



# Provider Bulletin

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[Message from Richard Webb, Corporate Director, Health and Adult Services, NYCC](#)

*Dear Colleagues*

As I write this message, we are still fortunate in North Yorkshire that Covid cases continue to be low (below the England and Yorkshire averages), although, as I have said before we must #stayalert as the tide can turn quickly, as we have seen elsewhere in the country.

The County Council continues to prioritise care providers at the forefront of our Covid response - we are continuing the 5% additional payments during August and, although the national expectation is that such payments will cease, we will taper the funding down, rather than switch it off immediately. We also continue to offer practical advice, help and support (recruitment, cohorting, PPE, help with virus prevention and containment, etc) - including having people on the ground, working alongside you. I am also conscious that we continue to work together through some difficult issues such as care home visiting arrangements and testing. We continue to direct local supplies of test-kits to where they are needed, so please get in touch if you have any concerns, irrespective of what might be happening nationally.

I wanted to talk today about an issue which will have a significant impact on adult social care and other public services in North Yorkshire: it will impact on each and everyone of us as residents and on our work in social care. The Government will be publishing a Devolution White Paper in the next few weeks and, as part of this, it has asked the 9 councils (North Yorkshire County Council, City of York Councils and the 7 boroughs and districts) across North Yorkshire and York to consider proposals for streamlining local government in the area. Why? Well, the Government's view is that if there is a devolution deal, which will bring extra funding and a new, directly-elected Mayor for North Yorkshire and York, then we need fewer tiers of local government. Personally, having worked in unitary and metropolitan council areas before, where you have a single council in place, there is a lot of sense in having a simpler form of local government.

In this context, there are different views about what's the right way forward for North Yorkshire and York. North Yorkshire County Council will be submitting a bid to Government to create a single, new council right across North Yorkshire, that brings together the County Council and our 7 borough and district councils. This proposal will save at least £25 million: savings that will be needed urgently to ensure that the economy can be rebuilt in the aftermath of Covid and to protect and develop strong, high quality, essential public services. A single council for North Yorkshire will have the size and clout to make all of our voices heard nationally and regionally – we would be on a par with Leeds, Bradford, Sheffield and Durham at the top table. We would be able to build upon the influence which we have grown during the Covid emergency: for example, in getting earlier and extra testing supplies for care homes, when national portals were not able to meet demand. And we could do so much more if social care, public health, spatial planning, housing, leisure and other services which make a big difference to people who use, and /or work in, care services were located together in one organisation.

There will be alternative proposals put forward by other councils, for North Yorkshire to be broken up into smaller areas. However, there are real concerns that smaller alternatives would struggle to cope with the rising costs of social care - or to have sufficient scale to manage multiple major incidents (for example, flooding and Covid, as we have experienced this year) which impact significantly on the care sector. Moreover, at a time when social care is fragile nationally, why would you break it up in North Yorkshire? Likewise for our children's services, which Ofsted have rated as "outstanding".

Any comments you have about these Bulletins (good or bad!) are welcome. Please contact the Q&MI Team:

[socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)

Regarding size and scale - the Minister has confirmed that our current population of just over 600,000 and already-recognised boundaries are within the scope of their devolution planning. Our proposal would also protect the identity and the values that go with the words North Yorkshire. All of us who know one of our County's strengths is that we are able to identify with its "Yorkshire-ness" as well with it being very local. Most of us feel we belong to our home village or town and to our county; a county that has had a strong identity for centuries. And, for its part, the County Council would bring a very local focus to a new single council: most of us live and work in our local area; we spend more on social care in local areas than the entire budgets of many borough and district councils in the same area; our teams are organised on very local footprints; and we have protected the total amount spent on the voluntary sector, and shared it more evenly around the county, at a time when many councils have cut this funding. During the current pandemic our staff have operated at the most local levels, literally knocking on people's doors to check they are ok and to offer help.

We want to hear your views on devolution and changes to local government so you can influence our thinking and have your say to Ministers. I am delighted that the Independent Care Group has agreed to host a discussion about these changes, chaired by Mike Padgham and taking place on **27 August 2020 at 2.00pm – 3.00pm**. You can take part by joining this link: <https://global.gotomeeting.com/join/917901253>  
Please join the meeting from your computer, tablet or smartphone.

There will also be opportunities to talk about these issues at our forthcoming Provider Forums:

Date	Area	Time
25 August 2020	Hambleton/Richmondshire	9:30am - 11:00am
26 August 2020	Harrogate/Craven	10:00am - 11:30am
1 September 2020	Scarborough/Ryedale	10:00am - 11:30am
8 September 2020	Block contract providers	11:00am - 12:30pm
10 September 2020	Vale of York CCG area	1:00pm - 2:30pm

If you would like to book on to one of the above then please email [HASservicedevelopment@northyorks.gov.uk](mailto:HASservicedevelopment@northyorks.gov.uk). The GotoMeeting details will be sent out later this week.

