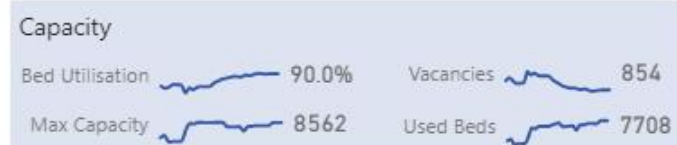


# Adult Social Care Response to COVID-19 Pandemic

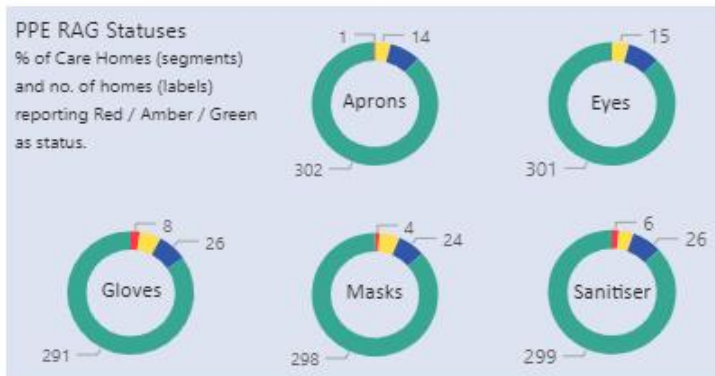
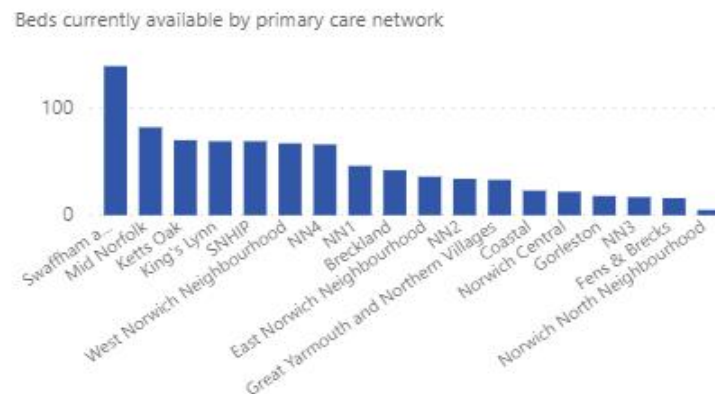
## Response to key questions

Scrutiny Committee: 19 August 2020

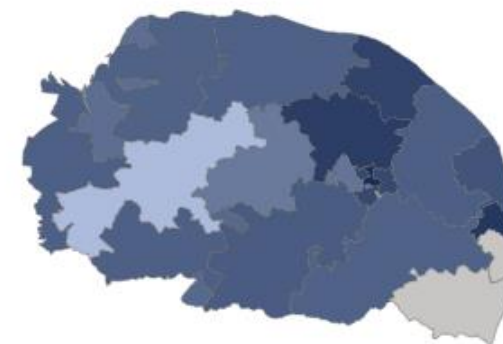
# Data: Capacity tracker



Click the bars/segments in the charts or the shapes on the upper map to filter the dataset. Hover over bubbles/bars/segments to reveal more information. Use mouse wheel to zoom in & out on maps. Hold down 'ctrl' to make multiple selections.



