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Rutland County Council

Support for Care Providers during  
COVID



## Care Homes & Home Care Providers

### 11 care homes in Rutland:

- 9 for older people (317 beds),  
2 for those with Learning Disabilities (40 beds).
- All our homes bar one, are rated 'Good' or 'Outstanding' by CQC and we are confident the remainder now reaches a 'Good' standard.

### 15 domiciliary care providers:

- 400 packages of care commissioned by RCC, Health or by self-funders.
- 10 providers rated as 'Good' or 'Outstanding'; 2 providers with an overall rating as 'requires improvement'. There are no safeguarding or compliance concerns. 2 providers have not been inspected yet due to newly registered services.
- Weekly sitrep recording capacity, suspected and confirmed cases, number of staff self-isolating, and PPE stock levels. This is shared with the Chief Executive and Director of Adult Services.

## Local Resilience Forum Structure

Three 'cells' have been established under the Local Resilience Forum structures:

- **Care Home Cell** which looks at issues and solutions for our care homes and is joined with health colleagues. Provider representatives also attend.
- **Homecare and Supported Living Cell** as the Care Home Cell but with a focus on Homecare and Supported Living providers. This is especially helpful as a number of our providers work across the LLR area.
- **PPE Cell** to manage the guidance for PPE and the LRF's emergency stock. This cell has recently been stood down and the responsibility passed back to local authorities.

## Safe Discharge

- 7 day per week multi-disciplinary LLR Discharge Coordination Hub (DCH).
- All patients tested prior to discharge. None of our care homes and very few homecare providers are willing to accept COVID positive service users.
- Roll out of digital consultations/proactive multi-disciplinary meetings across care homes; distribution of smart phones to care homes.

## Communication

- Single point of dissemination of information via the council from all partners using a generic email
- Initial weekly conference call with providers and daily email updates. This has now reduced as things stabilise.

## Infection Control

- All IPC guidance is circulated to providers via email.
- Local Public Health Infection Prevention and Control helpline on all aspects of infection control, which providers can access seven days a week.
- All care homes have the ability to isolate their residents
- All residents discharged from hospital are routinely isolated for 10 days.

## Testing

- Encouraged care providers to ensure all staff are tested.
- Log of providers who have staff self-isolating and any staff that have tested positive.
- All 11 homes have taken up the national offer of testing for all staff and residents. The results of this are collated by Public Health and monitored on a weekly basis.
- Details of in-county mobile testing are shared with providers.

## PPE

- Providers continue to raise PPE as a risk.
- Dedicated email address for local providers to contact regarding any Personal Protective Equipment queries or issues.
- Provided a number of items free of charge, sourced additional donated PPE from businesses locally to bolster providers' supplies.
- Maintain a central emergency supply and facilitate access to the Local Resilience Forum's stock.
- Provided a supplier list of local businesses who can provide PPE.
- Regular updates on changes to government guidance on PPE.
- Trainer within RCC on donning and doffing who provide additional support.

## Financial Support

- Annual inflationary uplift to rates was applied as always from 1st April this year.
- From April moved to a position of paying providers on planned care delivered and in advance. The difference between actual delivered care and planned care has been very low.
- In May, provided a lump sum payment equating to 10% of April's Local Authority funded care package fees for April, May, and June.
- Allocated £458,233 Adult Social Care Infection Control Fund Grant; 75% specifically for care homes; 25% allocated to domiciliary care providers and Personal Assistants. This was regardless of LA commissioned care.
- Government have announced the Adult Social Care Infection Control Fund Grant will continue to 31<sup>st</sup> March 2021.

## Workforce

- Maintain a list of minimum staffing numbers for homes to assess risk of any staff self-isolating.
- Emergency staff from our in-house domiciliary care service and/or from local staffing agencies if necessary.
- Maintain a RAG rating for care packages for homecare agencies