

West Glamorgan Region Care Home Action Plan 04.12.2020



Partneriaeth
Ranbarthol
Gorllewin
Morgannwg

West
Glamorgan
Regional
Partnership

Name	Start	Finish	Owner	% Complete	Notes
Infection and Prevention Control (I&PC)	01 September 2020	31 March 2021	Externally Commissioned Care Group (ECCG)	58%	
I&PC: Regional PPE Guidance and TTP guidance for care homes written and distributed	01 September 2020	01 September 2020	ECCG	100%	
I&PC: Standard operating procedures in place that give direction on how and when to rapidly isolate people	01 September 2020	01 September 2020	ECCG	100%	
I&PC: Any care home impacted by any outbreak and incidents are contacted by EHO's as directed by PHW. The home is then contacted at least 3 times per week until the incident is over.	01 September 2020	31 March 2021	ECCG	100%	
I&PC: Council provide PPE to care homes	01 September 2020	01 September 2020	ECCG	100%	
I&PC: All care homes contacted initially to ensure all homes had adequate IP&C plans, and risk assessed to ensure compliance.	01 September 2020	01 September 2020	ECCG	100%	
I&PC: All care homes are contacted regularly to discuss what IP&C measures are in place, in order to provide clarity and structure to providers, with particular focus on cleaning.	01 September 2020	01 September 2020	ECCG	100%	

An initial pro-forma was completed and is continually updated by EHO's					
I&PC: Homes are now split into Cat 1 and Cat 2. Cat 1 are no longer contacted proactively, unless directed otherwise. EHO to continue to support Category 2 homes where there have been some concerns around them in relation to IP&C.	15 October 2020	31 March 2021	ECCG	50%	
Confirm number of cat 2 homes every week with EHO to include in Care Homes data sets and review in the Ext CC Group	15 October 2020	31 March 2021	ECCG	50%	
I&PC: Community Silver requested assurance on the support for I&PC provided by EHOs. This was provided on 22.9.20 which provided the assurance. This included support from LAs	01 September 2020	01 September 2020	ECCG	100%	
I&PC: Care homes have been provided with information to give to visitors before they go to the care home	01 September 2020	01 September 2020	ECCG	100%	
I&PC: Provide the PHW guidance for visitors to care homes via the Care Homes Website	16 October 2020	20 November 2020	ECCG	100%	Included on the website
I&PC: Populate clinical contingency template with care home providers (Available from WG Oct 2020 - Inc in WG plan) - Not received template from WG	19 October 2020	30 November 2020	Rebecca Davies; Jo Prior	0%	Not received template from WG
I&PC: Video links for donning and doffing shared with care homes	09 October 2020	11 October 2020	ECCG	100%	
I&PC: Consider re-issuing the video links for donning and doffing PPE to care homes, with a statement, given cases are increasing, asking them to familiarise yourself with the procedure	16 October 2020	22 October 2020	ECCG	100%	Reference in Ext CC group. Mel to draft statement from guidance from the group

I&PC: Produced regional statement in relation to Care Home Visits which was agreed by all partners and was circulated to providers on 25th September	25 September 2020	25 September 2020	ECCG	100%	
I&PC: Update regional statement in relation to care home visits to reference NPT lockdown and circulate to NPT providers	25 September 2020	30 September 2020	ECCG	100%	
I&PC: Develop regional risk assessment for visits to Care Homes by family/friends of care home residents (action from Silver)	01 October 2020	13 October 2020	ECCG	100%	Silver reviewed draft and endorsed the document on 13th October
I&PC: Once developed review regional risk assessment for visits to care homes on a weekly basis in Ext CC Group meeting. If position changes, issue statement to care home and include on website	15 October 2020	31 March 2021	ECCG	50%	On the agenda as a standing item
I&PC: Developed regional website for central location to provide regular guidance updates to care homes	25 September 2020	25 September 2020	ECCG	100%	
I&PC: Monitor hits on CH websites to assess amount of usage and report on a fortnightly basis	01 September 2020	31 March 2021	ECCG	75%	
I&PC: NPT CBC as part of proactive engagement, given the rising case, they have made calls to their Cat 1 homes to remind them of current COVID guidance in Care homes.	01 September 2020	01 September 2020	Rebecca Davies	100%	
I&PC: Agreed regular updates from CYP care homes up to Silver meeting on a monthly basis	05 November 2020	31 March 2021	Chris Francis; Vic Smith	30%	Deadline dates for monthly reports are: 21 st December 18 th January 15 th February 15 th March