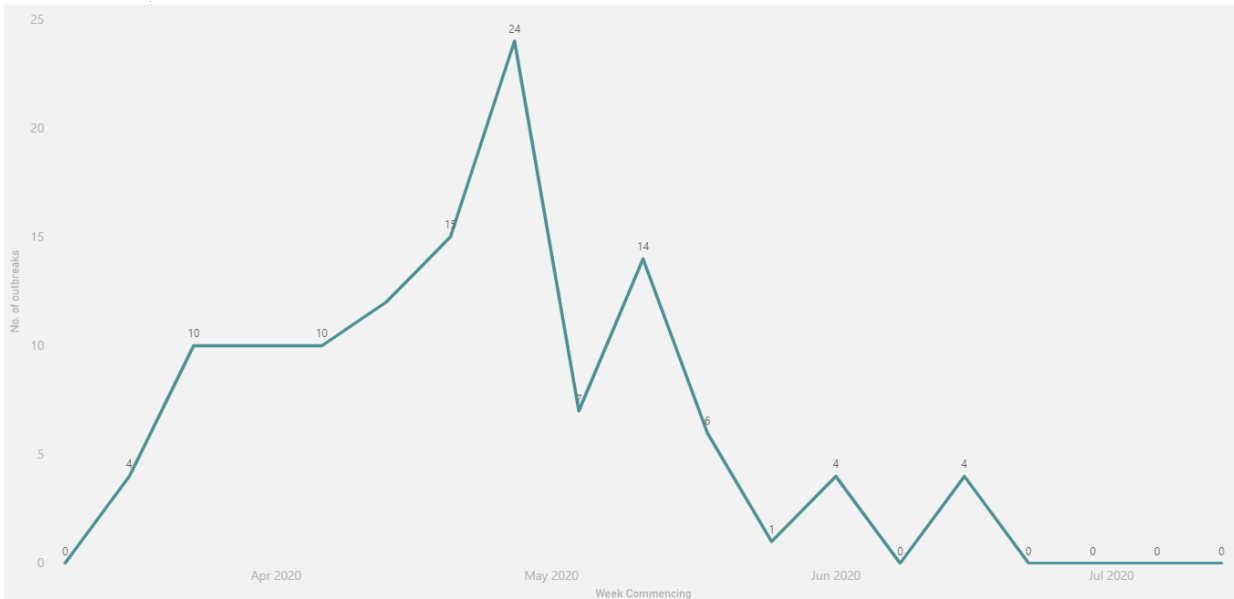
Current bed utilisation % by primary care network



Care home locations, homes with covid (colour), number of covid cases (size). Use the '<' and '>' icons to scroll through timephases (in last 30 days) to view infections

