

healthwatch

Kingston upon Hull

COVID-19 Report

Impact on Care Homes in Hull

Date: June 2020



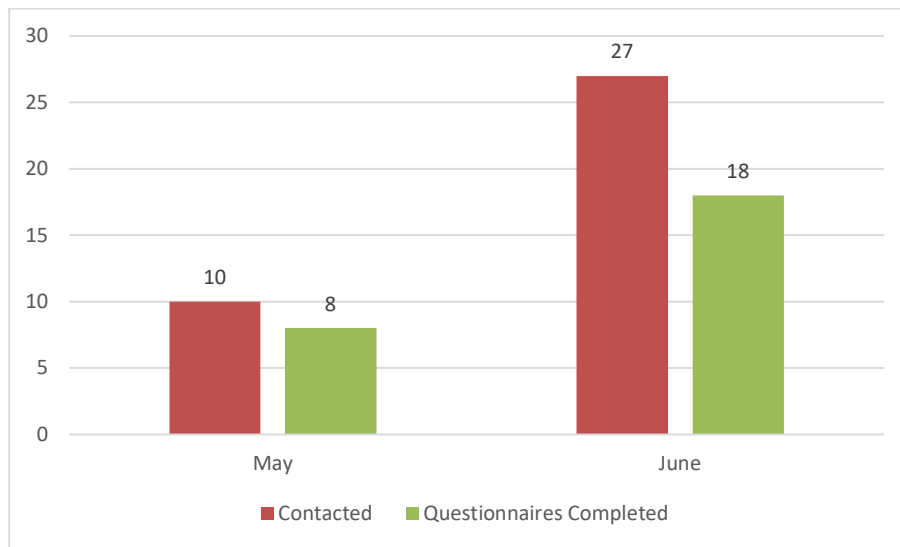
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1. Introduction

Since the end of May, Healthwatch has been contacting care homes in Hull to get their views and experiences so we understand the impact coronavirus has had on their service.

Healthwatch contacted a total of 37 care homes to ask for their views and experiences. Out of the 37 care homes we contacted we received 26 responses.

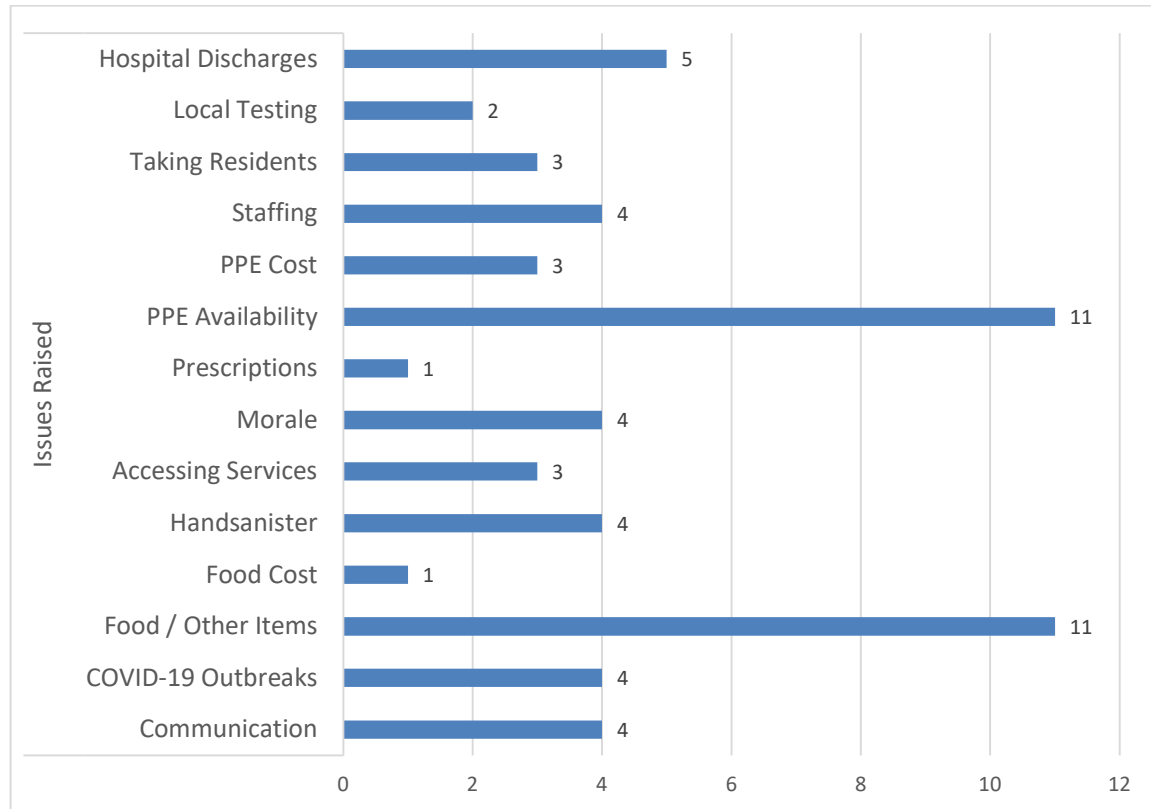


Out of the 26 questionnaires, the biggest issues raised by managers were:

- Accessing Food / PPE
- Hospital Discharges, Covid-19 Outbreaks, Communication, Hand Sanitiser, Moral and Staffing
- Taking New Residents, Accessing services (Hospital, GP and Social Workers), Local Testing and PPE Cost

2. The issues encountered within care homes due to the Covid-19 pandemic

Statistical Information and Graphs



What People Told Us

“We’ve had issues with obtaining hand sanitiser and the increasing cost of PPE. We’ve had two residents admitted to hospital who came back untested with COVID-19 and six of our staff had caught the virus.”