I&PC: CYP commissioners contacted children in care homes out of county to check position and no issues	26 October 2020	06 November 2020	Chris Francis; Vic Smith	100%	VS and CF confirmed this had been done and no issues reported...
I&PC: EHO officers in Swansea and NPT to ring all category 1 care homes to re-visit the guidance and ensure they are up to date with IP&C procedures and see if there are any issues with I&PC and whether they need any support and escalate issues to ECC	10 November 2020	11 December 2020	Rebecca Davies; Jo Prior	50%	EHO officers confirmed they are contacting all cat 1 homes (10.11.20)
I&PC: Develop regional incidence management process which involves multi-disciplinary approach building on the current local processes. Provide this assurance to Community Silver	10 November 2020	10 December 2020	Peter Field; Chele Howard; Karen Gronert	70%	2 meetings taken place to date, Chaired by PHW (JD). Draft escalation support process diagram produced which has provided good clarity on the position and plans underway to streamline process further and on agenda for Silver on 3.12.20. Regular meetings s
I&PC: Once processes for IMT streamlined further, lessons learned via weekly local IMTs to be fed through to Ext CC Group	10 November 2020	17 December 2020	Peter Field; Chele Howard; Karen Gronert	0%	West Glam officer/s to attend weekly local IMT meetings to collate the information and escalate up to Ext CC Group
I&PC: Identify number of agency staff that are working in care homes, by adding to the West Glam data sets and report through to Ext CC group and Silver	03 November 2020	10 November 2020	ECCG	100%	
I&PC: Identify number of staff that move between care homes to assess the scale of the problem, including agency staff	10 November 2020	10 December 2020	Peter Field; Chele Howard	70%	Swansea have provided the data, To be discussed in the next Ext CC Group...
I&PC: Draft and circulate communications regarding non-essential visits regarding hairdressers etc and send to all care homes	19 November 2020	11 December 2020	Peter Field	0%	Discussion in Ext CC Group reported some confusion and group agreed to send comms
I&PC: Consider communications in relation I&PC procedures for dom care and supported	19 November 2020	11 December 2020	ECCG	10%	Communication methods being explored

living providers. Communication methods to be explored					
I&PC: Circulate the top 5 issues in relation to I&PC which were picked up by TTP team in NPT in relation to care homes	19 November 2020	03 December 2020	ECCG	100%	Draft produced 19.11.20 to be circulated to commissioners. EHO officer to check the communications before it is circulated
I&PC: Explore if any research or evidence available in relation to transmission of CV via indoor or outdoor visits	24 November 2020	11 December 2020	Jennifer Davies	10%	JD has asked the question, awaiting a response
I&PC: PHW to provide update on number of care homes who have had IMTs	26 November 2020	31 March 2021	Jennifer Davies	10%	
I&PC: Explore opportunities to include a presence in care homes (I&PC hit squad) in order to pick up any I&PC issues, Agreed to draft a proposal	24 November 2020	11 December 2020	Karen Gronert	10%	KGr has circulated a number of emails including emailed Emily Davies, Senior Nurse to understand resource available. Meeting to be arranged with HB, EHO, PHW and WGLam to discuss proposal
I&PC: Agreed Lead for Ext CC Group to attend IMT meetings on Friday when care homes is discussed in order to strengthen the links between the 2 groups	01 September 2020	03 December 2020	Karen Gronert	100%	
PPE	01 September 2020	31 March 2021	ECCG	51%	
PPE: There is a regional PPE & Infection control meeting to ensure that there is sufficient supply of PPE and to resolve any potential issues to distribution and supply of PPE.	01 September 2020	01 September 2020	ECCG	100%	
PPE: Each LA has a designated lead for PPE distribution and have processes in place to understand the social care sectors PPE requirements on a weekly basis.	01 September 2020	01 September 2020	ECCG	100%	

PPE: Lead for PPE is member of Externally Commissioned Care Homes Group	01 September 2020	01 September 2020	ECCG	100%	
PPE: A regional modelling tool was developed when the Governments PPE guidance was issued in order to identify the levels of PPE required for the sector. Sufficient stock levels secured	01 September 2020	01 September 2020	ECCG	100%	
PPE: Escalation of any issues in relation to PPE stock for Care Homes to be escalated from the PPE group to Ext CC Group	01 September 2020	31 March 2021	Peter Field	50%	Ongoing action
PPE: Health and Safety Officer in Swansea provided Training and Fit Mask Testing for all relevant care homes in Swansea and NPT to ensure all are up to date with the required training	01 September 2020	01 September 2020	ECCG	100%	
Swansea H&S Officer to confirm training has been completed for all care homes	30 October 2020	30 October 2020	ECCG	100%	
PPE: There is also a regional PPE and infection control protocol that has been issued to all providers.	01 September 2020	01 September 2020	ECCG	100%	
PPE: Supply of PPE monitored via weekly contact with care homes; EHO's also discuss when contacting. Via feedback received from EHO TTP procedures. Care homes are reminded regularly to follow guidance and are issued with new guidance when required	01 September 2020	01 September 2020	ECCG	100%	
PPE: New guidance for PPE distributed as and when issued through the Care Homes website.	01 September 2020	31 March 2021	ECCG	50%	
PPE: Supply of enhanced PPE - SBU Health board agreed to manage the provision of the	01 September 2020	01 September 2020	ECCG	100%	

