



**AGENDA ITEM NO 10**

**REPORT NO IJB 84/20**

**ANGUS HEALTH AND SOCIAL CARE**

**INTEGRATION JOINT BOARD – 9 DECEMBER 2020**

**COVID-19 UPDATE**

**REPORT BY GAIL SMITH, INTERIM CHIEF OFFICER**

**ABSTRACT**

This report provides an update to the IJB on the Angus Health and Social Care Partnership response to the COVID-19 pandemic, focusing on the activity undertaken and challenges faced since the last IJB on 28 October 2020 (Report No 64/20).

**1. RECOMMENDATION (s)**

It is recommended that the Integration Joint Board: -

- (i) note the actions that have been advanced by the Angus Health and Social Care Partnership and key partners, in response to the COVID-19 pandemic, since the last COVID-19 update provided to the IJB on 28 October 2020.
- (ii) note and commends staff and key partners for their sustained effort and commitment as we continue to provide care to the people in Angus who rely on our care and support, despite a number of challenges.

**2. BACKGROUND**

As COVID-19 restrictions eased over the summer months, this has been followed by an expected increase in the daily COVID-19 infection numbers, resulting in targeted lockdowns across the country to address infection clusters where they arise.

Some of the key decisions made by the Scottish Government since the last update to the IJB include:

- **2 November:** The new five-tier system of COVID-19 restrictions was introduced in Scotland and will be reviewed each week by Scottish Parliament. Angus placed in Tier 2.
- **13 November:** Angus moved to Tier 3 COVID-19 restriction level due to the escalating numbers of positive cases of COVID-19.

**3. CURRENT POSITION**

- **Angus HSCP Leadership Response Team** - meetings attended by members of the Executive Management Group, have been increased to twice weekly since 20th October 2020. Senior members of Angus HSCP management team continue to contribute to NHS Tayside and Angus Council COVID-19 meetings.

- **Data from Public Health Scotland:** (<https://public.tableau.com>) indicates for 7 day period of 17 November – 23 November 2020 the number of cases was 103. The 7 day rate/100,000 was 88.6
- **Community Hospitals:** The increasing number of COVID-19 positive cases in both the community and Ninewells Hospital has prompted a review of contingency planning for managing COVID-19 in Angus community hospitals. As a result, all patients directly admitted to an Angus MFE bed or stepped down from Ninewells must be isolated in a side room for between 4 and 7 days (dependent on timing of surveillance swabbing), to minimise the potential risk of asymptomatic spread to other inpatients. Additionally, Angus community hospitals are part of the agreed COVID-19 pathways, recognised as Amber step down areas. This means that they are prepared to accept a transfer of COVID-19 positive patients requiring ongoing inpatient care from day 8 onwards. These patients will need to be cared for in a single room for 14 days. With our current configuration of accommodation, any outbreak of COVID-19 in an Angus community hospital will be challenging due to the limited options to isolate patients. This risk was highest in Stracathro where there are only 4 side rooms. In order to address those environmental challenges to manage patients safely, as of Monday 2 November 2020, Ward 2 Stracathro became temporarily non-operational and 10 (previously closed) side rooms in Isla unit in Whitehills were opened to admissions, the remaining patients and nursing staff in Ward 2 were transferred to Whitehills.

On November 11 2020, Clova and Isla Wards, Whitehills Hospital, were temporarily closed to admissions due to COVID-19. All appropriate Infection Prevention and Control precautions were put in place. Isla opened on 18 November and Clova on 24 November.

The number of Angus residents delayed in hospital on 24<sup>th</sup> Nov is 14.

Following the announcement that Angus was being placed in Level 3 of the Scottish Government's coronavirus restrictions system, routine visiting has been suspended in community hospitals since November 13 2020. Visiting in these areas can continue in specific circumstances, for example to support patients receiving end-of-life care or to support someone with a mental health issue such as dementia, a learning disability or autism where not being present would cause the patient to be distressed. Scottish Government guidance includes provision under these circumstances for one designated visitor observing physical distancing to be allowed if hospital clinicians judge it to be safe and appropriate.

