

## **HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE**

**11 MARCH 2021**

### **HEALTHWATCH MEDWAY – CARING FOR SOMEONE DURING A PANDEMIC**

Report from/author: Michael Turner, Democratic Services Officer

#### Summary

The attached report from Healthwatch Medway looks at the experiences of nursing and residential care homes during the first stages of the Covid-19 pandemic.

#### 1. Budget and policy framework

1.1 Under the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 the Council may review and scrutinise any matter relating to the planning, provision and operation of the health service in Medway. In carrying out health scrutiny a local authority must invite interested parties to comment and take account of any relevant information available to it, and in particular, relevant information provided to it by a local Healthwatch. The Council has delegated responsibility for discharging this function to this Committee and to the Children and Young People Overview and Scrutiny Committee as set out in the Council's Constitution.

#### 2. Background

2.1 Wanting to understand how care providers, residents and families had coped during the first stages of the pandemic, in the summer of last year Healthwatch Medway spoke with 53 providers of care who collectively cared for and support 1,285 Medway residents.

2.2 In October 2020 Healthwatch Medway published a report - "Caring for Someone in a Pandemic" (Appendix 1). The report looks at the experiences of nursing and residential care homes during the first stages of the Covid 19 pandemic, including Domiciliary Home Care and personal assistants (PAs), who provide a support service to Medway residents of all ages across a range and spectrum of conditions, from learning disabilities or mental health problems to sensory impairment or physical disabilities.

2.3 The report contains 8 recommendations. These are set out below, together with a recent update provided by Healthwatch Medway:

Recommendations in Healthwatch Medway Report (Appendix 1)	Update
1. That systems developed to support nursing, residential care and domiciliary home care in purchasing PPE, information and support, testing and training are extended to Personal Assistants.	The feedback has been taken into account and Personal Assistants are able to access PPE through the Council's portal and they will have access to training.
2. That the findings of this report are discussed with SECAMB, to ensure that protocols and guidance around support of care homes are in place and informed by the learning from the first wave.	The South East Coast Ambulance Service (SECAMB) has met with the South East area Healthwatch team and are working with Hospital Trusts to ensure Care Home residents remain where they are unless it is absolutely necessary they are transferred to hospital. Upon discharge, residents are tested and will require a negative result to return to their place of residence.
3. That the findings of this report are discussed with Medway NHS Foundation Trust, to ensure that protocols and guidance around support of care homes are in place and informed by the learning from the first wave.	Medway Foundation Trust are testing patients prior to discharge to ensure Care Homes have the results.
4. To review the training needs of staff within residential care homes to assess the need and appetite for training around ulcer / wound care, to reduce the need for community nursing footfall within a care home in the event of a second wave.	Training has been offered to all Care staff and this can be provided by Medway Community Healthcare.
5. For Medway Council to continue to support PPE procurement for providers in all care groups.	Healthwatch Medway met with the Council's Adult Social Care Team to discuss this recommendation and can confirm that PPE is now available through the Council Portal to all those requiring it.
6. For Medway Council and NHS services to recognise and celebrate the work and commitment to clients and residents by staff within care	This Committee publicly thanked all those working in the Care Sector at its November 2020 meeting.

homes, domiciliary home care and PAs, and to consider these providers in future response planning.	
7. Create suitable ID cards for Personal Assistants to support them during any second wave of Covid-19.	A discussion has taken place with Adult Social Care to discuss ID cards for Personal Assistants.
8. The whole system to learn from the first wave and address the weaknesses in advance of any future waves.	Since the first wave, Care Homes and those working in the sector have noticed that there has been an improvement and feel well supported.

### 3. Risk management

3.1 There are no risks for the Council directly arising from this report.

### 4. Financial implications

4.1 There are no financial implications for the Council directly arising from this report.

### 5. Legal implications

5.1 There are no legal implications for the Council directly arising from this report.

### 6. Recommendation

6.1 Members are asked to note the report.

### Lead officer contact

Michael Turner, Democratic Services Officer, 01634 332817  
 michael.turner@medway.gov.uk

### Appendices

Appendix 1 – Healthwatch Medway report - Caring for Someone in a Pandemic

### Background papers

None