

June Update: Covid-19 and your care service IMPACT SURVEY

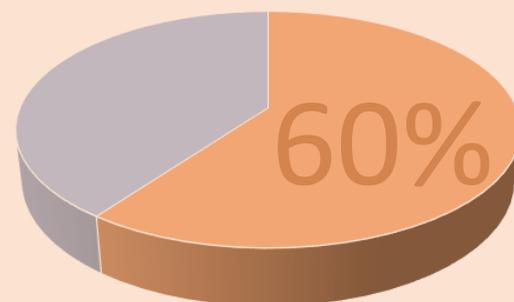


National Care Association is extremely grateful to all providers who took the time to complete this survey; we had over 150 responses. We know that this has been done at a time of extreme stress in services and we will use the additional comments you have provided to lobby on your behalf for a fairer deal for Social Care and a recognition of the critical role of our workforce and the service they provide for the vulnerable people we care for. **#urnotalone**. [21/05/2020—01/06/2020]

Where has all the money gone?

There appears to be have been no consist approach to dispersal of the **£3.2 billion** released to LA's to support the challenges of Covid 19 presented for providers. 66% had received **NO notification of additional funding support** from their LA at the time of the survey!

With notable exceptions the evidence indicates that LA's have failed to use the funds as expected by putting it on the frontline to support care services. There was a failure to comprehend the impact of their decisions.



Shockingly only 6% of responders had received notification of additional funding, from their LA, to meet the extra ordinary costs of Covid-19 since April.

Providers reported on average they have spent



more on stocks of PPE since the beginning of the pandemic (March 2020), which is up from 323% in April. Some reported additional costs of 6000% more than normal.

"[Our] average monthly spend before Covid-19 £50 a month, last 3 months we have spent £4000"

Providers noted substantial concerns about

increases in staffing costs, low occupancy levels and ever increasing costs to combat Covid 19.

64% of provider reported they were concerned about the sustainability of their service.

Providers are now facing empty beds with few referrals, inadequate fees offered by LA's in many areas (as low as £430 pw which equates to £2.55ph for looking after elderly people with complex physical and mental health conditions). The impact on the viability of services indicates the potential of **10% of care services are at risk**. (Laing Buisson)



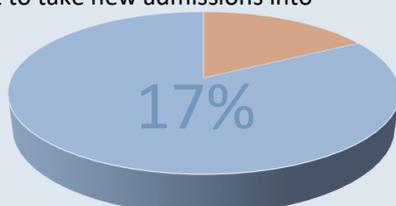
64%

"Very concerned we are not viable and at risk of closure."



Responses to the survey indicate 17% of responders reported Covid-19 in their services (down 3% since April) with on average 21% of their residents testing positive in April) Better access to PPE will have contributed to this and the fact that many providers decided not to take new admissions into their services.

83% of services reported NO current cases of Covid-19



Infections down **3%** since April

Providers felt strongly about being neglected throughout the pandemic

"We received a one off payment of £800. Felt this was an insult as it would not have covered a weekly expense for an agency carer. We've spent thousands of pounds buying our own PPE. Not sure how this was calculated. Currently **no communication from the local authority** of any more funding / fee uplift."

"Funding MUST BE REMOVED FROM THE LOCAL AUTHORITIES. An investigation must take place URGENTLY into the handling of the additional funding given by central Government and the criteria for distribution."

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Further comments from members....

"we received a one off payment of £800. felt this was an insult as it would not have covered a weekly expense for an agency carer. We spent 1000s of pounds buying our own PPE. Not sure how this was calculated. Currently no communication from the local authority of any more funding/fee uplift."

"Absolutely no mention of financial support in any way."

"[We] have not seen a single dime as of yet. Essex still paying fees at the end of the month. Also they said they would pay for any local authority residents who pass away for a full year. Well I can confirm we received our payment yesterday and we did not receive payment for someone who passed away in April. Essex council have been a total shambles."

"I have been told about the money and had to complete a questionnaire but have not been told when or if I will be getting any money."

"We have received notification that additional funding is available but not specifically what it will cover. I know some has gone on training for infection control - bit too late for many providers."

"[We received] just a letter to say they were going to use the money self serving to provide support and advice and clinical leads all of which should have been provided regardless."

"they said we have to apply with justification to why we need funds and supply evidence to support additional costs incurred in a time where bureaucracy is not needed we don't have time to analysis and report."

"We know of the monies but have had no communication of how it will be distributed."

"Gloves from national supplier gone up from 2£.50 per box of 100 to £4.00, now £5.00. Refused to pay that and told them to be ashamed of themselves. Now have to order from emergency stock which I was trying to avoid so this stock goes to where it is most needed and we are a small home with small use."

"1900% A box of face masks now costs £50.00 instead of £2.50."

"15000% Based on the same period last year. Evidence available."

"We have spent about 600 percent more than we normally do due to masks and other gear it's cost many thousands of pounds"

"[Our] average monthly spend before Covid-19 £50 a month, last 3 months we have spent £4000"

"we have spent around 1000% more than previous years"

"The big issue is the massive uplift on all normal PPE purchases - eg 5L 80% hand gel from around £20 to over £100 / likewise aprons (which we can't get at the moment - still have stock) from around £15/1000 to over £100/1000"

"very concerned as this progresses, funding MUST BE REMOVED FROM THE LOCAL AUTHORITIES. An investigation must take place URGENTLY into the handling of the additional funding given by central Government and the criteria for distribution"

"very concerned we are not viable and at risk of closure"

"We are a small home operating on tiny margins, so yes very concerned. However, currently biggest risks remain the failure of KCC to award residential tender and their inconsistent referral practices. Covid is being used as an excuse not to award but the process should have been completed before Covid really started to impact on services"

"This business model relies on occupancy and when there are covid plus people in we are extremely reluctant to take people in due to massive strain on resources and safety surrounding the effort of trying to barrier nurse anyone affected by a dementing type of illness. We could put double the number of staff on and still struggle and we don't have that amount of money to use for wages"

"we are like all care homes. We cannot take admissions as staff do not want to return to work. Paying for agency staff. Agency attempted to increase fees by 25%. We have applied and received a bounce back loan as needed money pay extra costs. Ordering food from amazon as the local supermarkets are no longer delivering to care homes. Whole sale quantities are too large for us and massive wastage of food."

"although we do not have any confirmed Covid or suspected case, social service will placed residents to block beds that they offered lower' cost as the care home desperate to fill the bed, they will have no choice but accept take them."

"The future looks less certain. It feels as if there could be a prejudice against and fear of care homes."

"The 2% uplift is a joke and is less than half the increase we need to cover the living wage increase. We have been very vocal with the LA at many levels and have written a number of reports - several SKYPE conversations and soon to raise the issue with MP's and elected councillors who are the only ones with the gift to CHANGE the HSC budget for T&W. Officers just say but it isn't in the budget !!!"