- **Test and Protect,** Scotland's approach to implementing the 'test, trace, isolate, support' strategy, is a public health measure designed to break chains of transmission of COVID-19 in the community. Angus residents, with coronavirus symptoms, can request an appointment to access the drive-through Coronavirus Tayside regional testing facility at Dudhope Castle Dundee or in Thimblerow Car Park, Perth The facility is open from 8am – 8pm, 7 days a week. In addition, mobile testing units will focus service provision in Angus at the Myre Car Park, Forfar. Drive through and walking access will be available on 23- 29 November, 7 – 13 December and 21 – 27 December. Additional dates to follow as required.
- **Care Homes:** In response to the increasing community spread of COVID-19 in Angus, the frequency of the Care Home huddle has increased to twice weekly week beginning 26 October 2020. These meetings provide proactive management of any issues that might arise.

Staff in Care Homes continue to participate in weekly surveillance testing via UK Testing Portal. There are plans to move this to Scottish Government regional Hubs in coming weeks. Test results are now coming back to homes within 24 -36 hours. There have been some positive test results through this system which are then put through the NHS testing process which have in all instances come back as negative. The member of staff has to isolate and the home is closed until the NHS test confirms the situation. Asymptomatic residents in care homes are sample tested periodically through Public Health. An expansion to the testing plan for Care Homes in Adult Social Care has been developed with input from Care Home providers (Angus providers have contributed to this process) and final detail is awaited from the Cabinet Secretary.

The introduction of testing for visiting professionals, including Public sector, Independent contractors, or statutory body staff who attend Care Homes, will begin in mid December. Care Homes continue to complete a daily and weekly safety huddle via NES/TURAS which report nationally and locally to HSCP.

It is acknowledged that a number of providers have yet to receive funding from funding to support vacancies and additional expenses due to COVID-19. This has been highlighted to Angus Council and steps are being taken to address this.

The financial sustainability of providers will also be tested as there is a tapering of money paid for each vacancy from 80% to 50% at end of November, with these transitional arrangements being reviewed nationally with plans to introduce new arrangements from the beginning of December 2020.

There is a mixed approach to visiting of family members with some providers not supporting indoor visiting while others are allowing one half hour indoor visit per resident per week when public health allow this to take place. Scottish Government issued further guidance around visiting in mid October which widened the parameters to include bedroom visiting for longer periods of time. This has not been taken up by any local providers. Also hairdressing is now allowed to take place and this is beginning in a number of Care Homes.

Homes have now started to set up bubbles for residents to have elements of communal living return and these moves have been approved by public health.

Care Homes are beginning to give some thought as to how to celebrate Christmas. Care Homes are currently restricting visitors in an effort to help prevent the spread of Coronavirus to the frail and elderly people who reside there. These restrictions would apply to all non-essential visits and each care home has criteria about this. Care Homes can support outdoor and indoor visits as long as those criteria are met. They are aware of the need to allow visits for essential circumstances particularly for families supporting a loved one during end of life care. The home will, however, ask people to take precautions and ask them to confirm their likely COVID status upon visiting. Homes may also have to cancel visiting at short notice due to changing circumstances. It is advised that you to speak to an individual home to confirm current procedures and visiting guidelines.

In the meantime homes will be using social media in creative ways for people to be in touch with loved ones during this difficult time.

- **Care at Home:** the number of hours of care at home provided at home has increased significantly during the pandemic with 10,350 hours of home care provided pre-COVID and 11,800 hours currently provided. Increasing care at home is a strategic aim of Angus HSCP and there is no doubt that the COVID-19 pandemic has influenced this increase. As a result the demand for residential care has reduced and there are currently 136 care home vacancies across Angus. We are in discussion with care home providers about this situation.
- **Personal Protective Equipment (PPE)** There are currently no issues with supply of PPE despite the increasing demand. Staff are continually reminded of the importance of wearing a mask when in a health and social care setting and when working closely with others. All staff should ensure they maintain a physical distance of 2 metres where at all possible. An apron and gloves should also be worn when providing personal care.
- **Day Care:** the majority of building-based day services for adults were closed following Scottish Government advice in March that day services posed significant risks to client groups from COVID-19. The closure of these settings has undoubtedly had an impact on the lives of supported people and unpaid carers throughout Angus.

Guidance on adult social care building-based day care services was published by the Scottish Government on 31 August 2020. This guidance recognises that the range of user groups and settings used for building-based services means that no 'one size fits all approach' is available and that it will take time to ensure appropriate modifications are in place.

Services will need to operate at reduced capacity to ensure the safety of service users and staff. Angus HSCP continues to consider the application of this new guidance locally and in the context of the additional restrictions now in place.