FFP3 masks and gowns for people in care home environments					
PPE: Health and Safety Officer in Swansea to confirm that training for Fit Mask Testing is all completed	30 October 2020	18 December 2020	Craig Gimblett	50%	In progress
PPE: ECC group to monitor that the training responsibility has transferred to individual care homes	30 October 2020	18 December 2020	Peter Field	25%	In progress
PPE: Mark Parsons, SBUHB Mark to facilitate access to funded training for fit test masks resource if needed	19 October 2020	10 December 2020	Mark Parsons	30%	Training only available for care homes until December...
PPE: Update PPE guidance to include face mask wearing in line with the guidance issued by WG on 30th September.	01 October 2020	01 October 2020	Peter Field	100%	
PPE: NPT and Swansea to undertake a PPE audit to see if providers are ordering less PPE than we would expect and then cross reference this with wider information about the provider and contact them to see why this is the case.	13 October 2020	17 November 2020	Peter Field; Chele Howard	100%	NPT and Swansea completed audit and found no issue. ...
PPE: Arrange process for delivery for fit testing PPE to Swansea who would then add into the existing PPE distribution for relevant care homes across the region	13 October 2020	22 October 2020	Peter Field	100%	In place - completed...
General and Clinical Support (G&CS)	01 April 2020	31 March 2021	ECCG	26%	
G&CS: Confirmation that Care homes have business continuity plans in place of varying quality	01 September 2020	01 September 2020	ECCG	100%	
G&CS: Identify an exemplar business continuity plan template and include on the website for care homes	16 October 2020	31 December 2020	Peter Field; Chele Howard; Di Fletcher	0%	Delayed date given focus is currently around I&PC, testing

G&CS: Sample some of the business continuity plans to assess the robustness and then consider holding a workshop with a small number of providers to discuss the process and look to develop a standard template	05 November 2020	31 December 2020	Peter Field; Chele Howard; Di Fletcher	0%	
G&CS: Emergency process has been distributed to care homes who provide nursing care the document sets out the steps to follow if a care home finds itself in a situation whereby there is no Registered Nurse on duty.	01 September 2020	01 September 2020	ECCG	100%	
G&CS: Identified practitioners contact care homes to offer support, advice and information. All necessary visiting professionals will support the care homes as required (e.g. ACT, district nurses, GP's)	01 September 2020	01 September 2020	ECCG	100%	
G&CS: Verification of Death training has been accessed by some care homes	01 September 2020	01 September 2020	ECCG	100%	
G&CS: Advice has been distributed on restricting workforce movement between homes and agency staff	01 September 2020	01 September 2020	ECCG	100%	
G&CS: Commissioners gather weekly data gathering to monitor vacancy rates, infection rates, which will report early indications of areas of concern and RAG for early warning signs to indicate potential concerns	01 September 2020	01 September 2020	ECCG	100%	Concerns are followed up by commissioner with local care homes (NPT hold weekly RAG status meeting, EHO's, heath)
G&CS: Host weekly virtual catch ups with care homes for queries/issues. Relationships with care homes are managed at local level. Continue to build trust with care homes so management and staff are relaxed in reporting concerns around risks or concerns	01 September 2020	01 September 2020	ECCG	100%	

G&CS: Step up beds from the community have been set up in Gorseinon Hospital (2 beds) and NPT Hospital (1 bed) - Agreed in Community Silver	01 September 2020	01 September 2020	Community Silver	100%	
G&CS: Bonymaen House and Ty Waunarlyydd provide step down options	01 September 2020	01 September 2020	ECCG	100%	
G&CS: The developments within the sector along with the challenges are considered, discussed and actions and solutions offered by the West Glamorgan Externally Commissioned Care Homes Group.	01 September 2020	01 September 2020	ECCG	100%	
G&CS: The Externally Commissioned Care Homes Group reports to Community Silver Group on a weekly basis on key items and any risks and issues. Any issues from Silver are escalated to Health and Social Care Interface Group for issue resolution	01 September 2020	01 September 2020	ECCG	100%	
G&CS: This Group was established as a sub-group of the multi-agency Community Silver group to manage the region's plans and interactions with care homes. The Externally Commissioned Care Homes Group includes all key partners and PHW, Environmental Officer	01 September 2020	01 September 2020	ECCG	100%	
G&CS: West Glam circulated questionnaire for care homes to gather views on support and what could be made better. Comment box available on the website for care homes to feedback on	01 April 2020	01 April 2020	ECCG	100%	
G&CS: In March 2020 All services contact by CIW. Services risk assessed and based on support needed, calls either daily, twice weekly, weekly.	01 September 2020	01 September 2020	ECCG	100%	
G&CS: From July 2020, Monthly calls were made, as well as support and advice	01 September 2020	01 September 2020	ECCG	100%	

provided. A survey was completed to assess the home to consider whether an inspection needed, based on the RAG status					
G&CS: Contingency Plan for Care Homes	19 October 2020	31 December 2020	ECCG	16%	
Contingency Plan: Approve progress report in Silver	27 October 2020	27 October 2020	Karen Gronert	100%	
Contingency Plan: Report on Progress to WG	29 October 2020	02 November 2020	Community Silver	100%	
Contingency Plan: Review local staffing contingency plans	19 October 2020	11 December 2020	ECCG	16%	Included in draft West Glamorgan Workforce Plan developed by KG.
Contingency Plan: Consider regional approach and develop MOU	22 October 2020	31 December 2020	ECCG	11%	Agreed this would be longer term development
Contingency Plan: Consider options for short term catastrophic failure for care homes and consider options	30 November 2020	11 December 2020	Karen Gronert	20%	Included as issue in sit rep for Silver on 3.12.20
G&CS: Keep Me at Home (KM@H) Project: Care Home Workstream	16 October 2020	01 January 2021	KM@H	11%	
KM@H: Identify how many care homes have Advanced Care Plans training	19 October 2020	18 December 2020	Di Fletcher	15%	KGr emailed Julie Davies to find out how CHs they have done ACP training done
KM@H: Identify any care homes where there are currently no Verification of Death trained staff	19 October 2020	06 November 2020	Di Fletcher; Karen Gronert	100%	Di Fletcher has the list
KM@H: Target homes for training where there are currently no ACP trained staff to ensure training is provided		18 December 2020	Di Fletcher	0%	
KM@H: VoD register established	01 December 2020	03 December 2020	Heledd Bingham	90%	2.12.20 - Heledd to check that VOD register is up-to-date

