



Hampshire  
County Council



Hampshire Care  
Association



## COVID-19 Care Home Support Plan for Hampshire

This document provides an update on the actions taken forward by the organisations signed up to this plan through September 2020.  
The original plan was first published by Hampshire County Council in June 2020 and can be found [here](#).

Responsible organisations:	Adults' Health & Care, Hampshire County Council Hampshire Partnership Clinical Commissioning Groups Hampshire Care Association
Developed with the support of:	Care Quality Commission: <i>the regulator of health and social care services</i> Healthwatch Hampshire: <i>the independent organisation championing those who use health and social care services</i>
Date:	September 2020



# STRATEGIC AREAS OF FOCUS

1. Safe and Personalised Care

2. Provider Workforce Resilience

3. Care Home Clinical Support

4. Preventing the spread of infection

5. Financial Resilience

6. Effective Engagement

## KEY OBJECTIVES

1. We will ensure that the care provided is of a high standard and is able to meet individual needs safely

- Ensure the quality of care and safety of people supported is maintained through the pandemic
- Continue system wide safeguarding, quality and safety activity in line with Care Act duties
- Seek feedback from people that receive support and respond appropriately

2. We will support care providers in order for them to remain viable now and beyond the COVID-19 pandemic

- Ensure that care homes can be supported to maintain safe levels of staffing to minimise the risk of spreading the infection
- Develop a System-wide Provider Reporting Tool
- Ensure financial support is given to the care home sector

3. We will ensure that care providers receive the specialist clinical advice to support the health of their residents

- Work closely with services to ensure appropriate access to clinical support
- Utilise digital technology and equipment to support the effective and safe delivery of care
- Focus on the development and delivery of personalised health care and support plans for care home residents

4. We will ensure appropriate provision of testing, availability of Personal Protective Equipment and excellence in Infection Prevention Control practice

- Support the national care home testing plan and local COVID-19 outbreak control plan
- To provide clarity and support about access to Personalised Protective Equipment
- Offer the whole care provider sector free online skills training

5. We will allocate funds in a fair and transparent way and continue to review our financial support

- Ensure financial support is given to the care home sector
- Consider the financial future of care homes now and beyond recovery
- Provide market support to ensure consistent and fair access, pricing and supply of Personalised Protective Equipment

6. We will provide access to the most up to date information in easily accessible formats

- Hampshire & Isle of Wight Tactical Cell and Adults' Health & Care to work together ensuring consistent communications
- Develop an internal process for responding to and monitoring trends of care provider queries
- Ensure access to information in one place for care providers

## Objective One: Safe and Personalised Care

We will ensure that the care provided is of a high standard and is able to meet individual needs safely.

What we said we needed to do	September 2020 update on this action	What we still need to do	Who is taking the lead for this piece of work
<p><b>1.1 Ensure the quality of care and safety of people supported is maintained through the pandemic.</b></p>	<p>Adults' Health &amp; Care (AHC), the Care Quality Commission (CQC) and the Clinical Commissioning Groups (CCGs) continue to liaise weekly to enable support to care providers in respect of CQC's Emergency Response Framework.</p> <p>Four Healthwatch organisations across the Hampshire and IOW system joined together to undertake a survey of people's experience through the pandemic. The published report can be seen <a href="#">here</a>.</p> <p>Our safeguarding and quality leads across the system continue to work with care providers to ensure standards of delivery are maintained and face to face visits are undertaken when essential.</p> <p>Supportive CCG visits to care providers are being undertaken on request.</p> <p>We are signposting care providers to training, education, and webinars. IPC training is being supplied on a rolling basis by CCG's and Local Authorities.</p>	<p>Seek assurance from all Hampshire providers using remote intelligence gathering.</p> <p>Continue to work on reintroducing routine support visits and inspections to providers when the time is right for these to be re-introduced.</p> <p>Further engagement with those receiving care and their relatives and families.</p> <p>Involvement of Healthwatch Hampshire in routine quality assurance support.</p>	<p>Safeguarding and quality leads across partner organisations in partnership with the Care Quality Commission and Healthwatch Hampshire.</p>