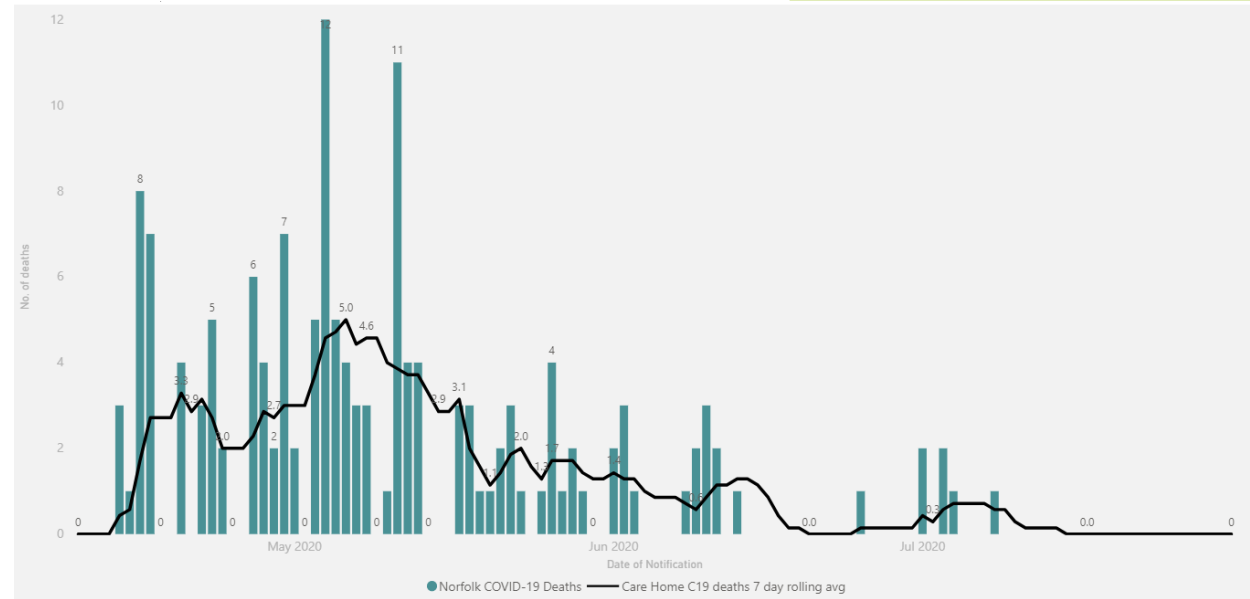


# Data: Outbreaks in care homes



No. of weekly outbreaks in care homes in Norfolk

About 35% of care homes in Norfolk have had an outbreak, compared to a regional average of about 48%.



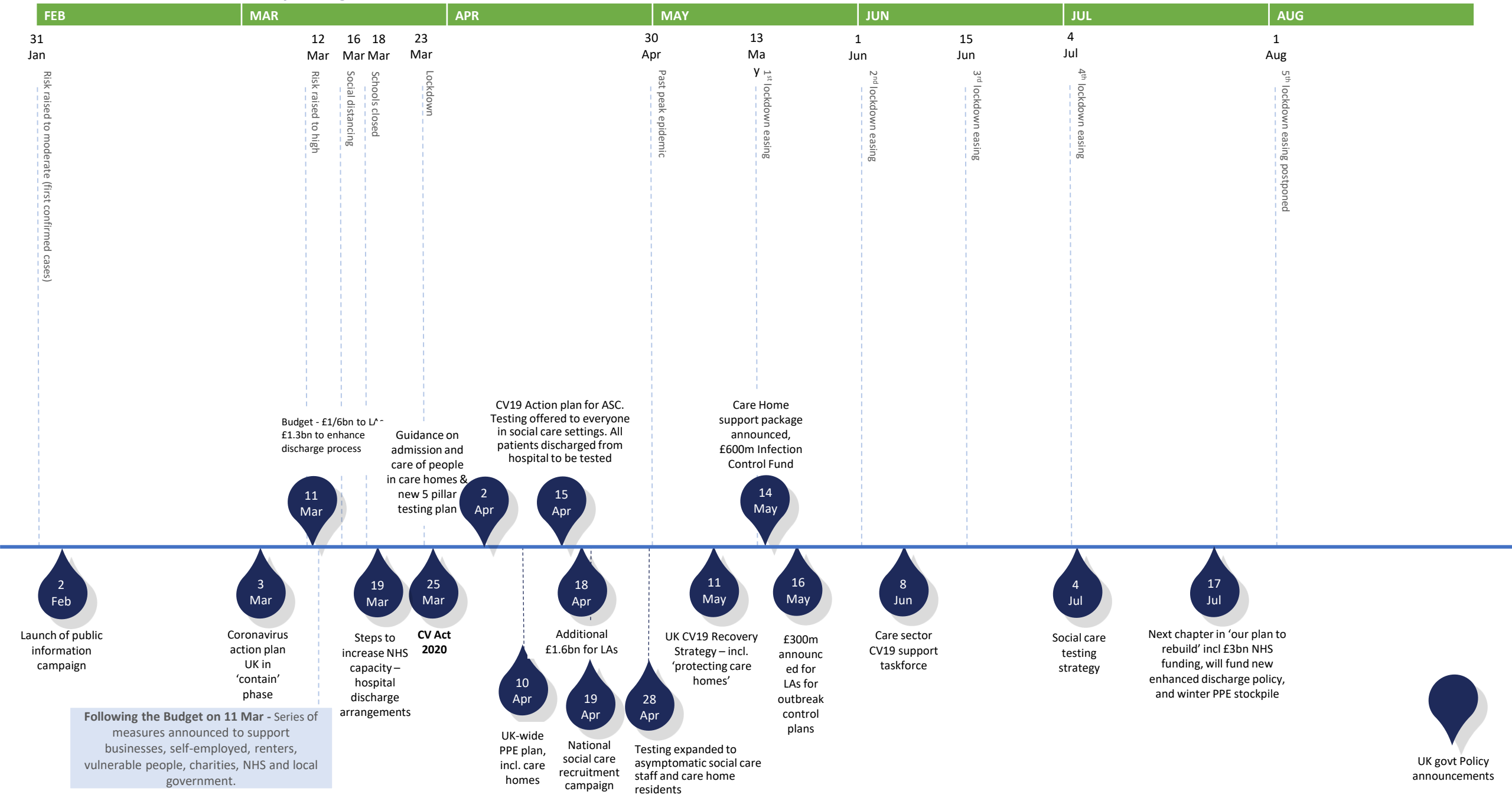
Daily C19 death in care homes in Norfolk

