


Shropshire, Telford & Wrekin COVID-19 Prevention and Support for Care Homes Action Plan

Actions		Lead (and partners)	Time Frame	Comments
Governance and oversight				
1.	Adopt a whole system approach	S,T&W Care Sector Group reporting NHS Silver	Completed	System-led approach reporting into LHRP Silver Linked Ref Docs Include Second Phase of NHS Response COVID-19 response: Primary care and Community health Support care home residents Letter to CCG Chief Nurses and Regional Nursing Directors dtd 1 st May 2020
2.	Ensure single point of referral for Care Sector T&F group into the NHS for: <ul style="list-style-type: none"> IPC Support IPC, Ccg (NHS SHROPSHIRE CCG) ccg.ipc@nhs.net Testing support (see below) Staffing support PPE – urgent supplies (0345 678 9080 stwppe@shropshire.gov.uk 	S,T&W Care Sector Group	Completed	<ul style="list-style-type: none"> IPC single point of contact for care sector: ccg.ipc@nhs.net <ul style="list-style-type: none"> Tanya Kidson tanya.kidson@nhs.net Testing support single point of contact for care homes via people@stwttogether.co.uk directed to: <ul style="list-style-type: none"> T&W Stephanie Egleston Stephanie.Egleston@telford.gov.uk Shrops Karen Turner KarenTurner-Complaints@shropshire.gov.uk System Nicky Bradford nichola.bradford@nhs.net Staffing support single point of contact: redployment@stwttogether.co.uk and system lead is Lisa Kelly lisa.kelly11@nhs.net
3.	Identify and prioritise those care homes at increased risk based on outcomes so far and target for enhanced support and guidance, process to include: <ul style="list-style-type: none"> Spatially map outbreaks 	Shropshire: Deb Webster, Sue Lloyd T&W: Sarah Bass and Ann Marie McShane	Ongoing weekly risk assessments Tues Am and also respond daily if indicated by PHE or other notifications	LAs each to use quality monitoring and risk assessment matrix information to identify key homes at risk for planning and mitigation – also cross referencing with: <ul style="list-style-type: none"> PHE to provide analysis of outbreaks so far to inform this work

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	<p>against community transmission to identify homes which may be the next to be affected (PHE desirable action)</p> <ul style="list-style-type: none"> Understand the factors (environment, size, staff/resident ratio, inspection ratings etc.) that contribute to the occurrence of outbreaks in care homes (PHE desirable action) Review the evidence and learning and best practice from elsewhere (PHE desirable action) 	with CCG IPC Team		<ul style="list-style-type: none"> National Bed tracker information Information from outbreak and welfare calls Information from IPC calls <p>Identify actions for risk mitigation for each as risk home on a weekly basis</p> <p>Report/ request system staff requirements into redeployments process established with Victoria Rankin</p> <div style="text-align: center;">  </div> <p>STW Care home risk management proces</p>
4.	Regulatory oversight of compliance	Commissioners/CQC	2 weeks	<p>Ensure compliance</p> <p>Engaging with CQC on task and finish group</p>
Comms				
5.	Identify Comms Officer to support T&F group implement action plan	NHS silver	Established and ongoing	Kate.manning@nhs.net
6.	Streamline regular comms for care homes – key succinct consistent messages	S,T&W Care Sector Group	From 01/05/2020	<p>Once Weekly 'key messages' reminder</p> <p>Non immediate information on SPiC website</p> <p>SPiC identifying process with LAs to reduce duplicate comms</p> <p>Each authority to have a process for ensuring which team lead comms depending on situation (I/e whether an outbreak is happening – to be led by PH, welfare calls to</p>

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			be led by LA)
7. Communicate all relevant guidance into one overarching simplified guidance based on care homes settings: "Care Home Guidance to prevent COVID-19 and manage cases & outbreaks"		Established and ongoing	Key comms agreed Tuesday each week and updates to link to guidance as required with summary of what's changed. PHE Single webpage being developed SPIC webpage being reviewed to ensure same
IPC and PPE			
8. Training and support to all care homes including those not known to have experienced outbreaks, including: <ul style="list-style-type: none"> • IPC • Use of PPE in line with national guidance • Routine use of masks to protect residents from staff/visitors • Isolation/cohorting • Shielding residents • Staff and resident testing • Assigning dedicated staff/avoiding staff rotation • Enhanced cleaning of touch points • Monitoring compliance with infection control / cleaning policies • Identify barriers to 	PHE, DsPH, CCG IPC team (Tanya Kidson, Jenny Bate, Jill Hassall Tracey Slater), PH and LA commissioners	Established and ongoing	CCG IPC team providing telephone and email advice and support to care homes identified via PHE and through soft intelligence links with local authority. CCG IPC team have developed a care home contact form which includes embedded documents and web links to national guidance & training resources which is sent to the care homes following telephone contact. CCG IPC team devised Localised PPE recommendations for care homes and domiciliary care aligned to Table 4 PPE guidance. Signpost to Local emergency PPE helpline Promotion of HEE & Skills for Health IPC & Covid -19 training CCG IPC team implemented required actions following the Chief Nursing Officers letter 01/05/20 to help 'train the trainers' in care homes about PHE's recommended approach to infection prevention and control.