KM@H: Look to increase number of nurses who are trained in VOD.	16 October 2020	18 December 2020	Amanda Davies	15%	Reminder was sent to care homes
KM@H: Review any residents in care homes that do not have access to DES	26 October 2020	18 December 2020	Karen Gronert	10%	Will need to identify which homes and % of residents...
KM@H: Develop survey for care homes to explore the level of service they are currently receiving through the DES	26 October 2020	18 December 2020	Karen Gronert	10%	Draft Questions:...
KM@H: Explore a pilot initiative with a care homes utilising MDT approach providing Board round and target this with care homes with poor uptake	26 October 2020	18 December 2020	Karen Gronert	0%	MDT could include ACT, dieticians etc. Could then consider transfer of funding from GMS to deliver ACT
KM@H: Check to see if medication reviews are being undertaken for patients that are not covered by DES	03 December 2020	01 January 2021	Karen Gronert	0%	
KM@H: Baseline analysis to review admissions pre/ post covid over a calendar year, including an OOH review.	09 November 2020	18 December 2020	Karen Gronert	0%	Review WAST data sets for admissions to hospital and compare the position pre-CV and analyse current data to compare differences
KM@H: Establish the 3 main causes of admissions from Care Homes to hospital	19 October 2020	18 December 2020	Karen Gronert	0%	Drill down exercise to understand opportunities for service development in phase 2 around admissions that could have been avoided if services were in place, what treatment was provided by WAST and what was referred back to the GP
KM@H: Work with geriatricians to consider reducing number of hospital admissions	19 October 2020	18 December 2020	Karen Gronert	0%	Will need to consider what education will need to provide care homes to support this reduction

KM@H: Explore roll out of training for NEWS / SBAR (nursing early warning score)		18 December 2020	Karen Gronert	0%	Links to Hengoed lessons learned
G&CS: Communicate latest government advice and continue to update the website as required. Highlight any concerns in relation to issues in relation to workforce movement between homes and agency staff to EHO's and PHW	01 September 2020	31 March 2021	Karen Gronert	50%	
G&CS: Develop RAG weekly meetings with Swansea, which currently take place in NPT in order to gather weekly data gathering to monitor vacancy rates, infection rates, which will report early indications of areas of concern and RAG for early warning signs	16 October 2020	03 November 2020	Peter Field; Di Fletcher	100%	
G&CS: Work with commissioners to develop overall RAG status for care homes across the region to include in the data sets work to present to Silver	08 October 2020	18 December 2020	Peter Field; Chele Howard	20%	Swansea has developed overall RAG...
G&CS: Continue to update website and review it's use by obtaining feedback from care providers	01 September 2020	31 March 2021	ECCG	25%	
G&CS: Develop short survey and send to all care homes to get feedback on the website and any changes they would like to make	05 November 2020	20 November 2020	ECCG	100%	Deadline 20th November
G&CS: Monitor usage of step up/down beds and report through to Ext CC Group	16 October 2020	31 March 2021	Karen Gronert; Helen St John	0%	Noted there had been no call for the beds to date following discussion in Ext CC Group
G&CS: Develop TOR for Ext CC Group and review membership of the group to ensure all parties are represented to support the implementation of the action plan. Consider membership in line with the care homes action plan	01 September 2020	22 October 2020	ECCG	100%	On agenda for 22.10.20

G&CS: Continue to provide weekly situation report to Silver which highlights key progress in the Care Homes Action Plan and any risks or issues and key recommendations agreed in the group	01 September 2020	31 March 2021	ECCG	25%	
G&CS: Continue to monitor CIW, EHOs' feedback as part of the Ext CC group	01 September 2020	31 March 2021	ECCG	25%	
G&CS: Review the requirements in All Wales Care Homes Framework and formulate a plan to complete the self-assessment. ECC can lead on this but will need support from primary care colleagues.	05 November 2020	31 December 2020	Karen Gronert	5%	KGr reported the response will likely be requested through one of the HB operating frameworks in the coming months. KGr emailed AG and Ruth on 17.11.20 to ask them to keep an eye for this and whether HB officer could co-ordinate a response.
G&CS: Develop protocol for professionals visiting for care homes and circulate to care homes with executive summary which pulls out the key messages	02 November 2020	03 December 2020	Karen Gronert	100%	Draft developed. Swansea tested protocol with a couple of care homes, amendments made. NPT and CYP commissioners to review and test protocol. Finalise in ECC on 1.12.20 and then take to Silver on 3.12.20
WP: Develop a mini market statement position for EMI dementia beds and Health Board consider proposal for securing more beds across the region	19 October 2020	18 December 2020	Di Fletcher; Karen Gronert	34%	There are a number of people who need more specialist care but do not warrant high cost placements. Health Board looking at how they might test the market in terms of dementia beds. Propose to increase fees and via EOI to providers see if they are prepare
Residents Wellbeing (RW)	01 September 2020	31 March 2021	ECCG	17%	
RW: The CIW monthly survey includes gathering information about the meaningful	01 September 2020	01 September 2020	ECCG	100%	