<p><b>1.2 Work collaboratively across the system to proactively engage with and respond to feedback from people that use services.</b></p>	<p>We continue to ask people about their experiences of using services and share feedback.</p> <p>We undertook an attitudinal survey with stakeholders and residents who were considering care options for loved ones. The purpose was to understand attitudes towards residential care and important considerations for future care options. The findings will support the development of a strategy to ensure Hampshire residents are making well informed and safe choices when it comes to choosing care options.</p>	<p>AHC and Hampshire Care Association (HCA) will undertake a further survey of the Hampshire population to establish opinions and perceptions of residential care. The objective is to understand what is important to people when considering care options. This will help AHC to develop its strategy to ensure that Hampshire residents are well informed when choosing care options.</p> <p>We will continue to engage through co-production and stakeholder engagement mechanisms.</p> <p>We will respond to all feedback we receive to further improve and develop services.</p>	<p>All partner organisations.</p>
<p><b>1.3 Continue to use existing safeguarding, quality, and person-centred approaches to support individuals.</b></p>	<p>We continue to respond to all safeguarding and quality concerns using existing processes, in line with legal duties and responsibilities.</p> <p>HCA continue to support AHC and partners of the Hampshire Safeguarding Adults Board (HSAB) ensuring that effective communication is shared with the providers in Hampshire. All communications are shared via weekly newsletters and through the dedicated webpage.</p>	<p>We will ensure that the person is at the centre of all safeguarding decisions.</p>	<p>Safeguarding and quality leads across partner organisations.</p>
<p><b>1.4 Ensure mechanisms are in place that allow all residents and families to feedback concerns or</b></p>	<p>As part of CQC regulations and best practice guidance, all care providers have a complaints, concerns, and compliments log, which are available on request.</p>	<p>We will publicise and respond to the findings of the '<i>Because we all care</i>' campaign to support and encourage more people to feedback on health and social</p>	<p>Customer care teams across all partner organisations.</p>

<p><b>compliments regarding quality of care.</b></p>	<p>Organisations use a variety of customer care processes to enable a prompt response to complaints and compliments.</p> <p>Throughout the pandemic, the CQC have continued to respond to concerns and queries from people receiving care, including their relatives, and have inspected where serious concerns have been raised. Where CQC have crossed the threshold of a service, views of people using the service as well as staff have been gathered.</p> <p>The CQC has joined forces with Healthwatch Hampshire and launched a joint campaign '<i>Because we all care.</i>'</p>	<p>care services they or a loved one have experienced. This provides a platform that health and social care organisations can use to elicit public feedback.</p> <p>Healthwatch Hampshire and the CQC are planning to undertake further campaign 'spikes' targeting specific population groups across the year.</p> <p>The main '<i>call to action</i>' is to increase the number of people sharing experiences of care through the "<i>Give Feedback on Care</i>" online form.</p>	<p>Healthwatch Hampshire.</p> <p>Care Quality Commission.</p>
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## Objective Two: Provider Workforce Resilience

We will support care providers in order for them to remain viable now and beyond the COVID-19 pandemic.

