



Bristol Health and Wellbeing Board

Title of Report:	The Impact of COVID-19 Social Care Services at Home
Author (including organisation):	Vicky Marriott, Healthwatch Bristol
Date of Board meeting:	19 th August 2020
Purpose:	Information and Discussion

1. Executive Summary

Our pulse survey provides a brief a snapshot of life for Domiciliary care users, over the Covid 19 lockdown, and their carers. 46% of respondents said there was a change to their normal service, although almost a third said they experienced an improvement in the quality of care. Some said they wanted to keep themselves safe and therefore chose not to have people enter their home. Problems with professionals being unable to access PPE played a part in safety concerns. 83% benefitted from more family and friends support. Over 50% felt their health and wellbeing was affected by the isolation of lockdown. A third said they felt they were more anxious than before due to the insecurity of not knowing if they would have regular carers, being left without medication or other insecurity such as being short of food.

2. Purpose of the Paper

Evaluation of Domiciliary Care service and insight into experiences during Covid 19. Items for information and discussion.

3. Background and evidence base

Our recommendations are based on the voice and influence of Domiciliary Care clients. The complex issues faced by these often 'high risk' category individuals include disruption of routine appointments with GPs and Hospitals and to the continuity of their social care support for care agencies. Half of those responding said service change had not been explained.

BCC vision for Adult Social Care Strategic Plan 2016/20 'ensure people get the right type of support, at the right time to prevent, reduce or delay the need for ongoing support and to stay independent. '

JSNA Health and Wellbeing Profile Older People 2019/20. Adult Social Care summary. 3,977 adults received a community-based social care support service during 2018/19. 1,985 of these were older people and 1,992 were people aged 18-64 years. Supported Living, Support to Access the Community, Day Services and Time For You. These clients were 18-64 years. The majority have a physical impairment (772), a learning disability (715), or a mental health issue (431), plus sensory impairment (63), Autism (53). Numbers in all client groups rose in 2018/19, except "Physical Impairment". In 2018/19, women accounted for 56% (2,222) of the take up of services, with 44% for men (1,755). For older people, women accounted for 66% of take up, with 34% men. Across the city, there are large differences in the rates (per 1,000 population, 65+) of older people receiving these services. The range is from under 11 per 1,000 in Clifton Down and Stoke Bishop to 89 per 1,000 in Lawrence Hill. At the end of 2018/19, BCC funded 38 fewer "domestic" care packages for older people (65+), and 23 fewer care packages for 18-64 age group, continuing a downward trend in funded packages since 2013/14. This at least in part

reflects supply of this provision, due to previous approaches to funding. There has been a substantial additional investment into home care provision, and work with the market is continuing to try and address shortfalls in supply that appear to arise due to workforce issues (recruitment).

Standards in Domiciliary Care 2000, set by the National Care Standards Commission states Standard 6 – Manager will ensure there is continuity of carers or support workers who provide the service to each service user

https://webarchive.nationalarchives.gov.uk/20130124065122/http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_4083671.pdf

4. Community engagement

This project was the first project in our 2020 workplan, informed by strategic priorities in Bristol and nationally. Our vision is ‘ to promote the experiences and involvement of local people to shape fair, accessible, and inclusive health and social care services for all.’

Two new Bristol staff engaged with community groups, but by necessity survey distribution was limited to an online survey. The VCSE, Health organisations, Carers Groups, Mutual Aids Groups and BCC helped distribute the survey to their contacts during lockdown.

5. Recommendations

The insights gained from hearing from this group of service users are multiple. However main recommendations are for clearer routes to access PPE and knowledge of how to use it. That clients are provided with continuity of carers to improve trust and reduce their isolation. There is improved communication about changes to services from agencies, especially for those without internet and there should be contingency planning support for users of direct payments. We propose with the help of the VCSE and BCC to widen this survey to hear from diverse communities about their care experiences as the impact of the pandemic continues.

6. City Benefits

Impacts for Equalities, Health and Sustainability.

7. Appendices

Healthwatch Bristol - The Impact of COVID–19 Social Care Services at Home June 2020