

HAMPSHIRE COUNTY COUNCIL

Report

Committee:	Health and Adult Social Care Select Committee
Date:	6 July 2020
Title:	Adults' Health and Care Response and Recovery
Report From:	Director of Adults' Health and Care

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Purpose of this Report

1. This report provides an overview of the response and support provided across the county of Hampshire to vulnerable residents and people supported by adult social care services and the moves toward recovery of our services and usual support services.

Recommendations

2. That the Health and Adult Social Care Select Committee notes the work that has taken place to date by Adults' Health and Care, public and voluntary sector organisations and their partners in Hampshire to support the needs of its most vulnerable citizens and the wider community.
3. That the Health and Adult Social Care Select Committee is assured by the systems that have been put in place across Hampshire, as set out in this report, to support the county's most vulnerable residents as well as the wider community during the Covid-19 pandemic.
4. That the Health and Adult Social Care Select Committee notes actions currently underway to support moves toward recovery of services, system and processes across Adults' Health and Care.

Executive Summary

5. This report outlines the extensive work already undertaken in Hampshire; provides details of response of the different organisations who have come together to meet the needs of people in Hampshire, particularly the most vulnerable, due to the impact of Covid-19; and provides details of the number of people who have been supported in Hampshire to date.
6. Measures being identified and taken to support recovery of services across Adults' Health and Care, including the restoration of support provided by social care provider partners are also outlined.

Contextual information

7. The coronavirus pandemic has had a pervasive impact on all aspects of life and upon Adult Social Care. The impact of the illness is causing distress for a larger proportion of the population than was known to Adults' Health and Care before the crisis. For example, social isolation and shielding have led to an increase in the number of vulnerable people requiring support with items such as access to food, medication, and social contact.
8. There are new demands on the existing health and social care system. For example, increasing requirements around swift hospital discharge with a need for the creation of extra capacity in care homes and domiciliary care, and in some situations increased complexity of need for services to manage.
9. Necessary requirements around social distancing are leading to social isolation and this is especially challenging for those with dementia, learning disabilities, mental health problems or autism and is also very difficult for their carers. Some services, such as day opportunities, have had to be stopped in their current form, to comply with social distancing. In addition, family carers may become ill, or their loved one may become ill with Covid-19 and require more support.
10. Hampshire is a geographically large county with approximately 1.3m residents. It has a two-tier system of local government with 11 borough and district councils as well as Hampshire County Council, therefore an effective and co-ordinated response to dealing with impacts of the pandemic has been required.
11. Adults' Health and Care have operated in response to Covid-19 on a number of levels; service specific responses within our usual operating frameworks to meet the requisite adult social services duties, working with NHS partners to ensure sufficient 'surge' capacity was created and supported in the event of reasonable 'worst case' scenario planning for wave1 of the Covid-19 pandemic, creating a broad 'welfare' response across the county of Hampshire with district / borough councils and the voluntary / community sector, providing support at a Hampshire County Council level and, operating and leading elements of response as part of the Covid-19 response.

Aspects of the Response phase

Adults' Health and Care departmental response

12. Adults' Health and Care, along with all other Hampshire County Council departments, moved quickly to ensure continuity and safety of its services and support to the circa 20,000 people receiving social care support in Hampshire. This included moving quickly to identifying mechanisms and arrangements by which all office-based staff could work from home. Arrangements were also put in place, in line with national requirements, to ensure operational front line services were fully mobilised to support 'surge' arrangements mandated across all NHS services. This was at the direction of national Government in response to a Level 4 Pandemic response.

13. Usual adult social care services were amended in light of the social-distancing and lockdown across all activities. This saw the cessation of many services in their usual form, ranging from the suspension of day opportunities, ensuring our 'front door' services such as the Contact, Assessment and Resolution Team could operate remotely (whilst maintaining full service coverage), through to establishing new ways of supporting people discharged from hospital settings. Many of our services had to adapt, literally overnight, to new ways of working. I want to both thank colleagues across the whole department and recognise the unprecedented nature of the challenge, to which all have risen brilliantly. It is also vitally important to confirm that all usual services that safeguard individuals have been maintained during our Covid-19 response; safeguarding, mental capacity and mental health assessments, as well as deprivation of liberty safeguards. We have continued to work relentlessly with Police and other partners regarding domestic abuse and other key service areas.
14. Partners and providers worked tirelessly to ensure that despite the cessation of usual service provision support has continued to individuals and families, at distance through the use of telephone and on-line systems. Clearly, there are impacts as a result of this different support and we are increasingly aware of the pressures and stresses being experienced by individuals and families as lockdown measures have endured. Adults' Health and Care have continued to fund providers at their usual contractual values, despite the changes to services. Additionally, the department has moved quickly to support the care sector through increases in usual invoice values being paid across a range of service / support types.
15. An internal 'Bronze' operational response structure was established within the department to manage and oversee all aspects of our response to the pandemic. This structure reports both the departmental management team and links with the Hampshire County Council's Silver and Gold operational requirements and, where necessary, operates with partners across the health and social care economy.

