

Notes of HRS Covid Catch Up call – 21.10.20

Please see below for Agenda for next week's meeting. If anyone has any other items they'd like added then do let me know.

1) Actions from last call

- Action: LS to flag concern around 'Lockboxes' with Joe Keegan – Lizzie at CGL is following up on this
- Action: All to send info on any potential food sources that can be shared with whole group – No info received but anything shared will be circulated
- Action: LS to try and get more details around enforcement approach with new rules – LS spoke with Cambs Police and then sent out an email to the group outlining approach

2) Covid Swab Pilot update (Imogen Gray & Joe Keegan, Public Health)

Imogen apologised for not having been able to keep everyone in the loop but lots of different conversations have needed to happen separately.

For homelessness there are 2 approaches;

- Rough Sleepers:
Working with Outreach Teams – CGL for FDC & City, Light Project for PCC
- Hostels & Day Centres:
This is a very small targeted pilot project. Swab kits are limited so not able to give swabs to every project. There are also complexities around the Information Governance (IG) to be resolved.
- For hostels, pilot is aiming to have a more central approach for each geographical area instead to ensure all hostels in those areas still have access to a swab test for symptomatic individuals.
- FDC/PCC – there will be a core central team who can be contacted directly and who will then come to hostels to administer a test and then send it off – results will then be sent to the service and the individual (if they've provided direct contact details).
- Cambridge City – exploring a different option for Cambridge where services would be involved in the completion of the swabs.
Swabs will be held at Mandela House and providers will raise a 'client alert' on Inform for suspected cases
Members of Street Enforcement Team will then deliver tests to projects
Projects then confirm via INFORM that test has been carried out and sent off.

Bar code numbers are on all tests – this will help track tests and show they've been completed.

Vicky (CGL) confirmed that Cambridge Street Outreach Team will be storing their test kits at Jimmy's.

Next steps:

Very close to being able to get started;

- The swab test kits have arrived and are ready to distribute.
- IG arrangement should be signed off in next few days.
- Guidance document covering pilot will be shared.
- Andy King will also issue an additional note regarding the INFORM process for City services

3) End of life care for rough sleepers / hostel residents (Janet Lailey - CCG, Carly Love – Arthur Rank Hospice)

Joe Keegan was aware that doctor at Cambridge Access Surgery was also aiming to do something around EOL. Janet confirmed that they were trying to make contact with the Access Surgery.

In addition to this call, Janet will also send a summary setting out the service.

Three elements:

End of Life (EOL) Care care at home

Clinical nurse specialist service – extended hours from 8am to 6pm, 7 days a week

Palliative hub – 24/7 phone line for supporting those in last year of life and their family

All of the above services can be accessed by homeless service clients.

Arthur Rank are working to deliver a package of training around EOL – need to understand what hostels need to ensure it meets needs.

Action: Service providers to email Carly directly with any suggestions of what they would like to see included (carly.love@arhc.org.uk)

Also want to provide numbers for hostels to contact if they need help /advice / have a concern

Also looking to ensure that people aren't discharged without an appropriate package in place.

Bereavement support is another key need – peer bereavement support is very valuable.

Carly will be sending out information with numbers that providers / families can then call for support /advice –

Action: Carly to send to LS who will circulate to the group.

If you're not sure they are end of life then call the service – they're always happy to help – they want to make sure the person in need gets what they want.

Vicky (CGL) pointed out that they would usually raise a safeguarding alert for someone in this situation. Do we know if this process is linked in with EOL care service?

All agreed that a poster with key contact details would be great.

Janet/Carly will come back and speak to the group once something is developed to share with them.

4) Updates

- Additional Mental Health Support:
LS is still trying to find out more info regarding whether any 'post covid' extra resources may be available to support clients across hostels. MIND were looking to develop a programme, but not sure where things are with this.
Believe some training has been provided to District partners, but not clear about what this is.
- HRS Monitoring Framework:
As per last Catch Up call we will be seeking volunteers to join a working group to help us in developing an outline monitoring framework ahead of the HRS procurement.
An email will be sent out shortly.

- Testing:

Aware that Jimmy's have experienced an issue with Test results being delayed/not arriving – have others also had problems?

CGL have also experienced issues with one of the Covid B&B's in Wisbech. Test results were not forthcoming. As the rules regarding legal requirement to isolate only apply for confirmed tests, nothing could be enforced – unfortunately, despite advice, some people still went to work whilst symptomatic.

Riverside – reported that a member of staff who was contacted by Track & Trace had to travel right out of the area to be able to access a test. However results did come back quickly.

Reiterated concern raised at last meeting about risk of clients taking bus to Milton test centre if they can't access testing another way – but hopefully swab pilot can help with this

Futures had requested a postal test on a Friday, which then arrived Saturday morning, but then there was no post until Monday so didn't get the test result until Thursday.

Futures have now partnered with BUPA and can access tests that way.

Wintercomfort have had a very positive experience of testing recently – staff member tested positive – home test was sourced quickly and results also returned quickly.

Track & Trace then quickly made contact with any other team members and advised them to isolate.

Good when it works, but long delays or not being able to access tests are a concern. Need to know quickly to support self-isolation/avoid unnecessary isolation and manage staffing impacts

5. A.O.B

- Visitors – Riverside are working on allowing some restricted visitors at Cambridge Youth Foyer, but not their other services. Wondered what everyone else was doing at the moment?
- Providers present all confirmed that they were continuing to maintain visitor bans at all services, other than for visits from key professionals