Covid-19 and the Social Care Market

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March 21

Main areas of the social care market

- ❖Care Homes
- ❖Home Care
- ❖Supported Living
- ❖Extra Care
- ❖Day Services

Key Successes

- ❑Care delivery has continued
- ❑Staff retention and resilience
- ❑Proactive, preventative and responsive approach to Covid
- ❑Provider response to supporting their staff to access the vaccination programme
- ❑Provider innovation, adaptability and peer support
- ❑Working relationships with the Council
- ❑Use of technology to keep service users and staff safe and to communicate with family members and loved ones

Successes - Continued

- ❑Information sharing on a local and regional level
- ❑Development of a wider Infection, Prevention and Control offer that is available to any community provider
- ❑Rebranding and additional Covid focus of the Care Home Group that is inclusive of care home providers
- ❑Interactional and cross market provider forums to share information and learning
- ❑Care home response to supporting the hospital discharge process
- ❑Wider system recognition of the crucial role the social care market has played throughout the pandemic

Current Position

- Occupancy in care homes remains over 85%
- New visiting options in care homes can start 8th March
- Continuation and maintenance of current practice in relation to Infection, Prevention and Control
- Some continued financial support from governments grants
- Testing options available to the majority of social care settings
- PPE supplies are good; the Council continues to provide support in this area as and when needed
- Next phase of the national recruitment campaign, ‘Care for Others. Make a Difference’ launched in February

Going Forward

- Planning for widening of service offer in some areas as restrictions start to be lifted
- Risk assessments to be reviewed and used to inform any changes made to operational delivery
- Business continuity arrangements to be refreshed
- Some areas of innovation to continue; some operational models to revert back to pre-covid
- Technology to remain a key area of growth in the market
- Market Position Statement to be updated to reflect changes in demand post-covid
- Lessons learnt work to be taken forward by the Commissioning Team and the social care market

Safeguarding Update

CONCERNS

- The number of concerns where a safeguarding issue has been indicated was 2227 of which 2179 progressed to a Safeguarding episode. This is lower in comparison to this time last year, 2457 concerns of which 2369 progressed.
- During 2019-20, Sunderland reported 3,191 safeguarding concerns received (equating to 1,432 per 100,000 population), an increase from the 2,655 concerns in 2018/19 but is still below the 2019/20 regional average of 1,779 per 100,000 population.
- Secondary Health referred in the highest proportion of concerns (24.1%, compared to 18.4% in 2019/20) then Care Homes (23.6%, compared to 25.3% in 2019/20).
- The largest categories of alleged abuse reported remains physical abuse (25.1%) followed by neglect (23.9%). Nationally and regionally the trend is the same in terms of the top 2 highest alleged abuse categories with physical (20.5% England 25.5% Regional) followed by physical abuse (31.8% England 25.5% Regional).

Safeguarding

Completed Cases

- The locations with the highest percentages of alleged abuse were own home 47.3% and care homes 33.8%.
- Family member/neighbour/friend was the highest category for alleged perpetrators increasing from 23.4% in 2019/20 to 29.3%, followed by Social Care Staff (LA & Independent).
- In 90.7% of completed cases in 2020/21, where a risk was identified it was reduced or removed against the target of 95%, a continued improvement against the rate of 89.5% at the end of quarter 2 and 86.6% in 2019/20. This compares well to 2019/20 Regional rates of 80.6% and England at 75.5%.

Safeguarding

COVID

- Sunderland continue to submit monthly data to NHSE on number of Safeguarding concerns received and the number progressing to S42 enquiry by referring organisation as part of data requirements during Covid. A further submission for the period January – December 2020 has also been submitted to contribute to the next stage of the Insight report.