

APPENDIX 1

ACTION PLAN: Review of Multi-Agency Support to Care Homes during the COVID-19 Pandemic (Task & Finish)

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
1	<p>Further to existing arrangements already in place regarding engagement with service-users and their loved ones, any current and future multi-agency professional group that is convened to support care homes ensures that the voice of residents and their families / carers is clearly articulated (whether through direct representation or via another appropriate mechanism). This should continue to include:</p> <ul style="list-style-type: none"> • How care home providers gain information and feedback from clients and their families • How the Care Quality Commission (CQC) gains information and feedback from clients and their families • How the Stockton-on-Tees Borough Council (SBC) contracting team gains information and feedback from clients and families • How Social Workers and other Adult Social Care professionals gain information, views and 	<p>Quality Assurance Team to review how and what information is collated by care homes and how this is used to improve service provision.</p> <p>CQC to advise the Committee how it gains information and feedback from clients and their families.</p> <p>Quality Assurance Team and Integrated Strategy Development Team to summarise how information is gathered from clients and families over and above that collated by care homes.</p> <p>Review and summary of how social workers and other professionals gain feedback from clients, families and carers.</p>	<p>Quality Assurance Team can evidence how information collated by care homes is used to improve service provision.</p> <p>Committee has been updated by CQC.</p> <p>Quality Assurance Team and Integrated Strategy Development can evidence how information is collated and used to improve service provision.</p> <p>Summary of how information and views are gathered and how this is used in care planning and service</p>	<p>Stockton-on-Tees Borough Council</p> <p>CQC</p> <p>Stockton-on-Tees Borough Council</p> <p>Stockton-on-Tees Borough Council</p>	

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	<p>feedback in their assessments / ongoing contact / reviews</p> <ul style="list-style-type: none"> How the safeguarding teams gain information and feedback How the Care Home Protection Group gains information and feedback 	<p>Summarise how the safeguarding team collate and act on feedback.</p> <p>Review and summarise how the Care Home Protection Group gains information and feedback.</p>	<p>provision.</p> <p>Safeguarding Team has robust processes in place to gain and act on information and feedback.</p> <p>The views of residents and families/carers are known and considered by the Care Home Protection Group.</p>	<p>Stockton-on-Tees Borough Council</p> <p>Stockton-on-Tees Borough Council</p>	
2	Mindful of potential developments in vaccination requirements for the care sector as a whole, efforts continue by SBC and its partners to reach-out to those staff who remain reluctant to receive a COVID-19 vaccination.	Vaccination is now mandatory in care homes. NHS is responsible for roll-out of vaccination programme. SBC will continue to promote mandatory and booster vaccination to care homes and the wider care sector.	Mandatory vaccination is implemented.	NHS Stockton-on-Tees Borough Council	
3	The Care Home Protection Group continues on a permanent basis.	Care Home Protection Group to continue.	Continuation of Care Home Protection Group.	Stockton-on-Tees Borough Council	