

National Care Forum

PULSE Survey Results November 2020

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Background

- * The first of a regular monthly survey of NCF members
- * Covers the period of 1st October – 31st October
- * Members were invited to complete an online SNAP survey
- * Provides an in depth analysis of how care and support providers are operating in a COVID-19 world
- * In depth sample covering 1240 services, 28,810 residents & 35,124 staff



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 <i>information by design</i>		
NCF Pulse Survey	Job ID	2020/P1204
Questionnaire:	Respondent ID	
Draft: 10 (Final)	Sample:	All NCF members
Dated: 5 November 2020		

The survey is being conducted by the National Care Forum amongst its members. They are being supported by Information by Design, who are members of the Market Research Society and abide by their code of conduct. We comply with the Data Protection Act and GDPR.

Many thanks to you all for taking the time to supply this data. We plan to run this survey on a monthly basis for the next few months in order to gather essential information for our influencing work on behalf of members

The first questions ask you to tell us a little bit about your organisation. This is just to ensure that we have a representative sample, and will only be used for the purposes of this research. **The results will be used to help to inform our influencing and campaigning work, and individual organisations will not be identified.** NCF members will be given a summary of the results and can use these to support their own work.

Please try to answer all questions, but if there are any figures you don't know and are unable to find out, please enter 'dk' in the box.

Hearing directly from our NCF members today

- **Jane Ashcroft, Chief Executive Officer, Anchor Hanover:** COVID-19 Testing in care services; Access and supply of Personal Protective Equipment
- **Zoe McCallum, Chief Operating Officer, Brendoncare Foundation:** Visiting in care homes and pilot testing of visitors
- **Phil Orton, Executive Director of Human Resources, Making Space:** Restricting movement of the care workforce and funding

Key messages

Whole home testing

- High levels of compliance, failure incidence reducing
- BUT test result delays continue AND need wider roll out

Care Home Visiting

- Working hard to facilitate this, spending approx. £4000/ care home to do so
- Visitor testing is urgently needed – hear about the pilot today

PPE Portal

- High levels of usage BUT volumes provided are too low

Workforce

- Vacancy and absence rates remain an issue – proposed regulation on staff movement is impossible to implement

Financial Health

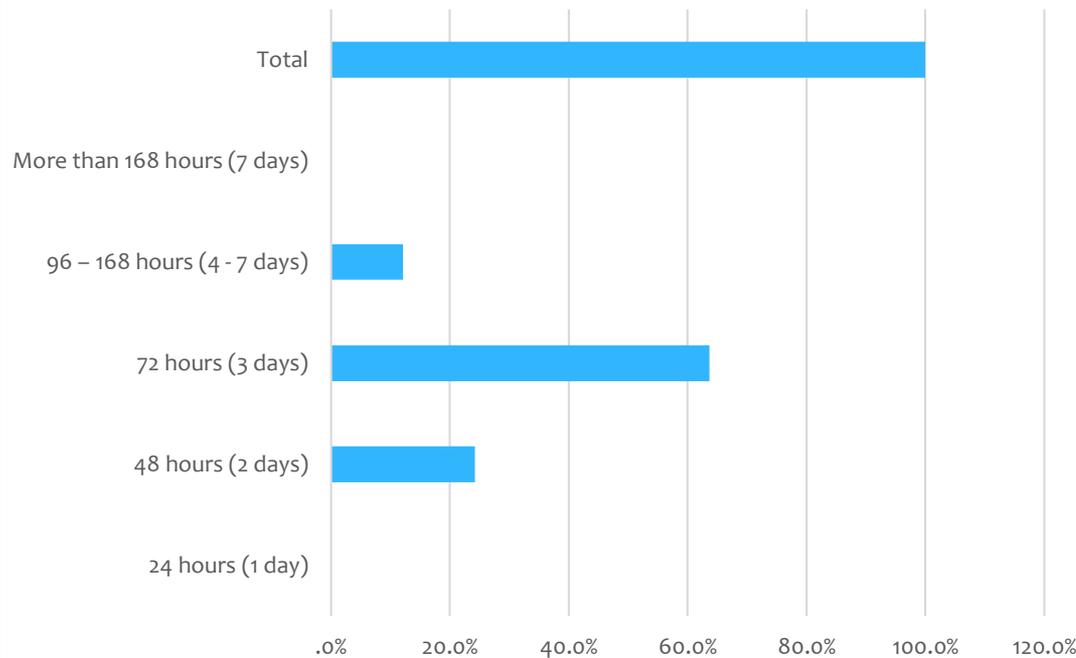
- Occupancy is down, revenue is down and costs are up

