

Agenda Item 6

Care Home Assurance Report



Falkirk IJB Clinical and Care Governance Committee

26 February 2021

Care Home Assurance Report

For Noting

1. Executive Summary

- 1.1 Since May 2020 the HSCPs and NHS Forth Valley have been working with care homes and care home staff in the Forth Valley areas during the Covid-19 pandemic to support and assure infection prevention and control measures, support outbreak management and to ensure that fundamental care needs of residents are being met.
- 1.2 This is as a direct response to the Scottish Government directive to HSCP to take direct responsibility for the clinical support required for each care home in their board area. To fulfil that local oversight role Falkirk Health and Social Care Partnership (HSCP) established a social care 'Care Home Assessment Review Team' (CHART). This is a pivotal, dynamic and responsive team that works alongside other clinical health teams to ensure that there is the daily monitoring and management of the impact of Covid-19 on the safety, wellbeing and outcomes of residents and staff within care homes and the ongoing provision of services.
- 1.3 This report summarises the current work to date by the CHART team, as well as support for care homes within the Covid-19 remobilisation plan moving forward. It is intended to provide assurance to the Committee members of these arrangements, as relevant to the scope of the HSCP.
- 1.4 The evidence within this report is gathered from Safety huddle tool data, team data and daily updates provided from the Care Home Strategy Group (CHSG).

2. Recommendations

The Clinical and Care Governance Committee is asked to:

- 2.1 note the overview of the CHART team and the oversight and monitoring arrangements and quality assurance factors around practice, role and remit.

3. Background

- 3.1 The IJB Clinical and Care Governance Committee has previously received reports on the role and responsibilities of the Forth Valley Strategic Oversight Assurance Group and the Care Home Strategy Group. These groups continue to meet to provide assurance of the professional support,

quality of care being provided in care homes and the safety and wellbeing of residents.

- 3.2 The social care CHART team plays a key part in ensuring accurate information is available to share at the Care Home Strategy Group. The team have a central role in gathering and monitoring intelligence from the 32 care homes across the Falkirk HSCP from the Safety Huddle tool as well as through local processes for engagement with care homes on a daily basis. This information is vital to support decision making within an operational and strategic setting, and pivotal in understanding the support needs of the care home on a regular basis and implementing / requesting the appropriate support.

4. CHART Team

- 4.1 The social care CHART team was established as a test of change to respond to the pandemic and support residents and staff working within care homes. The CHART team, working collaboratively with other clinical health teams considers the following priorities and deliverables to ensure a robust, comprehensive and efficient response to supporting care homes, residents and staff during this period. These include:

- care home assurance and reviews
- contributing to workforce development
- adult support and protection (legislation and early indicators of concern input)
- care home intelligence, exploring appropriate supports and information sharing with operational and strategic oversight groups.

- 4.2 The team currently consists of the following workers:

- 1 x full time Team Manager
- 1 x full time social worker
- 1 x part time social worker
- 2 x full time social care officers
- 3 x part time social care officers.

- 4.3 The staff noted above are completing the duties of CHART on a voluntary basis, from Locality Teams and Home First teams in order to support the evolving nature of the pandemic and the impact on care homes.

- 4.4 Staff are being supported in these roles by the Team Manager, building on their knowledge and experience with training provided that is targeted to this new role. In collaboration with colleagues, the Team Manager identifies areas of practice which can be developed and contribute to development opportunities (with colleagues across all sectors).

- 4.5 There is work ongoing to extend the test of change and the CHART team. This will include additional professional roles within the team to support

oversight of clinical care needs and will provide an integrated model of care and support to care homes. Wider discussions across Forth Valley to be established to look at future models in line with Government guidance.

5. Assurance Mechanisms

5.1 Care Home Oversight Assurance and Reviews

The social care CHART team has developed collaborative working relationships, pathways and processes across the HSCP and partners in health, including the Care Assurance Team, the independent sector, Procurement and Commissioning, Infection Prevention and Control, Public Health, Scottish Care and Care Inspectorate. This is set out in appendix 1. This supports and contributes to an integrated approach to ensure the necessary systems and processes are in place to meet the standards required to meet the needs of residents in care homes.

