

BRIEFING NOTE

Adult and Health Services



Update on Adult Social Care Coronavirus continuity planning

This Briefing Note provides an update of our business continuity planning for adult social care services in view of the latest UK government advice concerning the Coronavirus pandemic

The senior management team within adult social care are cancelling all non-urgent meetings for managers and are moving as many meetings online as possible.

In our work with adults and carers there has been little change to our working practices to date, but we are planning for some potential significant changes over the coming weeks which includes the following:

Reprioritising our work

- We are looking at how we may need to reprioritise our work based on reduced staffing capacity.
- Frontline teams will be reviewing individual service users' circumstances and looking to determine low, medium and high risks in case we may need to reduce visiting arrangements to adults and carers.
- Safeguarding adults and complex casework (including hospital discharge) will remain our highest priorities.
- We are working with our colleagues in commissioning, Public Health and the voluntary and community sector to look to maintain a service for those adults who are at lower risk. We are closely monitoring national advice and I will keep you updated on any changes that affect this work.

Using online resources

- We are looking to move as many multi-agency meetings online and on to virtual platforms as we can where it is safe to do so.
- All our staff and managers now have access to Microsoft Teams which enables video calls and online meetings - including external participants - which we will be making

use of wherever we can. This is organised through invites sent to your email address with a link to follow when the meeting is about to start.

- All non-essential training has been suspended until further notice, but e-learning and other electronic development and learning opportunities remain accessible by staff using their laptops.

There will clearly be some meetings involving the immediate safeguarding of adults which will need to go ahead, and some may need to be face-to-face. We will continue to ensure that colleagues can dial in to these meetings where appropriate.

If there is a need to close a building then we will work to ensure that we get this information to colleagues as quickly and efficiently as possible to avoid wasted time but would ask that there is a recognition that the situation is changing quickly and sometimes with little notice.

Providers

- We are aware that some of our residential and nursing homes are already barring access to visitors in their establishments.
- Work is ongoing with commissioning colleagues to find ways of working differently with providers under the current circumstances and support families affected by this social distancing.
- Commissioning colleagues will also be in close contact with other care provider organisations to keep abreast of the changing situation and the potential impact on their capacity.

Sharing information

- We will work with partners to explore how within multi-agency arrangements around families we can share information about visits to service users and carers. This will help us to minimise the need for several agencies to all visit the same families in a short time period.
- For some cases, where we can be confident that a service user has been seen and spoken to by a professional within the multi-agency team, this will be an appropriate level of contact under these emergency response scenarios. This will enable us to rationalise our staffing resources to prioritise those most in need or most at risk.
- I would also ask that colleagues within multi agency teams proactively share information about individuals or families who they know are self-isolating so that we can keep our systems up to date and avoid unnecessary home visits and contact.

Self-isolating cases

There will be some very vulnerable and dependent adults who are self-isolating. We will manage this on a case by case basis as this arises to determine how we can keep service users safe as well as protecting our staff from unnecessary exposure to the virus,

As you will appreciate, this is a fast evolving situation and we will keep you updated of further developments as our plans develop.