What we said we needed to do	September 2020 update on this action	What we still need to do	Who is taking the lead for this piece of work
<p><b>2.1 Ensure that critical staffing issues can be responded to.</b></p>	<p>We have set aside funding from the Infection, Prevention and Control grant allocation to allow us to support care providers in critical need.</p> <p>We are continuing to proactively contact care providers frequently where they identify workforce pressures.</p>	<p>We will continue to support care providers if they identify categories of workers who require further resilience (e.g. carers, nurses, support staff).</p> <p>Our partners across the system are working together to see if health and social care staff can be made available to the independent social care sector in an emergency situation.</p>	<p>Adults' Health &amp; Care and Clinical Commissioning Groups.</p>
<p><b>2.2 Ensure that care homes can be supported to maintain safe levels of staffing to minimise the risk of spreading the infection.</b></p>	<p>Care providers have reported that in response to the first payment made to them from the Infection Control Grant, 23% was spent on paying those staff subject to self-isolation their full wages.</p> <p>AHC have retained £50K of the second tranche of the Infection Control Fund to continue to ensure emergency staffing capacity should a care provider require it.</p> <p>We have shared resources in respect of workforce wellbeing, resilience, and recruitment with the care provider market.</p>	<p>AHC will continue to work with care providers to monitor and ensure safe staffing levels.</p>	<p>Commissioned Services work stream, Adults' Health &amp; Care. Sustainability &amp; Transformation Partnership workforce lead.</p>
<p><b>2.3 Provide care homes with resources to support staff wellbeing.</b></p>	<p>We have undertaken an assessment of what support services will be of greatest value to the care provider market during and after COVID-19. The assessment included a survey which received 113 responses from care providers.</p> <p>The survey was designed in collaboration between HCC, HCA, and the HIOW Tactical Cell to establish care provider needs. 80% of</p>	<p>Continue to work with Academic Health Science Network (AHSN) to facilitate reflective sessions independent of the local authority and CCGs. Methodology to be finalised. One large reflective session led by AHSN is likely, supported by partner organisations.</p>	<p>Hampshire Care Association. Learning &amp; Development Provider Excellence Manager, Adults' Health &amp; Care. Care Homes Tactical Cell.</p>

	<p>those that completed the survey felt that they had not been appreciated throughout the pandemic.</p> <p>We had identified the immediate needs in respect of the recognition of social care services. This included utilising reflective and debriefing sessions.</p> <p>Other priorities identified included effective leadership, resilience, networking and support for the mental health and emotional wellbeing of staff.</p> <p>The AHC and HCA websites both have dedicated areas of support to care providers, including signposting.</p> <p>We have shared information with care providers on existing materials and services provided by the NHS and the Local Government Association.</p> <p>We have completed the mapping from the care provider survey. Information is being collated to be shared with the care provider market.</p> <p>A free Virtual PACT training offer has been agreed until April 2021. Subjects will support the care provider survey results.</p>	<p>We will conclude the mapping exercise underway to determine responses to the needs highlighted by the survey.</p> <p>Respond to the clear areas for the LA and CCG's to lead on from training requested. e.g. clinical skills, safeguarding, Deprivation of Liberty/Mental Capacity Act.</p> <p>We will request good news stories to promote social care and link with wider communication and engagement strategy.</p> <p>We will launch a document with three tiers of wellbeing resources available to care provider services during September 2020.</p> <p>We will link with the Communication and Engagement workstream to inform care providers of the resources available.</p> <p>We will continue to collect and share good news stories.</p> <p>We will develop closer links to the Mental Health and Wellbeing workstream.</p>	
<p><b>2.4 Increase awareness of the National Care Recruitment Campaign.</b></p>	<p>We have developed a document that promotes national and local recruitment campaigns and resources, including information on the Skills for Care rapid induction programme.</p> <p>A meeting has taken place with the local Department of Work and Pensions (DWP),</p>	<p>We will meet with Regional DWP lead to develop a strategic approach with them to maximise the opportunities in Hampshire of the national recruitment campaign.</p> <p>We will identify a process for identifying vacancy hotspots by asking the DWP for a</p>	<p>Learning &amp; Development Provider Excellence Manager, Adults' Health &amp; Care. Department of Work and Pensions. Hampshire Care Association.</p>

