

Wandsworth Adult Social Care Winter Plan 2020-21



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Introduction

The purpose of the Adult Social Care Winter Plan is to set out how we will respond to anticipated rise in demand during winter 2020-21 in light of the ongoing COVID-19 pandemic. This plan sits alongside the Local Outbreak Control Plan for Wandsworth, which set out the approach to responding to future outbreaks of COVID-19 in the two boroughs to keep residents safe.

Winter planning is a necessary and a critical part of service planning in order to ensure business continuity and managing risks during what is typically, a pressured time of the year. Following the additional challenges brought about by the COVID-19 pandemic crisis, effective planning is now more important than ever. Wandsworth Adult Social Care is working closely with partners across the local Health and Care Partnership to ensure that plans are in place to meet demand pressures over the coming months.

The COVID-19 pandemic is the biggest public health crisis of this age, having a significant impact on residents and communities, and leaving a lasting impact on all aspects of life, including the economy, how services are delivered to residents and in the workplace. Both residents and the social care workforce have been touched by COVID-19 in many ways. This winter is likely to place unprecedented pressures on the health and care system with COVID-19 circulating in addition to seasonal flu and other viruses. These pressures create risks to the health and wellbeing of both people who need care and support and the workforce, families and carers supporting them.

The department has established a Transforming the Future Programme to oversee a phased approach to restoring services, which were paused to deal with the COVID-19 emergency response, and, to continue work on service transformation put on hold at the beginning of the pandemic. The Programme seeks to embed the immense learning from COVID-19 and adopt lasting improvements to the way vulnerable residents are supported through changed approaches to service delivery as well as contingency planning to ensure preparedness for any future outbreak of COVID-19, linked to the Outbreak Control Plan.

As we head into this winter, we build on the tireless effort and resilience of the adult social care workforce since March 2020, which puts us in a good position to meet these demands.

Objectives of the Winter Plan 2020-21

This Winter Plan sets out the approach to managing capacity and demand to meet the anticipated challenges during the winter period from November 2020 to March 2021.

The Government's Adult Social Care: our COVID-19 Winter Plan 2020 to 2021 (published 18 September 2020) sets out 3 overarching priorities for adult social care this winter:

- a) ensuring everyone who needs care or support can get high-quality, timely and safe care throughout the autumn and winter period
- b) protecting people who need care, support or safeguards, the social care workforce, and carers from infections including COVID-19
- c) making sure that people who need care, support or safeguards remain connected to essential services and their loved ones whilst protecting individuals from infections including COVID-19.

The objectives of the Wandsworth Adult Social Care Winter Plan 2020-21 are to:

- ensure the continuity and successful response of adult social care services during the ongoing COVID-19 pandemic and enable effective contingencies to be implemented in a planned and managed way
- provide a strategic approach to demand and capacity management to meet high levels of demand including harnessing digital technology solutions
- ensure that adult social care teams have sufficient staff and access to care capacity to continue to support people to live independently in their own homes wherever possible in line with Care Act 2014 principles
- ensure a home first approach is followed from hospital wherever possible building on learning from Discharge to Assess services set up in March 2020
- ensure continued collaboration and integrated working with the NHS, adult social care providers, the voluntary and community sector, people with care and support needs, their families and carers
- manage winter and COVID-19 pressures within agreed budgets making use of government COVID-19 grants as appropriate
- monitor the impact of winter and COVID-19 on local people and the social care workforce and take appropriate action in line with the latest government guidance where pressures in the health and care system impact on service delivery.

Capacity and demand management

Adult social care services are commissioned from a range of providers to ensure residents can access safe, effective, high quality and good value services. The COVID-19 pandemic has placed additional pressures on care providers.

We have been working even closer with care providers during the pandemic to secure sufficient capacity to meet the care and support needs of vulnerable residents and supporting effective system flow between health and care services. Robust contingency plans are in place to ensure sufficient numbers of providers are in place to meet demand and that there are sufficient numbers of highly skilled and competent staff to ensure high quality of care. This includes spot providers that can be commissioned during periods of higher demand.

Provider capacity is managed through frequent tracker calls, capacity monitoring meetings and other fora, as appropriate. We proactively encourage joint working between providers and offer support to providers for successful collaboration, including exploring use of systems and processes for sharing information and learning.