In line with the Scottish Government's guidance, the following decisions have been made which have been subject to rigorous risk assessments with input from health and safety teams, including Public Health and Trade Unions:

**Lochlands, Rosehill and Lilybank Resource Centres** for adults with learning disability reopened to 3 - 4 people per centre on 2 November 2020. During the early phase of lockdown staff provided virtual contact to service users. From August onwards physical outreach was provided and staff visited people in their own homes to provide support. Outreach remains available to those who require this.

Early discussions are underway about introducing a charge for this service.

**The Glenloch Centre** for people with a physical disability remains closed to all service users. Service users continue to be supported via an outreach service in order to enable them to maintain their rehabilitation goals. The activities and times have been adjusted to meet the needs of each individual and to allow Glenloch staff and service users to work safely. A risk assessment has been undertaken to enable the building to reopen however the preference of service users and their families is to continue with the delivery of an outreach service.

**Day Care Centres:** The five older people's Day Care Centres in Angus closed during lockdown and have provided an outreach service which was well received from service users and their families. Kirriemuir, Kinloch (Carnoustie) and Dalhousie (Brechtin) Day Care Centres have been exploring opportunities to re-open to a smaller number of service users whilst continuing to provide an outreach service. The Adam Centre in Montrose and Deirdre Knight Centre in Forfar have made the decision to continue to provide outreach services for the time being.

Kirriemuir Day Care Centre opened to 4 service users on 9<sup>th</sup> November. The number of service users attending will be gradually be increased to four week over a 12 week period.

- **Community Mental Health**

Mental Health recovery and renewal plans have been co-ordinated, developed and shared through the HSCP and Mental Health Command Structure, and this has informed a Tayside wide plan.

Only very limited community mental health and substance misuse services were stood down in March 2020, therefore it has been reasonably straightforward to bring services back to normal.

New ways of using technology: Angus have a high uptake of NearMe across Tayside's Mental Health Services. Small interview rooms are being redesignated as being suitable for this purpose where a maximum of one person is permitted.

## **Demand**

We anticipate an increase in demand for people with increased distress as well as mental health issues. National figures tell us:

- A higher proportion of people with long-term health conditions (59%), single parents (63%), those aged 25-34 (65%), and women (63%) reported having been anxious/worried compared to the overall adult population (54%). Higher proportions of young people age 18-24 (41%) and single parents (33%) report having been lonely in the previous two weeks than the adult population overall (26%).

- Higher proportions of young people age 18-24 (26%), age 25-34 (27%), and single parents (24%) report feeling hopeless in the previous two weeks than the overall adult population (17%).
- A higher proportion of people with a mental health diagnosis (27%), a long-term health condition (25%) and unemployed people (23%) are not coping well compared to the population overall (13%).

Two additional social workers will be employed to work within the Community Mental Health Teams. This will increase the overall capacity of staff to manage increased demand. We are seeing increased demand in complex Adult Protection cases, which requires staff with an additional set of skills to manage ie Council Officer Training. We are monitoring this closely and will work with other specialities to ensure we have the correct workforce numbers.

Plans are in place to support our third sector providers by increased funding to manage changes in demand for their services including managing substance misuse, counselling, suicide support, and early intervention and self management projects.

- **Technology Enabled Care:** before the COVID-19 pandemic, despite our best efforts, the adoption of Technology Enabled Care (TEC), including the use of digital technologies, to support the delivery health and social care, had been relatively slow. The use of digital technology is now considered to be in the 'must do' category.

The COVID-19 pandemic has resulted in an appreciation of technology and people are learning that it is not something to fear and that it is an enabler. TEC and other digital solutions are now playing a vital role in people's care pathways.

Teams across Angus HSCP have been working quickly to overcome challenges surrounding self-isolation and social distancing. For example, many wards and care homes are now using digital tools such as video conferencing to enable remote connections and transparency.

#### **Near Me:**

- 9,160 Angus residents have had an outpatient appointment via Near Me in the period March – October 2020 (39% of total Tayside Near Me Consultations).
- 966 GP consultations have taken place in Angus via Near Me during April and October 2020.

Work continues to introduce Near Me to service areas as appropriate. Angus HSCP is one of the HSCPs across Scotland to be successful in being accepted to be part of a Quality Improvement (QI) programme, hosted by The Institute for Research and Innovation in Social Services (IRISS) in partnership with the Scottish Government Near Me team (TEC Programme), to test the use of Near Me in social care settings. The Arbroath Care Management Team will be the primary participants of the QI Programme. The Enablement Response Team, Independent Intermediate Care and Supported Accommodation are also being supported to use Near Me with clients as appropriate.

