

Appendix A

Additional Support provided to care homes in Brent:

- **PPE:** Purchase and distribution of PPE by Brent Council started on 27 March, with Brent being the first borough to distribute PPE directly to all providers. To date, £1.6m of PPE has been purchased by Brent local authority and distributed to care providers on a weekly basis. 100% of respondents to the care home survey reported that they felt they had sufficient PPE as a consequence. We are forecasting that we will be spending £6m per year on PPE going forward. None of these costs have been passed onto any care providers in Brent. However, clarity of funding for PPE is required given that we anticipate that all care providers will require an ongoing supply until an effective vaccine has been developed and deployed.
- **New Accommodation:** The facility at Peel Road was set up within a week and was open to accept patients from 9 April. This included fitting the building with hospital beds and other required equipment, as well as sourcing, training and commissioning a care provider to provide care over a 24/7 contract. The cost to the council to set up and furnish the facility as well as ongoing care costs was £86K.
- **Staffing:** A dedicated team within the local authority was established that operated seven days a week, and out of hours, coordinating agency staffing and deployment of council employed carers. This ensured that wherever possible, staff were allocated consistently to a single place of care, minimising the risk of cross infection and improving the consistency of care. The team began working with providers on 4 April and have placed 41 staff in 8 homes covering 1476 hours of care as to date in June.
- **Daily monitoring of pressures or support needs** - Daily calls through Provider Relationship Officers are recorded on a daily record and escalated to senior leaders within both the council and Clinical Commissioning Group (CCG), with appropriate actions put in place as required. Each care home has also been given a dedicated officer to be their single point of contact allowing for the building of a two way relationship and communication, not limited to data and information reporting requirements for homes. A consistent and named officer to support all homes was already established in Brent, allowing us to move immediately to a system of daily contact and communication. This therefore has been in place since 16 March. Support provided has ranged from advice and guidance, to resolving very practical issues at the beginning of the crisis with officers going out to purchase groceries and personal hygiene supplies for homes and residents, and sourcing hard to get items such as thermometers so that homes had sufficient basic equipment to manage infection.
- **Support and guidance** - Weekly care home forums have had regular attendance of approximately 40 people each week. Additional training and support includes bereavement and mental health support, infection control, medications management and a range of other national offers. Further, the local authority has funded, commissioned and is managing a Positive Behaviour Support worker to support providers to manage individuals with mental health issues, dementia or other conditions that mean that they are struggling to comply with social distancing requirements or infection control measures in both care homes and in Extra Care and psychologists from CNWL are providing bereavement and loss support to care home staff and residents.
- **Infection control and training** - This has included daily virtual training, access to public health advice on weekly calls and visits to homes from a clinical NW London support team. Public Health colleagues in Brent have developed and are delivering weekly web based training in infection control and have undertaken visits to specific homes where there are concerns, to train staff in person. 95% of care homes report

through the care home survey that they have accessed training delivered by Brent in infection control and proper use of PPE. They have also provided risk assessments for care home staff to support and encourage staff to return to work where they have been concerned about the risk of infection, and they have provided on going advice to care homes around infection control.

- **Clinical support** –Further support was also provided through a NW London clinical nursing support team to advise on infection control, shielding residents and good practice and nursing requirements. This is in addition to the existing support provided by GPs and the NHS 111*6 services. Coverage of the NHS 111*6 service and nominated clinical leads have also been extended to Extra Care providers.
- **Testing** - The ambition is to move towards regular testing to ensure more effective prevention of further outbreaks. Many homes in Brent have been supported by the NWL Care Home Support Team, working with the local authority PROs, to co-ordinate and undertake testing and at the same time train and support care home staff to be able to administer the tests themselves in the future accurately. Survey responses show this has been both effective and valued. The ability for local commissioners to share local knowledge, prioritise homes to test and to work with local health partners to deliver a responsive service has worked well. In contrast, survey responses highlight ongoing issues accessing testing kits via the portal or other centralised routes.
- **Cost pressures** – To support these pressures, all providers have been paid in advance up to June 2020 and the offer has been made to providers for the council to fund loans to support cash flow if required.
- **Infection Control Grant** –Care homes received payments per bed to support infection control. Just under £1.2m has been distributed to care homes since Mid-May.