and communal activities the services are provided. If there is a deficit here, this will be discussed with the provider and inspector with support and advice to improve this. T					
RW: Monitoring of care homes and their visiting protocols; iPads have been shared with some care homes to support virtual visits, through Digital Communities Wales	01 September 2020	01 September 2020	ECCG	100%	
RW: Families have stayed in contact via virtual methods including skype, WhatsApp etc.	01 September 2020	01 September 2020	ECCG	100%	
R&W: The CIW monthly survey includes gathering information about the meaningful and communal activities the services are provided. If there is a deficit here, this will be discussed with the provider and inspector with support and advice to improve this	01 September 2020	01 September 2020	ECCG	100%	
R&W: Monitoring of care homes and their visiting protocols; iPads have been shared with some care homes to support virtual visits, through Digital Communities Wales	01 September 2020	01 September 2020	ECCG	100%	
R&W: Families have stayed in contact via virtual methods including skype, WhatsApp etc.	01 September 2020	01 September 2020	ECCG	100%	
RW: Care homes have set up outside visits and supported by commissioners to implement the guidance from Welsh Government for indoor visits	01 September 2020	01 September 2020	ECCG	100%	
RW: Care homes have been provided with appropriate technology to carry out virtual consultations and visits by Digital Wales	01 September 2020	01 September 2020	ECCG	100%	
RW: Where best interest been req'd, in addition to the use of electronic technologies, previous assessments and reports have also	01 September 2020	01 September 2020	ECCG	100%	

been used to ensure people's deprivations being reviewed annually, with each case considered on its own merit/circumstances					
RW: 30 GP practices (out of 49 in the Swansea Bay area) are participating in the COVID Care Homes DES. The COVID Care Homes DES replaced the Care Homes DES Directions and came into force on the 1st of July 2020.	01 September 2020	01 September 2020	PCTS Group	100%	
R&W: 24/7 access available via GP/district nurses out of hours and 111	01 September 2020	01 September 2020	PCTS Group	100%	
RW: The Primary Care Unit has taken responsibility for employing three medical students and have determined that placements in the Care Home Sector would be appropriate and a much-needed resource for the area.	01 September 2020	01 September 2020	PCTS Group	100%	
RW: Protocol for accessing urgent palliative care medication in the community developed by Swansea Bay UHB	01 September 2020	01 September 2020	PCTS Group	100%	
RW: Advance care planning pathways for care homes in place linking GP's and care homes	01 September 2020	01 September 2020	PCTS Group	100%	Agreed and reviewed at Community Silver
RW: Easy direct access to GP surgeries established (separate phone line) and protocols in place for quicker response by GP's for any urgent contacts by care homes	01 September 2020	01 September 2020	PCTS Group	100%	
RW: End of life training materials for care homes staff have been circulated and in place	01 September 2020	01 September 2020	PCTS Group	100%	
RW: Verification of death training has been made available to care homes. Not compulsory, to date 25 homes have staff trained in VoD (mostly nursing)	01 September 2020	01 September 2020	PCTS Group	100%	

RW: Protocol for accessing urgent palliative care medication in the community during the CV-19 within hours is in place. CV-19 end of life medicines re-use in a care homes setting policy exists	01 September 2020	01 September 2020	PCTS Group	100%	
RW: Gather information in relation to meaningful activities for residents especially residents with Dementia. Ideas from care homes, other regions, UK and wider	15 October 2020	31 December 2020	ECCG	40%	In progress...
RW: Set up page on website to store the ideas for meaningful activities for care homes to find different ideas and for them to share their own ideas	15 October 2020	18 December 2020	ECCG	14%	In progress
RW: Link with Third Sector organisations to explore what on-line activities they could provide to Care Homes. Include ICF funded schemes and other organisations	15 October 2020	18 December 2020	ECCG	12%	In progress
RW: Agreed inviting CVCs to the Ext CC Group for specific items and / or meetings to discuss support they can provide to the residents	15 October 2020	15 October 2020	ECCG	100%	
RW: Link with Education to see how they can help facilitate putting Primary schools in touch with their local care homes to provide links to the school children including virtual Xmas concerts	15 October 2020	18 December 2020	ECCG	12%	Primary School Headteacher Lead in Swansea and NPT sent out emails to care homes to encourage links. Receiving emails from schools who either ask for contact details for their local care homes OR confirm they are linked in with schools
RW: Monitor care homes that have volunteers visit that support residents with social interaction for isolated residents with areas not in local lockdown - ON HOLD	01 September 2020	31 March 2021	Peter Field; Chele Howard; Di Fletcher	0%	Not applicable at present, given in lockdown - ON HOLD

