

## Provider Call Covid-19 – Call 29

<b>Chairs</b>	David Smallacombe (Care & Support West) <a href="mailto:david.smallacombe@careandsupportwest.com">david.smallacombe@careandsupportwest.com</a> Sophie Chester-Glyn (Coproduce Care/ Manor Community) <a href="mailto:sophie@coproducecare.com">sophie@coproducecare.com</a>
<b>Date</b>	16.06.2021
<b>Time</b>	12:00pm – 1:30pm
<b>Attendees</b>	37

*(please note that the speakers have not verified these minutes)*

You can watch the meeting back on this link → Recording: [https://youtu.be/KTAiGO\\_fScI](https://youtu.be/KTAiGO_fScI)

Please fill out this survey on who you want to hear from next:

<https://www.surveymonkey.co.uk/r/PPFN33Z>

Email any feedback or ideas to: [ella@coproducecare.com](mailto:ella@coproducecare.com)

Speakers:

- **Hilary Crowhurst** – Chief Executive Officer, Milestones Trust
- **James Sage** – Employment Partner, Royds Withy King
- **Helen Penrose** – CQC Adult Social Care Inspection Manager
- **Hayley Verrico** – Director Adult Social Services, North Somerset Council

**David Smallacombe** ([Care and Support West](#))

Update from David:

- The Care & Support West conferences last week were recorded and are now on the C&SW website.
- Have let all finalists for awards know they have been nominated, this is also on the C&SW website. Can book early bird tickets for the event now as hoping it will be venue based at Ashton Gate but will potentially be tables of 6.
- Next workshop is the 14<sup>th</sup> July, working with 3 of commercial partner organisations for this.

**Sophie Chester-Glyn** ([Coproduct Care](#) and [Manor Community](#))

Update from Sophie:

- Livestream with Jim Campbell from WHO tonight at 6pm. Discussing year of the care worker. Links will be below.

**Arnie King** ([Coproduct Care](#) and [Manor Community](#))

Update from Arnie:

- Important project we are running about how data can be used to benefit providers and people on the ground. We are getting people with LD, Autism to answer a short survey. Need to get as many people to do this. Have worked with David and councils so far, keep an eye out as these will be coming to you.
- Vaccine report – news out now how the vaccines will be mandatory for care home staff. Our report found people were hesitant because of side effects, how long it would last, ethnic backgrounds. In conclusion we recommended support, information so all care staff felt included. Full report is on the website/links will be below.

**Hilary Crowhurst** (Chief Executive Officer, Milestones Trust)

Update from Hilary:

- Challenges over last 15 months: PPE was really difficult, fear was huge for families and people we support, closure of head office, had staff isolating for anything and everything, loneliness has been really big especially for those who live on their own. Had 13 deaths in the last 15 months, most were right at the beginning.
- Solutions: Central distribution of PPE, rolled out alexas and tablets - helped with loneliness, did a memorial event as people hadn't been able to attend funerals, did daily phone calls.
- Overarching challenges: Constant changes in guidance, making sure we were on top of it, auditing couldn't continue as it did, found ways to do it virtually.
- Current challenges: Just heard about vaccinations (compulsory) over 85% of our staff have been vaccinated and got about 15% who are anti vaccination and they would probably leave the sector, found some agencies hadn't been completely honest about how many services staff had been in, facing real build up of annual leave.
- Plans for the future: New ways of using the office, new strategic approaches, keeping the management team calls, appointed a strategic head of IT, reintroducing audits.

**James Sage** (Employment Partner, Royds Withy King)

Update from James:

- Plan in consultation is for care home staff to have mandatory vaccination. If staff are refusing, providers can redeploy them to other roles. Could potentially lose a high percentage of the workforce. Hopefully going to be a debate on whether this should be brought in. Human Rights did flag in their report what impact this could have on the sector.