Whole home testing -

- * 99% of care homes are doing weekly staff testing and monthly resident testing
- * Testing failure is low
 - * only 2% of tests are being returned for retest
 - * And only 1.3% are not being returned
- * Testing results are still being delayed – see next slide
- * Testing beyond care homes is woeful – see slide 6

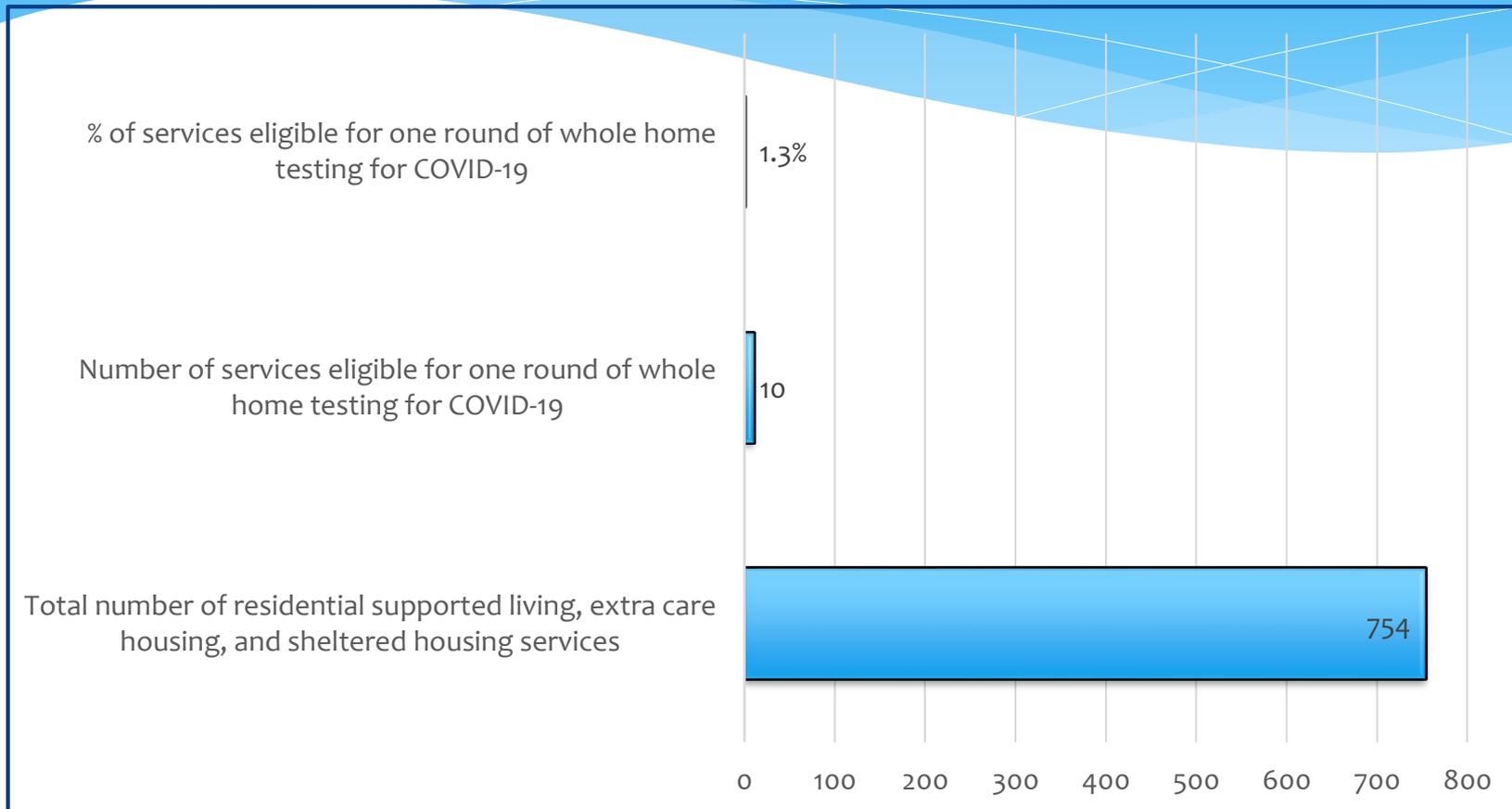
Test result delays remain – only 24% come back within 48 hours

