

REPORT TO: ADULT SOCIAL CARE AND HEALTH SCRUTINY COMMITTEE

DATE: 11 JUNE 2020

REPORT OF: CABINET MEMBER FOR ADULT CARE AND HEALTH

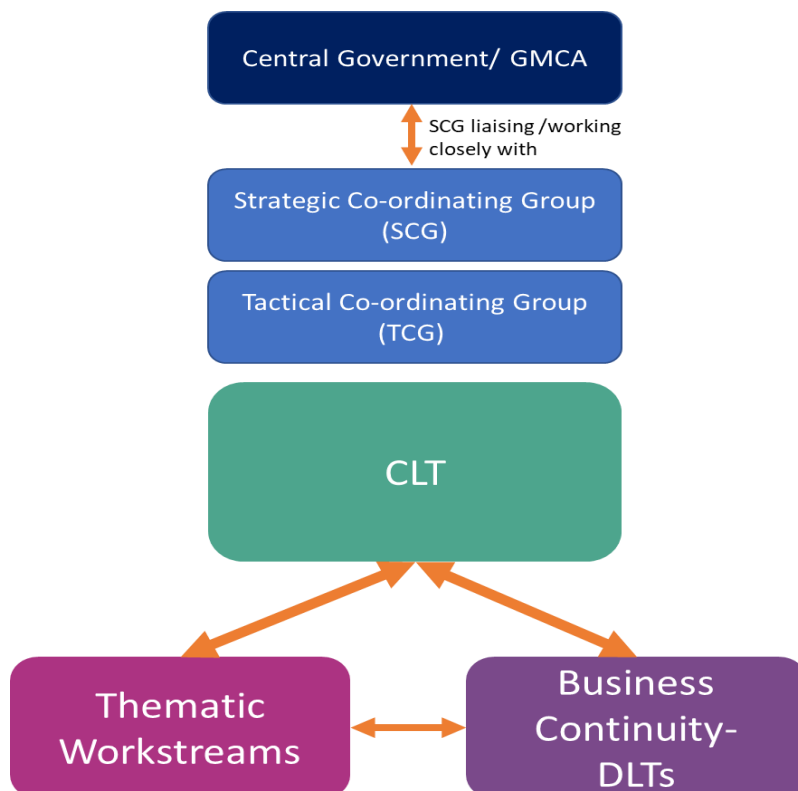
REPORT TITLE: RESPONDING TO THE COVID-19 PANDEMIC

1.0 Introduction

- 1.1 The spread of coronavirus, declared a global public health emergency, has created unprecedented circumstances within which the Council, working with our communities and partners, have had to respond.
- 1.2 Whilst an understandably difficult period for many living and working within Stockport, we have also witnessed an incredible and inspiring outpouring of neighbourliness and community spirit.
- 1.3 This report provides an overview of the Council's response to date, building on regular updates received directly by members and including detail relating to the remit of this committee, and a view of how this response will be developing over the coming weeks and months.

2.0 Responding to COVID-19: Council approach

- 2.1 The Council has established a robust and responsive governance to facilitate cross partnership and organisational response. This has included close working with Government and Greater Manchester:



Responded to Government guidance and advice

2.2 The Council's responses have been very much guided by advice and guidance provided by Central Government and the Corporate Leadership Team have reviewed guidance and announcements daily throughout this period. The specific relevant published guidance in terms of the remit of this Committee has included:

- Coronavirus Act 2020
- Social Care
 - Update to Mental Health Act 2007
 - Unpaid Care Guidance
 - Guidance on Looking After People Who Lack Mental Capacity
 - Interim Guidance on DBS and Other Recruitment Checks
 - Interim Methodology for Mental Health Act Monitoring Visits
 - Care Workers and Personal Assistants Supporting Adults with Learning Disabilities and Autism Guidance
- Health Protection
 - Health Protection (Coronavirus) Regulations 2020
 - Health Protection (Coronavirus, Restrictions) (England) Regulations 2020
 - Health Services Control of Patient Information Regulations 2002
 - PPE Guidance
 - Department of Health and Social Care Extension of Testing
 - Home Testing for Essential Workers' Households
 - Mobile Testing Units for Frontline Workers
 - Use of PPE in Care Homes
 - Antibody Testing
 - Testing for Council Workers
 - Contact Tracing Model