	<p>virtual carers fairs have been promoted, alongside DWP recruitment activity.</p> <p>We have established a direct link between the STP recruitment lead and care providers. There have been 2,000 clicks on Indeed webpages. 75 people have been recruited into social care. 10 organisations are currently engaged as part of their recruitment activity.</p> <p>We have shared a document informing providers of the National Recruitment Campaign, SFC rapid induction and supporting resources launched. To date over 320 organisations have viewed this document.</p>	<p>breakdown of where advertised vacancies are coming from e.g. in residential, nursing or domiciliary care.</p> <p>We will explore alternative opportunities to understand vacancy rates and links to promote recruitment in social care.</p> <p>We will continue ongoing promotion of national campaign and local STP initiative</p> <p>We will promote Apprenticeship schemes and funding.</p> <p>We will continue to work with Connect to Hampshire to increase the use of Cabin Crew in social care.</p> <p>We will use the STP survey to understand what roles in social care are required.</p>	
<p><b>2.5 Reducing workforce movement between care homes and minimising risk for care workers.</b></p>	<p>We have communicated regularly with care providers to gather information regarding how they are reducing movement and where necessary 'cohorting' staff. We have offered support.</p> <p>Our analysis showed that on the 25 September, 89% of Hampshire Care Homes reported an ability to reduce movement of staff.</p> <p>Care providers reported that 27.41% of the payments from the Infection Control grant was used to reduce staff movements across settings.</p>	<p>We will continue to monitor the available intelligence about workforce pressures and infection control management. We will also communicate regularly with providers to support a decrease in the movement of staff across the care home sector.</p>	<p>Principal Consultant, Adults' Health &amp; Care. Service Manager - Provider Quality, Adults' Health &amp; Care. Hampshire Care Association / Care providers.</p>
<p><b>2.6 Support the sector to develop workforce capacity.</b></p>	<p>We have contacted care providers that have reported issues with workforce capacity to understand what specific support they might need, and where appropriate have been signposting them to STP recruitment lead.</p>	<p>We will explore mutual aid options across the care provider market to utilise spare capacity where it is available.</p>	<p>Principal Consultant, Adults' Health &amp; Care. Learning &amp; Development Provider Excellence</p>

	<p>Care providers are now able to contact the STP recruitment lead directly to link expressions of interest to work in social care. Since July 2020, six care providers have made direct contact with the STP Recruitment lead.</p> <p>We have completed the design of a social care framework / career pathway to promote carer routes and opportunities in social care. This is currently being used as part of the usual NHS recruitment scheme to promote the scope of roles in social care. This has been linked on the NHS STP recruitment webpages.</p> <p>We produced a document to support and attract NHS staff to work in a social care environment. We have signposted care providers to the “Skills for Care” rapid induction programme and Grey Matter learning.</p> <p>A toolkit of resources to help recruitment has been placed on our provider webpages.</p> <p>The STP has established a post to support social care with student nursing placements.</p> <p>We have promoted the role of personal assistants (PA) within social care. This included using a video to promote the Hampshire PA finder. The campaign attracted a number of people interested in working in social care that had the right transferable skills and values. Due to the diversity of the PA role we are keen to ensure that it is promoted as a career option to those that may be interested.</p>	<p>We will continue to link in with the STP ‘Bring Back’ staff campaign as well as the broader campaign looking at transferable skills (e.g. hospitality industry).</p> <p>We will promote the Apprenticeship levy scheme to support the social care market. To date 100 applicants have applied for the social care scheme.</p> <p>We will continue the STP social care recruitment drive. There have been over 2,000 visits in adverts placed, and 75 people have now been recruited into social care.</p> <p>We will continue to update the workforce recruitment guidance and support. Over 300 care providers have accessed this resource.</p> <p>We will use the STP survey to understand what roles in social care are required and if the use of volunteers would be beneficial.</p> <p>We will work with Connect to Hampshire to train Cabin Crew to work in social care.</p> <p>We will work with the STP on developing the Key worker Housing strategy.</p>	<p>Manager, Adults’ Health &amp; Care. Sustainability &amp; Transformation Partnership Workforce lead.</p>
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### Objective Three: Care home clinical support

We will ensure that care providers receive the specialist clinical advice to support the health of their residents