% of organisations eligible for whole home testing



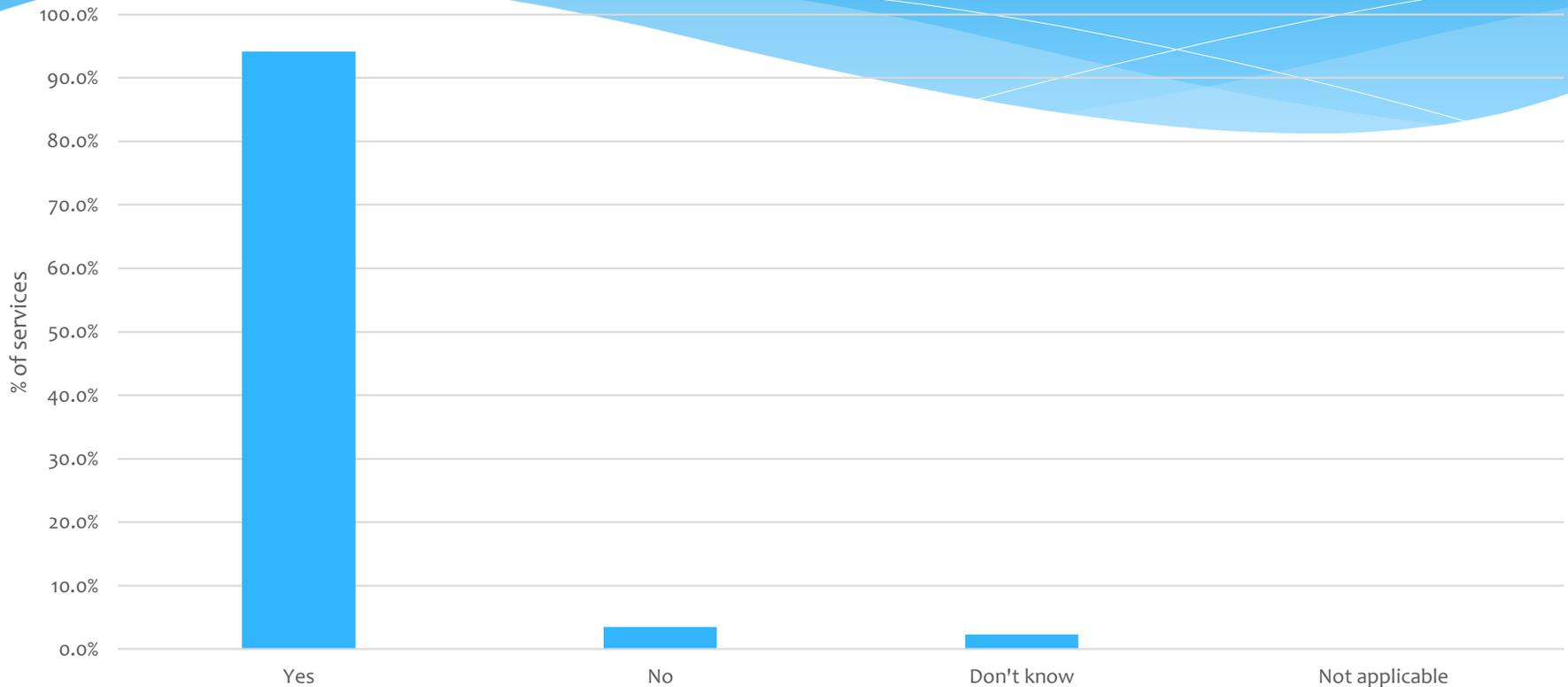
Length of time	% of organisations eligible for whole home testing
24 hours (1 day)	.0%
48 hours (2 days)	24.2%
72 hours (3 days)	63.6%
96 - 168 hours (4 - 7 days)	12.1%
More than 168 hours (7 days)	.0%
Total	100.0%