General provider and capacity oversight

Prior to the pandemic contingency planning arrangements were reviewed and kept under active review throughout this period. Governance arrangements are in place to meet the challenges brought about by the pandemic. These include:

- **All local care providers were required to update their business** continuity plans and infection control risk management plans prior to lockdown, with all plans reviewed by commissioners.
- A **multi-agency Care Home Oversight Group** was set up in May 2020 led by Adult Social Care and with representatives from Clinical Commissioning Groups, Public Health and GPs. The group has met every two weeks to maintain oversight of the local market and target support where appropriate.
- A **'demand and capacity' model** was developed to ensure the right capacity for those being discharged from hospital and to protect the NHS during the emergency period. Demand and capacity modelling has since been **embedded in regular performance management reporting**, ensuring oversight of care capacity.

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- Daily monitoring of **Capacity Tracker and Market Insight Tool** including circulation of key information to lead officers and Council members.
- Under the Transforming the Future Programme, the **Market Resilience and Provider Management Workstream** will ensure continued support to the adult social care provider market and to help providers move from the challenges experienced during COVID-19 towards a more resilient and responsive form of future care provision. This work will also fulfil the Council's re-defined responsibility for care market oversight, as recently set out in the [Adult Social Care Action Plan](#).
- A **Quality and Risk Assessment Framework** for ongoing management of provider performance and quality of services is in place.
- A **Market Risk Assessment** has been completed for residential and nursing homes.
- A **Market Review** has been completed for the Wandsworth homecare market.
- A **Market Self-Assessment Questionnaire** was completed October 2020.
- Guidance provided to care providers in line with national guidance around **managing staff movement** and reducing the use of agency staff as much as possible.
- A **dedicated web page** was set up in March 2020 bringing together the national and local guidance and support including financial support available for care providers during the pandemic. This includes extensive FAQs from providers and continues to be updated in response to national and local developments.
- **Daily calls** to care homes at the start of the pandemic (now weekly) to complete a National Capacity Tracker and check in.
- Written to all providers, with **offers of support** and provided **designated contacts** from the NHS and the Council.
- There have been **significant challenges** for some care homes and home care providers in procuring **PPE** during the first wave of the pandemic. We maintain regular contact with all care providers operating in the borough to retain oversight of any issues with PPE.
- Provided free **PPE** throughout and before the national portal was operating (at Council cost outside of financial provider relief).
- Distributed additional emergency **PPE** to providers where stocks were depleted, and normal supply routes had run out/unstocked.

Reablement and Intermediate Care

Reablement, rehabilitation and intermediate care services are key to effective Discharge to Assess services. Ensuring sufficient capacity and capability to meet demand for reablement has been one of the key priorities during the pandemic:

Wandsworth:

- Reablement support is provided mainly through the in-house provider, Keep Independent through Enablement (KITE).
- The service sits within the integrated Wandsworth Discharge to Assess service set up in March 2020. Led by Central London and Community Healthcare Trust (CLCH), the team consists of Maximising Independence (Intermediate Care), Facilitated and Supported Discharge, Quick Start, Enablement including KITE, Social Workers and St George's Community Therapists. The service provides a short-term service to support people in their own home for up to 6 weeks following discharge including therapy, equipment, care provision, reablement and voluntary sector support.
- To ensure the in-house provider was able to respond effectively to an increase in demand for more complex packages of support, additional refresher training was provided to all care staff to ensure safety and compliance, including training in medicines administration, health and safety, infection prevention and control.
- Moving and handling training also provided to enable care workers to deliver care and support to patients discharged with more complex care needs, e.g. to provide double-handed care.
- In response to the COVID-19 pandemic, block contracts were established with 3 domiciliary care agencies for the provision of a Rapid Response and Reablement Service in March 2020, to increase the capacity available to support hospital discharge. As was the case in other local authority areas, the anticipated demand from acute hospitals did not materialise during the first phase of the pandemic, in part attributable to the fact that usual demand from the community came to a halt.
- In October 2020, the service was reconfigured to one provider enabling the provider to establish a dedicated team and use the capacity more effectively across the borough. This provider works in collaboration with KITE to optimise capacity and share expertise and learning.
- Capacity is actively managed through a locally developed provider capacity tracker and through multi-disciplinary tracker calls 3 times a week, led by the social work manager in the hospital.
- Demand is likely to increase beyond current levels during this winter. In previous years, demand for reablement in Wandsworth has been approximately 20% higher in the winter. We aim to increase capacity in KITE to meet this demand.
- Commissioners continue to monitor capacity closely, meeting with providers on a regular basis to review arrangements.

