



# CARE HOME STAFF SURVEY

Adult Social Care & Public Health and SWL CCG Wandsworth response plan



South West London  
Clinical Commissioning Group





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## CARE HOME STAFF SURVEY

- The COVID-19 pandemic required health and care services to rapidly adapt to how they supported residents living in care homes who were particularly vulnerable to COVID-19.
  - In July 2020 Healthwatch Wandsworth worked with SWL CCG (Wandsworth) to develop an independent survey for care home staff to understand how well staff in care homes felt supported to care for their residents and to look after themselves during the pandemic.
  - The survey was anonymous, to allow staff to share their experiences freely and ensure individual care homes would not be identified.
  - The survey was online, and it was shared with all care homes in Wandsworth electronically (care home staff had the opportunity to phone Healthwatch and discuss the questions)
  - The [survey](#) was open for almost a month in July 2020 and recorded 129 valid responses (approximately 8% of total care home workforce in Wandsworth)
  - Wandsworth Council (including Public Health) and SWL CCG (Wandsworth) have worked together to develop a response plan to the concerns raised by the care homes staff via this survey.
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# WHAT YOU SAID / WHAT WE WILL DO

Theme	You said...	We will...	How will we do it?
<b>Mental Health and wellbeing offer for staff and residents</b>	The survey results said that mental health and wellbeing support for both staff and residents could be better.	We are working on developing a comprehensive offer of support (both virtual and face to face) to support care home staff and residents with their Mental Health and wellbeing. We will tailor resources to our audience.	<p><b>Mental Health and wellbeing offer for staff</b></p> <p>We are working with Behaviour and Communication Support Services (Older People care homes) and Wandsworth Physical Health LD Team (Learning Disability and Mental Health care homes) to offer all care home staff Mental Health and wellbeing sessions which focus on mental health awareness, self-care and coping strategies.</p> <p>We are working with mental health services to ensure fast access to talking therapies for anxiety and depression including online and face to face support.</p> <p>We will raise awareness of existing <a href="#">mental health and wellbeing online resources</a> that are available to all care homes staff and we will promote this resource with all care homes across Wandsworth.</p> <p><b>Mental Health and wellbeing offer for residents</b></p> <p>We will work with the Older people Mental Health teams and our Primary Care Networks to ensure that clinical leads and Multi Disciplinary Teams (MDTs) look at the mental health as well as the physical needs of care home residents. We will support care home residents through the MDTs with wider community and wellbeing services.</p>
	Care home staff stated that not all their health and safety needs were met.	We will put a greater emphasis on health and safety for staff in care homes and provide greater support at all levels.	<p>We will work with care homes to support them in case of future outbreaks. This support includes access to PPE and Infection, Prevention and Control support.</p> <p>We suggest that Care homes contact their normal suppliers in case they need PPE. However, care homes can also access the <a href="#">PPE portal</a> if they have an extra need for PPE due to the COVID-19 pandemic</p> <p>We have a team of IPC specialist that are willing to work with care homes and answer their queries about Infection Prevention and Control. Care Homes can contact them by emailing: <a href="mailto:infectioncontrol@swlondon.nhs.uk">infectioncontrol@swlondon.nhs.uk</a></p> <p>We are also improving access to Influenza vaccinations for both staff and residents through pop-up flu clinics.</p>
<b>Testing for coronavirus</b>	A vast majority of care home staff said that accessing a coronavirus test was easy.	<p>We will work with Public Health England to ensure that all those who need a test will have easy access.</p> <p>We will promote priority for people working in social care.</p>	<p>We will continue to work with our Public Health colleagues (and London Coronavirus Response Cell and Health Protection Team) to ensure all care homes have access to weekly testing for staff and monthly testing for residents via the <a href="#">national portal</a>.</p> <p>We have also offered care home staff the opportunity to access antibody testing, either in house – for care homes who have the necessary resources or via our community provider.</p>

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<b>Technology</b>	Care Home staff said that technology has brought both benefits and challenges.	We will continue to offer consistent support with technology, including NHS mail and MS Teams.	We have a dedicated email address for all IT queries relating to NHS mail, Data Security and Protection Toolkit (DSPT) and MS Teams. We will improve our offer of support and we will update you as soon as more information becomes available. Please get in touch by emailing: <a href="mailto:SWLcarehomes.admin@swlondon.nhs.uk">SWLcarehomes.admin@swlondon.nhs.uk</a>
<b>Communication</b>	Some care home staff said their concerns were not resolved.	We will work with care homes to implement guidance to ensure concerns raised are responded to within a reasonable timeframe.	We will work with care homes to ensure staff know how to report their concerns to external organisations and make sure their concerns are answered in a timely manner. Please get in touch by emailing the QA team: <a href="mailto:qualityassurance@wandsworth.gov.uk">qualityassurance@wandsworth.gov.uk</a>
	A quarter of respondents are not yet satisfied with their workplaces' preparedness for future outbreaks of coronavirus.	We will work with our Public Health colleagues to develop and implement an outbreak strategy with a clear process including the use of PPE, general supplies and shielding advice.	We have published our <a href="#">Local outbreak plan</a> and we will be working with care homes to ensure a joined-up approach (CCG, LA) is in place for future outbreaks.  In partnership with our Public Health colleagues we have developed <a href="#">local guidance for safer visits to care homes during the coronavirus pandemic</a> .
	Staff stated that residents (especially residents with dementia) were often confused or did not like staff wearing PPE.	We will publish information and advice on how to interact with residents with dementia.	We have developed a short online guide on <a href="#">how to support care homes who are taking care of residents with dementia</a> .

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<b>Communication</b>	Care home staff prefer to communicate via short and concise means (e.g. emails, messenger and WhatsApp texts) and mostly they like to access comprehensive information that can be understood quicker	The Local Authority and SWL CCG will work together to develop a single stream of communication that can be easily understood by care home staff.	<p>The Local Authority has developed bespoke <a href="#">website pages</a> that answers your queries about the Coronavirus pandemic.</p> <p>SWL CCG is holding weekly information sharing webinars that are followed by an FAQ.</p> <p>SWL CCG is currently developing its own website which will help care homes find accurate information and advice on a range of topics.</p> <p>We will re start our Provider Forums where care homes can share insights, understanding and best practice.</p>
<b>Scope local support</b>	Respondents stated that support from the NHS and Social care services in Wandsworth could be improved.	We are working together to create a locality-based response and support network for social care including care homes.	We will be working to ensure there is equal recognition for all key worker groups.

## FOR MORE INFORMATION

For any further information please contact the QA team on [qualityassurance@wandsworth.gov.uk](mailto:qualityassurance@wandsworth.gov.uk)