“We had issues with masks initially however the Emergency Tracker has resolved this; since we get a stock of PPE when it goes red. PPE has increased in price, for example: masks have doubled in price. We haven’t heard from social workers and carried on supporting residents with DOLS but feel social workers should have been more involved. We’ve also had too many emails from CQC, Hull City Council and Public Health; it’s a lot to take in as there’s constantly something coming through and receiving one email each day with all the information together would have been much easier.”

"We've struggled to get some PPE from our supplier and still struggling with gloves. Suppliers seem to have changed how they operate and to move to a new supplier we need an invite.

We've ended up having to buy gloves from our food supplier and Vikingdirect so we haven't run out. We also had an issue at the start where a resident needed their curtains replacing but when we went to the shops we were told they were not an essential item so we could not buy them; I ended up replacing them with curtains from my house as the residents dignity is essential but the shop didn't seem to understand that."

"We've had issues with masks but that has now been resolved; we seem to be struggling to obtain the number of gloves we'd usually order now however. We had issues at the start with our food order from Tesco; however, they suggested we speak to Young Wholesales who have been really good."

"Due to not having local testing, initially we had to send staff who thought they might have the virus to Doncaster Airport as it was the nearest testing site; this changed to Humber Bridge but it would have been easier to have local testing available early on."

"We've had issues with masks and gloves at the beginning as there was a limited amount we were able to order but we've managed to still store a surplus now just in case. PPE cost has risen significantly, it used to cost £50 for 300 masks and now it costs £40 for 50; and that's the newly reduced price.

I've found PPE from Public Health has been expensive considering how significantly we need it and in some cases the government has been providing PPE to suppliers who have then charged a significantly higher price. We've had emails asking us to take on residents but have consistently refused; when we did almost take on a resident from hospital, we were informed shortly before they were due to arrive that they had coronavirus and the wellbeing of the current residents we have takes priority."

"We had difficulty in receiving normal food deliveries initially due to restricted items per order. PPE supplier told us at one point that the next order of PPE we were going to receive from them was the last they would be able to fulfil as they've been told they need to focus on supplying the NHS.

I've had staff having to travel to Sheffield and Humber Bridge to get tested which was difficult as they did not have personal transport; the delay in local testing affected staff moral and it was only a few weeks ago the home was contacted to say both the staff and residents could be tested.

The lack of government guidance early on was difficult as well, we found different managers that we spoke to had been doing things differently to each other as no-one really knew what to do. We received one supply of masks from Public Health at the start

but we were told there was no need to use them as the risk of transmission within the home would be low due to lockdown. We still used the masks from day one but feel there should have been better guidance and direction from the start.”

“We’ve found that too many services are calling for the same information and asking us to complete the same types of surveys. I have a lot to focus on and I don’t understand why I can’t just complete one survey or have a conversation with one authority figure and they pass on the information to the others.

We’ve found that possible signs of COVID is not broad enough. We’ve had 23 confirmed cases in staff and 15 residents have sadly passed away, three were suspected of having COVID and 12 confirmed. Only one resident had a cough and another had a temperature, the others had no symptoms other than not generally not seeming well.

The outbreak of COVID started after we had residents go into hospital and then come back untested. It’s really decimated the home and staff moral; there is a feeling now of impending doom due to witnessing the severity of COVID first-hand. I’ve had two staff resign due to fear and I’ve had to personally verify deaths as GP’s won’t come into the home.

We were sent 7 testing kits for residents when we first had an outbreak with no guidance and we struggled to explain to those with dementia what we were doing and why; we were not sent any further kits for the staff or other residents. After some time we had the army turn up without warning with 150 kits; we were told to get the tests done by the end of the day and the staff felt uncomfortable as the onus was put onto them and they are not medically trained or paid as the same as someone with a qualification; we felt it would have been better for a medic to have done the testing.

Despite all of this, there has still been an expectation for us to offer beds to save the NHS being under pressure. We are now going to be open to admittance from the beginning of June and have one new resident coming. I asked if they would be tested prior to coming into the home and have been told as they were tested last week and it was negative they would not be retested as there was no legal requirement for them to be tested again despite my arguments that between then and now they could have come into contact with someone who has the virus.”

“Initially we had issues with accessing prescription pain-relief. We were given dispensable alternatives but the residents do not like them. We had issues with delivers from Asda due to restrictions and supplier of PPE struggled to supply items such as enlarged gloves. We have been having to buy them from a different supplier and the price has doubled per box.

We have lost two residents to COVID-19, they tested positive prior to symptoms showing, we purchased hospital beds and air mattresses to improve their comfort as they struggled to even sit themselves up and were prone to fainting.