RW: Include question on data collection form which identifies which care homes are allowing volunteer visits - ON HOLD	23 November 2020	18 December 2020		0%	Not applicable at present
RW: Submit ICF capital application to WG for funding specifically to support communication between residents and loved ones.	01 September 2020	01 September 2020	Community Silver	100%	Approved for £200,000 for older adults care homes...
RW: Once IT funding approved, develop process for all care homes to request funding for IT equipment to support contact with loved ones. Consider and develop support via a digital volunteer utilising an existing programme	16 October 2020	10 December 2020	Communtly Silver	32%	Ongoing. Deadline for applications is 30th October
RW: Submit ICF capital application to WG for funding for adaptations, refurbishment and equipment for Older Adult Care Homes to support CV response and build resilience	01 September 2020	01 September 2020	Community Silver	100%	Approved for £250,000
RW: Work with CVCs to develop digital volunteer support programme to support care homes digitally	20 October 2020	10 December 2020	ECCG	9%	Meeting on 12th November. Plan to put the care homes in touch with CVCs who requested support to ensure residents can get on line safely
RW: Once IT funding approved, develop process for Older Adult Care Homes to request funding for adaptations, refurbishment and equipment	16 October 2020	10 December 2020	ECCG	32%	
RW: Ensure care home have risk assessments in place to allow families to be supported to visit care homes for end-of-life visits. Ensure CHs policy on visitation is in place balance between IP&C measures & need for people to maintain their wellbeing	16 October 2020	31 March 2021	Peter Field; Chele Howard; Di Fletcher	20%	
RW: Monitor and track the data collection form which identifies which care homes are	01 October 2020	31 March 2021	ECCG	10%	

allowing indoor/outdoor visits or have stopped visits					
RW: Review level of IT currently being utilised for virtual consultations, and if of any benefit	16 October 2020	18 December 2020	Karen Gronert	5%	20.10.20 - Emailed KGr to ask who to contact
RW: Western Bay Safeguarding Board to continue to monitor best interests assessments	16 October 2020	31 March 2021	Chris Frey Davies	15%	Ongoing action
RW: Circulate survey to care homes to ask how they are gathering the voice of residents and how residents can voice concerns	02 November 2020	27 November 2020	ECCG	100%	Received 20 responses to date (17.11.20) all care homes confirmed they do seek residents voices through variety of methods
RW: Review regular virtual ward rounds by Geriatricians and palliative care team in Swansea Bay care homes and provide support to continue the service	16 October 2020	18 December 2020	Dr Sowndarya Shivearaj	0%	
RW: Facilitate the pilot for pods via the WG scheme and seek clarification from WG in relation to the pods	26 November 2020	03 December 2020	ECCG	20%	Clarification has been received and pods are neither indoor or outdoor visiting...
RW: Circulate feedback from the pilot for pods to ECC Group	30 November 2020	18 December 2020	ECCG	0%	
Social Care Workers Wellbeing (SCWW)	01 September 2020	31 March 2021		26%	
SCWW: Circulated information of the All Wales Risk Assessment tool by care homes	01 September 2020	01 September 2020	ECCG	100%	
SCWW: Collated and distributed wellbeing sources for care home staff and include on the West Glam Website	01 September 2020	01 September 2020	ECCG	100%	
SCWW: Swansea Bay UHB have recruited a team of qualified psychological therapist to work with care home staff and explore what support can be provided	01 September 2020	01 September 2020	ECCG	100%	

SCWW: Bereavement support available from Allied Health Professional pathway	01 September 2020	01 September 2020	ECCG	100%	
SCWW: The CIW monthly survey includes gathering information about how the provider is supporting and maintaining the well-being of all of their staff. Inspectors sign post the provider to the support available such as local support groups.	01 September 2020	01 September 2020	ECCG	100%	
SCWW: Monitor implementation of the All Wales Risk Assessment tool with Care Homes via commissioners, with Melanie Blake coordinating	01 September 2020	31 March 2021	ECCG	25%	Ongoing action
SCWW: Explore how to work with providers to ensure that staff are not negatively impacted financially if they are required to self-isolate under TTP/positive test results	15 October 2020	15 October 2020	ECCG	100%	Issue highlighted by providers as issue has escalated due to the change in the testing process, i.e. no 2nd test, staff have to self-isolate after 1st + test...
SCWW: Conduct a survey with care workers to find out what support they need/want in relation to supporting the wellbeing of the care home staff, using the forms process. Link in with psychologist as to the questions we should ask	16 October 2020	13 November 2020	ECCG	100%	Report produced by Psychological therapies
SCWW: Commissioners through their provider networks continue to identify any support required in relation to staff wellbeing	01 September 2020	31 March 2021	Peter Field; Chele Howard; Di Fletcher	20%	Ongoing action
SCWW: Inspectors continue to sign post the provider to the support available such as local support groups, individual counselling, bereavement counselling.	01 September 2020	31 March 2021	Fiona Wekko	20%	Ongoing action
Financial Stability (FS)	01 September 2020	31 March 2021		31%	