What we said we needed to do	September 2020 update on this action	What we still need to do	Who is taking the lead for this piece of work
<p><b>3.1 Ensure appropriate access to clinical support.</b></p>	<p>We have allocated each care home with a named clinician who will be in regular contact with them to provide support.</p> <p>We are ensuring the provision of weekly virtual multidisciplinary check-in to review patients identified as a clinical priority for assessment and care.</p> <p>Medication and pharmacy support is being provided. This includes the facilitation of medication supply, the provision of structured medication reviews and supporting the reviews of new residents and those recently discharged from hospital.</p>	<p>Use the insight gained through the named clinicians to develop guidance on infection control, workforce resilience or any further areas identified.</p> <p>Publish details of the clinical leads / care home allocations.</p>	<p>Director of Commissioning, South West.</p>
<p><b>3.2 Utilise digital technology and equipment to support the effective and safe delivery of care.</b></p>	<p>We continue to utilise digital technology and equipment to support the effective and safe delivery of care.</p>	<p>Continued planned roll out of telemedicine across Hampshire in collaboration with acute Trusts providing care home staff Continued planned roll out of telemedicine across Hampshire in collaboration with acute Trusts providing care home staff with access (in and out of hours) to telephone triage, advice, and guidance. Supports sensitive and collaborative decisions around hospital admissions for care home residents where clinically appropriate.</p>	<p>Director of Commissioning, South West.</p>

		Further introduce and embed the use of remote monitoring of COVID-19 patients using pulse oximeters and other equipment. Further roll-out of observation tools.	
<b>3.3 Focus on the development and delivery of personalised health care and support plans for care home residents.</b>	We are focusing on the development and delivery of personalised care and support plans for care home residents.	Ensure input of specialist services into multi-disciplinary teams (including geriatricians, older person's mental health & learning disability).  Further work to be undertaken with NHS England to agree model for dental input.	Director of Commissioning, South West.
<b>3.4 Coordinate care home testing priority submissions.</b>	As required a weekly prioritisation return was submitted to Public Health England, initially in respect of homes for older adults with dementia. This was signed off by the Director of Public Health, based on the national care home testing criteria.	These submissions are no longer required.	Director of Public Health supported by Adults' Health & Care.

## Objective Four: Preventing the spread of infection through IPC support

We will ensure appropriate provision of testing, availability of PPE and excellence in IPC practice.

What we said we needed to do	September 2020 update on this action	What we still need to do	Who is taking the lead for this piece of work
<p><b>4.1 Provide guidance about what PPE is required to be worn and application in the care home setting.</b></p>	<p>Signposting to national guidance has continued to take place through a dedicated care provider website and in response to care provider enquires.</p> <p>Relevant AHC staff attended the Tactical Cell to share any learning.</p>	<p>We will aim to ensure that guidance is cascaded through every available communications channel to reach every care provider in Hampshire.</p>	<p>Commissioned services workstream, Adults' Health &amp; Care.</p>
<p><b>4.2 To provide clarity and support about access to PPE.</b></p>	<p>At the start of the COVID-19 crisis, some of Hampshire County Council's PPE stock was offered to care providers for emergency use when they were low in stock themselves.</p> <p>Information about access to PPE supplies was been provided on the care provider web page and includes information and guidance on access to the supplies available via the national PPE Portal and the Local Resilience Forum (LRF).</p> <p>The AHC provider dashboard is regularly checked for providers who have declared red for PPE stocks and homes are contacted when this happens to ensure that they are aware of how to access emergency supplies. Care providers are also contacted when they declare a new outbreak of COVID-19 infections.</p> <p>Information about pricing for chargeable PPE items was made available on the</p>	<p>We will continue to respond to care provider self-reporting in respect of PPE supplies as appropriate.</p> <p>County Supplies will take responsibility for the distribution of stock to the care homes and day services.</p> <p>We have published a FAQ/Resource Pack to provide advice and guidance with regards to PPE.</p> <p>We will communicate any changes in respect of the Local Resilience Forums (LRF) to care providers.</p>	<p>PPE workstream, Adults' Health &amp; Care.</p> <p>Commissioned Services workstream, Adults' Health &amp; Care.</p>