Only 1.3% of supported living and extra care services are involved in testing



Care home visiting

Residential - care homes (with or without nursing) facilitating visits

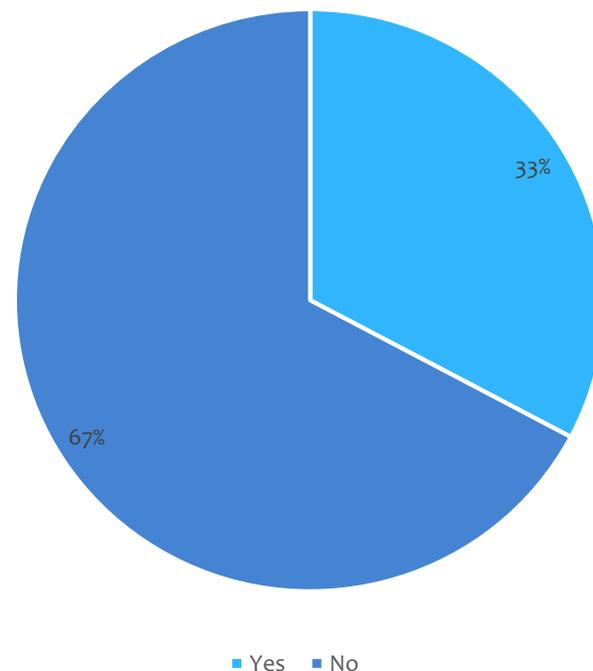


On average, our respondents spent around £4000 per care home in 1 month to make visits possible.

PPE

- * 100% of NCF respondents who are eligible to register on the PPE Portal have registered
- * Nearly 100% have ordered PPE via the Portal
- * Only 33% of service that have ordered via the PPE portal had been allocated sufficient PPE to meet their COVID-19 responsibilities in the last month.

Have the allocations been sufficient to meet your COVID-19 responsibilities?



Workforce

In the month of October:

- Staff vacancy rates were 10%
- Staff absence rates were 7%
- 9% of our NCF respondents' staff currently work in other care or health care settings
- Organisations spent on average £77 per staff member in a month on stopping staff movement in care homes

The proposals to regulate staff movement will be impossible to implement.



Department
of Health &
Social Care

Open consultation

Proposal to regulate to stop movement of staff between care settings

Published 13 November 2020

Contents

Summary

[Background to the policy](#)

[The policy intention](#)

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Summary

Stopping staff movement between different care settings and between health and care settings is critical to minimise the risk of infection of COVID-19. In our [adult social care winter plan](#) we committed to new regulations to enforce limitations on staff movement between care homes, and between care homes and other health and care settings, focused on care home providers.

The policy objectives of this consultation are to consult the adult social care sector on the proposal to stop staff movement.

Financial health and occupancy

- * 95% of respondents reported that COVID-19 would have a direct impact on their financial situation next year
- * 80% forecast a decline in revenue
- * Almost 95% forecasting an increase in costs
- * Care home providers had seen a decrease in occupancy to an average of 84% from an industry average of 89% - 90% in 2019
- * Infection Control Fund (ICF) does not cover existing requirements – never mind additional calls



Keep in touch!

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