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- Contingency plans are in place for winter 2020-21 to ensure sustainability of services during the COVID-19 pandemic.

Home care

- Homecare for Wandsworth residents is commissioned based on geographical areas to ensure safe and timely care and support for residents; Wandsworth is served by 8 providers, each delivering homecare within a designated zone.
- Contingency plans are in place for winter 2020-21 to ensure sustainability of services during the COVID-19 pandemic, including reinstatement of voluntary sector support with shopping and food drops for vulnerable residents.
- Homecare capacity is managed through weekly calls with all providers.
- Commissioners maintain close contact with spot providers as part of contingency planning to maintain relationships and oversight of capacity across both boroughs.

Residential and nursing care

- **Wandsworth has 29 care homes** across the borough providing support to a whole range of service user groups. Older person's care homes range in size from 25 beds to 215 beds; three services alone account for over 500 beds.
- **Twenty-eight additional care home beds were block purchased** for a period of up to six-months to support the two boroughs at the start of the pandemic.

Supporting Care Homes

The COVID-19 crisis has impacted care homes more than any other care setting. As the pandemic continues, the Councils are committed to keeping people in care homes safe.

Summary actions

- A **dedicated web page** was set up in March 2020 bringing together national and local guidance and support including financial support available for care providers during the pandemic. This page continues to be updated.
- At the start of COVID-19 pandemic, we **contacted care homes daily** to ensure completion of the ADASS Market Insight Tool, which has provided the basis for good local intelligence. Contingency plans are in place to restart daily calls in response to local outbreaks.
- Since May a multi-agency **Care Home Market Oversight** group of CCG, GP, Public Health and Council representatives has met every 2 weeks to maintain oversight of the local market and target support where appropriate and continues to do so.
- A dedicated Care Home Coordinator post has been established working across health and care until April 2021.
- Care home staff have been given access to **antibody testing**, either in the care home or via the community health provider.
- A **local procedure for reporting and managing COVID-19 positive cases** in care homes has been developed.
- A **local policy on care home visiting** has been published on Council websites and read alongside [national guidance](#).
- The South West London **Infection Prevention and Control (IPC) Team** offers weekly webinars for IPC training explaining the most recent guidance and best clinical practice including the latest IPC advice from their top specialists.
- Compliance checks and due diligence with providers is ongoing including ensuring that all infection prevention and control measures are in place to manage the spread of infection.
- The South West London **Infection Prevention and Control Programme** offers practical training sessions including PPE, hand hygiene and swabbing process for testing for both residents and staff.
- IT hardware, NHS Mail and Microsoft Teams have been rolled out into care homes to support remote check-ins and enable resident video consultations with GPs. We continue to support the **distribution of iPads** to care homes
- A **recent survey of care homes** has demonstrated the significant progress and commitment by care homes to make the digital shift. We will continue to work with local care homes to better understand **use of technology** and identify opportunities for supporting care homes to make the most of technology.

Social work assessment capacity

During the COVID-19 emergency response period, Wandsworth Adult Social Care Services moved to providing “critical services” only to ensure that resources were deployed to respond to the pandemic and support vulnerable and shielded residents.

It is well documented that many people have been reluctant to seek support from health and social care during the pandemic to reduce risk of infection. It is likely that this reduction in enquiries will lead to longer term increases in demand for assessments, safeguarding enquiries and mental health crisis presentations and present additional pressures during this winter.

Summary actions

- During the first wave of COVID-19, we successfully maintained services at stage two of the **Care Act Easements** using current flexibilities within the Care Act 2014. Local procedures are well documented and understood by staff enabling swift application of easements if required during this winter.
- In response to COVID-19 and to alleviate pressure on Social Work staff, **recording tools** for carrying out assessments, developing support plans and undertaking reviews were **streamlined** at pace and include COVID-19 risk assessments. These new recording tools enable staff to use their time more efficiently and free up valuable Social Work capacity during winter.
- PPE was provided free of charge to direct payment support providers to distribute to **Direct Payment** service users as needed.
- Since the beginning of COVID-19, **assessments have been managed virtually** via telephone or online wherever possible in line with individual risk. Assessment visits are undertaken where necessary following risk assessment in line with government guidelines.
- **Staff guidance, policies and procedures** were developed at pace in line with government guidance including the Ethical Framework for Adult Social Care during the first wave.