We've also had to provide emotional and mental support for staff as they have not been able to see family and friends, they have continued to come to work and there has been no issues but it has been hard on them.

"We've had issues with PPE at the beginning, we were able to resolve the issues with gloves in April and alcohol gel has just been resolved; we've been assured there won't be any further issues going forward.

We changed PPE supplier in February and at the start of lockdown they were allocating PPE based on previous orders but as we had not made an order, we were not allocated anything. We were given the option to receive an allocation but at a significantly inflated price.

Our food suppliers inflated their prices and some items were not fulfilled such as milk; in some orders we were not provided any and we had staff go to 12 different stores to get three days' worth of milk due to the restrictions on quantity.

Asda did not have any priority slots for care homes despite them being promised there would be, meaning we still had to wait three weeks for a food order and our GP would not come into the home which delayed some treatments at first.

As staff were rotating 12-hour shifts, they struggled to do their normal shopping due to the changing of opening times at supermarkets and not having dedicated times for them like NHS staff. This affected moral as the staff felt less important since they did not have a nursing degree despite providing a fundamental service to the country."

"We initially had issues accessing hospital services for residents but since we've had residents go into hospital and come back with coronavirus so we are now hesitant to send residents to hospital."

"We had issues at first with online shopping due to restrictions and delivery slots but this has now been resolved. Staff morale was low at the start due to the government and supermarkets prioritising NHS staff and not recognising the significance of care staff."

"We pay for a yearly delivery pass from Asda for priority slots however we had issues getting a slot in the first few weeks. We bulk bought items where possible but if residents wanted a specific item which we wouldn't normally buy, then we have to send staff out to purchase them. Sometimes it could be hours between a staff member leaving and returning as we didn't have any priority at supermarkets; this felt unnecessary as staff have badges and could demonstrate they were care staff so should have been able to jump the queue. Some of our regular shops also were difficult with quantity of items despite knowing our staff and being aware we needed to purchase more than the limit to meet the needs of the residents.

Our PPE supplier had difficulty in supplying any PPE at first but we had a storage of it thankfully, this has since been resolved.”

“We had a district nurse come into the building already dressed in full PPE, who resisted changing into fresh PPE we supplied when asked. Our residents are at the heart of what we do and we weren’t going to put them at risk. I have raised this and it has been resolved.”

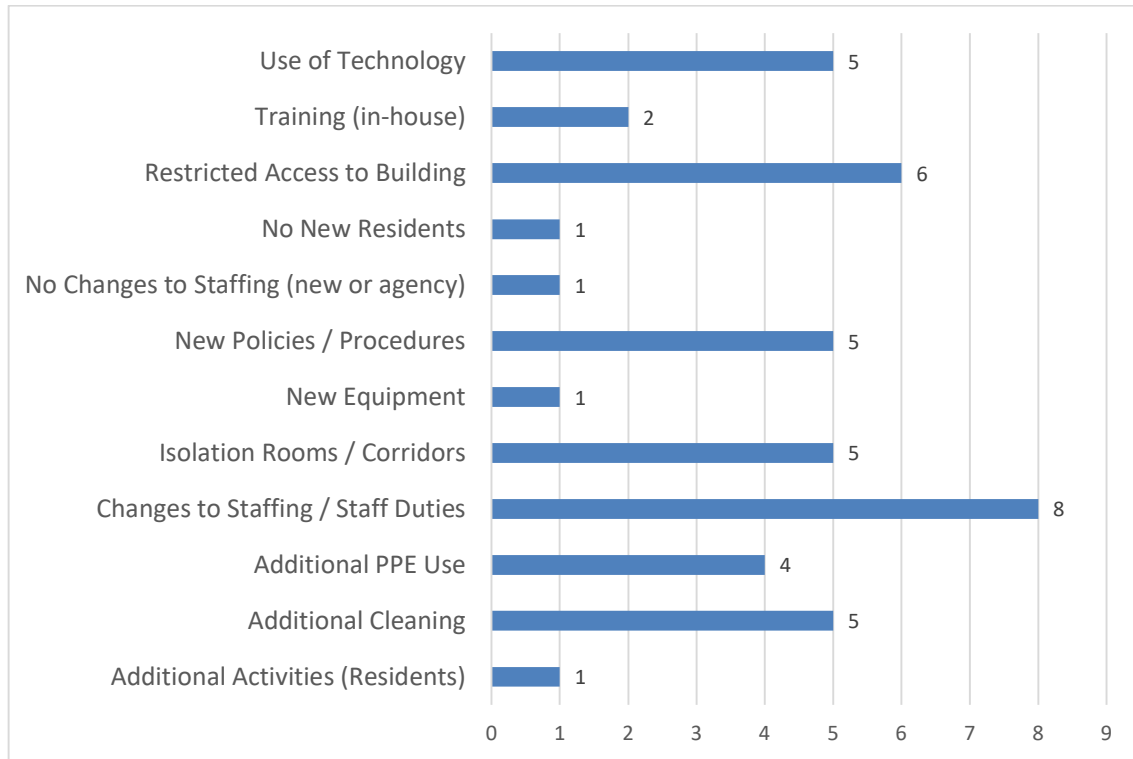
“We found hospitals didn’t do testing on residents being discharged at first, they are however doing testing now. We’ve had difficulty in getting tests for residents and staff; PPE was difficult to get in the beginning but it is now more plentiful; since we are going through a significantly higher amount, it has become a full-time job sourcing it and has cost significantly more, gloves and masks for example has increased by 300%; since the beginning of lockdown we have spent £2,500 more than we normally would on PPE.