Provided robust and responsive communications

2.3 Clear and responsive communications have been fundamental throughout the Council's response. This has included:

- Boroughwide public communications, sharing public health messages, information about support and celebrating local businesses and organisations;
- Targeted communications for those who are shielding or vulnerable;
- Daily members e-brief
- Daily all colleague e-briefings
- Regular forums (2/3 times a week) with Partners including: Schools, Businesses, VCSE, Food Banks

Redesigned service provision

2.4 The organisation has made a number of changes to provision in response to Covid-19, this has included changing the way some services are delivered and in some instances temporarily suspending some services. This has included:

- Closure of public facing buildings (e.g. libraries, registrars)

- Virtual formal meetings;
- Face to face assessments and reviews moved to video/ teleconferencing or
- Temporary suspension of services, schemes and projects (e.g. registrations of births and marriages, Apprenticeships, Bed every Night Project)
- Early years, schools and post-16 setting closures
- Reduction in waste collection, suspension of park maintenance services, closure of public outdoor sport facilities

Introduced new service provision

2.5 Alongside service changes a series of new services have also been introduced. This has included:

- Stockport Economic Resilience Forum, including: Stockport Jobs Match service, SK Business Recovery website, New Business Grant scheme and daily update newsletter with advice and information about Covid19 and responses to support businesses
- Stockport Support Hub, including: coronavirus helpline; New services for food, shopping, medicines, driving support, PPE distribution, social contact
- Door step / phone check-ins with those adults and children in receipt of care / additional support (e.g. EHCs, over 70s with assisted bin collection) and those on national shielded list
- New pathways and revised services via MASSH including: new emotional wellbeing hub which includes daily triage and allocation of appropriate support for children and young people; revised early support offer with daily triage
- Hardship Grant to supplement Council Tax Support (unallocated funds will be used for additional discretionary payments for Council Tax Support, Housing Benefit and support funds)
- New hotel and temporary provision to accommodate rough sleepers
- Coordination of childcare for vulnerable children and children of key workers

3.0 Responding to COVID-19: Thematic approach

3.1 The key programmes of work in the COVID-19 response have been:

- Humanitarian Aid
- Voluntary and Community Response
- Food
- Workforce
- Mortality Management
- Finance
- Out of Hospital Support – Adults and Disability and PPE
- Contact Testing and Tracing
- Children and Education
- Economic Resilience

A summary of scrutiny responsibilities for the Council's Coronavirus response can be found in appendix.1.

3.2 An overview of the activity, progress and impact to date in relation to the programmes and services relevant to this Committee is set out below.

Workstream **Out of Hospital Support**

The Out of Hospital COVID-19 thematic response has focussed on the following key objectives:

- Discharge from hospital pathways
- Care home capacity and testing
- Personal Protective Equipment (PPE) supply

This section provides a high-level summary of Stockport's response in relation to the above areas.

Discharge from Hospital Pathways

The Council, the CCG and Acute services have introduced a discharge-to-assess model from Acute to the Community across four pathways to facilitate safe and efficient discharge from hospital. We have also developed local guidance on the Coronavirus Act (2020) and associated discharge guidance, covering key changes required locally in relation to structure and discharge processes. The four pathways are as follows:

- Pathway 3: 1% of people: there has been a life changing event. Home is not an option at point of discharge from Acute.
- Pathway 2: 4% of people: rehabilitation in a bedded setting
- Pathway 1: 45% of people: support to recover at home, able to return home and support from health and/or social care.
- Pathway 0: 50% of people: simple discharge, no input from health/ social care.

The requirements further outline the responsibilities of the CCG, Acute and Local Authorities in relation to imposition of this new model. For Local Authorities, there were 10 key changes required by the end of March.¹ We achieved all these changes in good order between the 19th and the 27th of March. In addition, as of 28th March, all hospital social care staff became community based with the exception of the Single Point of Contact (Senior Adult Social Care Manager), Safeguarding practitioner and Assistant Team Manager (ATM), who remain available virtually at Stepping Hill and Wythenshawe hospitals.