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	implementation of guidance/IPC measures.			Creation of Super Trainers to Train Face to Face or virtually
9.	Ensure care homes are aware of the need to notify PHE at the first sign of relevant symptoms.	PHE, CCG IPC team (Tanya Kidson, Jenny Bate, Jill Hassall), LAs – T&W: Ann Marie McShane	Completed	Care homes aware that all new symptomatic residents should be reported via the PHE portal in the first instance then 0344 225 3560 Opt 0, Opt 2. CCG IPC team contacting homes who have reported cases and providing remote support using proforma
Testing – admissions, residents and staff				
10.	Communicate the testing programme plans clearly to the sector	Comms lead with Testing Group and Care Sector T&F group	Complete	Clear information to homes re TWO distinct offers: Train the trainer swabbing offer from SCHT and Covid - 19 Enhanced IPC Training
11.	Testing admissions to care homes from community and acute hospitals	NHS – SaTH, Pathways group	Established and ongoing	COVID discharge pathways agreed by Silver and in place with both RSH and PRH
12.	Testing all asymptomatic residents (PHE desirable action) <ul style="list-style-type: none"> Train the Trainer Care Home Testing Portal New care home testing portal https://www.gov.uk/apply-coronavirus-test-care-home	Shrop Comm Testing Team and LA PH support. Testing Cell are leads: people@stwttogether.co.uk	To commence 07/05/2020	Asymptomatic resident's positive for COVID-19 can be cohorted with symptomatic residents. NHS gold approved options paper for testing expansion 04/05/2020 Train the Trainer Model delivered by Super Trainers starting 07/05/2020 Testing Grid has been shared with all care homes The National Portal is live and care homes need to be aware results may not go to the care home for staff link to national testing grid is available on SPIC web page plan on a page flow chart supporting the testing process

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				produced and on Councils and SPIC webpages
13.	<p>Testing all asymptomatic staff (PHE desirable action)</p> <p>New care home testing portal https://www.gov.uk/apply-coronavirus-test-care-home</p>	Mobile Testing Unit deployment and LA PH support	To commence Shrewsbury 07/05/2020 Telford 12/05/2020	MTU in STW from 07/05 – 24/05, operating 4 days on and 1 day off, alternating from Shropshire to Telford
Workforce and Training				
14	Supporting our workforce – wellbeing and training/learning resources	<p>STP People Team: Victoria Rankin Cathy Levy</p> <p>IPC Super Trainers ccg.ipc@nhs.net</p>	Established and ongoing	<p>The Shropshire, Telford & Wrekin STP Workforce pages provide valuable wellbeing information, advice and support, key guidance, downloadable resources and accessible apps, induction and learning. Visit: stwstp.org.uk/workforce Username: Welcome Password: Workforce1! Queries to people@stwtogether.co.uk</p> <p>As per Task 8:Enhanced IPC training to be delivered face to face or virtually by IPC Super Trainers. 20 trainers mobilized and all care home contacted with offer by 22/05/2020</p> <p>Swabbing Training of care home staff completed in T&W by 22/05/2020 and in Shropshire by 01/06/2020 see Task 4 for contact info of tester trainers</p>

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15	Redeployment of staff into care homes to support with workforce shortages.	STP People Team: Victoria Rankin Lisa Kelly	Established and ongoing	Two offers: Care staff from councils or Nursing and support staff (including cleaning catering) through system redeployment approach with workforce deployment request form. Single point of contact: redeployment@stwtogether.co.uk
16	Staff Testing	STP People Team, DPHs	Established and ongoing	Testing comms and grid shared with care homes providing details of local and national testing programmes. Queries to people@stwtogether.co.uk
17	Leadership and HR Operational Support	STP People Team Jaki Lowe	Established and ongoing	Supporting care home managers to have difficult conversations and to be able to support their staff. Supporting equality, diversity and inclusion with support for our vulnerable workforce including BAME, shielding, pregnant women and others. Risk assessments. Queries to people@stwtogether.co.uk
	Cohorting of staff across patch e.g. some chiropodists only visit care homes with COVID-19	Commissioners with CCGs, LA (DsPH, DASS),	Ongoing	Shrop Comm main podiatry provider process underway to support.
19.	Review MDT/Primary Care enhanced Health In Care Homes arrangements to ensure systematic offer across S,T&W (linked to action below)	CCG/primary care with Shrop Comm and Councils	Established and ongoing	Proposed plan to develop Care home MDT in Shropshire to mirror work being undertaken by CHMDT in T&W which focuses on all aspects of the EHCH framework. However Shropshire's Initial proposal is for an experienced band 6 case manager to pilot the whole process in the south west. In the rest of Shropshire SCHAT are trying to identify additional redeployed resource to provide back fill band to start remote weekly check in with primary care and start scoping where the need is for ACP and identify where the gaps are and to facilitate remote weekly check in with primary care. Update 21/06/20 Community Services have identified a lead for all GP Practices to link with the weekly Primary

