

# **Birmingham Care Home Covid-19 Response**

Health and Social Care Overview and Scrutiny Committee  
Update 16 June 2020

**Debbie Le Quesne** – Chief Executive, West Midlands Care  
Association

**Alison Malik** – Head of Commissioning (Adult Care),  
Birmingham City Council

# Background

- General background on the relationship between the independent care home sector and BCC
- To provide an update on work with care homes in response to COVID19
- How the independent care sector and BCC have worked together to support the health of their residents
- An update on specific Covid-related risks in the care home sector and how effectively these risks have been handled across Birmingham during the pandemic;
- How hospital discharges into the sector have worked locally

# West Midlands Care Association

- Established in 1984 by Birmingham care homes to support Birmingham homes
- It later joined with the Black Country Association's and changed to supporting home care as well
- A voluntary Executive of Directors who own care businesses and control the Association as a non-profit making organisation
- There are currently 132 members in Birmingham and 556 in total across the West Midlands
- The Directors expect the Association to change as the industry requires, with their mission statement being; 'to support care providers to provide a quality services for a fair price'.
- Services offered include; DBS's, care and business advice, contacts with Local Authorities and CCG's, signposting to training, support to access funding, and regular communications about changes in the industry and business.
- Digital communications is important and we lead the Midlands on helping the care industry with NHS.net emails, the digital tool kit and access to the Capacity Tracker.
- Having set up the National body for Care Associations, West Midlands Care Association is active in sharing best practice around the country.

# Birmingham Care Home Market

Data	Total	Contracted by BCC
Number of care homes in Birmingham (CQC Data)	301	262
Actual No. Homes	293	262
Birmingham Older Adults homes	180*	148*
Birmingham Younger Adults homes	150*	136*
Number of contracted care homes outside of Birmingham		309
Estimated number of care home beds in Birmingham	7,231	
Estimated number of care home beds BCC has access to	15,400	
<i>* Please note some homes are dual-registered</i>		

# Care Homes - Relationships

- Relationships have improved significantly since implementation of geographic support model in 2018:
  - Allocated commissioners for all providers
  - Geographic home support model implemented
  - Regular geographic provider forums
  - Regular contact with providers with the largest market share
  - Strategic Provider Forum established
    - Provider representatives
    - Senior Council representatives
    - Nothing is off the table for discussion
    - Meet every 2 months
- Registered Manager's Network
- Dedicated website and regular bulletins for care providers
- Supplemented by support from West Midlands Care Association

# Covid Communication with Providers

- Everyone has worked hard to maintain contact/arrangements wherever possible
- Tried to balance providing support without creating burden on providers
- All providers written to outlining support/focus including financial measures
- FAQ produced regularly including publication of relevant national guidance
- Emails sent to all contracted providers (in/out of Bham) and all non-contracted Bham providers
- Weekly data collection of capacity/risks
- All providers contacted regularly by phone to provide 1:1 support/advice/guidance

# Care Home Risks - PPE

## Risks

- Use of and training
- New and changing guidance
- Availability of supplies
- Cost variance
- Government support

## Actions

- All national guidance issued
- Training provided on use of PPE
- Range of guidance and support provided to reduce risk of spread
- WMCA/BCC/BCHC have provided emergency PPE supplies
- BCC funding difference in PPE costs



# Care Home Risks - Funding

## Risks

- Cost of PPE
- Extra costs generally – food, agency staff,
- Reduced demand/sustainability
- Family finances and affordability of top-ups
- All Local Authorities have taken different approaches

## Actions

- BCC funding difference in PPE costs
- BCC funding all reasonable additional costs
- Keeping demand under review and working with homes where specific risks are identified

# Care Home Risks - Testing

## Risks

- Unknown status for hospital discharges early on
- Out of hospital approach
- Impact of ongoing isolation – staff/residents
- Test and Trace – incl. impact on staff absence levels
- Asymptomatic risks

## Actions

- Hospital discharge testing approach
- Discharge to Assess model
- All care home residents now tested
- Good staff testing availability at early stage
- Briefings/webinars for providers to support testing
- Infection Control Fund and support

# Care Home Risks - Staffing

## Risks

- High levels of absence but now slowly reducing
- Longer term risks
  - Attractiveness of sector in future
  - Burn out
  - Wellbeing of staff
- Staff may be less cautious as lockdown eases/new antibody testing is rolled out

## Actions

- Staff and resident testing
- Health and wellbeing support for staff
- Financial support to pay for additional staff hours
- Infection Control Fund
- Proud to Care campaign
- Ongoing training/webinars

# Discharge from Hospital

- D2A model implemented in full, majority of citizens discharged from hospital into a short-term bed to reduce the pressures on care homes
- BCHC Enhanced Care Home team contact each care home 24 hours after a resident is discharged via Pathway 3 to provide clinical support.
- Financial support is being provided to facilitate prompt hospital discharges and recognise the potential additional costs of supporting residents
- The Trusted Assessor pilot has been extended to work with all Enhanced Assessment Beds and in acute provider settings, to reduce footfall in hospitals and support providers.
- Testing for citizens prior to discharge to residential / nursing care homes

## Questions and Answers Session