Challenges in delivery have included ensuring the right pathways are in the right place at the right time and ensuring social workers effectively support the flow from community 'step-down', working outside the Discharge hub to ensure there is resource available for step-down services. We have been robust in ensuring the necessary capacity existed within the system for Social Work Assessment across step-up and step-down functions. No Social Care Easements have been necessary at time of publication. Hospital capacity has also met the demand challenges of Covid-19 period to date, with only 5 referrals to NHS Nightingale (as of Thursday 28th May), in part due to a high bar in referral criteria. We have further seen success in amalgamating the Adult Social Care Hospital Social Work, Reablement and Moving and Handling teams' referral route via one GM-agreed referral document.

We have been working with partners to ensure NHS resources prescribed in the COVID-19 guidance are correctly freed up to work in the hub to discharge acute patients back into the community.

The work of ExtraCare housing in supporting delivery across Stockport represents another example of successful partnership working. As part of this, Health and Social Care partners in Stockport have commissioned a new 71-bed facility Bramhall Manor to

¹ See 'Covid-19 Adult Discharge Process Post 27 March 2020' Document [Local Authority changes required: pp4-5](#)

care for patients well enough to be discharged from hospital but needing further assessment to identify ongoing care needs. This new facility is part of a joint Borough-wide response to the pandemic. Patients medically fit for discharge will either be sent home or transferred to out-of-hospital facilities such as Bramhall Manor for further assessment and support. This is freeing up hospital beds needed for intensive Coronavirus treatment.

We are now moving on to the next phase in recovery planning, and weekly Recovery Group meetings have been taking place for the last four weeks with representation from all relevant partners.

Care Home Capacity and testing

The Council continues to work proactively with NHS Colleagues from the FT and CCG to establish availability within the care home and home care markets. Across the Covid-19 period, capacity has not been an issue within the system. The Council is continuing to work with providers to anticipate demand as people return to work and are less able to support family members directly. The Hospital Social Work team have also been working proactively to manage referrals to support system requirements.

In recent weeks, the Council has been working with the market to establish how we can provide support in relation to increasing vacancies and low demand across the care home sector. The Council has also been working with providers to give financial support with respect to Covid-19 related costs, including distributing adult social care Infection Control Fund to care homes locally.

Stockport Council continues to analyse demand and capacity across the health and adult social care economy across Stockport and beyond to ensure providers are able to meet demand as it evolves through the pandemic.

Nationally, testing for care homes has evolved with PHE initially coordinating lists from our care homes, and then the CQC taking on this role. Care homes were provided with a phone number to request testing and three of our homes accessed testing this way. On 28 April, the Secretary of State for Health and Social Care committed to offering a coronavirus test to every staff member and resident in every care home in England, followed by further information on testing in care homes received 7 May and a digital portal launched by the government to assist with arranging coronavirus testing prioritised for those working with over-65s.

Stockport is actively supporting our care homes with testing. We are keeping all care homes informed about the changing national offer and have continued to support our care homes locally. We have enabled symptomatic care home residents to be tested from an early stage of the pandemic and were one of few boroughs that established and retained a community swabbing service. This enabled us to offer testing within care homes for symptomatic residents from early/mid March and has evolved over time to include staff testing at the Mastercall site base. We have been consistent in our offer to test symptomatic residents, enabling us to respond to changing eligibility and national offers. This has at times required the imposition of a limit of 5 symptomatic residents per home to be tested as further testing wouldn't change the management of the outbreak in that home (treating symptomatic staff and residents as confirmed cases, asking them to isolate and take other precautions).

We have also enabled staff testing through our locally developed service in addition to nationally commissioned services that have become available. As the varying nationally

commissioned offers have become more complex, we have established a project management function to coordinate staff testing requests and direct symptomatic care staff and other key workers to a testing site. Most testing offers are commissioned nationally, however locally we are seeking to maximise use of available offers.

PPE Supply

Using Public Health England guidance on what PPE should be used and when, we have developed frequently asked questions for care providers and SMBC staff. The Council has kept in regular contact with registered care providers through regular newsletters, emails, video conferencing and online and face-to-face training providing the latest updates on advice and guidance relating to Covid-19. The Council has also written to those in receipt of Personal Budgets for support and care, offering advice on use of payments, access to PPE and hygiene products, and guidance for those providing care and support.