Welfare response across Hampshire to vulnerable / shielded residents

16. Significant progress has been made in a very short time to coordinate support at local level to meet vulnerable people's urgent needs in response to Covid-19. This response has been in addition to the response provided to those individuals known to adult social care services. The Director of Adults' Health and Care has chaired the welfare response hub for Hampshire across local authorities in the Hampshire area and in collaboration with Public Health, district councils, the voluntary and community sector and faith communities as part of the Coronavirus response (known as the Hampshire and Isle of Wight Local Resilience Forum - LRF).
17. The LRF co-ordinates responses, disseminates learning, escalates issues and provides mutual aid when protecting the most vulnerable in response to Covid-19, including support for those who might struggle to access services, such as rough sleepers and the provision of support for all frail and vulnerable adults requiring help due to their vulnerability, because they are

shielding or due to social isolation. Vulnerable residents have been one of five strategic themes across the Covid-19 response of the LRF.

18. As part of the Hampshire County Council area response, a Helpline called Hantshelp4vulnerable was established and widely advertised where advisers triage calls from vulnerable people who are seeking help. Callers are:
 - provided with information and signposting including, where appropriate, to the NHS;
 - referred to 11 district based Local Response Centres where they are connected to local support to access food, prescription collection and other forms of support – provided by district councils in partnership with local voluntary sector organisations, groups and local councils, drawing on local volunteers;
 - referred to the County Council's Adults' Health and Care Welfare Team where more complex needs and personal care requirements are identified. They may also draw on voluntary support from the Local Response Centres in addition to other care and support. They would pick up any issues related to adult safeguarding or domestic abuse and any urgent issues.
19. Hampshire County Council Adults' Health and Care has taken the responsibility of proactively contacting all residents identified as extremely clinically vulnerable by the Government who have not yet registered on line for the scheme, or who have registered and have requested support due to delays in provision of food parcels or priority delivery slots through the Government scheme, or where the Government scheme does not meet their specific dietary requirements. As of 9 June 53,223 residents in Hampshire have been identified by the NHS as extremely vulnerable and advised to shield, of whom 31,281 have subsequently registered and 6,597 have required direct support locally. A further 13,839 vulnerable people have contacted the County Council's welfare contact centre and 5,945 referrals then passed to local response centres, other calls having either been dealt with either by providing information and advice or urgent social care responses.
20. The County Council have been using a range of communication methods, such as texts, messaging to land lines, outward bound calls and home visits depending on the circumstances and contact details made available by the Government. Where required, regular follow-up reviews are arranged. A proportion of the extremely vulnerable residents and indeed, other vulnerable people who are not on the extremely vulnerable list are already known to, or in receipt of social care services from the County Council and are being contacted through community social work teams. Many GPs are also separately contacting their own vulnerable patients to ensure they are aware of support available. These arrangements provide a comprehensive system of support for all residents although the LRF are continuing to review and improve our response. Of course, many vulnerable residents are accessing local support directly from friends, neighbours and family, from local volunteers and support groups, district and local (parish and town) councils.

21. A welfare team was formed from Adults Health and Care staff taking on additional roles and extending from five to seven day working in order to make these welfare calls. Calls have been reassuring to the public and there has been significant positive feedback from people. We are now in the process, along with partners across Hampshire of stepping down aspects of this overall response phase as the progress and impacts of Covid-19 have begun to reduce and lockdown restrictions begin to ease.

Role of the Borough and District Councils and Local Response Centres

22. There are 11 borough and district councils across Hampshire. Each of these councils have set up, and are running, Local Response Centres. The Local Response Centres bring together local council and voluntary sector professionals (via local Council for Voluntary Services organisations) with volunteers to co-ordinate support at a neighbourhood level. They are working closely with local supermarkets and charities including foodbanks as well as with parish and town councils.
23. Borough and District Councils, along with the CVS (Council for Voluntary Services) organisations, have been able to use their extensive local community contacts and knowledge to ensure that the response within local communities is as effective as possible. This has also included tapping into resources at parish and town council level.

