

Carers Week 2020

How Adult Care Services is responding to the pandemic and how they are planning for recovery

Adult Care Services

Getting back to normal...

People have endured – and we must hold onto the positives

- A time of huge disruption, loss and uncertainty in people's lives
- People feared for their health and were separated from their families
- Care workers have had to wear protective PPE – a physical reminder
- Some families have been financially disadvantaged
- Other have missed doing the things they enjoy
- Family carers told us they are worried about support falling away

AND...

- Communities have pulled together and volunteered to help each other
- The great work of the NHS and social care workers is celebrated
- Some people have tried different things and enjoyed them - technology

What has the council done in response to the outbreak?

- Focussed on pro-active support to people and carers
- Given certainty to care providers - £s, PPE, guidance
- Care Provider Hub set up early to assist and advise
- Care Recruitment Service commissioned (inc volunteers)
- Co-ordination of volunteers to Operation 'Shield' and 'Sustain'
- Supported the NHS in their response
- Early emotional wellbeing support for all care staff
- Used flexible working and technology to keep services running
- Refurbished two former care homes as safe places for people

The Volunteer and People Assistance Cell

Staffed from HCC Adult Care Services, Public Health, HCC policy and communications teams and the NHS. There are currently **two** key operations in VPAC supported by a stakeholder team as shown below:

Operation Shield	Operation Sustain
<p>Support to the 20,000+ people in Hertfordshire that have received a letter urging them to shield themselves. Operation Shield was operational by 28 March 2020 to provide basic food packages and deliver medication if needed.</p>	<p>Mobilised the voluntary sector to assist anyone else who needs support, whether they get an NHS letter or not. <u>#TeamHerts Volunteering</u> is the official volunteering network coordinating the countywide effort to support those affected by coronavirus, creating a source of trusted volunteers for the county.</p>
<p style="text-align: center;">The Stakeholder Team</p> <p>Ensures linkages with District & Borough Councils, Businesses, Senior Leaders, Elected Members and members of the public.</p>	

Operations Shield and Sustain-

Support provided by 20th May 2020



What has the council done to support Carers during the outbreak? (1)

- Maintained our funding to Carers in Herts, used flexibly to replace face to face work with support calls, online courses, activity sheets.
- Letter and frequently asked questions sheet from Director of Adult Care Services sent to all carers known to ACS
- Published frequently asked questions sheet for carers on-line and in Carewaves
- Opened up twice weekly staff mindfulness sessions to carers

What has the council done to support Carers during the outbreak? (2)

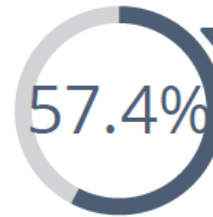
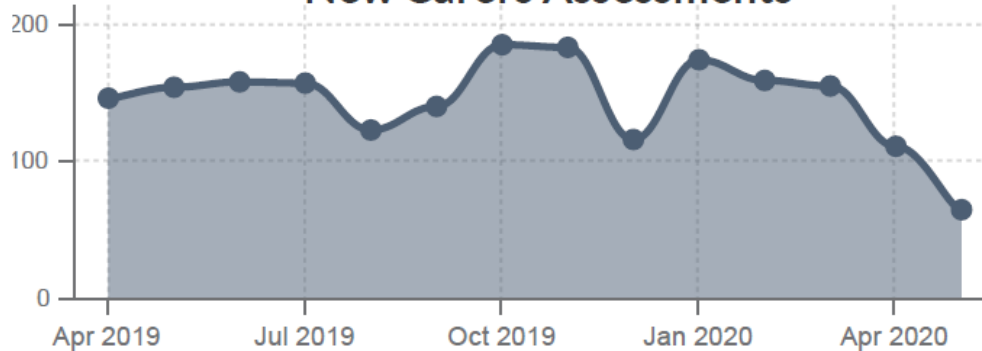
- Continued carer assessments and contingency planning, by phone rather than visits.
- Made the contingency plan form available on website, with telephone support to complete it.
- Worked with providers of breaks to offer telephone support while visits are not possible.
- Extended the times of the direct payment support service helpline, and widened the scope to include carers direct payments.
- Offered volunteer support to individuals and organisations.