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- A small dedicated team was put together in March 2020 to support rapid **recruitment and virtual induction** of additional locum Social Workers and Occupational Therapists to ensure our capability to meet demand. Work is ongoing to move some of these staff to permanent roles and to retain other locums to support the completion of work paused during the first wave and ensure sufficient Social Work capacity during winter.
- A key focus of the Transforming the Future programme is improving the **recruitment and retention** of skilled, qualified Social Work and Occupational Therapy staff, reducing the reliance on agency workers and providing consistency of practice.
- In March 2020, a **Community Hub was established across Richmond and Wandsworth** to help coordinate the support offered by the Council to shielded residents, working in partnership with voluntary organisations across the two boroughs.
- A **dedicated helpline** was launched as a first response for residents to signpost shielded and other vulnerable people to the latest information and government advice, as well as other services. The Community Hub required significant resources from Adult Social Care **7 days a week** to meet demand.
- The **Community Hub** contacted over **17,000 shielded residents** during the first phase of COVID-19. Most residents who were “shielding” were not known to Adult Social Care and were not “socially vulnerable” placing significant additional pressure on adult social care resources.
- **Contingency plans** are in place to respond to future local outbreaks, which place those most at risk of COVID-19 at increased risk. Data on clinically extremely vulnerable residents has been maintained since the pausing of shielding in August and contingency plans include the use of bulk email and text messaging to alleviate pressure on resources.
- For the second lockdown, an **Enhanced Access Service** has been established, which forms part of our Adult Social Care Access Service and will support Clinically Extremely Vulnerable residents, who need information, advice, signposting or support.
- The Community Hub also created opportunities for creating **improved connections with the voluntary sector** and social prescribers. Taking learning from the Community Hub, Adult Social Care has developed a **“Front Door” pilot** to embed prevention and early intervention to manage demand for services. The service will focus on making every contact count and increasing responsiveness to residents in a similar way to the successful Community Hub model. The new service will also be aligned to the voluntary sector including the new Wandsworth Enhanced Care Navigation and Social Prescribing service.
- We successfully supported the **Hospital Discharge Service** requirements in both boroughs. In Wandsworth, an **integrated Discharge to Assess service** was set up at pace to ensure a single point of access for managing, referring and tracking all referrals from hospital. Hospital Social Work teams play a vital role in ensuring hospital discharge service requirements are

met. Work continues to build on the significant progress made during COVID-19 to formalise these arrangements including 7 day working.

Voluntary sector support

- In response to COVID-19, many voluntary organisations have had to develop new ways of working to meet the high demand for practical support very early on. This included **help with food and collecting prescriptions** as well as emotional support.
- Age UK Wandsworth responded very quickly to food shortages in shops and lack of availability of online shopping slots and delivered the **first food parcel on 17 March**.
- We have used the DEFRA Food and Essentials Grant to bolster the capacity of groups, alongside existing Council grants.
- High level arrangements were organised with **supermarkets** to ensure the passage of food to residents.
- We continue to give priority supermarket delivery to all vulnerable residents through the DEFRA scheme.
- Both boroughs have seen a **huge increase in volunteers** with a very strong response from members of the local communities. Work is ongoing as part of the Transforming the Future programme to harness increased volunteering.
- Daily conference calls were held with the voluntary sector in both boroughs to coordinate the initial response during the first wave of the pandemic. Scope and frequency of meetings were reviewed as the pandemic progressed to ensure meetings effectively serve changing priorities. Meetings now take place bi-weekly in Wandsworth.
- Contingency plans include **readiness to scale up food provision** as required.
- Building on existing processes established during the first wave, voluntary organisations are working together to continue provide free food parcels to vulnerable residents and their carers over the winter period.

Supporting the social care workforce

The social care workforce has been at the forefront of the COVID-19 response. Many workers have been under significant pressure since the beginning of the pandemic and the impacts on their mental health have been well reported. This has ensured a range of support, which will continue during this winter.

