

National Care Forum

PULSE Survey Results December 2020

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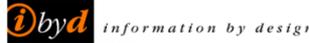
 @vicrayner

16th December 2020

Background

- The second of a regular monthly survey of NCF members
- Covers the period of 1st November – 30th November
- 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 1456 services, 50,994 residents/ people using services & 47,035 staff



		FOR OFFICE USE ONLY	
NCF Pulse Survey	Job ID	2020/P1204	
Questionnaire Round 2 (December 2020):	Respondent ID		
Draft: 5	Sample:	All NCF members	
Dated: 30 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.

Hearing directly from our NCF members today

- **Oona Goldsworthy, Chief Executive, Brunelcare:** An update on vaccines and lateral flow devices in care homes
- **Mark Wilson – Director of Engagement, Friends of the Elderly:** Community based services latest findings
- **Sue Porto, Chief Executive, & Alice Franklin Draisey, Registered Manager, Brandon Trust:** key challenges facing the care workforce, including a Registered Manager's perspective

Key messages

Testing

- Expansion of regular testing of staff and residents is simply NOT achievable without extra resources
- PCR seems to be working – result turnaround times seem a bit better

Care Home Visiting

- DHSC MUST resolve the ongoing dispute with LAs about the value of lateral flow tests
- A danger that the focus on enabling visiting will be lost amongst the dispute
- Need extra resource now to enable visitor testing

PPE Portal

- High levels of usage BUT still not meeting need

Workforce

- Supporting wellbeing, concerns about the COVID workload burden

Financial Health

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

Community based services

- Hidden impact – fewer services running, less support for people
- Innovation & adaption BUT huge funding risk

Testing

Regular routine PCR testing in care homes seems to be working:

- the return time for whole home testing results seem to be improving slightly
 - In October, only 24% of results were returned within 48hrs
 - In November, this had increased to 57% returned within 48 hrs

Expansion of testing to twice weekly for staff and weekly for residents is not feasible without extra resources:

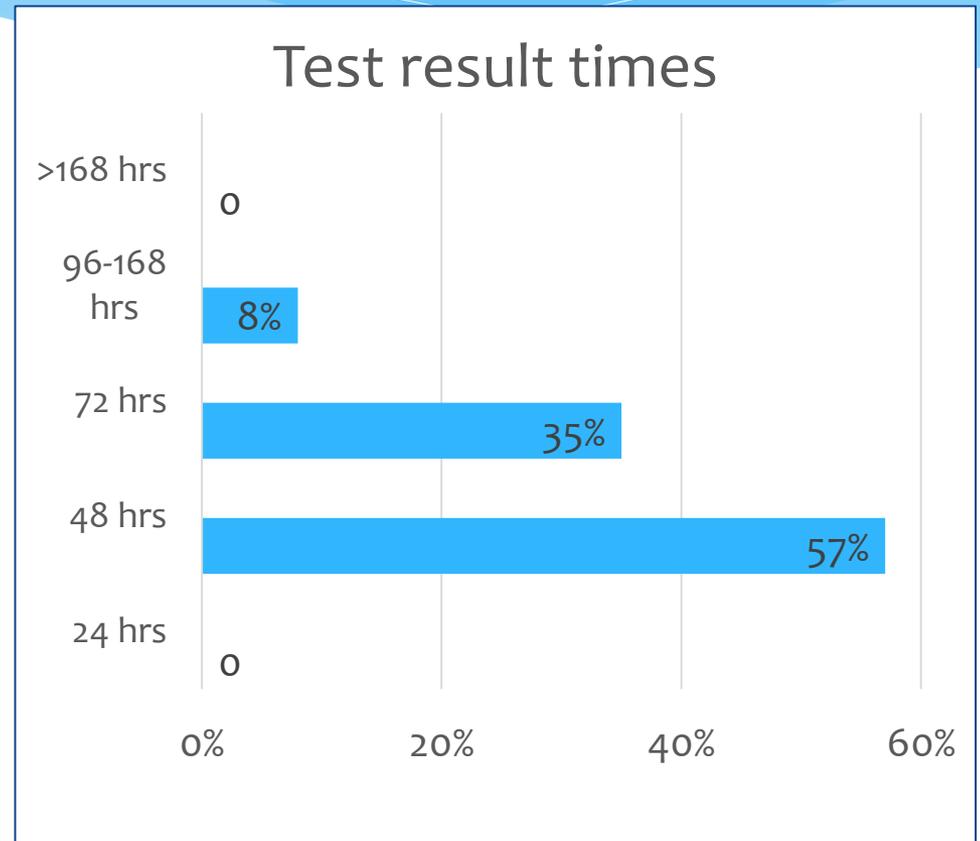
- **only 25% of services** agree that it achievable
- **58% disagree/ really disagree** that it is achievable
- Quotes:
 - *'It will be very hard to do unless I employ a staff member purely to do the testing'*
 - *'Now the goalposts are moving again with **no thought it seems as to how we will manage'***
 - *'The infection control fund will not cover the additional staff required for testing (if possible to recruit) as well as paying staff full wages due to isolation'*