FS: Ensure care homes are made aware of the process to claim additional funding that has been made available by Welsh Government. Regional approach to using the Welsh Government funding.	01 September 2020	01 September 2020	ECCG	100%	
FS: Local commissioning teams have robust process in place to risk assess homes on a continual basis and identify homes at risk of effects of low occupancy	01 September 2020	01 September 2020	ECCG	100%	
FS: Commissioners to develop long term model, and supporting financial plan, for Care Homes to mitigate financial impact of covid-19. Future insurance issues? Regional modelling work on future shape of the care home market.	22 October 2020	28 January 2021	ECCG	10%	Discuss this action in Ext CC group in order to unpick into clear actions
FS: Continue to monitor occupancy rates for care homes across West Glamorgan. Feed this data into the regional modelling work	22 October 2020	31 March 2021	ECCG	0%	Ongoing action
FS: Process in place to allocate the WG funding provided to SBUHB for care home costs	01 September 2020	30 November 2020	Richard Bowmer	100%	WG looking to extend the funding until end of March 21
FS: Feed in work from the National Commissioning Board T&F Group which is looking at developing a framework on the minimum cost of care	16 October 2020	31 March 2021	ECCG	0%	
FS: Local Authorities continue to administer the Adult Social Care Hardship fund for additional care homes costs in response to CV-19	01 September 2020	31 March 2021	Chris Davies; Geoff Powell	50%	Ongoing action
FS: Local Authorities to administer the statutory sick pay in line with WG guidance. Letter circulated to care providers. Funded via extension of WG's hardship funds	10 November 2020	29 January 2021	Chris Davies; Geoff Powell	50%	10.11 - Swansea confirmed letter went out this week. NPT to check position of the letter
Evaluation and Learning (E&L)	01 September 2020	31 December 2020		13%	

E&L: Undertook a lessons learnt exercise for Covid community care homes. Continue to review and reflect on the lessons learnt from information gathered to date	01 September 2020	01 September 2020	ECCG	100%	
E&L: Overview of the Regional Response to COVID focused on Care Homes was collated by Jack Straw, Independent Chair of the Health and Social Care Group on behalf of the Extraordinary Regional Partnership Board	01 September 2020	01 September 2020	ECCG	100%	
E&L: Hengoed Court lessons learnt exercise carried out, which reviewed and strengthened the MDT and escalating concerns process	01 September 2020	01 September 2020	ECCG	100%	
E&L: Reviewed West Glam care homes action plan with final version of John Bolton review is published to ensure alignment and o gaps	01 September 2020	01 September 2020	ECCG	100%	
E&L: Link in with national RI&I network to share best practice and lessons learnt in relation to care homes across Wales	16 October 2020	31 December 2020	ECCG	7%	In progress...
E&L: Undertake a piece of work to gather best practice in relation to specific areas across UK and other countries to share with commissioners and providers	16 October 2020	31 December 2020	ECCG	7%	In progress
E&L: Consider setting up a page on the care homes website for innovation and best practice. Develop a mock up to assess whether it would be useful	16 October 2020	11 December 2020	ECCG	20%	In Progress...
E&L: Digital stories of good practice examples	16 October 2020	31 December 2020	ECCG	1%	In progress
E&L: Sent out survey for feedback on the website. Will review and share with ECC on 24.11.20	19 November 2020	27 November 2020	ECCG	100%	17 responses received to date 19.11.20
Testing and Discharge (T&D)	01 September 2020	31 March 2021		54%	

T&D: Commissioners to continue to work with care homes on how they will meet the requirements to ensure safe discharge and testing of residents before admitting to a care home	01 September 2020	01 September 2020	ECCG	100%	
T&D: Completed testing for discharge flow-charts for patients prior to placement in care homes, which was agreed through West Glamorgan governance. Process included on Care Homes website	01 September 2020	01 September 2020	ECCG	100%	
T&D: Care homes are encouraged by Commissioners and others to continue to comply with TTP best practice. Regional guidance has been produced and distributed to care homes, also available on the West Glam website and is updated as and when	01 September 2020	01 September 2020	ECCG	100%	
T&D: Key officers are part of the regional testing cell and officers are identified as the link between TTP and Care Homes	01 September 2020	01 September 2020	ECCG	100%	
T&D: Monitoring the number of care homes affected by +ve staff or resident and the 28 day rule is undertaken on a regional basis via regional data gathering carried out weekly	01 September 2020	01 September 2020	ECCG	100%	
T&D: CTU at Liberty and Margam for staff with symptoms. Care homes encouraged to take part in the care home testing programme (currently fortnightly). Whole home testing is carried out when a resident or staff member is positive/as determined by the TTP	01 September 2020	01 September 2020	ECCG & Testing cell	100%	
T&D: Service Improvement Group escalates delays related to testing or discharge to care homes via the Ext Group	01 September 2020	31 March 2021	Helenna Jarvis-Jones	30%	
T&D: Review the pre-discharge process in terms of whether testing is always done in	22 October 2020	18 December 2020	Helenna Jarvis-Jones	80%	Secondary care confirmed: The process within all hospital sites is