Support available to Adult Social Care staff

- **Staff resources for social care staff** – dedicated intranet page with all support options that are available to support staff. This includes those available within the Council and useful external links and resources.
- **Support from line managers** - staff are being supported by their managers through Teams, Skype, phone calls and emails and they all receive regular supervision. Teams are also meeting virtually for a social chat and catch ups.
- **Team Wellbeing and Self-Care sessions** - led by the Principal Social Worker on a team by team basis.
- **Adult Social Care and Public Health Staff News** – weekly email newsletter sent to all departmental staff, which highlights key priority messages including useful tools and support available.
- **Social Care Staff Training** – all training and development opportunities are online and well received. In addition, there is a management development offer for staff with bite sized management training via Institute of Leadership and Management.
- **Research in Practice (RiPFA)** – through our membership with RiPFA staff can access a range of materials around wellbeing and emotional resilience.
- **“CARE” App** – the government’s new app for the Adult Social Care Workforce supports staff with advice on a number of subjects including wellbeing through SilverCloud.

Resources available to all Council staff

- **COMPASS** - The SSA's new wellbeing portal where staff can find everything from podcasts to self-care advice and online workouts.
- **Employee Assistance Programme** - Staff can access a free and confidential Employee Assistance Programme (EAP) from Workplace Options, an independent external provider. EAP provides professional support to help with balancing work, family and personal life, 24/7.
- **Mental Health First Aiders** - The SSA has a number of Mental Health First Aiders and Champions to support staff through difficult and challenging times.
- **Staff resources** – through our intranet staff can access a number of external resources and helplines should they be struggling with their mental health. Dedicated pages on mental health and how to get help are available to staff during the COVID-19 pandemic.
- **Staff training** – staff can book themselves on a number of mental health training courses as well as online activities such as mindfulness.
- **Daily Staff COVID News** – email newsletter sent to all SSA staff, which includes tips for Staff Wellbeing. This might include links to useful information and services such as Headspace which is a platform that offers support for employees experiencing mental health problems during COVID-19. Headspace are offering a collection of guided meditations and exercises available for free.
- **Mental Health Awareness Week** - to celebrate Mental Health Awareness Week, the SSA put together a number of activities including a mindfulness livestream and set a kindness challenge for staff. In Adult Social Care and Public Health offered workshops on gratitude and poetry.
- Weekly virtual **Mindfulness Mondays and Wellbeing Wednesdays** sessions for all staff.

Support available for Care Provider staff

Throughout the pandemic, the Council and partners have supported providers and especially care home staff by sharing resources on how to maintain their mental health and wellbeing. This has included:

- Skills for Care **support for registered care home managers** including a series of webinars and a dedicated advice line.
- **Free counselling sessions** for frontline staff (including those self-isolating) offered from [Southern Association for Psychotherapy and Counselling](#).
- **Government guidance** on ways health and wellbeing of the adult social care workforce can be supported through the pandemic.
- Promoting the dedicated App for adult social care called “**CARE**” which supports staff with advice on a number of subjects including wellbeing through SilverCloud.
- Referring care homes to borough specific initiatives offered by the NHS.
- [London Care and Support Forum](#) is a network for registered managers working across all sectors of adults social care offering useful information and events for registered managers.
- Developed an online directory which includes references to **MH and wellbeing support for care home staff** via the NHS.
- Care homes that were unable to attend the **Winter Readiness Webinars** in September hosted by the Healthy London Partnership can view the [video of the winter readiness webinar](#) and the [accompanying slide pack](#).

Supporting carers

The COVID-19 pandemic has significantly increased the number of people who have found themselves supporting vulnerable family and friends and placed immense physical and mental pressure on unpaid carers.

During the ongoing COVID-19 pandemic, it is more important than ever to ensure carers are recognised and valued and are able to access support when they need it. The coming months will continue to place unprecedented pressure on unpaid carers, family and friends.

Summary actions

- Introduced a **streamlined carers assessment** and support planning tool to enable more proportionate ways of working.
- Our **online carers self-assessment** has been updated in line with the new assessment tool and now enables carers or professionals to complete an emergency plan online at a time that suits them.
- Reviewing and updating public information to **ensure carers find it easy to access information**, advice and support including BAME support.
- Launching a communications plan to **raise awareness of local support available** and encouraging carers to develop an emergency plan and register for an emergency card.
- Supporting carers to stay healthy and well through promoting the **flu jab** for carers.
- Continuing to **work in close partnership with carers services** commissioned from the voluntary sector to increase the number of carers accessing support including those who are digitally excluded.
- Working with NHS partners to ensure carers should find it simple and easy to interact with health and care services.
- Supporting carers to **have a break** by supporting alternatives to day care (when the centres were closed).
- Giving access to **free social care online training** for carers.
- Raising awareness about carers through **Health and Wellbeing Board Seminars** and developing a **Making Every Contact Count (MECC)** module on recognising unpaid carers.