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			<p>Care/Care Home meeting. SaTH Outreach Doctors working with identified Care Homes in Shropshire to complete ACP and are working with Case Manager in SW PCN to support the work in identified care homes in this area.</p> <p>T&W CHMDT supporting all this work</p> <p>Donna Jones (SCHAT) is operational lead for this work</p>
<p>20. Implement the NHS E/I re Primary care and community health support for care home residents expectations (01/05/20 letter) re: <i>clinical service model and service enablers</i></p>	<p>CCG /primary care with Shrop Comm and LAs</p>	<p>Established and ongoing</p>	<p>Primary care and community health support already established in T&W by CHMDT. Prior to covid-19 GP MDT's take place monthly with some care homes and GP's. Others are to adopt this practice going forward. T&W CHMDT and/or primary care -weekly face to face consultations (where applicable) and support has been taking place or remote consultations weekly for those who need it. EOL support, managing deterioration, ACP, AnCP, ReSpecT, verification of death or supporting carers. The CHMDT are due to 'go live' with Attend Anywhere on 22nd May which will enable access to video Consultation with patients and carers.</p> <p>Shropshire- sits within the neighbourhood work.</p> <p>Developing a proposal which will focus on ReSPECT and ACP.</p> <p>Update 21/05/20 see update above.</p> <p>Primary Care Locality Managers and S LA working to understand Care Home Wi-Fi connectivity and access to mobile devices</p>
<p>Step down from secondary care to other community hospital/facility / designated care home which</p>	<p>DsASS / NHS / Local system - SaTH and Shrop Comm</p>	<p>Ongoing</p>	<p>Need to maintain flow of patients through the health and social care system</p> <p>Spare capacity in the acute and community trusts, at the</p>

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	already has cases or delay admissions from Acute NHS Trusts			moment, but NHS will want to resume electives as soon as possible Covid -19 Clinical Discharge pathway agreed Links with No 11 Gov Guidance update to reference testing and other post COVID+ symptoms Discharge Pathways for COVID+ MFFD Dementia Patients to be finalised by 01/06/2020. Any immediate discharges are being supported by MFPT Mobile Team to be contacted via their access team 10am-10pm
	Use of Volunteers to support discharge from hospital, Care homes and Dom Care Providers	Local Authority Commissioners	Ongoing	Welfare callas are identifying physical use of volunteers where they are known to the provider pre COVI to support no care roles such as reception, cleaning and activity coordination. Age UK British Red Cross, VCS and CVS are supporting the wider population of OP
Emotional and psychological support, residents and staff				
21.	Identify and further develop bereavement support	LA/CCGs with MFPT	Ongoing	Support offers across the STP in place with Mental Health specialist and Vol Orgs. List of participating organisation shared on SPIC web page and being referenced in welfare calls Staff care Work app Launched
22.	Communicate the emotional health and wellbeing offer available for care staff and residents	LAs/CCGs with MFPT	Ongoing	Comms updates are referencing support weekly as new providers and offers come on line
23.	Development of a TRiM (trauma informed model) open to all staff	Victoria Rankin and Steve Trenchard	01/06/2020	50 TRiM practitioners to be trained. Fire service will offer support sooner. System coaching register – live next week
24.	Mental Health First Aiders	Victoria Rankin and	Completed and ongoing	Refresher Training (17 completed)

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		Steve Trenchard		Peer support
25.	Stress and Anxiety Workshops	Shropshire MIND	Ongoing	<p>Sessions run weekly with follow up support for all those who ask. Comms distributed via STP comms team. The sessions “Stress, Anxiety and Wellbeing” hosted by Clive Ireland are run every:</p> <ul style="list-style-type: none"> • Tuesday and Wednesday’s at 3pm till 4pm • Thursday’s 4pm till 5pm <p>Please join the session via Zoom: https://us02web.zoom.us/j/85043721339?pwd=MkludGZiN1cwRG9lUW1qOHdXT3ptZz09 Meeting ID: 850 4372 1339 Password: 799957</p>
	How to cope in a crisis YouTube video by SUMO Guy (Paul McGee)	Victoria Rankin	Completed and open to view	<p>This short an interview with Paul McGee (a.k.a. SUMO Guy), author and motivational speaker is an inspiring watch and helpful guide for anyone working in health and care during Covid-19 and beyond. Called ‘How to cope in a crisis’, Paul shares what happens to our brain when faced with uncertainty and what we can do to help us manage or cope. He also explains how to manage your mental diet, why connection counts and reminds us that ‘Hippo time’ is ok. We encourage you to take a little time out to watch and enjoy the video. For more information on SUMO, visit www.thesumoguy.com</p>