5.2 Joint care assurance visits have been established as a vital way to assure that fundamental care needs of residents are being met and are carried out by NHS senior clinical nurses & specialist infection control nurses, and HSCP Social Care staff (CHART). The visits are (mostly) unannounced, and the team use a framework consisting of expected standards (based on the National Care Standards and Care Inspectorate guidance) and use an outcome focused approach to support and care within the care home to report areas of good practice and identify areas of practice that require improvement or support by specialist teams. The social care input to assurance visits is coordinated by the Team Manager, and care homes are risk assessed on a regular basis as requiring either a “Back to Basics” contact or a further social care “Assurance Visit”.

5.3 Back to Basics Contact

Back to Basics contact can be completed by telephone, virtually or by a visit to the care home. “Back to Basics” contact encompasses assessment of residents social care needs and outcomes. This ensures that throughout the pandemic, care homes are being supported to be able to demonstrate they are meeting residents needs and outcomes within the restrictions on visiting, staffing and social interactions.

5.4 The professionals supporting the care home in these areas can create an action plan in partnership with the care home management team, which is then regularly reviewed. Support can be offered in relation to cleaning schedules, Covid-19 isolation guidelines as well as flagging potential PPE supply issues and options to support the sourcing of PPE.

5.5 Assurance Visits

As part of assurance visits, while the NHS staff focus on infection prevention and control and assuring fundamental care needs are being met, during this pandemic the social care CHART team carry out visits to support care home staff to ensure compliance with fundamental infection prevention guidance and to reassure the HSCP of this compliance. They will also access resident

records and documentation to ensure fundamental care needs are being met. These are robust assessment visits, as well as supportive. Support with implementing Government guidance has also been provided by the CHART team, ensuring up to date information is received by the care home.

- 5.6 Regular care home reviews have not been sustained by the social care CHART team to date. This is due to the impact of the pandemic and the need to be responsive to the emerging needs of care homes – particularly those who have an outbreak. There are ongoing discussions and provisional plans in place to ensure all care home reviews are complete in line with Scottish Government Guidance (January 2021) and to ensure that all residents who are supported by a Guardianship Order have an allocated worker to ensure regular review.
- 5.7 The CHART team link in with the lead officer for Adult Support and Protection and participate in the Early Indicators of Concern Oversight Group. Adult Support and Protection data is currently being evaluated, however from initial review, there has been a fall in reporting of Adult Protection concerns from care homes. This will require further follow up from the CHART team. It could be anticipated that the level of Large Scale Investigations (LSIs) could reduce via a preventative and proactive approach via participation within the early indicators of concern. This data is subject to further scrutiny and evaluation.
- 5.8 **Integrated Working**
The social care CHART team is building links with the Psychiatric Liaison services and health colleagues to develop an efficient and robust approach to integrated care home support services. This encompasses outcomes, health, social and care needs, as well as clinical assessment to supporting residents within care homes.
- 5.9 Partnership working also includes colleagues from the independent sector such as Scottish Care who play a key part in supporting the private sector and providing information and intelligence into operational and strategic oversight groups.
- 5.10 Since the creation of the social care CHART team, feedback from team members and care homes is that there is greater opportunity for shared learning across professionals and a more coordinated approach to assessment and support.
- 5.11 **Care Inspectorate**
The social care CHART team liaise with care homes and their inspectors when required to share information. Examples of partnership working have been supporting care homes within the inspection process, as well as sharing concerns with the Care Inspectorate to work together with the care home to improve outcomes for residents.
- 5.12 The team also review any released inspection reports for care homes within the partnership area, and adjust their practice and visits accordingly and as

required.

5.13 CHART data

The CHART team completed 147 visits to Care Homes in the Falkirk area between the 1 November 2020 and 22 January 2021. In addition, 5 visits were made to Housing with Care who experienced Covid-19 outbreaks. The support provided to Housing with Care was an important aspect of the CHART teams resilience and flexibility, acknowledging that resources similar to care homes required the transferrable support, skills and advice when faced with Covid-19 outbreaks.

5.14 There have been 79 joint visits with the Care Assurance team (which includes colleagues from the Infection Prevention and Control Team) since November 2020.