We had issues with food at first, particularly milk as we do not have large fridge spaces and could not buy huge quantities of fresh milk as UHT was in short supply. Supermarkets were restrictive with items despite knowing we were buying for a care home so it took a lot more time for us to be able to get the amount of supplies we normally need for the residents.

One supermarket advised us to use a wholesale company but we had to buy a much larger amount than we could store; thankfully another supermarket was more accommodating and allowed us to click and collect the amount of food we needed.”

3. What measures were put in place to combat issues or to avoid issues occurring

Statistical Information and Graphs



What People Told Us

“We’ve used significantly more PPE, especially masks and aprons. We’ve instructed health professionals to bring their own PPE if they are entering the building and put it on once they enter. Anyone professional entering the building will only travel directly to where they are needed to avoid potential transmission.”

We’ve also developed procedures for when visitors are allowed to ensure that guidance and social distancing is followed. We’ve conducted risk assessments, continually reviewing and testing them to make sure they meet the standards expected. We’ve developed staggered visiting times and for visitors to meet residents in the garden so they are neither are put at risk by being in the home; local visitors will be cancelled if there is bad weather and out of town visitors will be accommodated in a safe area that has been specifically set out to ensure it complies with all guidance.”

“We’ve ensured that enhanced PPE is readily available, increased domestic cleaning, handwashing and PPE use to reduce risk of transmission. We’ve not recruited any new

staff or taken any agency as a means of reducing the amount of new people coming into the home to ensure the residents and existing staff's safety."

"When residents are discharged from hospital, they are barred for two weeks to reduce the risk of transmission if they do have coronavirus. We locked down the home prior to the government telling us to with permission of residents and their families and have increased activities for residents to keep them occupied with them not being able to have family in the home.

We've incorporated social distancing in the home and made a special room for District Nurses so they do not have to come fully into the home. We bring the residents and anything they need to the room so they can safely deliver their service."

"Health professionals now come through the back entrance and the residents are brought to them so they do not come fully into the home; anything else that is also brought to them to avoid any risk of transmission."

"We sourced a new PPE supplier and there hasn't been any issues since, both myself and the deputy manager do shop runs to maintain food / product supplies to save staff being away from the home. If the residents need or want to go anywhere (where it is safe to go) the staff transport them rather than using public transport. We've increased domestic cleaning and staff are instructed to wash their hands more often than necessary and use PPE as much as they need to. We use GP and Pharmacy services online and have had no issues with accessing medications or support."

"We stopped visitors coming to the building prior to the government instructing us to lockdown. Staff now work longer shifts: early and nights rather than early, late and nights to restrict the amount of people coming in and out of the building each day. We now use a different entrance for staff and we change clothes when we enter and leave the building."

"Our pharmacist supplied masks to the home at first as we struggled to get them from our PPE supplier. We were told if we bulk bought £500 of PPE then their manufacturer could supply and deliver it directly to the home. We moved from ordering food online to physically shopping; Tesco and Farmfoods were accommodating and made sure we got as many items as we needed regardless of restriction; even setting aside items in-advance for us.

Where we couldn't get fresh produce from supermarkets, we made an agreement with Fruitopia on Newland Avenue and with a local butcher so there was no risk of residents having less choice."

“We made sure to arrange for a regular supply of visors and PPE, these are delivered weekly. When we have had an excess we have donated these to the local funeral director who had been struggling to get them.

We’ve just generally become more mindful, we increased cleaning and infection control audits, as we had a trainer based in the home we made sure that the staff received updated training without having to risk having someone come into the home to deliver it.

One of our staff is a qualified hairdresser so we’ve made sure she’s had everything she needs to be able to look after the residents and meet their needs.”

“We changed our food supplier and ordered from Alpine Foods; we’ve had no further issues since. We instructed domestic and cooking staff to provide regular stock updates to management so they can continually order supplies to avoid any becoming low.

We agreed to change staff rotas as one staff member struggled to get into work due to restrictions on public transport. We have one manager work from home working from home so while I work in the home so we can swap if I need to isolate.

We have companion rooms in the home so isolation would be difficult if residents displayed symptoms. We’ve set up a dedicated room instead and made sure this is readily available in case any resident displays symptoms or we have a confirmed case. The resident will be moved here to reduce risk of transmission and that particular resident will have nominated staff each shift so they do not risk passing on the virus if they supported other residents.

Any essential service such as District Nurses visiting the home comes through a separate entrance and only enters one room; residents and medication are brought to this room. The room has been adapted to ensure that the respect, dignity and privacy of residents are upheld.

We’ve undergone coronavirus training provided by Hasco, staff are to arrive in their own clothes and change clothes before and after their shift and are able to shower before and after they start their shift if they wish.

We have regular video consultations with GP’s and Social Services to ensure residents are not left unwell or vulnerable. Townsend Court has also offered further support for residents who may require an input from Psychology or CPN.