Role of the Voluntary Sector and volunteer capacity

24. Hampshire CVS Network is an alliance of 9 charity infrastructure organisations who work together to help Hampshire's charities, community groups and social enterprises to succeed and flourish. During the pandemic it has played a significant role in co-ordinating the response of the voluntary sector to help mitigate the impacts of the pandemic on local communities as well as providing support for voluntary organisations.
25. Around 4000 volunteers have signed up to new and existing frontline projects supporting vulnerable people across Hampshire. Organisations requiring volunteers are encouraged by Hampshire CVS network to visit their website to find the details of their local CVS, which will be able to match organisations with local volunteers.
26. Hampshire has seen a significant response in terms of people volunteering to help their local communities during this time. This has meant that on some occasions there have been more volunteers available than work for them to do. It has also meant that there has been less pull on the NHS volunteers that were recruited by central government. Currently, feedback is that there is sufficient volunteer capacity to support vulnerable people in Hampshire with their essential needs. However, this will be subject to continuous review and improvement through the Local Resilience Forum.
27. During this time the County Council along with its partners, including the Hampshire CVS network and Community Pharmacy South Central, has developed guidance for volunteers to help keep them safe. This guidance covers areas such as hygiene, reporting wellbeing and safeguarding

concerns, as well as practical advice on topics such as handling money and dog walking.

Food Supply

28. One of the key priorities for the welfare response in Hampshire has been to ensure that those people who are isolating or shielding have sufficient food and other basic items. The LRCs have been instrumental in ensuring that people have had food, as well as medicines and other basic supplies, delivered to them by volunteers where required.
29. The County Council and its partners have worked with supermarkets to ensure that from mid- April there was a prioritisation of delivery slots and click and collect slots for vulnerable people. Alongside this, work has taken place with local food producers and retailers to expand alternative home delivery networks, particularly for those people in need and who have been unable to receive supermarket deliveries.

Impact of COVID-19 on Mental Health

30. The mental health and emotional wellbeing of the population during the pandemic is a widely reported issue and cause for concern. A range of initiatives have been implemented alongside other statutory and voluntary sector partners in view of social distancing measures and closure of key services. Hampshire Mental Health Well Being Centres are now remotely accessible and continue to offer a service to those in need. The Hantshelp4vulnerable helpline has been strengthened by a dedicated advice line staffed by Solent MIND assisting people including carers feeling anxious in isolation. Specialist mental health support has been set up to provide advice and guidance to homeless accommodation schemes.

Impact of COVID 19 on People in Caring Roles

31. People who care for family members or others have largely been disproportionately impacted by the consequences of social distancing, isolation and shielding. Day services have been closed or have moved some services online; respite provision, particularly for people with learning disabilities, has largely been closed and carers have in some cases chosen to take over additional caring duties themselves in order to minimise carers coming into their homes.
32. Since the outbreak of the pandemic, carers' organisations, including Andover Mind, Carers Together and Princess Royal Trust for Carers have responded to support both carers and the wider community in Hampshire. They have extended the opening times of their helplines and have adapted and widened their service offerings to provide listening services, virtual peer groups for carers, making welfare calls to carers and running online workshops for carers, as well as making their services available to people who are self-isolating or shielding. In order to help those carers who need a physical break from their caring activities, Age Concern Hampshire has also set up a sitting service, to enable this to happen.

33. Operational teams are carefully monitoring the situation for families to ensure that individuals with disabilities and older people continue to have their needs met and that carers are supported.
34. In order to have oversight of the ongoing response to support carers, the County Council has set up a carers sub-group as part of its formal response to dealing with the pandemic. This group, which meets weekly online consists of carers, representatives from carers organisations in Hampshire and operational staff from the County Council's Adults' Health and Care department.

Domestic Abuse

35. In the first three weeks of lockdown nationally there were sixteen domestic abuse related murders of women and children. Statistics show that this a rise of 165%. Domestic abuse charities Women's Aid and Refuge have seen an increase of calls since lockdown began but more significantly both are reporting growth in online calls for help.
36. Support and advice continue to be available in Hampshire for people if they, or someone they know, is experiencing domestic violence or abuse or is struggling to control their behaviour. This is provided by Hampshire Domestic Abuse Service and other methods including facebook messenger.

Rough sleepers

37. Significant effort has been made in collaboration across Local Authorities to meet the Government requirement that all homeless people living in Hampshire should be offered accommodation and move off the streets. This has largely been successful although risks lie in arrangements as we move into the recovery phase.