Increased Testing – the need for more resources

- **We asked: To what extent do you agree or disagree with the following statement ‘The increase in testing, to twice weekly for staff and weekly for residents/people/service users, will be achievable in our care homes’?**
- **Whether respondent agreed or disagreed, the themes in the comments were the same**
 - All members who agreed it was achievable said it would be **conditional on accessing additional resource.**
 - Many state **current demand is too much**, testing more often is impossible without significantly more resource.
 - It will impact on time for caring and managing services.
 - Will need to employ more staff to be able to deliver testing.

Test result times seem to be improving

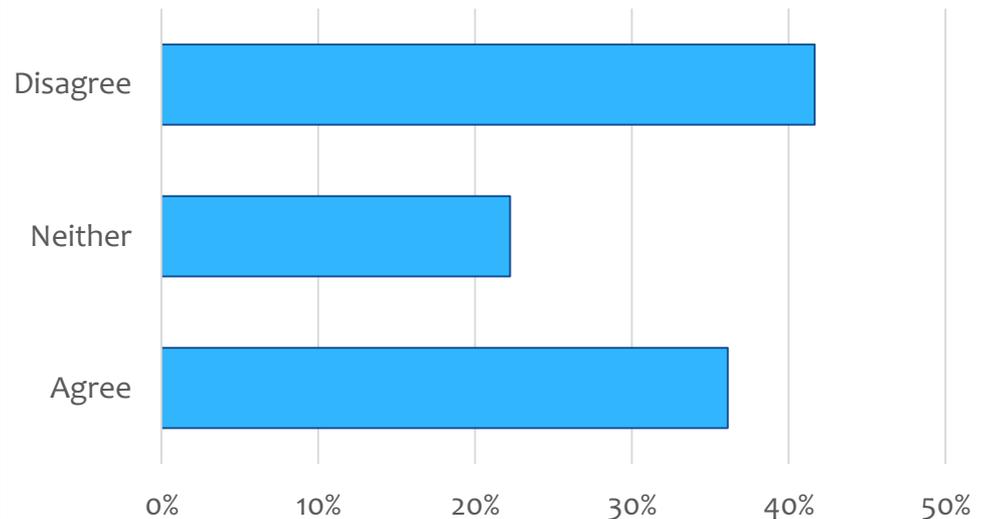
Length of time	% of organisations eligible for whole home testing
24 hours (1 day)	0%
48 hours (2 days)	57% (up from 24%)
72 hours (3 days)	35% (down from 64%)
96-168 hours (4-7 days)	8% (down from 12%)
> 168 hours (>7 days)	0%
Total	100%



Care home visiting

- DHSC MUST resolve the ongoing dispute with LAs about the value of lateral flow tests (LFTs)
- LFTs are one helpful element in supporting visiting
- Must be seen as part of the armoury of IPC measures
- Must be resourced properly
- A significant extra demand for care homes:
'We will have to employ a visit co-ordinator to manage the visits and the testing'

'Providing twice weekly testing to enable all care home residents to have regular visits from up to two visitors will be achievable in our care homes'