To date there have been 152 COVID-19 recorded deaths in Norfolk care homes. This accounts for 17.8% of the total deaths in care homes, which is lower than the national rate of 28.2%.

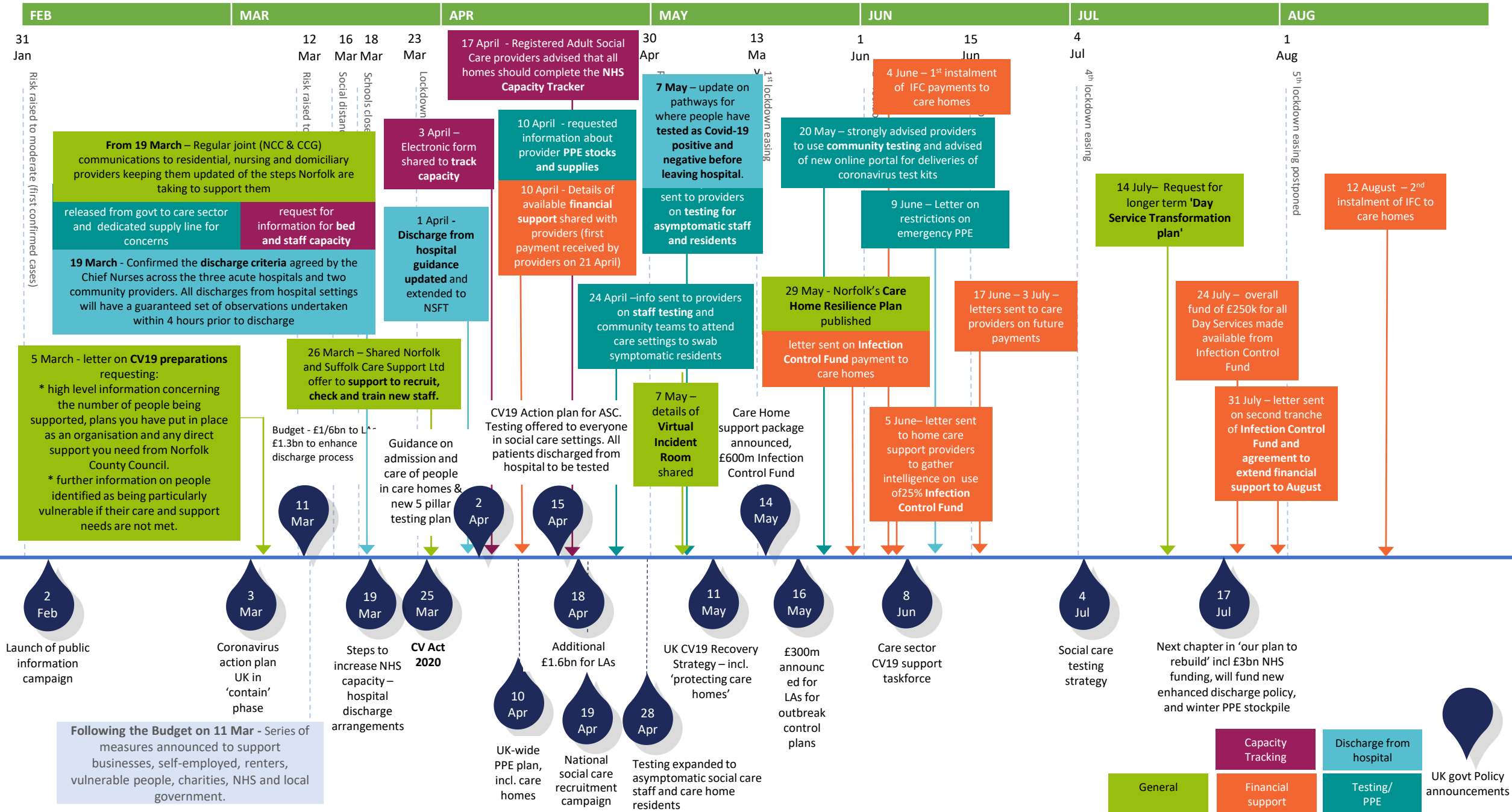
# Complementary soft intelligence

- ✓ Existing strong and positive relationships with care homes and Quality Monitoring Officers
- ✓ Daily and weekly telephone calls to care homes to gain information and intelligence
- ✓ Feedback and two-way dialogue through the Provider Hub established in March
- ✓ Regular engagement with Norfolk Association of Care Homes, and Norfolk and Suffolk Care Support
- ✓ Joint working and sharing of information and intelligence with Infection Control Nurses through the CCG

Timeframe of COVID 19 Policy Changes and ASSD Communications with Providers



Timeframe of COVID 19 Policy Changes and ASSD Communications with Providers



# Impact of CV19 on adult social care activity

Area of activity	What this tells us	2019	2020	% Change
Number of new adult social care contacts	The number of people contacting us with new concerns tells us about demand for services	21,793	20,756	-4.8%
Number of assessments of all kinds	There are a range of different assessments, and this indicates the amount of work staff undertake supporting people with care and support needs	15,281	16,549	8.3%
Number of reviews	People receiving care and support should be reviewed at least annually, or when circumstances change. Review levels show both compliance with the Care Act, but also the extent to which people's needs are changing	7,122	6,798	-4.5%
Carer breakdown case notes	Carer breakdown case notes document what should be done in the event of someone's informal carer becoming unavailable. These were introduced in response to the pandemic, to ensure provisions were in place for the most vulnerable service users	-	8,663	-
Safeguarding concerns	The number of safeguarding concerns indicates the total number of notifications, from various sources, that the council receives.	1,428	1,316	-7.8%