In the meantime, more information is available here: <https://www.northyorks.gov.uk/stronger-together>

We would welcome your support for our North Yorkshire bid, for all of the reasons stated above. You can do so by writing to our Chief Executive, Richard Flinton: [richard.flinton@northyorks.gov.uk](mailto:richard.flinton@northyorks.gov.uk) or to the Minister for Local Government (and copied, please to Richard Flinton): Simon Clarke MP at MHCLG, 4<sup>th</sup> Floor, Fry Building, 2 Marsham Street, London, SW1P 4DF or via email: [PSSimonClarke@communities.gov.uk](mailto:PSSimonClarke@communities.gov.uk)

Just a reminder that we can be contacted by all providers via our dedicated email account [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)

As ever, I would like to thank you for all your continued hard work and to pay tribute to your teams and our frontline colleagues.

Best wishes,

*Richard*

### Compensatory Payments

At the start of the Covid-19 pandemic it was recognised that there needed to be support for care homes, home care and day services (providers). It was agreed regionally to rollout a cohesive approach of financial support, NYCC provision included:

- Agreed annual uplift payments;
- An additional 5% compensatory increase;
- Offer providers with payment options, depending on individual requirements.
- Provision of funding for day services based on planned activity

We have continued to review financial support to the market on a 4 weekly basis. Since this support funding was put in place, the Government announced £600 million nationally to support with Infection, Prevention and Control (IPC), which North Yorkshire has passed through to providers.

We are aware that many Local Authorities have now ceased their financial support, and as part of our last 4 weekly review we have agreed our ongoing plans. We will be continuing the financial support for September with 2.5% compensatory payments being made, day services will continue to be paid on planned activity for September.

Financial support will then cease at the end of September 2020, however NYCC continues to monitor market conditions around prevalence of Covid-19, access to PPE and from reports through regular dialogue with providers and the Independent Care Group, our decision would be reviewed in the case of any significant changes to our market conditions.

## **Compensatory Payments Amendments**

We have identified an error in the compensatory payments made to date for residential, nursing and domiciliary care. Payments have been made on actual service delivery when they should have been made on planned care. Work is underway to calculate the additional amounts to be paid to correct this oversight. Payments should be made for all relevant services in place at the start of the accounting period. Compensatory payments will be made for all contracts in place at the start of the accounting period. Compensatory payments apply to whole accounting periods. Therefore, if a service is in place at the start of the accounting period and ends partway through that same period the compensatory payment will continue for the whole of that accounting period. However, if a service commences after the start of the accounting period the compensatory payment will not be applicable until the start of the next period. The attached Frequently Asked Questions (FAQs) outline how payments are calculated and how in period amendments and service changes are managed.

## **Local Guidance**

Some additional guidance was circulated at the end of last week. The guidance is attached to this Provider Bulletin. The local guidance details good practice in relation to the specific area covered. However, it is the responsibility of individual providers to ensure that their practice reflects the circumstances of their service and is based on their own risk assessment for the individual people being supported, staff and their service as a whole. The guidance does not replace or supersede existing legislation. The guidance attached includes:

- Going Out Guidance
- Going Out Guidance for Families
- Hairdressers Guidance
- Briefing Note for Shielded Staff
- Covid 19 Reporting in Communal Living Accommodation.

These documents will be added to the Council's website.

## **Adult Social Care Infection Control Grant**

Payments for the second instalment of the Adult Social Care Infection Control Funding are being processed and should be with providers in the coming days. Work has been undertaken to analyse the results of the survey which was completed to provide evidence to central Government that the funding was being used appropriately. The analysis identified that, in some cases, the funding was being used inappropriately. For example some residential and nursing homes had used funding to purchase PPE, cover the cost of voids within the home and to pay for rooms being used to store PPE. These uses fall outside of the guidance for the grant and the terms of the Grant Agreement. Where this has occurred providers will be notified that they cannot use the Grant funding for these purposes and will be required to evidence that the funding has been used for other purposes, which fall within the grant guidance and Grant Agreement.

Providers who have not provided details for the Authorised Signatory or a signed Grant Agreement will be contacted as the funding initially allocated to them will now be utilised elsewhere. If you have any queries regarding the use of this funding please email [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)

## **MCA, DoLS and PH - Peer Support Session for Providers - Hold The Date**

A peer support session is being arranged for **3 September 2020, 2.00pm – 4.00pm**. This will be an opportunity for provider to ask any questions they may have regarding MCA and DoLS. Further details will be included in the next Provider Bulletin.