	<p>order form. We have aimed to supply as much free PPE as possible, with information of how and in what circumstances care providers will be charged for PPE.</p> <p>We have relocated AHC PPE supplies for HCC Care to the Central Purchasing stores at Bar End.</p>		
<p><b>4.3 Establish and deliver a Train the Trainer model to care homes to improve infection prevention and control techniques.</b></p>	<p>All care homes within AHC borders have been offered Infection Prevention and Control training by the Local Authority or CCG. 100% of the care provider sector had either accepted or declined to undertake this training. The small proportion of care providers that had originally declined training have now requested it. A small proportion of care providers who agreed to the training are still to receive it due to postponement by them due to operational reasons.</p> <p>RESTORE2 is a physical deterioration and escalation tool for care/nursing homes. We are encouraging the IPC grant funding to be used for purchasing of vital signs equipment to support RESTORE2.</p> <p>The “train the trainer” and direct training are being offered virtually and face to face. Delivery of courses took place between July and August 2020 in partnership with AHC and CCG’s for the care provider market. In total, 66 people attended the training.</p> <ul style="list-style-type: none"> <li>92% had stated the trainer’s knowledge as good or excellent.</li> </ul>	<p>The IPC training will continue into October 2020.</p> <p>The E- learning available through Grey Matter Learning will continue until April 2021.</p> <p>We would like to consider ongoing Webinars for managers on practice updates.</p>	<p>Learning &amp; Development Provider Excellence Manager, Adults’ Health &amp; Care.</p>

	<ul style="list-style-type: none"> <li>• 100% had stated the trainers had been responsive to their service's needs.</li> <li>• 100% had stated that their knowledge increased as result of the training.</li> </ul>		
<b>4.4 Support the national care home testing plan.</b>	<p>We responded to the national care home testing guidance, received in May 2020, and provided information to care providers with respect to our role in prioritisation when this was required.</p>	<p>Our support will continue to be provided to care providers in respect of resident and staff regular re-testing.</p> <p>We will support care providers and escalate where swab testing supplies are not available for regular staff and resident testing.</p> <p>We will undertake an analysis of available data in respect of care providers using the Care Home Testing Portal.</p> <p>We will link this area of work with the Hampshire Outbreak plan developed and published by Public Health England.</p>	Public Health and Adults' Health & Care.
<b>4.5 Support the local COVID-19 outbreak control plan.</b>	<p>We identified a care provider theme lead who led the outbreak support together with the IPC Lead for the CCGs.</p> <p>We recognise that care providers are a key pillar of the outbreak plan. The plan included how to respond to COVID-19 cases, and what support can be expected from our partner organisations.</p>	<p>We will continue to provide communications and support to care providers which will set out how the outbreak control plan will work in practice. These now include weekly question and answer sessions.</p>	<p>Thematic lead for Care Home Outbreak Plan.</p> <p>Deputy Director of Quality and Nursing, West Hampshire CCG.</p>
<b>4.6 Offer the whole care provider sector free online skills training.</b>	<p>Since April 2020 free training has been available to the care provider market through Grey Matters: A Skills for Care provider of Excellence. This has included Infection and Prevention control training.</p>	<p>We will extend this offer for a further three months, reviewing it during December 2020.</p> <p>An extension has been agreed to allow unlimited licences until March 2021.</p>	<p>Learning &amp; Development Provider Excellence Manager, Adults' Health &amp; Care.</p>

	<p>This offer has been well received with over 1000 licences issued. 54 organisations have accessed the training including Carer organisations with 6,432 courses accessed.</p> <p>The Grey Matter Learning extension has been negotiated. 1,099 licences have been allocated, with 6,741 courses available.</p>		
<p><b>4.7 Provide Infection Control Prevention and specialist health support to the care homes as part of the Hampshire &amp; Isle of Wight tactical cell and Sustainability &amp; Transformation Partnership workforce group to ensure care homes are supported.</b></p>	<p>The HIOW IPC service continues to support care providers seven days per week with advice and access to COVID-19 testing. A proposal was prepared to expand the IPC service as it had relied on staff from two CCG's supplying IPC resource to the whole of Hampshire. The Tactical Care Home group continued to meet every two weeks. The ICP are undertaking twice weekly support calls to care providers.</p> <ul style="list-style-type: none"> <li>• We have issued guidance on PPE usage and equipment.</li> <li>• We have co-ordinated communication to care providers.</li> <li>• A seven-day IPC service has been set up by CCGs.</li> </ul> <p>The IPC is visiting care providers that require additional support.</p>	<p>As a formal sub-group of the HIOW Quality Board, the Tactical Care Homes group will continue its work around joint communications and will meet bi-weekly.</p> <p>We will include learning from COVID-19 outbreaks as a standard agenda item. We will then feed any information back to the Outbreak Control Board and to care homes directly.</p> <p>The HIOW IPC Service will continue to provide support around testing and outbreaks.</p>	<p>IPC Leads, Clinical Commissioning Groups.</p>

## Objective Five: Provider financial resilience

We will allocate funds in a fair and transparent way and continue to review our financial support.