# Safeguarding: Measures to support victims of domestic violence during pandemic

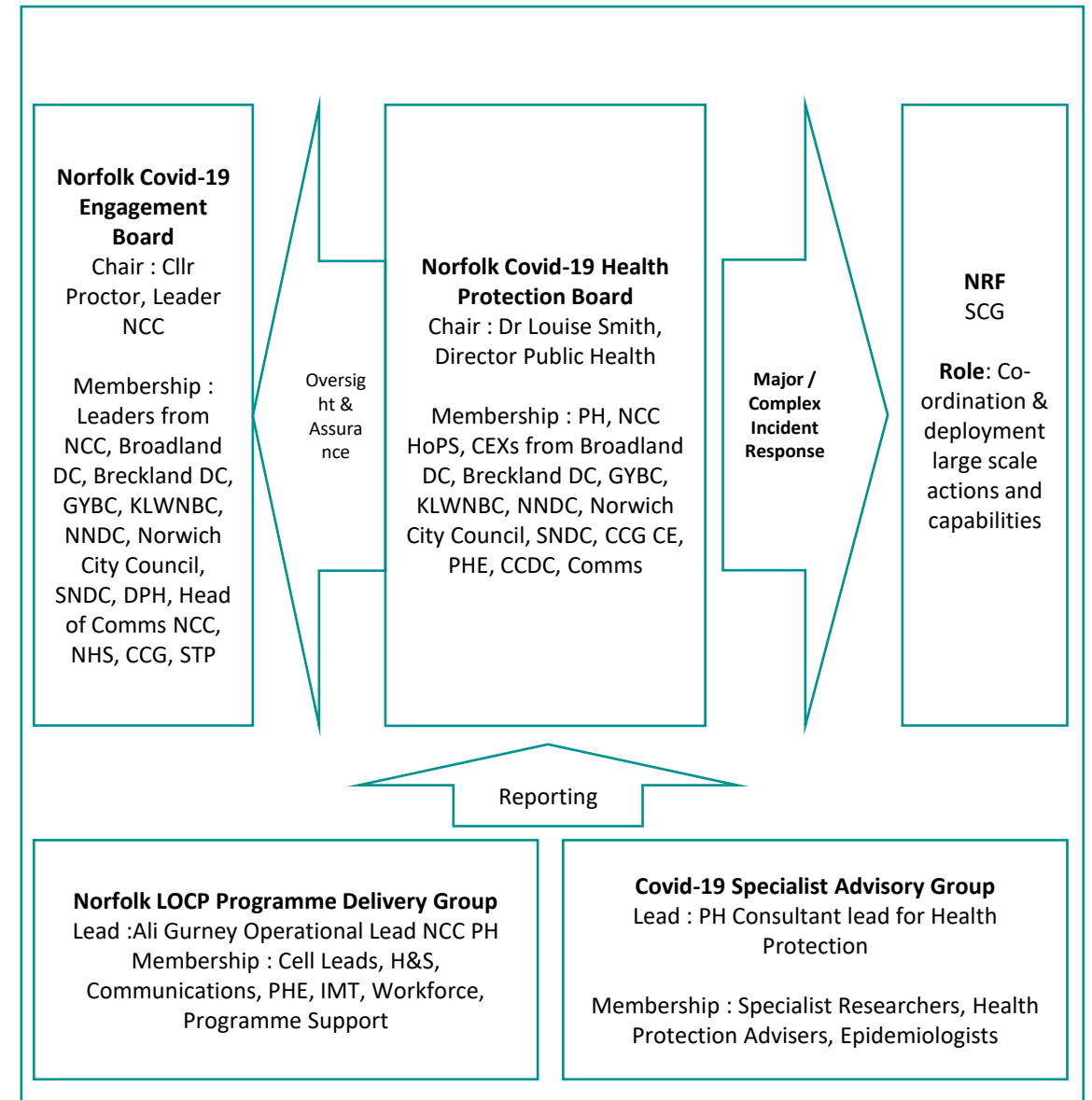
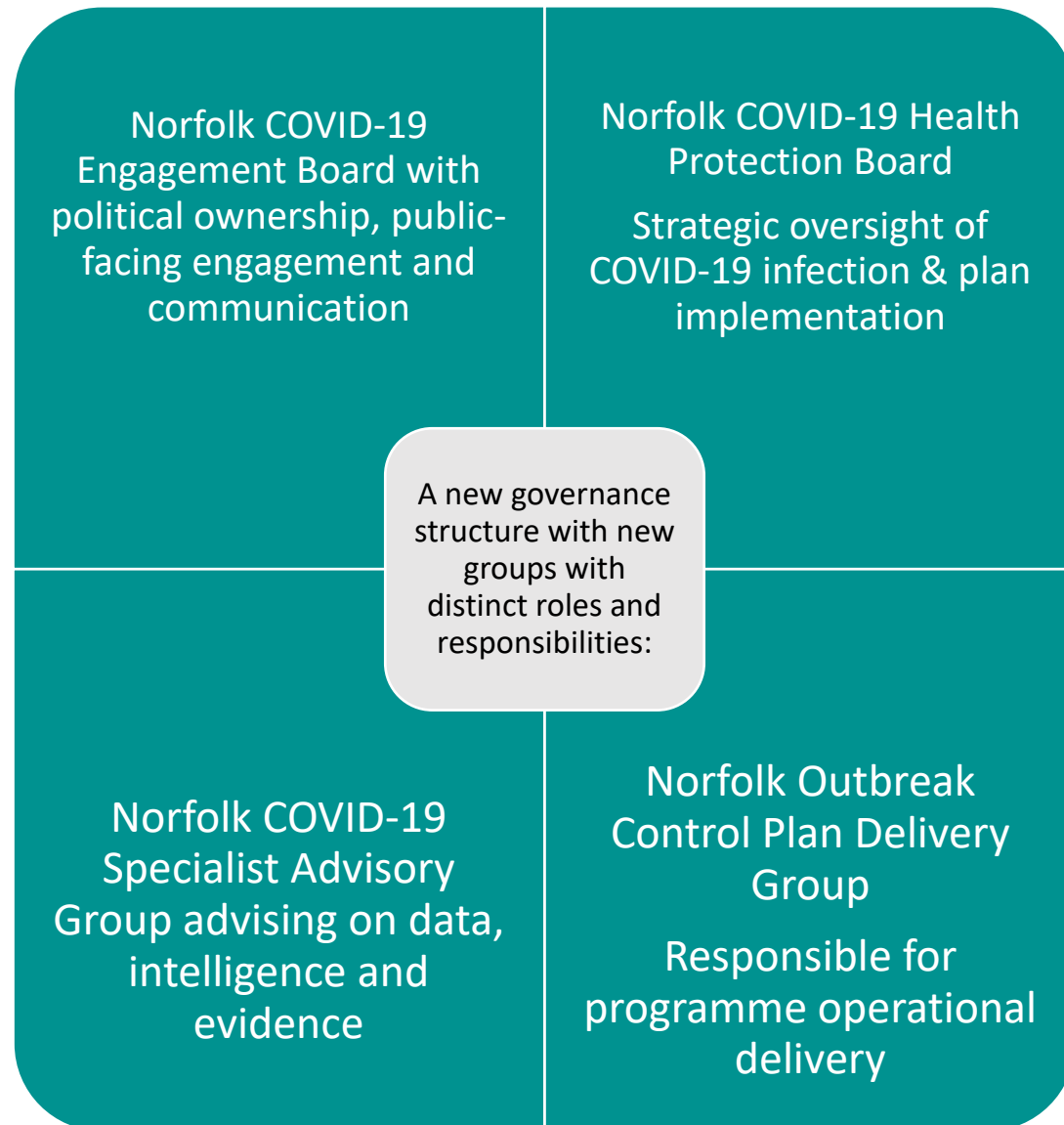
- ✓ March-June: 82 Domestic Violence Safeguarding Cases.
- ✓ March-June: 90 Cases of physical, emotional or sexual abuse by a family member.
- ✓ Each case assessed and supported both within the safeguarding process which includes partners such as the police and health services and with ongoing support for Domestic Violence Champions in ASSD Teams.
- ✓ Range of voluntary and commissioned Domestic Violence Services continued to work throughout the pandemic including refuge, short term accommodation, counselling and practical support.
- ✓ Payment of £200 thousand to increase staffing capacity and short-term accommodation.