The Council has established a PPE and Transport Hub which is a central distribution point for PPE for education, health and care sectors to ensure equipment is prioritised where it is needed most. Residential and nursing homes, home care and those in supported living accommodation as well as funeral directors have been advised in the first instance to seek PPE through their usual supply arrangements. Where this proves challenging, they can contact the Council for essential supplies. The Council is also working with partners in the CCG to screen requests to ensure equipment is provided where needed most. This includes requests from GPs, dentists, opticians, and other primary healthcare providers. In addition, the Council is working with the CCG to support those in the community where medicines are required and the resident is struggling to get to the pharmacy. A Drivers service is provided by the same Hub and also support essential medical appointments.

Standard PPE includes gloves, apron and a mask. If there is a risk of splashing, then PPE should also include goggles or a visor. The Hub provide more specialist PPE when carers provide support to aerosol generated procedures. In addition, the Hub stocks handwash, hand sanitiser and wipes to ensure recommended hygiene is facilitated. Appropriate guidance for the circumstance is distributed with all PPE packs to ensure those in receipt are aware of how to put on and take off equipment with minimal risk of contamination. All packs include bags and labels to ensure PPE can be double bagged and kept aside side for 72 hours before disposal if using domestic waste bins.

The Council is represented as part of the Greater Manchester PPE Cell who regularly receive national pandemic stock, purchase PPE on behalf of GM Authorities and coordinate mutual aid across GM. TLC and Dodds have provided drivers and vehicles to support pick-up of stock from GM and dispatch requested stock across the Borough. The Council, as part of the GM PPE Cell, provides daily stock levels to a national online stock checking system which ensures levels PPE are clearly understood and prioritised for restocking when thresholds are reached. If the Council reaches a stock-out and mutual aid across GM Authorities is unable to support, there is a national number that care providers can call to request PPE provided by Government and coordinated nationally.

Workstream	Contact Testing and Tracing
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<p>The Council is working closely with GM and local partners to develop systemic tracking and tracing as part of the National Contact Tracing Service (NCTS) rollout. We are currently in the 'Immediate' phase of a three-phased programme rollout, which runs through 'Immediate', 'Short Term (from mobilisation until 30th June)' and 'Medium to Long-Term (over the next 18-24 months)'. As part of this phase, the Council is drafting a</p>

locality position statement detailing key risks and levels of preparedness against:

- Connecting to the GM contact tracing and testing architecture
- Supporting and protecting vulnerable individuals, households and groups
- Consequence Management - Understanding / mitigating wider community impact
- Leading the local partnership response
- Connecting, engaging and involving local communities.

Stockport has fully engaged with the GM approach and believe we are in a position to take this forward quickly. We have established a weekly local contact tracing group, identified a local lead linked to the GM design and implementation group, and have begun identifying those to engage with in terms of complex settings, groups and individuals. We are involved in GM scenario planning and are planning regular communications for key individuals and services relating to this.

Specific measures needed to support this programme locally are being planned and implemented. These include having established a list of complex settings, groups and vulnerable individuals who may require support. We are identifying LA Leads to act as key contacts to support this work. Our pre-existing Covid-19 response work in relation to humanitarian response and locality work should provide a platform to support those needing to self-isolate. Further work is needed to establish contingency plans to house individuals where self-isolation requires them to move from their primary household. In coordinating our Covid-19 response, we have developed close working relationships and regular meetings with Health and VCSE sector partners which can be built upon to identify how existing services for vulnerable households can support these efforts.

It is intended that through this work we can identify and accurately map risk in relation to complex settings, groups and individuals, and put in place the right capacity and consequence management. This can aid development of the whole system track and trace programme and help mitigate and manage community impact.

Workstream	Finance
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Assistance to Adult Social Care (ASC) Providers

The financial assistance to Adult Social Care providers is taking a systematic approach, including the self-funder market, alongside support the Council is giving to providers caring for ASC clients. A Covid-19 funding panel has been created to assess provider requests with regards to additional costs incurred due to Covid-19. To date £0.7m has been agreed through this process. In addition, homecare providers are separately submitting claims for care which was planned but unable to be delivered due to Covid-19. Support is also being provided to clients in receipt of direct payments affected by Covid-19.

The Council has also offered financial support to care home providers in the borough up to 90% occupancy, this is to provide further financial support to providers due to the impact of the Covid-19 outbreak.