## **Where to Obtain Advice**

As the situation develops and new guidance is issued we will share this with the care market. Please see the links below to trusted sources of information:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

[https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes?utm\\_source=ac47bed8-b52a-4c2f-b961-a48468e031b1&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes?utm_source=ac47bed8-b52a-4c2f-b961-a48468e031b1&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)

<https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings>

[https://www.gov.uk/government/publications/covid-19-guidance-for-stepdown-of-infection-control-precautions-within-hospitals-and-discharging-covid-19-patients-from-hospital-to-home-settings?utm\\_source=e0426015-47eb-4380-ad68-1e61ff37a417&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/publications/covid-19-guidance-for-stepdown-of-infection-control-precautions-within-hospitals-and-discharging-covid-19-patients-from-hospital-to-home-settings?utm_source=e0426015-47eb-4380-ad68-1e61ff37a417&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)

Find below other useful links:

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>  
<https://www.scie.org.uk/care-providers/coronavirus-covid-19>  
<https://www.scie.org.uk/publications/atalgance/helping-to-prevent-infection.asp>  
<https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care/responding-to-covid-19-the-ethical-framework-for-adult-social-care>  
[https://www.gov.uk/government/publications/coronavirus-covid-19-health-and-wellbeing-of-the-adult-social-care-workforce?utm\\_source=d49d25b1-8b6d-4079-a9be-a21c447364a9&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/publications/coronavirus-covid-19-health-and-wellbeing-of-the-adult-social-care-workforce?utm_source=d49d25b1-8b6d-4079-a9be-a21c447364a9&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)  
<https://www.recoverycollegeonline.co.uk/your-mental-health/coronavirus/Top of the Document>  
<https://www.cqc.org.uk/guidance-providers/all-services/covid-19-interim-guidance-dbs-other-recruitment-checks>  
<https://www.nypartnerships.org.uk/covidinfo>  
<https://www.careprovideralliance.org.uk/coronavirus-supplies-including-ppe.html#food>  
<https://www.digitalsocialcare.co.uk/digital-social-care-launch-phone-helpline/>  
[www.cruse.org.uk](http://www.cruse.org.uk)  
<https://www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/support-for-registered-managers.aspx>  
<https://www.skillsforcare.org.uk/About/News/COVID-19-Essential-training.aspx>  
<https://www.infectionpreventioncontrol.co.uk/content/uploads/2019/07/CH-09-Environmental-cleanliness-June-2019-Version-1.00.pdf>  
<https://www.northyorks.gov.uk/coronavirus-covid-19-community-support>  
[https://www.gov.uk/government/news/psychological-first-aid-in-emergencies-training-for-frontline-staff-and-volunteers?utm\\_source=76c6f000-c89a-42c6-9252-42bb8b3f6094&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=daily](https://www.gov.uk/government/news/psychological-first-aid-in-emergencies-training-for-frontline-staff-and-volunteers?utm_source=76c6f000-c89a-42c6-9252-42bb8b3f6094&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily)  
<https://www.gov.uk/government/publications/vivaldi-1-coronavirus-covid-19-care-homes-study-report/vivaldi-1-covid-19-care-homes-study-report>  
<https://www.gov.uk/government/news/health-and-care-workers-to-self-isolate-on-return-to-england-from-high-risk-countries>  
<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

#### Video links:

Carers - [https://youtu.be/umPwH\\_hYhPQ](https://youtu.be/umPwH_hYhPQ)  
Swabbing - <https://youtu.be/DzupABtuk3E>  
PPE - [https://youtu.be/-GncQ\\_ed-9w](https://youtu.be/-GncQ_ed-9w)  
Understanding Care Needs - <https://vimeo.com/423176181/8abd9b5422>  
Use of Pulse Oximeters <https://vimeo.com/425543209>

Previous NYCC Provider Bulletins set out this and other advice:

<http://www.northyorks.gov.uk/providerbulletin>

#### CQC

CQC have a dedicated [section](#) on their website, detailing changes to the way they are working during this outbreak.

#### Who Can You Contact for Help?

The Quality and Market Improvement Team at County Hall is your first point of contact for all help, advice and support in relation to COVID-19. They will bring in additional help from Public Health and Communications experts, as well as the County Council's social care and provider services.

You can contact us via e-mail at [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)

For out of office enquiries contact the Emergency Duty Team (EDT) on 01609 780780

#### Finally:

Remember - prevention is always better than cure. As with the flu virus, the most effective way to protect yourself from Covid-19, Coronavirus is to adopt good respiratory and hand hygiene to prevent the risk of infection and a 'catch it, bin it, kill it' approach to coughs and sneezes.

The best way to protect yourself and others is:

- wash your hands with soap and water, or use a sanitiser gel, regularly throughout the day;
- catch your cough or sneeze in a tissue, throw away the used tissue, bin it, and wash your hands;
- if you don't have a tissue, use your sleeve;
- avoid touching your eyes, nose and mouth with unwashed hands; and
- avoid close contact with people who are unwell.