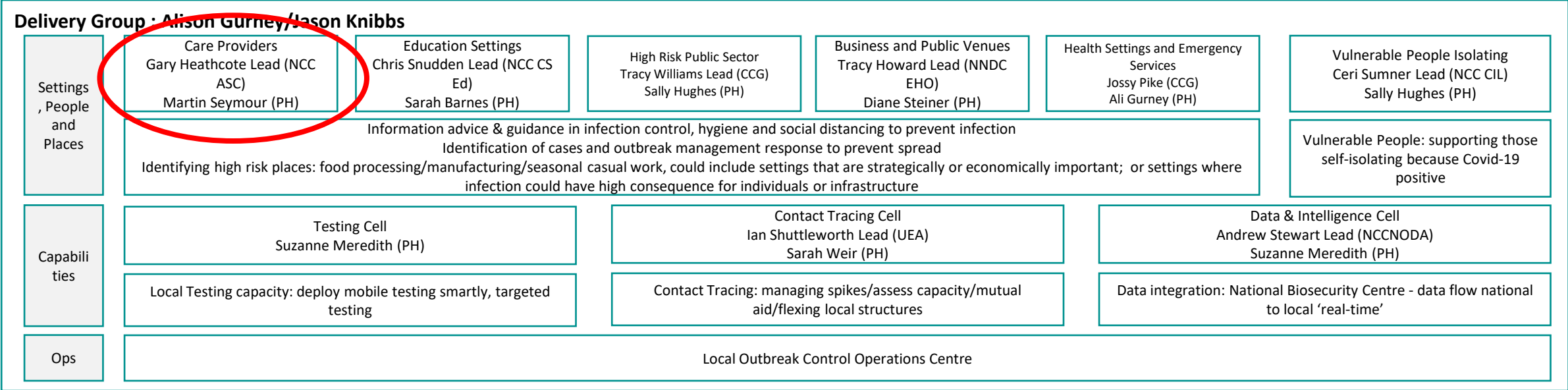
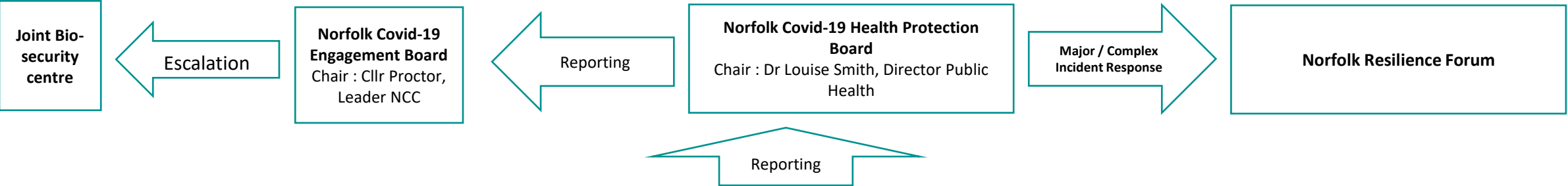
# Lessons learnt