We’ve set up Skype and Whatsapp so residents can communicate with their families while they are unable to come into the home to reduce the risk of loneliness. Families have found this really rewarding and is something we want to keep for the future.”

“We’ve provided meals for staff as some have struggled getting in shopping before and after work; we’ve changed rotas for staff with childcare issues or affected by restrictions on public transport and advised staff who live close together to travel together if they have personal vehicles so as to avoid use of public transport entirely.

With permission of the family and residents we have moved them to different rooms to create an isolation corridor, we will use this if there is an outbreak in the home or as an area to allow family to enter the home during end of life.

We've become more tech savvy for meetings; families have faceted residents and have found it really rewarding, our staff have also been in contact with families who have found it hard to use smart technology and guided them through the process of downloading / using video calling apps.

We also moved residents under one GP which has been really beneficial as before we would need to contact seven different GP's.

"We shut down the home prior to the government advising us to and made sure family receives picture and video updates of residents from then. Family are able to facetime with residents and were able to see the residents celebrating VE day which they enjoyed.

We contacted our PPE supplier at the start to make sure there'd be no issues and bulk bought from shops at first as they were running low on stock so we didn't want to struggle finding items that our residents wanted. We've moved now to online shopping as deliveries have gotten better; Iceland and Asda have made sure we have priority slots which has helped.

We're not taking any new residents unless there are no risk to our current residents. We are accepting our first new resident this week as they are now able to be tested just prior to entering the home."

"We found hospitals didn't do testing on residents being discharged however they are doing testing now. We've had difficulty in getting tests for residents and staff; PPE was difficult to get in the beginning but it is now more plentiful; since we are going through a significantly higher amount, it has become a full-time job sourcing it and has cost significantly more; since the beginning of lockdown we have spent £2,500 more than we normally would on PPE.

We had issues with food at first, particularly milk as we do not have large fridge spaces and could not buy huge quantities of fresh milk as UHT was in short supply. Supermarkets were restrictive with items despite knowing we were buying for a care home so it took a lot more time for us to be able to get the amount of supplies we normally need for the residents.

One supermarket advised us to use a wholesale company but we had to buy a much larger amount than we could store; thankfully another supermarket was more accommodating and allowed us to click and collect the amount of food we needed."

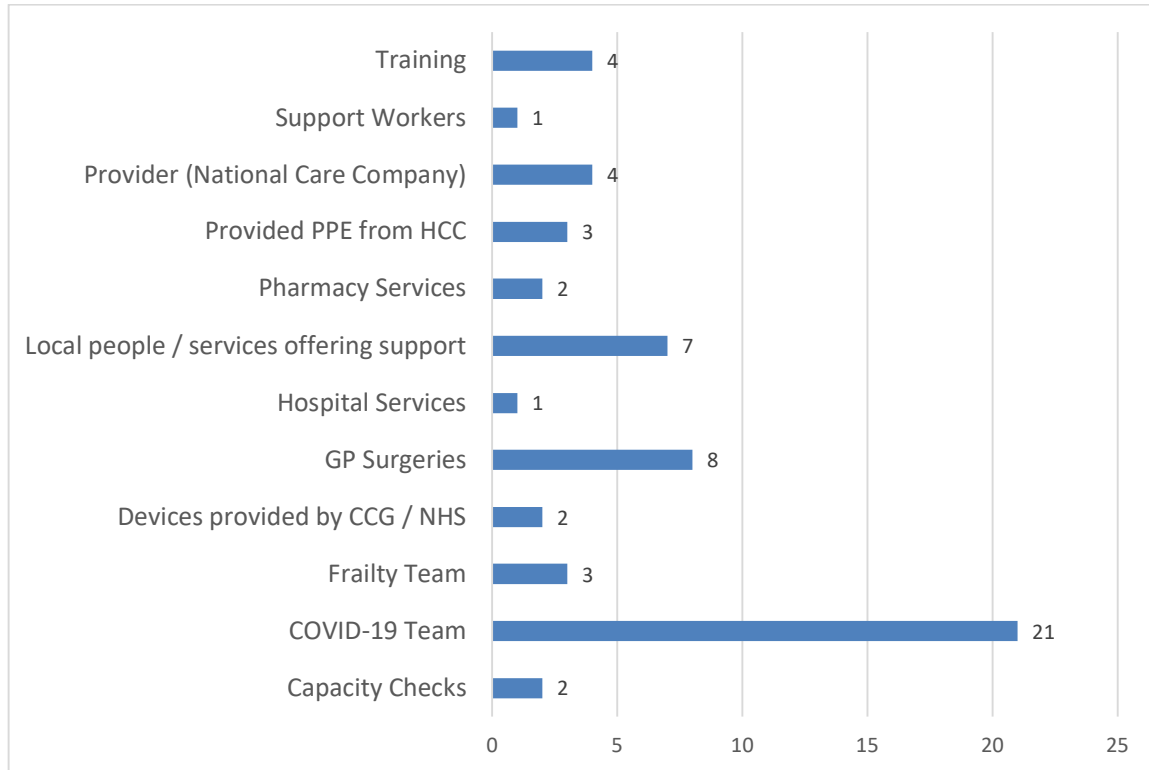
"We had a stock of PPE so thankfully had no issues and have received training from Dove House on COVID-19.

