

Care settings resilience operating model

Throughout the Covid-19 period the Council, together with partners, has been supporting the care sector to maintain appropriate safe levels of care to people in receipt of care in all care settings. The overall aim of the care market resilience plan, published on 29th May 2020, is to prevent, reduce or delay the transmission and/or outbreaks of Covid-19 in care homes and extra care schemes and reduce both the pace of the increase in the number of homes experiencing an outbreak and reduce the absolute number. This should lead to a considerable impact on mortality.

Our objectives are to:

- Keep people using services and the workforce safe and well
- Ensure safe services to people who do not have Covid-19
- Keep Covid-19 free settings shielded so that they remain Covid-19 free
- Prevent, contain and manage outbreaks
- Prevent and reduce deaths, where possible

In May we introduced daily calls to care homes by Care Home Contact Officers, with more detailed conversations and actions by Care Home Liaison Officers, to gather information on the Covid status of care settings and identify any emerging risks to care homes. Risks are shared with Care Settings Silver and Care Settings Gold meetings, which are multi agency meetings where solutions can be found and decisions on guidance and additional actions are agreed.

We have reviewed this process and developed an approach which we feel is proportionate to the current position in North Yorkshire while still providing assurance to the Council, providers and partners that any issues identified continue to be escalated and resolved as quickly as possible.

From 10 August 2020 our proposed process will be:

- To use a RAG rating system on a Care Settings Liaison Officer (CSLO) daily report. This will allow us to ensure a response that is consistent with the risk matrix and operating model of the Care Setting Resilience Plan.
- Those care settings rated as **green** will be asked to **submit daily updates online**, via a survey. This will allow the CSLOs to identify any changes without the need for a daily call to all settings. However, each location will still receive a weekly call to ensure the online submissions are accurate and to ensure some consistency of support and contact. If a provider fails to submit a daily update for 3 days they will receive telephone contact from a Care Settings Contact Officer (CSCO).
- **Daily calls will continue for those care settings rated red or amber.** The call will be undertaken by a CSLO.

- Performance data will be available via a dashboard. The dashboard will include risk stratification to RAG rate providers and also specific elements of service deliver and will be shared with Care Settings Gold and Care Setting Silver.
- The offer of information, advice and guidance, together with access to a range of interventions to support providers will remain unchanged.

We propose to follow the same approach for domiciliary care providers, including supported living services. This will be a change to the current process which is currently delivered on line. When non-regulated services are able to reopen we will follow the same process. We will identify a named CSCO and CSCO so that providers have names staff who will be their main point of contact. However, as staff are working on a 7 day rota, generic contact details are also available in case providers require a response in the meantime.

These arrangements will be reviewed after a month to ensure they are working well and remain proportionate to the situation. We have built in capacity to increase contact with providers if the numbers of outbreaks and positive cases increase.

We will continue to refine the questions being asked to ensure they remain relevant to the current situation and also feed into the work which is being undertaken in relation to Outbreak Management. Our aim is to capture information through a single source, where possible, so that providers are not receiving multiple requests. When questions on surveys or data requested during phone contacts change we will forward copies to providers, in advance, so that they can prepare the information. We hope to keep changes to a minimum, however, they will need to reflect the situation, the Council's role to support the market and outbreak management as well as central Government data requirements as a minimum.