hospital. Request assurance that testing is always done in hospital					that all patients are tested prior to discharge back to care homes, residential, nursing and if receiving Dom care at home (Email from HJJ on 3.12.20)...
T&D: Extra support provided to care homes that have challenging clients, which could present more risks in relation to the 14 day isolation. Health Board provide support additional costs to pressures related to CV, on a case by case basis	01 September 2020	31 March 2021	Karen Gronert	100%	Given the uplift in fees the request for extra support for individual clients has reduced. Will monitor any additional requests on an ad-hoc requests. Email from DF 3.12.20:...
T&D: SBUHB testing plan is in development and will identify priorities for testing as it relates to the sector. Review the Swansea Bay Health Board testing plan in relation to the Care Homes Sector in Ext CC Group	16 October 2020	18 December 2020	Karen Gronert; Jennifer Davies	75%	Regional governance process has been clarified...
T&D: Respond to and support any actions that are required of them through the regional TTP escalation process of dealing with incidents, outbreaks and clusters, as detailed in the Multi-Agency Swansea Bay Prevention & Response Plan	16 October 2020	31 March 2021	Rebecca Davies; Jo Prior; Jennifer Davies	25%	
T&D: Mechanism is in place to ensure care homes are aware of process undertaken when positive case is in home, on how to manage risk and provide support to ensure vulnerable individuals are protected.	16 October 2020	31 March 2021	Rebecca Davies; Jo Prior; Jennifer Davies	100%	
T&D: Encourage care homes to engage with the testing programmes. Continue to monitor testing process via data set analysis to identify if there are gaps and escalate to Ext CC Group	01 September 2020	31 March 2021	Ext CC Group	18%	
T&D: Nominated 2 Care Homes for the WG pilot to roll out testing for visitors to care homes	26 November 2020	26 November 2020	ECCG	100%	Llys y Seren, NPT and St Martins Swansea. Full roll-out 14th December

T&D: Review the WG document which includes governance arrangement for local testing decision making	23 November 2020	11 December 2020	ECCG	60%	Included in Care Homes testing letter from Albert Heaney. ...
T&D: Pilot commences for the WG pilot to roll out testing for visitors to care homes	30 November 2020	14 December 2020	ECCG	100%	St Martins in Swansea have agreed to be pilot. NPT Care home have withdrawn given the resource implication
T&D: Consider logistics and planning requirements in terms of the new WG pilot to roll out lateral flow testing for visitors to care homes	26 November 2020	18 December 2020	ECCG	4%	Issue raised given the lack of time between the pilot and the rollout to Silver. Currently large number of care homes are under lockdown so will not have the resource to undertake the testing. Concerns around managing expectations
T&D: Once full rollout of testing commences to all care homes, visiting statement will need to be revised and robust communications circulated to ensure CHs fully understand expectations	24 November 2020	18 December 2020	ECCG/ Community Silver	0%	
T&D: Develop wish list of cohort of staff and service users and prioritise for testing based on risk to be prioritised for regular testing	26 November 2020	18 December 2020	ECCG	0%	No feedback provided to Julie Morse. MB & NT meeting Julie Morse to discuss and draft list to be agreed with Ext CC group
Winter Planning, Recovery and Rehab (WP)	01 September 2020	31 March 2021		44%	
WP: Flu vaccinations are timetabled to be carried out for all care home staff	16 October 2020	18 December 2020	Paola Browne	10%	SM confirmed that Community Pharmacy have been given the lead for care home staff and GPs for care home residents. (Email on 17.11.20)...
WP: Flu vaccinations are timetabled to be carried out for all care home residents	16 October 2020	18 December 2020	Paola Browne	15%	Sharon Miller confirmed GPs have been given the lead for care home residents. ...

WP: Develop communications for care homes to encourage flu uptake given there needs to be 7 day period between this and the CV vax	11 December 2020	11 December 2020	ECCG	15%	KR has drafted comms and sent to Brian Owens
WP: Update on vaccination programme for flu vaccines for care homes. Links to action in the WG Care Homes Action Plan: WG will receive assurance of the vaccination delivery arrangements for the social care workforce in each region in early October	16 October 2020	18 December 2020	Paola Browne	14%	SM confirmed that Community Pharmacy have been given the lead for care home staff and GPs for care home residents. (Email on 17.11.20)...
WP: Q3/Q4 IMTP currently being written and will include priorities for care homes winter planning - review plan and pull out any actions in relation to CHs and ensure plans align	16 October 2020	19 October 2020	Karen Gronert	100%	Plan completed
WP: Distributed information on the National Social Care Immunisation Award Scheme to care homes	03 December 2020	03 December 2020	ECCG	100%	
WP: WG seeking reassurance for CVB that HBs and RPBs have worked together on more detailed and specific plans for helping to ensure we identify and encourage social care workers to take up the COVID-19 vaccination - attendance at teams call required	28 October 2020	18 December 2020	Karen Gronert	5%	Email received from Rob Brandon on 22.10.20
WP: Vaccination plan for COVID to be developed to ensure all care homes staff and residents have the CV vaccination	05 November 2020	18 December 2020	Karen Gronert	10%	
WP: Maintaining essential visits for health professionals as needed. Monitor concerns and issues in relation to accessing prompt support when needed. Add to the agenda to discuss in virtual provider forums. Escalate any issues to the Externally CC Group	01 September 2020	31 March 2021	Peter Field; Chele Howard; Karen Gronert	100%	This will include reablement...

WP: Provide post COVID therapy pack which suggests activities for rehabilitation and share with Care Homes	19 October 2020	23 October 2020	Karen Gronert	100%	Included on website
WP: Review national rehabilitation framework and resources produced by Rehabilitation Task and Finish Group in relation to care homes	02 November 2020	08 January 2021	Karen Gronert	0%	Organise a presentation from the Lead to care homes and / or Health Board once CV has settled
WP: Advertise the National Social Care Award Scheme for Care Homes for flu testing onto the Care Homes Website	26 November 2020	26 November 2020	ECCG	100%	Email from Cath Court, SBUHB