**KOMP** units are revolutionary yet simple computers designed to alleviate loneliness and social isolation for those who would not manage to use a mobile phone or computer. The KOMP is a one button unit (the size of a small television) that is placed in the vulnerable person's home. It enables friends, family and designated professionals (such as GPs, District Nurses, Social Care and Day Care workers) to call the vulnerable person and carry out a 1:1 visual conversation via a mobile phone app which has a secure log in and registering procedure. The KOMP also has functions that enable displaying family photographs and text messages and provides a digital clock/day reminder facility when not in use to provide an aid to time/day orientation.

A test of change using 14 KOMP devices is currently taking place in Angus. Results are expected by the end of March 2021.

- **Workforce:** the Workforce Bronze Group has recommenced to coordinate the process of staff redeployment during the coming months. In October we stood up our Workforce Group to monitor teams workforce capacity, proactively manage any risks to the workforce, including third and independent sector and link closely with NHS Tayside and Angus Council. This group manages all redeployment issues.

The experience of staff and a focus on their health and wellbeing remains a top priority. Staff are encouraged to make use of all the support opportunities that are available and to look after themselves and one another. Staff can access a number of online supports, supported by both employers e.g. PAM Assist or Care first Lifestyle. In addition, the National Wellbeing Hub went live in May 2020. NHS Tayside Psychological Therapies Service are offering NHS Tayside staff the opportunity for brief 1-1 interventions (up to 4 sessions) with a psychologist. These are low intensity, informal but structured support sessions.

- **Flu Vaccination:** 1057 members of staff who work for Angus HSCP have received a flu vaccination (812 healthcare staff and 245 social care staff). NHS staff have been vaccinated via peer vaccination and additional staff vaccination clinics arranged within the 4 Out Patient Department sites. Social Care Staff involved in direct delivery of care access a vaccination via community pharmacy where available and via the NHS clinics where not locally available.

79% of Angus residents over the age of 65 years have been vaccinated and 48% of Angus residents under 65 years who are within the 'at risk' cohort have been vaccinated.

Staff and members of the public are regularly reminded that the flu vaccination programme is still ongoing and are encouraged to take up the opportunity to be vaccinated.

- **COVID-19 vaccine:** A Tayside-wide Programme Board has been established to support the COVID-19 vaccination and is now NHS Board priority. Members of Angus HSCP Senior Management Team contribute to this group and further information will be issued as available.
- **Communication and Engagement:** Communication and engagement will continue to be pivotal throughout the COVID-19 pandemic. The Angus HSCP website and Facebook page provides regular updates and guidance related to COVID-19.

#### 4. PROPOSALS

During this period of ongoing uncertainty, Angus HSCP continue to work in partnership to maintain essential services and to develop recovery and renewal plans. Angus HSCP remains flexible in our approach to respond to further external developments and to focus on the ongoing response to the pandemic.

#### 5. FINANCIAL IMPLICATIONS

The Partnership is regularly submitting information to the Scottish Government regarding the estimated financial impact of COVID-19. The situation remains fluid with the IJB's October accounts including an estimated total cost of c£7.3m. After allowing for c£2.1m of Scottish Government COVID-19 funding allocated and received by the IJB, along with our ability to contain costs c£5.2m linked to services operating at reduced levels of spend, this is supporting the IJB to deliver a breakeven financial position.

All costs will continue to be effected by national directives and local circumstances.

The financial risks regarding COVID-19 include issues such as impact on ability to deliver a full savings programme, impact on income streams, uncertainty re long term prescribing issues, immediate and longer term impact on our independent sector providers, the impact of service reconfiguration and a range of other potential short and longer term implications.

These issues are common across Scotland and continue to be part of regular discussion and reporting between all IJBs and the Scottish Government.

**6. OTHER IMPLICATIONS – if applicable**

**7. DIRECTIONS**

The Integration Joint Board requires a mechanism to action its strategic commissioning plans and this is provided for in Section 26 to 28 of the Public Bodies (Joint Working) (Scotland) Act 2014. This mechanism takes the form of binding directions from the Integration Joint Board to one or both of Angus Council and NHS Tayside.

<b>Direction Required to Angus Council, NHS Tayside or Both</b>	<b>Direction to:</b>	
	No Direction Required	X
	Angus Council	
	NHS Tayside	
	Angus Council and NHS Tayside	

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List of Appendices: Appendix 1 EqIA