psychological support
- You will receive weekly access to a MDT of appropriate specialists

### *Going forward we will:*

- Ensure that weekly MDTS (including virtual meetings) are being carried out in a consistent way.
- continue to deliver proactive support for people living in care homes, including through personalised care and support planning
- provide support for care home residents with suspected or confirmed COVID-19 through remote monitoring (and face-to-face assessment where clinically appropriate) by a multidisciplinary team where practically possible (including those for whom monitoring is needed following discharge from either an acute or step-down bed);
- make sensitive and collaborative decisions in respect of the care homes, their residents and staff and ensure staff in the care homes have access to a menu of psychological support to promote and maintain their wellbeing.

### **Workforce**

- We will work with you to support safe staffing within your care home using, for example, the national staffing campaign
- We will increase the educational support available to you including ensuring your staff have access to specialist support to include Infection Prevention Control and End of Life Care. Where possible we will use a “train the trainer” approach
- Support will be available to staff who are at high personal risk
- Support homes to ensure a minimal amount of staff movement across the City

### *Going forward we will:*

- Continue to gather data from care providers to maintain oversight of their staffing situation
- Using this intelligence, continue to proactively identify where providers absence levels are high and work with providers in relation to successfully implementing their business continuity arrangements
- Where the staffing situation impacts on continuity of the service, the Local Authority will work collectively with providers and other system partners to identify solutions to support providers
- Continue to share relevant information and guidance that supports the workforce

- Continue to be a source of support and guidance for Management and staff in the services
- Continue to use the NHS Capacity Tracker, the Local Authority's own data collection tool and sustain current conversations with the care home market to maintain oversight of capacity within the City's care homes and understand the staffing pressures provider organisations are facing
- Work with SCCG to understand fully the availability of clinical staff or volunteers who could support the care homes in terms of workforce support and agree a strategy for allocation of staff
- Continue to support the care homes to contact NECS to access the Bring Back Staff resource pool directly

### **Personal Protective Equipment**

- We will ensure that there is 24-hour access to emergency PPE for those providers whose stock levels reach critical.
- We will, alongside yourselves, monitor stock levels in the City and proactively engage we those providers for whom stocks are running low
- Additional training will be made available to support guidance on appropriate use of PPE
- Access to appropriate clinical equipment
- We will work with you to support the roll out of national PPE distribution portal

#### *Going forward we will:*

- Continue to gather data from care providers to maintain oversight of the supply and availability of PPE
- Using this intelligence, continue to ensure the rapid co-ordination and distribution of PPE to providers who are identified as having difficulty in obtaining supplies, via LRF arrangements
- Continue to share relevant information and guidance with the sector
- Continue to encourage the sharing of good practice and learning and communication between providers
- Continue to be a source of support and guidance for Managers and staff in the services
- Share information with providers on the new PPE distribution portal

### **Building Additional Capacity**

- We will ensure continued access to step down and step up beds from hospital are in place and alternative accommodation for homes that are unable to suitably isolate residents

#### *Going forward we will:*

- Continue to use the NHS Capacity Tracker and the Local Authority's own data collection tool to maintain oversight of capacity within the City's care homes
- Continue to engage with the care sector regarding the current commissioned provision and any new opportunities that the sector can offer

### **Testing of Staff and Residents**

- Support will be given regarding staff and resident testing as required
- Everyone discharged from hospital or from a step-down facility will be tested
- All admissions from the community to care homes will be tested prior to admission

*Going forward we will:*

- Continue to gather data from care providers to maintain oversight of the number of tests carried out for residents and staff
- Using this intelligence, proactively identify where testing numbers in care homes are low and engage in a discussion with them about this to ensure that all staff and residents (where consent is given) are tested
- Using the outcome of the results of the tests, where a high number of staff and residents have a confirmed positive result, we engage with care home providers to ensure that they are able to continue to operate the service safely, including with sufficient staffing levels and that infection control measures are being implemented to prevent further transmission
- Continue to prioritise care homes for testing via the portal and any agreed local options
- Continue to share relevant information and guidance with the care sector
- Continue to be a source of support and guidance for care home management and their staff

**Emergency Support in the event of a Covid Outbreak**

- Your care home will be supported to develop plans to manage an outbreak. These will include input from the local provider of IPC