**Q. Timescale for this?**

**A.** Around 16 weeks. Around mid July is when it would be debated in parliament.

**Q. What is the rational for dom care not being included?**

**A.** The rational from the government point of view is that it's the care homes faults for deaths and not hospitals. Probably doing it in order of priority.

**Q. How do we stand if we don't comply with this as providers?**

**A.** Talking about underlying legislation as currently by law you can't make people have vaccinations. If people are working for you and not vaccinated then CQC will look at this under well led and safe and will be taking sanctions.

**Q. Encouraging all carers to be vaccinated in our dom care service? Is it 80%?**

**A.** No not currently 80% but good to keep encouraging people.

**Q. What about office based staff who occasionally deliver care?**

**A.** Don't know yet, think if they are delivering care then it is likely but we don't know who this will apply to yet.

**Helen Penrose (CQC Adult Social Care Inspection Manager)**

Update from Helen:

- Stepping in for Dan Lloyd.
- Launched new strategy for CQC for 2021. Been developed with providers and partners. Making it more relevant.
- New strategy is about encouraging services to improve.
- 4 themes – people in communities, smarter regulation, safety through learning and accelerating improvement.
- Helen described the 4 themes in more depth.
- Key ambitions are assessing local systems, providing independent assurance and tackling inequalities.
- Launched on website – culturally appropriate care, new resource on the website.
- Launched strategy but will be a lot of tweaking going forward.

**Q. Some providers still finding variation of how they are being told to manage during covid times? E.g. social distancing everywhere in the care homes but guidance says differently.**

**A.** It's about how guidance is interpreted. Individual providers can come to us if they are not happy with something.

**Hayley Verrico** (Director Adult Social Services, North Somerset Council)

Update from Hayley:

- Paper has been sent out to attendees.
- Do want providers in North Somerset to understand what we are doing in terms of recovery.
- Report outlines the funding for the sector throughout covid, 2021 – £8.2 million.
- Know that pre covid North Somerset had some challenges in the care market. Was already losing providers pre covid, some chose to leave the market and other reasons.
- Aware that the overall population in North Somerset is going to grow.
- Hayley went through some funding statistics.
- Need to encourage everyone through C&SW membership to complete questionnaire. David said he is happy to support and will send this out.
- Prepared to support providers with their insurance increase costs.

#### Links

- Livestream with Jim Campbell on YouTube:  
<https://www.youtube.com/watch?v=daaBaKVH7XQ>
- Or Facebook:  
<https://www.facebook.com/439674813253738/posts/883554992199049/>
- download your copy of our 2021 report: <https://www.coproducecare.com/covid-19-vaccine-rapid-report-June-2021>
- Sign up for the next meeting here:  
<https://www.eventbrite.co.uk/e/158876023463>
- More detail on our community data project:  
<https://www.coproducecare.com/the-health-foundation-data-project>
- Sign up to our HR & employment law update here:  
<https://elinku.clickdimensions.com/m/1/58836733/p1-b21161-ab6f24257b944b968b2ad8e34d5fc0dd/2/81/7542c5d2-7d4f-4d44-bce6-185c1fd3fccb>

#### Chat notes

- Exactly, Social care Recruitment and retention is increasingly difficult, now more than ever, so how do speakers respond to the possible loss of experienced staff when we can't recruit. Another impact on staffing and also HR nightmares ahead...
- what realistic timescales could this come in?
- what is the rational for Dom Care not being included??
- How do we stand if we don't comply with this as providers?

- The consultation offered a couple options, either just asking your staff if they have, or instead using an APP! - watch out for another way for data to be collected nationally and used by central powers!
- What about office based staff, who occasionally deliver care?
- Do you have the link for the session you're running tomorrow please James. I would be interested to join
- I'd encourage everyone to think about questions or even feedback to on their recent experience of CQC
- can you tell us how you will be inspecting LA's and commissioning in the future?
- We are in the process of registering as new providers , can you tell us how long this process is taking at present please?

**Poll results:**

**Do you think the vaccine should be made mandatory for social care staff?**

Yes – 53%

No – 47%