Further to this the Council will also be providing care homes with their Infection Control Grant allocation out of the £3.1m the Council has received from the £600m national funding.

3.3 Given the pace of the Coronavirus response, a verbal update will be provided at the meeting regarding any developments following the publication of this report.

4.0 Next Steps

4.1 These are set out below with regard to areas within this committee's responsibility

Workstream	Out of Hospital Support
<p>Discharge</p> <p>In relation to hospital discharge pathways, we are now moving on to the next phase in recovery planning working closely with partners in the NHS and across the care sector. Weekly Recovery Group meetings have been in place over the last four weeks with representation from all relevant partners and will continue to meet on a weekly basis.</p> <p>Care Home capacity and testing</p> <p>As noted above the Council is already having conversations with the market to design our support phase package in relation to managing low demand across the care home sector. We will continue working with providers on financial support to help with Covid-19 related costs, including distributing adult social care Infection Control Fund to care homes locally. We will continue working to ensure testing is available across the sector.</p> <p>PPE Supply</p> <p>The requirement for the Council to ensure the education, health and care sectors have adequate supplies of appropriate PPE is expected to be in place for the next few months. The development and roll-out of the national online ordering system 'Clipper' will be rolled out to GPs and small residential providers in the next week. In line with an ongoing requirement to coordinate supplies, the PPE and Transport Hub will continue to develop systems and reporting mechanisms to monitor and measure local 'burn rates' of PPE stock. Procurement locally and regionally is informed by anticipated demand levels and all efforts used to find best value suppliers.</p> <p>The call for local manufacture of PPE continues to be supported and coordinated through the GM PPE Cell. The buying power of Combined Authorities has enabled local businesses to scale up manufacturing with pre-orders used to incentivise production. A local firm in Wigan is starting to manufacture surgical masks with cost per item estimated to be a third of that of currently imported products.</p>	
Workstream	Contact Testing and Tracing
<p>Contact tracing, as part of a wider test, trace, track and isolate (TTTI) approach, plays a vital part in suppressing the basic reproduction number (R0) of the Covid-19 virus. This is a key part of recovery by ensuring the avoidance of a 'second peak' as existing restrictions are removed, stimulating longer term socio-economic recovery and ensuring Stockport is a safe place to live, work, visit and do business.</p>	

4.2 A further update on the Council's recovery planning approach will be brought to a future scrutiny committee.

5.0 Looking ahead to recovery

5.1 As described above Council, communities and partners are currently transitioning from the immediate crisis response to a phased easing of lockdown and living with

Covid-19. Given this the Council is developing next phase plans across key strands of work identified above, alongside new areas of focus.

5.2 Whilst this has understandably been a difficult time for many of those who live or work in Stockport, as we progress and develop our recovery plans it is more important than ever to ensure that the passion and commitment demonstrated alongside the relationships, trust and mutual respect that have been forged during this unprecedented period from across our communities, businesses, workforce and public services are nurtured.

6.0 Recommendations

6.1 As outlined in section four the Council is now moving its focus to preparing for the next phases of its response, both living with coronavirus and building back better. We are committed to doing this in collaboration with our communities, businesses, elected members, trade unions and partners through existing forums established but also opening conversations and through testing ideas together.

6.2 The Scrutiny Committee are invited to:

- Discuss and note this report and the response to date;
- Note the commitment to return to Scrutiny with information about future phases of response.

BACKGROUND PAPERS

There are none

Anyone wishing to inspect the above background papers or requiring further information should contact Kathryn Rees on telephone number 07989208640 or alternatively email on kathryn.rees@stockport.gov.uk

Appendix.1 – Overview of response and scrutiny responsibility

Theme	Communities and Housing	Corporate Resource Management and Governance	Children and Young People	Economy and Regeneration	Adult Social Care and Health
	Mon 8 June	Tues 9 June	Weds 10 June	Thurs 11 June	Thurs 11 June
Humanitarian Aid	X	X			
Voluntary and Community Response	X				
Food		X			
Workforce		X			
Mortality Management		X			
Finance		X			
Out of Hospital Support – Adults and Disability and PPE					X
Contact Testing and Tracing					X
Children and Education			X		
Economic Resilience				X	