

Care Provider Support Hub: Overview

Care providers across Herefordshire are playing a vital role in the local response to the coronavirus (COVID-19) pandemic. We recognise that COVID-19 is having a significant impact on care providers, and they are facing unprecedented challenges.

Herefordshire Council and our partners, continue to be committed to ensuring our local care providers and their staff have access to the right support, at the right time. We understand this is crucial for enabling the ongoing local delivery of high quality and safe care. We recognise this is especially important for issues related to infection prevention and control (IPC), personal protective equipment (PPE) and workforce well-being issues.

As part of our commitment to care providers and reflecting the national ambition local authorities to support COVID-19 outbreak management, we have established a 'Care Providers Support Hub' (CPSH).

Purpose of the Care Provider Support Hub

The purpose of the CPSH, is to support care providers and the care workforce in Herefordshire, so that the impact of COVID-19 is reduced across our social care sector.

The approach and activities undertaken by the CPSH is reflected in three priority areas –

1) Proactive engagement

- Provide care providers with regular opportunities to access support and advice on general IPC¹, quality assurance (QA) and public health (PH) - via a dedicated email address and weekly teleconference
- Communicate national and local guidance and relevant sources of information/support, to all care providers in a timely manner
- Host IPC and PH training sessions (based on identified need) for care providers - via teleconference)

2) Intelligence and risk assessment

- Gather intelligence and data from all care providers on weekly basis to identify emerging issues and risks related to COVID-19
- Triangulate intelligence and data from care providers, Herefordshire Council teams and partner organisations to inform local planning and decisions about general IPC and PPE

¹ In partnership with Herefordshire and Worcestershire Clinical Commissioning Group and Public Health England

- Use available intelligence and data to stratify care providers according to risk and therefore the need for early intervention (on IPC, QA and PH)

3) Early intervention and mutual aid

- Deliver targeted early interventions¹ (i.e. IPC, QA and PH support) to reduce the risk of COVID-19 outbreaks occurring and escalating
- Liaise with and assist organisations responsible for clinical/specialist IPC and specialist health protection to support local COVID-19 outbreak management (i.e. (Herefordshire and Worcestershire Clinical Commissioning Group and Public Health England)

Structure of the Care Provider Support Hub

The CPSH is formed of professionals from the following teams based within Herefordshire Council –

- Public Health Team (Lead)
- Quality and Improvement Team
- Care Commissioning Team

The CPSH will be directly accountable to a Consultant in Public Health and the Assistant Director for All Ages Commissioning. Strategic oversight will be provided by the Director of Public Health and Director for Adults and Communities.

Partnership working

Ongoing engagement and partnership working will be prioritised, between the CPSH and the following organisations –

- Herefordshire and Worcestershire Clinical Commissioning Group
- Public Health England
- Taurus Healthcare Ltd
- Care Quality Commission
- Wye Valley NHS Trust

The CPSH will host a weekly teleconference for the above organisations to share intelligence, discuss local challenges and identify opportunities to strengthen the support offer to care providers.