And this won't end quickly for some...

- People living in care homes likely to be shielded for another year
- Social contact will be limited and physical distancing the norm
- Places of leisure likely to be the last to reopen
- Public transport affected
- Some care providers may go out of business
- There may be a second wave of pandemic to deal with
- Families will return to work, leaving others at home with less support
- It is expected there will be mental health and wellbeing aftermath
- People's health will have declined faster during the Covid-19 period

How has Covid-19 changed our work?

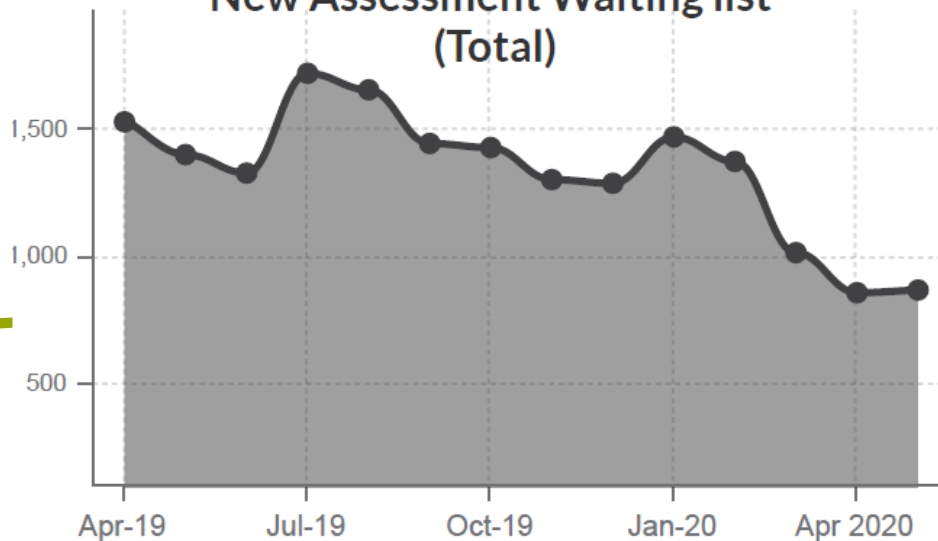
New Carers Assessments



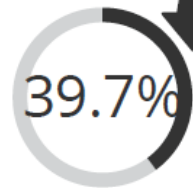
Reduction in the number of "New Carers Assessments" recorded in May when compared with April- Feb (2019-20)
41% Decrease from April 2020

Wait List

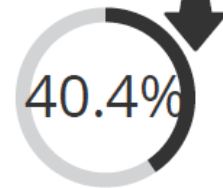
New Assessment Waiting list (Total)



Reduction in the number of adults on the waiting list in May when compared with April- Feb (2019-20)
1% Increase from April 2020



Reduction for 18-64 Adults



Reduction for 65+ Adults

1. Supporting people, carers and communities recover from Covid-19

- Work to prioritise assessments and reviews of people who begin to need, or continue to need, care and support
- Build plans on Connected Lives approach and what we've learnt about the strength of our communities in supporting people
- Ensure adults are effectively safeguarded, that services regain high quality and we work proactively to identify risks
- Agree a plan for re-opening the services that have had to close whilst managing risks to service-users and our teams

2. Supporting our adult social care staff and care providers

- Support our colleagues' mental health and well-being through external schemes and good support for managers
- Make sure we work 'SMART' and safely but also get closer to our communities
- Consider the needs of colleagues from BAME backgrounds who appear at higher risk from the virus, make reasonable adjustments
- Prioritise our transformation programme and ensure financial sustainability

3. Collaborating with our partners and stakeholders

- Working with other commissioners to reduce the pressure on struggling providers
- Joint commissioning where possible to manage the market and prevent care provider failure
- Review and renew collaboration on workforce development
- Consider a new Compact and commissioning strategy with the voluntary and community sector, including investment

4. Prepare and plan the response for the on-going impact of Covid-19

- Preparing for a second peak with partners alongside winter planning and ensure care homes are protected
- Securing sustainability of care providers
- Agree a new 3 year plan for ACS