

# October Update: Covid-19

## and your care service

### IMPACT SURVEY



National Care Association is extremely grateful to all providers who took the time to complete our latest Covid-19 survey; we had over 100 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. **#youarenotalone**. [1/06/2020—13/10/2020]

Almost **30% of providers have not received funding** from the

additional Covid-19 monies made available to LA's to support services

*"Not enough government support. Even small shops get more financial help than care homes."*



More positively **86%** of providers have received funding from the Infection Control Fund



**98%** of care services are managing to get regular testing although **38%** of services were unable to get testing

for symptomatic staff / residents

# 38%

**40%** of providers currently have staffing shortages



# 96%

**96%** of providers say they are able to readily source PPE and **74%** have successfully used the PPE portal



Infections down  
**13%** since April



Only **7%** of those surveyed had Covid-19 in their care service, down 13% since April.

**93% of care services do not currently have Covid-19 in their care services**

*"Making sure I do the right thing for my residents and staff."*

# 67%

*"Doing a hospital job of £2500 per week being paid £500. This will mean ruin long term!"*

of providers are concerned about business sustainability in the current climate



#### Providers' major concerns ....

**The mental health of staff and residents, staffing shortages, keeping the service Covid free, business sustainability, funding, insurance.....**

To be able to continue protecting service users from COVID and to protect staff from being infected Supporting the staff to continue to carry on their amazing work when we are all emotionally drained from the frustrations of changing guidelines and inadequate systems put in place by the government.

Recruitment is tough, we are continuously losing staff to easy availability welfare benefit as they staff save not paying council tax and earn enough money for their living, repair and maintenance of their house.

[The infection Control Fund] has not covered additional infection control costs.

Our residential care is being tested intermittently, but no one in our supported living services can access testing.

[The] future of residential care home is in the air.

No guidance or insurance of care homes regarding visiting from relatives

Inability to accept visitors for prolonged period of time impact of this on the health and mental wellbeing of the residents.

Further comments from members....

#### TESTING

Very difficult to do the test for residents as they keep gagging during taking the swap.

Our residential care is being tested intermittently, but no one in our supported living services can access testing.

As a service for Adults with a Learning Disability we are continually told that testing is not applicable to our Service Users or our staff.

Local authority has advised that the test will be given only to people that have symptoms.

The turn round period for test results needs to be improved. Waiting four days for results diminishes the importance of the testing.

We run a residential home for adults with learning disabilities, we are now just being given the information required to start testing.

#### FUNDING

Norfolk are now taking [funding] away saying the unspent money is going back to DHSC, PM has been informed, other LA's I have contracts with are NOT doing this. Norfolk needs to be investigated.

[The infection Control Fund] has not covered additional infection control costs.

[Funding] has helped but not covered my cost.

[Funding] has covered current costs but only because we have remained Covid free. If we had Covid within the home with the costs of staff isolation etc, it would not have covered it.

The money comes with lots of conditions so's it a worry in case they claw it back.

#### PPE

We are currently having problems with getting the correct amount of PPE for our services.

Poor quality products though apart from the gloves. The aprons are so thin and do not come in a roll which makes them hard to store in public areas

Not enough allocated to our 44 bedded home - and they have nor IIR masks in stock!!!

#### STAFFING

Recruitment is tough, we are continuously losing staff to easy availability of welfare benefit as they save not paying council tax and earn enough money for their living, repair and maintenance of their house.

General mental health issues with sickness.

Care staff need much better pay as the small homes with the extra expense we cant raise wages past minimum wage

It is proving difficult to find suitable candidates to meet the requirements of an LD service.

A career in care is seen as a last resort and therefore you can not rely on the workforce to be diligent in their duties or even stay on to develop. Those that are diligent and work well simply move on the NHS.

#### BUSINESS SUSTAINABILITY

Income is very low, we only have 11 residents, out of 17 beds.

With Covid 19 as well as visiting restrictions couple of relatives are unhappy.

Eroding margins and lower occupancy will need a re-think of the business model.

Spending a lot more on PPE than we used to and paying staff to isolate, budgets at breaking point when we have had minimal uplifts for several years.

Lack of referrals and bad publicity of the care sector.

Those of us who provide most care through CHC seem to be disadvantaged by funding support available.

We are a small 8 bedded care home and we have been left with 3 empty rooms that we have been unable to fill due to Covid-19.

We ware not getting enquiries as the public seem too scared to place a relative in a care environment.

If staffing does not improve. Very few applicants applying for positions in all levels and in admin within the care sector.

#### MAJOR CONCERNS

Resident and families not having contact with each other, as I know it is affecting the relatives and some of our residents.

Covid coming into home, staff being frightened and not coming to work, residents returning from hospital with Covid.

No guidance or insurance of care homes regarding visiting from relatives.

Lack of support when we have questions and mis-information.

Adequate funding to cover excess costs.

Filling voids when no one wants to come into a home.

Getting paid in a timely manner by the LAs.

The service users having to stay within the home and not go out to day activities. The restriction on visits from family for young adult service users.

CQC being unrealistic.

Making sure I do the right thing for my residents and staff.

Sustaining the business in the face of increased cost. The long term sustainability of the business.

To be able to continue protecting service users from COVID and to protect staff from being infected.

No regular testing of District Nursing staff.

Price of PPE Supply chain for essential supplies

Managing the winter months with the prospect of staff illness and trying to cover additional shifts without using agency. Managing visiting over the winter months whilst minimising increased risk of bringing Covid into the home. Supporting the staff to continue to carry on their amazing work when we are all emotionally drained from the frustrations of changing guidelines and inadequate systems put in place by the government.

Rising business costs such as training (has doubled due to restricted numbers), PPE and agency.

Reduced interest in current vacancies - we have had no room enquiries for three weeks.

Reputation as public opinion blames care homes.

Doing a hospital job of 2500 per week being paid 500. This will mean ruin long term!

Sustainability not enough government support. Even small shops get more financial help than care homes.

Exhaustion, it's only sept and the chaos this is causing so winter a huge concern.

Reliable access to testing/results for staff/service users.

Council not paying enough fees. Staff wages on the rise as to keep staff wages need to increase. So much more pressure.

A COVID outbreak - test results are too slow to prevent an outbreak. We need results within hours, not days to help us with this.

Legal repercussions of COVID on care homes (future claims by families of those who passed away this year (with / without positive COVID test).

Maintaining PPE stocks and trying to keep up with all the guidance that seems to change regularly.

Funding, staffing and Covid pressures, we are a residential home and are being expected to be like a hospital.

Home insurance will not include cover for Covid-19 when it is renewed on the 13th October this year. And was told that Insurance companies will no longer insure any Home for Covid-19 or any other similar virus in future.

The government is not being clear or realistic, they are placing so much pressure on can homes. While supporting service users we also have to be supporting their families, with the added issues of not seeing them.

Not able to access other health need e.g. dentist, foot care.

We need support around younger adults who are still struggling and who are becoming increasingly depressed with the restraints of social distancing and a lack of activities for them.

More inclusion with the statistics and parameters of social care regulations and notifications, as LD services are not currently on the radar.

Non existent uplifts from Local authorities over several years have left most homes struggling and the added pressure from hospitals to discharge patients that are unwell to empty beds is putting a huge strain on services.

All positive Covid patients should be transferred to nightingale hospitals till they test negative not returned to homes to spread the virus.

The care sector will fold up without massive injections of resources because we cannot anticipate staff availability from day to day.

Covid has exposed that financially homes have been underfunded for years.