

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Wealden Community Care Limited

Location / Core Service address	Date
Wealden community Care Limited Cartlodge Office, Horam Manor Farm Horam, TN21 0JB Heathfield	21/05/2020

Dear Wealden community Care Limited,

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Had risks related to infection prevention and control, including in relation to COVID-19, been assessed and managed?

Yes There were systems to assess and respond to risks regarding infection prevention and control, including those associated with COVID-19.

1.2 Were there sufficient quantities of the right equipment to help the provider manage the impact of COVID-19?

No There weren't always sufficient quantities of essential equipment to support the management of the impact of COVID-19.

1.3 Was the environment suitable to containing an outbreak?

Yes You had taken steps to ensure the environment was as effective as possible in containing an outbreak of COVID-19.

1.4 Were systems clear and accessible to staff, service users and any visitors to the service?

Yes Systems to ensure the environment were conducive to containing an outbreak of COVID-19 were clear and accessible to people using the service.

1.5 Were medicines managed effectively?

Yes Service users' medicines were effectively managed, despite the increased pressures associated with COVID-19.

1.6 Had risk management systems been able to support the assessment of both existing and COVID-19 related risks?

Yes Systems enabled the continued management of known risks, as well as enabling the provider to respond to new and emerging risks, including those posed by COVID-19.

Assessment Area 2

Staffing arrangements

2.1 Were there enough suitable staff to provide safe care and treatment in a dignified and respectful way during the Covid-19 pandemic?

Yes There were enough suitably skilled staff to provide people with safe care in a respectful and dignified way during the Covid-19 pandemic.

2.2 Were there realistic and workable plans for managing staffing levels if the pandemic leads to shortfalls and emergencies?

Yes There were realistic and workable contingency plans for staffing shortfalls and emergencies during the COVID-19 pandemic.

Assessment Area 3

Protection from abuse

3.1 Were people using the service being protected from abuse, neglect and discrimination?

Yes People were being safeguarded from abuse, harassment and discrimination.

3.2 Had the provider been able to properly manage any safeguarding incidents or concerns during the pandemic?

Yes Action had been taken to properly respond to incidents, alerts or potential safeguarding incidents at the service.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Had the provider been able to take action to protect the health, safety and wellbeing of staff?

Yes Staff health, safety and wellbeing were protected despite the increased pressures associated with COVID-19.

4.2 Had the provider been able to implement effective systems to monitor and react to the overall quality and safety of care

Yes There were effective systems to monitor the overall quality and safety of care being provided at the service during the COVID19 pandemic.

4.3 Is the provider able to support staff to raise concerns during the pandemic?

No There was not always the capacity to support staff to raise concerns during the COVID19 pandemic.

4.4 Had care and treatment provided to people being sufficiently recorded during the Covid-19 pandemic?

Yes Care and treatment provided to people is being sufficiently recorded during the Covid-19 pandemic.

4.5 Had the provider been able to work effectively with system partners when care and treatment is commissioned, shared or transferred?

Yes Working arrangements and information sharing with system partners during the Covid-19 pandemic are effective.

Overall summary

The service has experienced ongoing issues in securing PPE. WCC is a large DCA service that looks after 120 people and their demand for PPE is high. The service has secured some PPE from the local authority and some privately. They have enough but long-term supplies are never substantial. After initial staff concerns about their safety and that of their families, they are now working really well

receiving support from the manager to get the protection they need. The office remains open, no staff working from home but carers pass through just to collect paperwork / PPE. No meetings being held but communication between manager and staff is reported as good. As a DCA they support some people with medication. Pharmacy supply chain and the availability of delivery drivers has not been good. Service working with family members to ensure that no one misses their medication but this requires close management to succeed. Service is caring for one to five symptomatic people a week but have had no deaths. Early in the pandemic two people were taken to hospital, both tested negative. GP providing support by telephone. Few visits from District Nurses as it was thought many had been re-deployed. No significant impact on the service however. One person now supported with shopping otherwise minimal lifestyle restrictions affected. One person has made 40+ cloth bags for staff to carry PPE in. This has gone down well with staff and the person is thrilled that they are doing something helpful. In one area local school children are writing to people and replies are being sent. Co-ordinated by the service and a local dementia group, this project is being well received. Contingencies reviewed. Plan to work with another large, nearby DCA and have re-visited their winter plans. No recent safeguarding issue and assurances received that this area is BAU with ongoing reviews of risks. The manager reports feeling supported by the local authority and CQC.