Recovery

38. Adults' Health and Care are using a "start stop model" to capture what was stopped or started during Response, and the related proposed Recovery action, templates have been completed by all services areas / recovery workstreams which provide a baseline reference in the case of a future COVID-19 peak, and agility to 'switch back on' Response if necessary. Assistant Directors are responsible for the development and delivery of detailed Recovery plans for their service areas.
39. Each of these Start or Stop templates will have a related plan varying in complexity dependent on the task and any plans which have a potential financial, reputational, political or department-wide implication are escalated to the Adults' Health and Care Recovery Executive Group for decision, to the Departmental Management Team if necessary and then to Gold. The Adults' Health and Care Recovery Governance approach agreed links in with the corporate Gold / Silver / Bronze Response, and the Hampshire County Council Gold Recovery, as well as the Public Health and local/national Recovery planning.

40. One of the recovery workstreams is that of Community Recovery, the purpose of this recovery model is to:
 - Manage the risks and opportunities presented by work with the wider shielded community.
 - Collaborate and share innovative practice and shared opportunities with other Local Authorities within the Local Resilience Forum (LRF) hub.
 - Take advantage of funding and technological opportunities that are now available due to the COVID-19 Response.
 - Co-ordinate recovery of services for rough sleepers.
41. Working closely in collaboration with the Insights and Engagement Team led by Deborah Harkin, with strong links into District Councils. There are also close links into the Adults' Health and Care Demand Management & Prevention programme.
 - Membership of Partnership Delivery Group expanded, with focus on risks, opportunities and issues relating to Volunteering and the Voluntary Community Sector (VCS).
 - Also, in scope of the Community Recovery model will be a separate Mental Health and Wellbeing Recovery Board under the Mental Health and Wellbeing Recovery LRF cell led by Nick Broughton, Southern Health. Both of these groups are system collaborations.
 - The Mental Health and Wellbeing Recovery Board will be chaired by Simon Bryant / Public Health and is a collaboration across Hampshire County Council, Mental Health VCS and Southern Health.
42. All psycho-social support work will sit with the Mental Health and Wellbeing Recovery Board.
43. There is a workstream on workforce recovery, the 4 main strands within this model are:
 - Welfare and wellbeing support offer, including Bereavement support.
 - Welfare support for HCC leavers following their exit from our employment.
 - Interface with the AHC Working Differently Transformation to 2019 and 2021 programmes.
 - Direct Care workforce recruitment.
44. A diagnostic tool is in development to understand the main issues and concerns regarding staff welfare, and how this varies across the department. The Connect 5 offer is being carefully considered to support staff mental health, particularly in response to COVID-19. It is recognised that teambuilding will be significant in the context of Recovery and staff wellbeing.
45. In terms of recruitment and training of staff during this period, recovery planning underway to support virtual recruitment and Values Based conversations and the majority of training can be delivered virtually but our

planned offer is likely to be impacted by costs and an increase in alternative providers.

46. Learning lessons will be undertaken at various levels to examine good practice, areas of learning and the degree of compliance with national and local policy, guidance and directives:
 - Surveys and reviews of key teams and services
 - Reflective sessions – e.g. use of PPE
 - Targeted reviews – HCC Care and care homes
 - Participation in system wide reviews – e.g. hospital discharge arrangements
 - Review led by Hampshire Safeguarding Adults' Board on health and care sector impacts and learning.
 - Regional and national reviews and inquiries.

Conclusion

47. The response to the Covid-19 pandemic across all aspects of our services and communities has been significant. The impacts of the pandemic have been similarly significant and the consequences upon our communities and individuals profound. It will take some time for the full impacts of restrictions and the lockdown upon our communities to be known.
48. In line with Government's progress toward reducing the current restrictions, services and responses will be amended over the coming period, whilst a weather-eye is kept upon the risk of a second wave, in line with the Local Outbreak Management Plan.
49. Whilst there is still much further work to be undertaken as we slowly move from response to recovery and learning and analysis is undertaken it is hoped this overview provides Health and Adult Social Care Select Committee with a degree of assurance and confidence in the approach undertaken.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

Hampshire maintains strong and sustainable economic growth and prosperity:	No
People in Hampshire live safe, healthy and independent lives:	Yes
People in Hampshire enjoy a rich and diverse environment:	No
People in Hampshire enjoy being part of strong, inclusive communities:	Yes

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

Document

Location

None

EQUALITIES IMPACT ASSESSMENT:

1. Equality Duty

The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act with regard to the protected characteristics as set out in section 4 of the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation);
- Advance equality of opportunity between persons who share a relevant protected characteristic within section 149(7) of the Act (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic within section 149(7) of the Act (see above) and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- The need to remove or minimise disadvantages suffered by persons sharing a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

2. Equalities Impact Assessment:

- 2.1 This paper is an update report, so an Individual Equalities Impact Assessment have not been completed.