What we said we needed to do	September 2020 update on this action	What we still need to do	Who is taking the lead for this piece of work								
<p><b>5.1 Ensure financial support is given to the care home sector.</b></p>	<p>During July 2020, agreement was reached to extend the existing payment support package to provide an additional 10% uplift for August and September payments – meaning some £15m of additional commissioned care funding has been provided. To support cash flow, the payment period was also moved to the 1<sup>st</sup> of the Month.</p> <p>Additionally, NHS commissioned packages through CHC also provided an additional 10% uplift, matching those of AHC.</p> <p>We have circulated £18.4M of Infection Control Fund to the Social Care Sector since May 2020. Providers have confirmed they have spent the funding in the following key Infection Control areas:</p> <table border="1" data-bbox="674 1078 1247 1326"> <tbody> <tr> <td>Isolating Residents</td> <td>28%</td> </tr> <tr> <td>Restricting staff movement</td> <td>28%</td> </tr> <tr> <td>Paying staff wages when isolating</td> <td>18%</td> </tr> <tr> <td>Other</td> <td>25%</td> </tr> </tbody> </table>	Isolating Residents	28%	Restricting staff movement	28%	Paying staff wages when isolating	18%	Other	25%	<p>Once the level of additional IPC funding has been confirmed for Hampshire, we will agree how to allocate this to the care sector. The IPC returns from providers on spend allocation to date will help inform the future allocation.</p>	<p>Care Home Resilience Board Members, Adults' Health &amp; Care.</p>
Isolating Residents	28%										
Restricting staff movement	28%										
Paying staff wages when isolating	18%										
Other	25%										

<p><b>5.2 Consider the financial future of care homes now and beyond recovery.</b></p>	<p>We have considered that over 70% of care provider places within Hampshire are funded privately.</p>	<p>We will develop future scenarios to identify possible outcomes / support requirements to inform future recovery plans.</p>	<p>Care Home Resilience Board Members, Adults' Health &amp; Care.</p>
<p><b>5.3 Provide Market support to ensure consistent and fair access pricing of PPE supplies.</b></p>	<p>Emergency PPE will be provided to social care organisations without charge, backdated from 26 May 2020. £900K funding has been set aside for this.</p> <p>Recovery of outstanding payments for PPE supplies delivered prior this date has been paused.</p> <p>Information about access to PPE supplies has been provided on the care provider web page and includes information and guidance on access to the supplies available via the national PPE Portal and the LRF order form.</p> <p>The national tracker dashboard is regularly checked for care providers who have declared red for PPE stocks. They are contacted when this happens to ensure that they are aware of how to access emergency supplies. Care providers are also contacted when they declare a new outbreak of COVID-19 infections. Information about pricing for chargeable PPE items available from the LRF store is provided on the order form.</p> <p>Government or donated PPE stock has been provided free of charge where appropriate.</p>	<p>We will create a list of PPE suppliers for care providers who continue to have difficulty in sourcing PPE through their usual suppliers.</p> <p>We will continue to respond to provider self-assessment in respect of PPE supplies as appropriate.</p>	<p>PPE workstream, Adults' Health &amp; Care.</p>

## Objective Six: Effective Engagement

We will provide access to the most up to date information in easily accessible formats.