We had two residents test positive on a blanket test while I was at home over the weekend. I was made aware immediately and oversaw that the residents were isolated to reduce risk of transmission. I spoke to the staff on duty and we agreed that they would continue to work in the home to avoid any staff off duty at that time coming in and becoming ill.

We arranged for a deep clean of the building before letting any off-duty staff in and informed the Local Authority, CQC, Public Health England."

4. The support that was given to assist care homes during the Covid-19 Pandemic

Statistical Information and Graphs



What People Told Us

“The support made available from Hull City Council has been very good, regular meetings to raise any question”

“The Covid-19 Team contact me weekly, Tracey Ledger has been outstanding; rings up often to check in and listen to any concerns and questions, making sure to get back to me with answers and that any issues are resolved.”

“We’ve received regular guidance from the council, weekly calls from the COVID-19 Team and the capacity checks has been really useful. We’re keeping the processes we’ve had to adopt due to coronavirus after the situation improves such as the technology for video chats as they’re beneficial for the residents and families.”

“The council have been great, Kerry has called often to check in, see how we’re doing and answer any questions. The audiology department at the hospital has been fantastic as well, we dropped off some hearing aids and within 24 hours they were fixed and back at the home which is quicker than it normally takes.”

“The weekly telephone calls with GP’s has been really good and beneficial in making sure the residents needs are met. We’ve had the COVID-19 Team call each day and it has been great to have support from them.”

“We’ve had training provided by the CCG on how to properly put on and use PPE which has been reassuring as we know we’re definitely using it correctly which is key to combatting the spread of coronavirus.

The pharmacists have been in contact regularly to make sure there were no issues and we’ve had access to a GP as a backup to speak to if there was an issue. We’ve had regular video consultations with the GP and they even contacted the home on Bank Holidays just to reiterate they are still available if the home needs any help.

The COVID-19 Team / Hull City Council has been in regular contact and has gotten back to us in reasonable time if there’s any questions they couldn’t answer immediately.”

“Our senior management team has made sure there is no issues with food, the procurement team has made sure PPE was readily available and our measures are constantly reviewed after they found some of our homes were stockpiling PPE to make sure other homes didn’t struggle while some of our homes were ordering excess. We now have an app which we update each day with the amount of stock we have and when it falls beyond a certain level our provider procurement team will order PPE for us.

The COVID-19 and Frailty Teams have been outstanding throughout this pandemic.”

“East Hull Family Practice have been brilliant with providing support to the residents and helped us however they could. We’ve received calls from Julie at Hull City Council daily which has been reassuring, the Frailty Team has also been really good.”

“Hull City Council have been fantastic; Julie has provided immense support to the home and was always there to answer any questions and offer any guidance. When I’ve spoke to other managers in sister homes across the country, it’s apparent that Hull City Council stands out compared to other councils as our sister homes haven’t received as much support as we have.

At first when we were receiving calls everyday from Hull City Council, we were feeling pressured and concerned we were going to be criticised but we’ve actually found these

calls really rewarding. They’ve since moved to weekly calls as we’ve not had any issues but we still find them rewarding.”

“Initially we had daily video consultations with Hull City Council and other services, this has since changed to weekly. These have been really beneficial in supporting the home. We’ve received training provided by the CCG on properly wearing and using PPE which has been beneficial.

Julie from Hull City Council has called regularly and provided fantastic support over the phone, answering any calls and escalating any issues. When we had an issue at first with a shortage of PPE, Julie arranged for some to be provided by Hull City Council and it came two days later.

We’ve also had members of our community volunteer to cut the garden and residents families have provided plants to us which the residents have helped place. The garden is looking lovely and the residents are enjoying getting to be out in the nice weather which has helped keep their spirits up while their families aren’t able to enter the home.”

“Hull City Council has been in regular contact, phoning several times a week just to make sure they’re aware of any issues and to reassure us that they’re there if we need any support.”

“HICA has been brilliant with providing us any support that we need, they have been proactive in making sure we didn’t have any issues with PPE and sourced different suppliers for food so the residents wasn’t restricted with the variety of options available.

Hull City Council has been really good, regularly calling and checking in to make sure there was no issues with PPE.”

“CHCP has been providing support and making sure that we didn’t have any issues. We’ve had the Frailty Team contacting the home daily to make sure we were supported and were able to get any help if we had any issues. We haven’t needed support from Hull City Council but they have contacted us to make sure we know that it is available if we did need any assistance.”