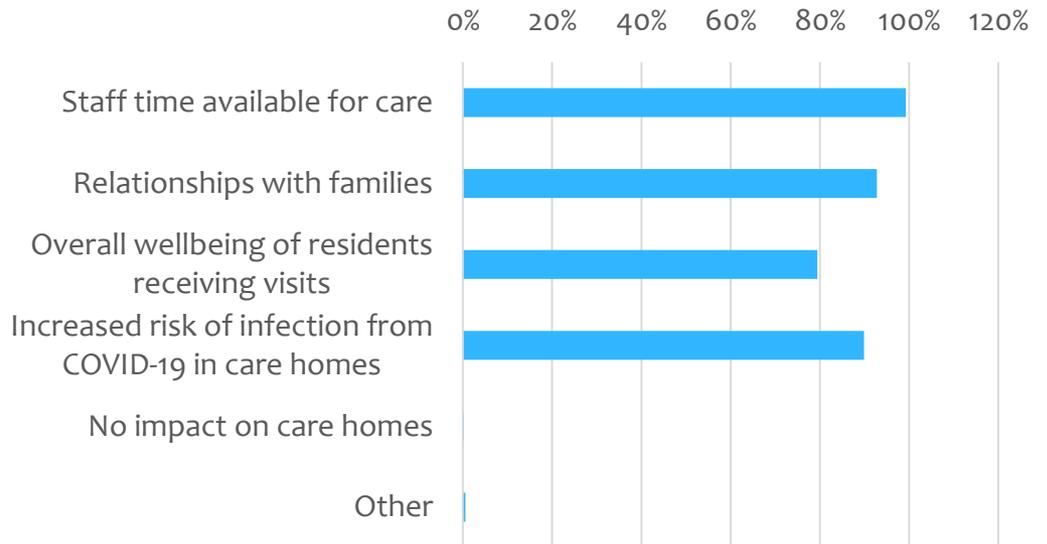
Note: even those who agree it is achievable did so conditionally, commenting that significant additional resource would be needed

Impact of visitor testing

- A nuanced picture here
- Clear benefits to wellbeing
- BUT a significant impact on time for care
- More resource will be needed

‘Residents well-being will hugely benefit and increase as will their friends and relatives. However, we are not sure how we will implement this successfully. Additional staffing will definitely be required.’

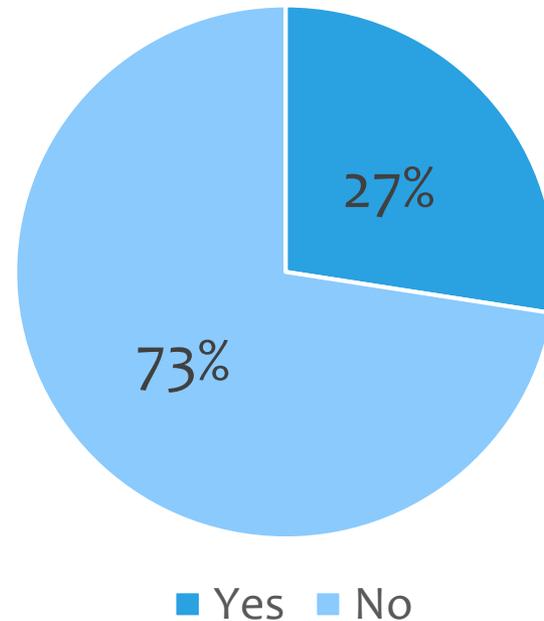
Which of the following, if any, do you anticipate visitor testing will on impact on?



PPE rationing?

- 100% of NCF respondents who are eligible to register on the PPE Portal have registered
- Nearly 100% have ordered PPE via the Portal
- Only **27% of services** that have ordered via the PPE portal had been allocated sufficient PPE to meet their COVID-19 responsibilities in the last month. This is down from 33% in October.

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



Workforce – wellbeing and COVID burden

The COVID burden:

- weekly ordering of PPE
- weekly management of testing (a full weekly cycle)
- completing data returns - the daily Capacity Tracker and other daily requests for data from LAs
- all the work to ensure excellent IPC
- administering the use of the Infection Control Fund
- enabling visiting (a specific job in itself)
- a greater level of clinical responsibilities
- ongoing challenge of ensuring sufficient staffing rotas to comply with staff movement restrictions
- Co-ordinating vaccinations – flu & COVID
- and many more

Wellbeing approaches

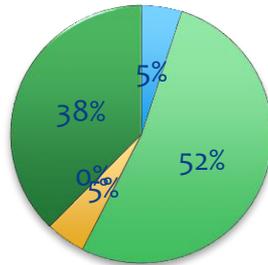
- Counselling / helplines / Employee Assistance
- Learning and resources on wellbeing made available to staff
- Mental health schemes (typically Mental Health First Aiders)
- ‘Basic’ good management practices – regular meetings, enhanced 1-1 support, reaching out to remote workers, as supportive of mental well-being
- Leadership expressions of support through policy and other comms
- Additional financial support

Financial health and occupancy

- 95% of respondents reported that COVID-19 would have a direct impact on their financial situation next year
 - 75% forecast a decline in revenue
 - 83% forecasting an increase in costs
- Care home providers' occupancy is down from October:
 - An average of 84% in October
 - An average of 82% in November
 - Compares to an industry average of 89% - 90% in 2019
- Infection Control Fund (ICF) is not sufficient for existing requirements of supporting staff and enabling visiting – it will not cover additional testing work

