



# Covid-19 Pandemic Adult social care response

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# Adult social care emergency cell

Emergency response focussed on:

- Vulnerable People
- Direct care and support
- Olympic Lodge
- Discharge Process
- Care Providers
- Workforce
- Volunteers

# Vulnerable people

- Recognising the need during lockdown to support the most vulnerable clients without other support networks
- Co-ordination with 'shielded' list from NHS
- Co-ordination with Council support hubs and volunteers
- Redeployed staff and volunteers supporting social work teams with regular phone calls
- Initially 1,200 clients and over 10,000 calls made

# Direct Care and Support Services

- Service shut down in March
- Clients supported through calls, alternative support (e.g. online activities) and visits depending on need
- Staff redeployed to Olympic Lodge and calls to vulnerable people

# Olympic Lodge

- Contingency facility to support hospital discharge with 240 beds
- Issues addressed:
  - Staffing and volunteers
  - Procedures and guidance for new site
  - CQC registration
  - Training & health and safety
  - Equipment and PPE
- Covid-19 peak pressures not as predicted

# Discharge Process

- Development of 2-hour discharge process with health colleagues
- County wide discharge process in place
- Purchase of 'discharge to assess' and 'move on' beds from private providers (residential, nursing and home care) to end of June 2020

# Care Providers

- Comprehensive webpages produced for care providers
- Provider webinars with experts from health and social care sector
- Regular emails, phone calls and a dedicated mailbox for two-way provider communications
- Work across adult social care to investigate and support providers to address safeguarding concerns
- Care provider risk assessment model developed and refreshed weekly
- Additional support available to providers through our 'enhanced care offer'
- Co-ordination of PPE, testing and infection control training
- Development at pace of Care Support Plan for government

# Workforce

- Developed staff skills matrix to aid redeployment
- Regular communications and use of MS Teams
- Staff redeployed to support Olympic Lodge and calls to vulnerable people
- Promotion of wellbeing support during and after lockdown

# Volunteers

- Adult social care volunteering brokerage process, linked to corporate cell
- Volunteers deployed to support calls to vulnerable people and to Olympic Lodge

# Recovery

- Service beginning recovery planning
- Planning includes preparation for surge in demand and Covid phase two
- Potential opportunities for transformation, including:
  - Discharge process
  - Integrated reablement service
  - Support to providers
  - Service delivery
  - Staff ways of working