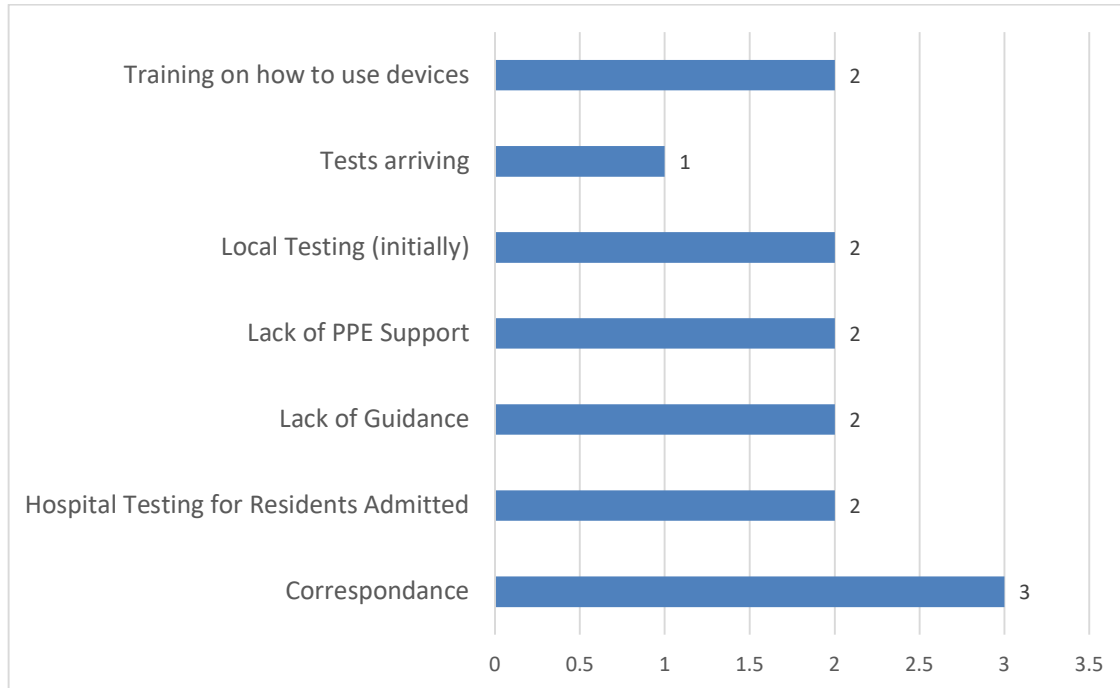
“Hull City Council has been great, they have contacted us often to check how the staff and residents are doing and to offer any support if we need it.”

“The COVID-19 Team and Social Workers have been fantastic, calling regularly to see how staff and residents were doing and to offer support if we need it. We’ve been able to have regular conference calls between the council and care home managers; the managers are able to provide questions up-front and they are all answered during each call.”

“Hull City Council helped us source PPE and gave us PPE when we were desperate. We also had a number of other organisations send us PPE. It helped having one person at Hull City Council and at Public Health England who we could talk to. Hull City Council also provided us information on COVID-19 courses provided by Dove House, we were struggling to find good courses as the ones we had looked at prior was very basic.”

5. What support care homes were missing during the Covid-19 Pandemic

Statistical Information and Graphs



What People Told Us

“Beyond the initial box of masks provided by Public Health, there was no further support for PPE like this from the council. All the correspondence I’ve received has been through email and sometimes when trying to find answers for specific questions you have to check through a lot of emails. It would be easier if correspondence could be more personal, more phone calls or even just receiving PPE regularly from the council while it was difficult for homes to source it.”

“The CCG delivered a tablet randomly with no explanation of purpose, instructions and they did not follow up to see if we were able to get it working.”

The COVID-19 Team have been great however at the early stages we were bombarded with emails and it became too much at times. A more organised response would have been better from the start but it has gotten better since then.”

“The COVID-19 Team and Frailty Team have been outstanding but we were overloaded with information. It would have been easier to digest if we received one update each day with all of the information rather than continuous updates throughout each day due to the guidance changing rapidly.”

“We were due to receive tests yesterday and we asked all staff to come in so we could do the test but they have still yet to arrive.”

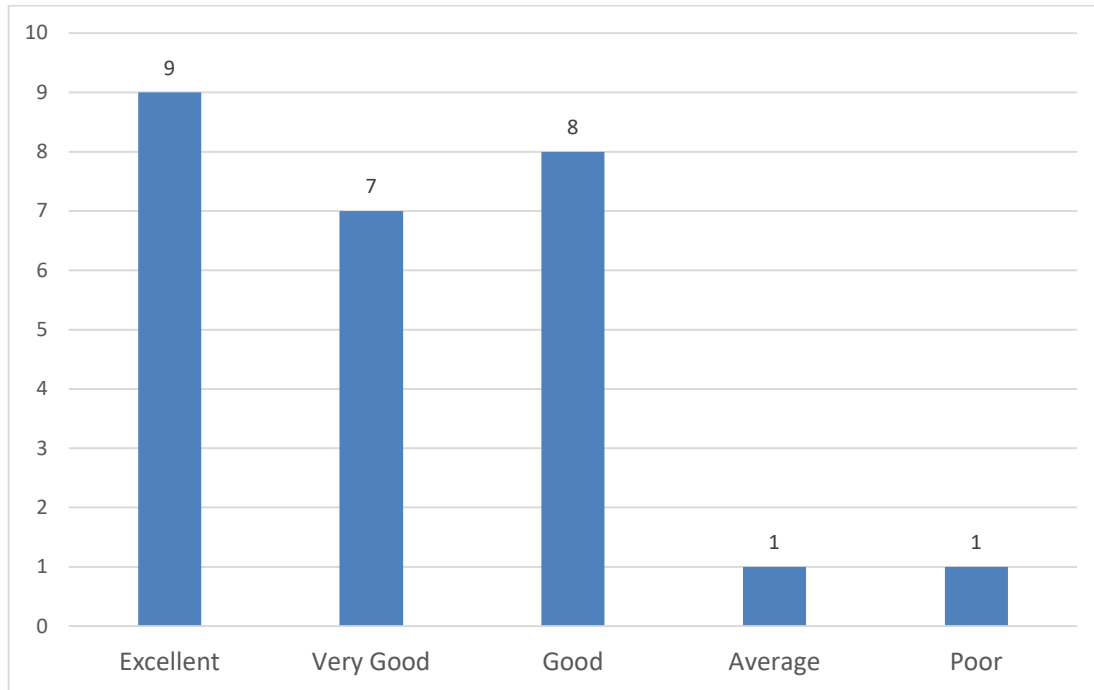
“We have received a lot of contact from the council which has been great however sometimes there is a lack of guidance and advice. For example, I asked about the policy on masks due to the changes within the NHS mid-June but have not received any information about this. We are concerned about how our clients will take to masks if they need to be worn at all times as some suffer from delirium due to substance misuse so may struggle.”