Community based services

% of Community based services that were able to continue to run



- None of them
- About a quarter
- About a half
- About three-quarters
- All or almost all of them

	% of Community Services able to continue to run
None of them	5%
About a quarter	53%
About a half	5%
About three quarters	0
All or almost all	38%
Total	100%

- ✓ Only 38% of community based services were able to run fully as normal
- ✓ 62% were unable to operate or operating a much smaller proportion of their usual services

The impact of reduced Community based services

Effect on overall provision of service:

- ✓ 82% of services were supporting fewer people face-to-face
- ✓ 91% were supporting fewer people overall

IMPACT on people:

- ✓ increased loneliness and isolation
- ✓ increased pressure on families
- ✓ reduced respite for carers
- ✓ missing out on relationships, friendships and activities

Innovation and response:

- ✓ 73% of services were now offering an alternative digital service
- ✓ 90% of services had made other changes to keep providing support

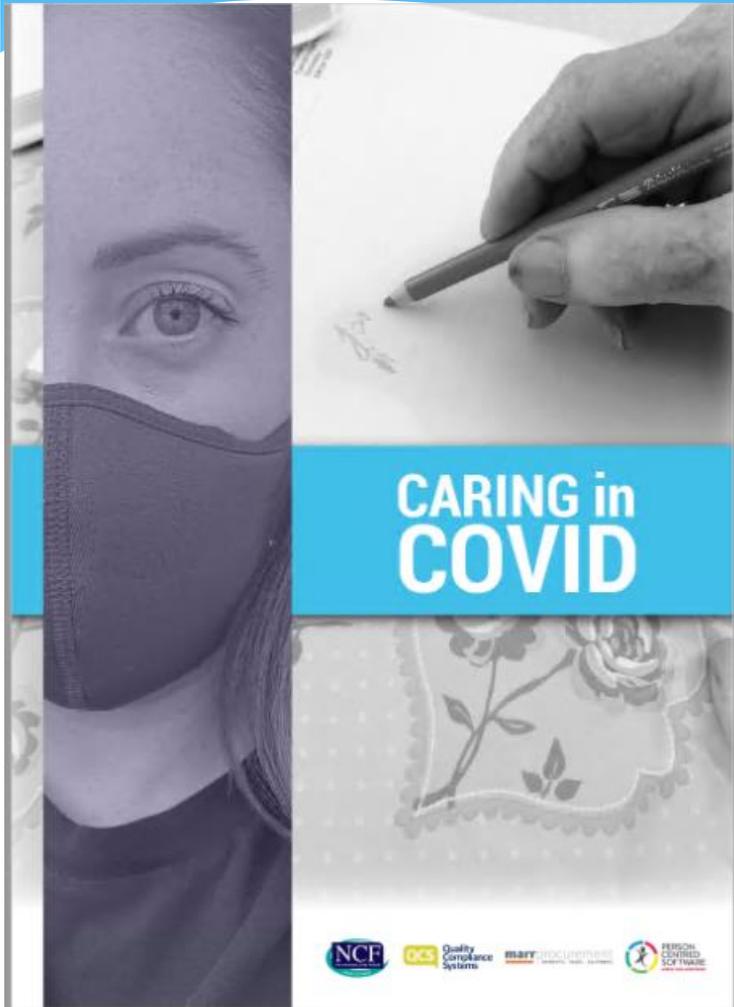
IMPACT on funding:

- ✓ 48% of services have seen a reduction funding from LAs
- ✓ income from people who pay for their own day/ community services is down by 48%

Community services – the voice of the frontline

- *We have seen a profound increase in social isolation and feelings of loneliness, particularly amongst the cohort of service users living with dementia. Another significant impact noted has been the increase in nervousness amongst service users and their families to engage in community-based activity (which includes some of the daily acts of living activities – e.g. going to the shops or collecting prescriptions).*
- *Family carers/ service users have taken a huge hit over the summer over the level of support and respite they have had we closed our services during lockdown 2.0 for 4 weeks and have reopened this week to limited numbers, prioritising people living with family carers....people are missing out on relationships, friendship and activity. most of the people we support relied on day services to get out and about and be physically active to some degree.*

Caring in COVID – ebook



- ✓ Celebrating the contribution of care workers during the COVID-19 pandemic
- ✓ Creating a legacy to record and highlight their incredible response
- ✓ Bringing together their Caring Heroes stories in this e-book.

Launching Thursday 17 December

Many thanks to our sponsors:

- ✓ Quality Compliance Systems
- ✓ Marr Procurement
- ✓ Person Centred Software



Keep in touch!

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