Digital technology

Digital technology provides us with a significant opportunity to support people in a safe and virtual way during the COVID-19 pandemic, as well as supporting and enhancing caring networks and releasing capacity in the care provider market during this difficult time.

One of the emerging priorities of the department's Transforming the Future Programme is making full use of technological innovation to further enhance service delivery and promote independence, bringing innovation and providing a springboard for service transformation.

Summary actions

- Harnessing the **benefits of digital technology** by adopting a Digital First approach to ensure digital technology is embedded as a core part of the way we deliver services.
- **Supporting providers to increase their use of technology** to change the way services are delivered, improve efficiencies and increase resilience.
- Working with voluntary sector partners to improve **digital inclusion** in both boroughs; including supporting the development of a community-led strategy for increasing digital access.
- Continuing to support staff to **work effectively at home** and remotely using digital technology.
- Working with NHS partners to share learning and encourage more **joint working** and ensure services are better connected
- Supporting South West London Clinical Commissioning Group to support eligible **care homes** in their local area to apply for a tablet device as part of the NHSX offer and providing **digital and IT support** (e.g. Facebook Portals and other devices) to enable remote and virtual contact with clinicians, families and friends.

Digital exclusion

The COVID-19 pandemic has accelerated the shift to digital technology and encouraged more people than ever to get online and use the technology in new ways. In social care and health, the pandemic has led to the widespread embedding of video technology with video conferencing now used by nearly all adult social care providers.

While many of us have embraced the digital shift in our personal and professional lives, many older and more vulnerable people who were digitally excluded before the pandemic have been left behind. Not only are many users of adult social care more likely to get seriously ill from COVID-19, they are also more likely to be digitally excluded and experience loneliness as a result of social distancing measures.

We will work with the local voluntary sector to reduce digital exclusion and support people to access technology which will enable them to remain independent, maintain relationships and reduce isolation.

Video Care Phones

Access to video technology has been proven to significantly decrease the effects of social isolation and negative impacts on health and wellbeing. In order to reduce social isolation, slow the spread of COVID-19 and to prepare for winter pressures, we have purchased 200 video care phones during winter 2020-21 to meet the following aims:

- Supporting vulnerable residents to stay connected with family, friends and local community services to prevent social isolation during the pandemic and potential local lockdowns
- Supporting the discharge to assess service through watching reablement activities virtually
- Enabling people to be cared for remotely for example: medication reminders, welfare checks, completion of daily living tasks
- Supporting staff to undertake assessments virtually where people do not have access to technology
- Reducing pressure on resources by increasing productivity of staff and care workers and improving care provider capacity
- Protecting vulnerable residents, staff and care workers from risk of infection
- Promoting equality of access to technology and reducing digital exclusion.

Funding

A comprehensive support package has been put in place to ensure continuity of care and market stability during the pandemic. Support included an additional £3 million of financial support since April 2020 to the care sector including care homes in addition to providing emergency PPE supplies.

Summary actions

- In order to protect care providers' cashflow, payment terms were changed on 1 April 2020 to provide payments one month in advance to care homes and on the basis of "planned" care for home care providers. Across the Council payment terms for all suppliers were changed from 30 days to "immediate payment" to support cashflow.
- Supporting care providers by funding temporary cost pressures associated with COVID-19, to ensure continuity of provision. This includes funding of additional staffing costs, sickness absence cover, PPE and infection control costs.
- Additional funding support for care homes and Extra Care Housing Schemes made through the Infection Control Fund. 100% of the Council's grant allocation was paid directly to care providers in two instalments in line with grant conditions. Second tranche of Infection Control Fund covering September 2020 to March 2021 to support care homes and community providers in line with guidance.
- Recognising cost pressures faced by the sector, care home fees increased by 3% from April 2020.
- Time allocated for individual home care visits increased, to allow additional infection control measures to be put in place.
- Additional care home beds purchased on a block basis to support provider cashflow and sustainability through guaranteed income.
- Funding for a guaranteed level of home care hours, to help boost service capacity.
- Sourcing additional stocks of PPE through the London Resilience Forum, local supply routes and through mutual aid.
- Emergency PPE supplies available free of charge to care providers and to service users employing their own care staff through a Direct Payment.
- Additional staffing resource to support integrated hospital discharge processes in both councils.
- Additional funding to the voluntary sector towards their support to shielded and vulnerable residents.