“The COVID-19 Team helped where they could but sometimes like when we raised issue with food supply they didn’t really know what to advise. I’m not blaming them as they did what they could with the information they had but I feel the service should have been more equipped.”

“We’ve not received any support from Hull City Council but we would not reject any support offered such as for PPE.”

6. The rating care homes gave about the support received from Local Authority

Statistical Information and Graphs



The ratings have been given by managers due to reasons mentioned in the comments above. There has been an overwhelming emphasis on the quality of service provided to homes from the COVID-19 Team which seems to have had a massive impact on the ability of homes to be and feel supported.

7. Overall Summary

From our conversations with care homes, Healthwatch Hull has identified the issues surrounding PPE and food supplies was a major concern at the start of the COVID-19 pandemic. There still seems to be some care homes that are finding gloves increasingly difficult to source but most managers have reported that PPE is no longer a problem.

Some care homes has mentioned there has been a price increase with PPE; three homes highlighted the price of masks has increased significantly with one home stating that the price of masks for them had tripled and they had spent an additional £2,500 on PPE in the last three months than they normally would have done.

Food issues revolved around a lack of priority for queuing and delivery slots as well as difficulty in getting the quantity needed for the residents due to restrictions. One home informed us that the head office for Asda had sent them a letter confirming if they showed it to their staff, they would be prioritised but this was not the case and they were still made to queue as normal.

Three out of four care homes who informed us of COVID-19 outbreaks had them occur after having residents return untested from hospital. For one particular care home this led to 23 staff becoming ill with coronavirus and 15 residents passing away either with suspected or confirmed cases of the virus.

Morale was impacted in some homes, especially in those with outbreaks; with the home mentioned above stating there has been a feeling of “impending doom” throughout the home due to the impact the outbreak had on both the staff and the residents.

A number of care homes we contacted had created new policies and procedures; such as how they handle cleaning, restricting access to the building, not hiring new staff or using agency; having designated areas for health professionals to enter and see residents to decrease the risk of transmission and created isolation rooms / corridors in case there was an outbreak in the home.

Although there was a couple of care homes that mentioned the amount of information that they received from the COVID-19 Team (and other authority bodies) was overwhelming at times; 21 out of the 26 homes we spoke to praised the support they were given by the team. A few care homes had specifically praised Julie and Tracey for the level of service they provided and how they dealt with any questions and problems.

There was significant praise provided for GP / Pharmacy services and the Frailty Team as well. A number of managers found the video consultations with GP's beneficial and that GP's were very accommodating of their concerns.

Some managers also gave praise to services in the local community helping to improve morale or provide practical support. One home had mentioned a local tattoo studio had dropped off every piece of PPE that they had prior to lockdown and another had donations from schools; offers of support from local businesses, even Domino's Pizza who dropped off 10 pizzas one night for the staff and residents which the manager and their staff was very appreciative of.

It was highlighted by two homes that they had tablets dropped off from the CCG but without any instruction or support. They were not familiar with the technology which caused some issues while they figured it out. The homes did however highlight that the training provided by the CCG on correctly using PPE was very beneficial and reassuring.

Some care homes had mentioned the lack of local testing had affected them and their staff as they had to travel a significant distance at first to get tested; others had mentioned the lack of testing on residents; either current residents being discharged from hospital or new residents joining the home from hospital was a concern.

One home informed us that they were two days away from accepting a resident but they were insistent that a test was done before the resident came into the home; when tested it came back positive. Since this the home has been resistant to accepting any new residents as the safety of the residents they have currently is their priority.

Other homes had echoed this as they've mentioned feeling pressured to accept new residents to help save the NHS but there hasn't been enough testing when people have been discharged from hospital and they feel their residents wellbeing and best interests aren't being taken into consideration.

The feedback regarding the overall support provided by the local authority was overwhelming positive; 24 homes rated the support as good, very good or excellent and only two rated it as average or poor.

This was due to a combination of the level of service the COVID-19 Team provided, the assistance the local authority gave in sourcing PPE, and when some homes were in need, they were able to get a delivery to them rapidly.

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