- ✓ Value of regular communication and dialogue
- ✓ Value of integrated working with CCG
- ✓ Importance of clarity around PPE for providers
- ✓ Importance of consistency on discharge criteria and arrangements
- ✓ Importance of speedy decisions on financial support
- ✓ CV19 highlighted the absence of a single (IT) solution to track/manage risk across the care market (COVID software with a potential solution for this has been purchased)
- ✓ Developed resilience to manage a second wave and/or isolated situations, and there are applications relevant to peacetime activity too

# Leadership - Local Outbreak Boards



# Outbreak Centre Structure



# Delivery Groups: Settings - Care Providers

## Aims and objectives

To provide a multi-tiered central focal point to co-ordinate the activity to prevent spread and respond to COVID-19 outbreaks in Norfolk providing prevention advice, specialist support and surveillance.

## Scope

Includes care homes, domiciliary care, supported living service, nursing home, housing with care scheme, day services. The COVID-19 pandemic raises particular challenges for residents in these settings, their families and the staff that look after them.

348 CQC registered care homes in Norfolk. Across all Care providers – 871 locations with 11,129 accommodation based place.

The Public Health England /Local Authority standard operating procedure provides a framework for the joint management of COVID-19 outbreaks in care homes and similar settings including extra care housing and supported housing.

## Roles and responsibilities in Multi Tiered Hub

**Local intel** gathered by Quality monitoring officers, local testing teams, infection control nurses and clinical leads.

Access to local testing data.

**National intel** including outbreak reported shared by PHE and whole home testing status from DHSC

**Joint CCG and NCC** communication to care providers on outbreak support, testing, guidance and policy changes.

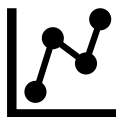
Dedicated outbreak content on NCC website.

**Quality monitoring officers** provide a single point of contact to settings experiencing an outbreak

**Public health consultants** provide outbreak oversight

**CCG** and wider stakeholders involved in outbreak management as required

Multi disciplinary escalation meetings



**Thank you.**