What we said we needed to do	September 2020 update on this action	What we still need to do	Who is taking the lead for this piece of work
<p><b>6.1 Set up specific communication channels for stakeholders with respect to COVID-19 enquires.</b></p>	<p>Our provider dedicated webpage which can be found <a href="#">here</a> has been updated to make it easier to find articles.</p> <p>We continue to receive and respond to provider queries through our dedicated mail address.</p> <p>We are now publishing regular newsletters for the care provider market.</p>	<p>We will continue to respond promptly to all enquires raised with us.</p> <p>We will log information we receive and maintain an audit trail of responses.</p>	<p>Commissioned services workstream, Adults' Health &amp; Care.</p>
<p><b>6.2 Develop an internal process for responding to and monitoring trends of care provider queries.</b></p>	<p>We have developed a system to record queries, actions taken, and responses sent back to care providers.</p> <p>The queries spreadsheet is used to analyse the nature of calls and identify those issues where inclusion in FAQs would be helpful.</p>	<p>Our FAQ documents will be reviewed regularly and updated.</p>	<p>Service Manager - Provider Quality, Adults' Health &amp; Care.</p>
<p><b>6.3 Set up a provider COVID webpage to ensure one point of access to information.</b></p>	<p>We have developed a COVID-19 <a href="#">webpage</a> and shared it with the care providers that we work with.</p>	<p>We will continue to develop the webpage to ensure it meets care provider needs.</p>	<p>Service Manager for Quality, Adults' Health &amp; Care.</p> <p>Communications Manager, Adults' Health &amp; Care.</p>
<p><b>6.4 Hampshire &amp; Isle of Wight Tactical Cell and Adults' Health &amp; Care to work together ensuring consistent communications.</b></p>	<p>We are holding communications meetings twice per week.</p> <p>We have agreed on jointly providing a care homes communication newsletter.</p>	<p>We will review information needs, messaging, and communication channels on an ongoing basis.</p>	<p>HIOW System partners led by West CCG.</p>
<p><b>6.5 Ensure access to information in one place for care providers.</b></p>	<p>We have developed a Care Provider Resource Pack and distributed it to the whole care provider market.</p>	<p>We will maintain an up to date version of this resource pack.</p>	<p>Service Manager for Quality, Adults' Health &amp; Care.</p> <p>Communications Manager, Adults' Health &amp; Care.</p>

<p><b>6.6 Develop a System-wide Provider Reporting Tool.</b></p>	<p>AHC have developed a system-wide Care Provider Reporting Tool, which has been in use since 18 May 2020. We have given access to the reporting tool to sector partners. This will ensure consistency of information being provided to support the response for care providers.</p>	<p>We will contact care providers when the reporting tool flags concerns to us.</p> <p>We will continue to work with care provider sector partners to utilise the reporting tool.</p>	<p>Commissioned services work stream, Adults' Health &amp; Care.</p> <p>Business Intelligence Manager, Adults' Health &amp; Care.</p>
<p><b>6.7 Ensure regular communication and response to the Hampshire Care Association feedback.</b></p>	<p>We have established weekly dialogue with the HCA to understand market issues and concerns.</p>	<p>We will continue with weekly meetings to understand the market issues.</p> <p>Hampshire County Council and the HCA will jointly develop a programme of events to respond to the care provider sector needs with training, advice and guidance on a range of issues (programme to run September 2020 to March 2021).</p>	<p>Principal Consultant, Adults' Health &amp; Care.</p>
<p><b>6.8 Encourage the market to use the National Capacity Tracker.</b></p>	<p>We have actively encouraged all care providers to register for and update the capacity tracker. This would allow for a co-ordinated and accurate monitoring of the care provider market position.</p>	<p>We will continue to monitor the adoption and use of the national tracker, and to follow up red flags raised with individual care providers.</p> <p>We will create a link on the Hampshire web pages to a weekly update on COVID-19 statistics and trends. We plan to build on this insight with outputs from the capacity tracker.</p>	<p>Principal Consultant, Adults' Health &amp; Care.</p> <p>Business Intelligence Manager, Adults' Health &amp; Care.</p>
<p><b>6.9 Develop a standardised approach to sharing intelligence between organisations to better understand 'early warning' signals and minimise numbers of calls to care homes.</b></p>	<p>We have agreed an approach with all CCGs within Hampshire.</p>	<p>We will circulate all communications to care providers along with the Executive Officer and Chair of HCA attending the care provider support meetings.</p>	<p>Care Home plan leads, Adults' Health &amp; Care.</p> <p>Clinical Commissioning Groups.</p>