5.15 On a daily basis, the CHART team complete check in phone calls to all 32 care homes within the Falkirk area. These discussions include vacancy information, TURAS completion, staffing levels and dependency and recently, updates and information sharing regarding the Covid-19 vaccine and staff lateral flow testing.

5.16 The above actions have supported the CHART team to build relationships with care home management and assist with accurate information sharing.

5.17 TURAS data & identifying / gathering anticipatory information

The CHART team play a crucial role in supporting care homes to complete their TURAS daily reporting form. The data within this form is used by the Scottish Government to review, assess and evaluate care home status and performance, therefore it is imperative that this information is accurate.

5.18 TURAS reporting covers the below areas which are incorporated into the CHART team discussions with care homes to ensure accountability, accuracy and that support can be provided at the right time.

- spotting and logging an escalation point by a care home. Where things are not escalated by the care home, noting:
 - staffing levels
 - staff testing levels and if there are changes to trend
 - dependency concerns/issues
 - levels of compliance with PPE/IPC (is it always 100%?)
 - occupancy levels
 - levels of dependency and complexity of residents” (*Safety huddle tool oversight of care homes required process for all areas, Scottish Government January 2021*).

5.19 The CHART team aim to support and prompt care homes to submit accurate information on time. The TURAS completion rates have risen to an average of between 88% - 90% completion rate on a daily basis since the reporting system was introduced.

- 5.20 In relation to TURAS information reporting accuracy, on 16 November 2020, there were 66 data quality issues for week 10-16 November 2020.
- 5.21 In January 2021, the average was 9.4 data quality issues per week, with 10 errors in the latest week 18 - 24 January 2021. Care Homes are starting to become familiar with the reporting process, however the CHART team have been actively involved in supporting and encouraging competent use of the system.
- 5.22 **Care Home Visiting Risk Assessments**
The CHART team have been involved at a strategic and operational level in supporting care homes to risk assess their visiting arrangements and planning for future visiting. This is crucial aspect of residents social lives, and safe visiting and assessing the risks around this have been an important part of partnership working for the CHART team. This will continue pending Covid-19 infection rates and future Government guidance in this area.
- 5.23 **Covid-19: Staff Testing**
The CHART team, along with the independent sector have worked in partnership to support the implementation of staff testing in line with Government guidance. This has included interpretation of guidance, delivery of lateral flow test kits, guidance on testing for outbreak care homes.
- 5.24 **Covid-19: Staff Vaccination**
The CHART team, along with the independent sector are working in partnership with care homes to support the uptake of Covid-19 vaccinations and sharing information within an operational and strategic level to influence vaccine delivery. Information from this area has influenced approach to vaccines, such as holding “mythbuster” sessions or working with specific staff groups within care homes to support and encourage uptake. At present, approximately 95% of care home residents have been vaccinated, and over 87% of staff within care homes have been vaccinated.
- 5.25 **Service Evaluation**
The Team Manager is developing questionnaires to gather feedback from care home managers to influence and support ongoing service development and practice in line with current and future Government guidance.
- 5.26 Future models that could support care homes post pandemic are currently in discussion.

6. Conclusions

- 6.1 The CHART team have been vital over the past 12 months in ensuring accurate information and intelligence is gathered. This report provides a summary of the relevant oversight arrangements and current practice for Committee.

Resource Implications

Further discussions are required around the longer term role of the CHART team. At present, the locality teams are supporting this role using existing workers to fulfil this role, which has an impact on the work requirements in these teams.

Impact on IJB Outcomes and Priorities

The information represented in the report will ensure oversight of key areas and provide assurance to the IJB on the delivery of services in line with the Strategic Plan, and a current robust response to the Covid-19 pandemic within care homes.

Legal & Risk Implications

There are no legal and risk implications arising from this report.

Consultation

There are no consultation implications arising from this report.

Equalities Assessment

There are no equality implications arising from this report.

7. Report Author

7.1 Claire Chapman, Locality Manager (Central)

8. List of Background Papers

None

9. Appendices

Appendix 1: Social Care, Care Home Assurance and Review Team Structure & Teams

Appendix 1 – Team & Structure

