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| <b>REPORT TO:</b>                                    | <b>Scrutiny Health &amp; Social Care Sub-Committee<br/>11 May 2021</b>  |
| <b>SUBJECT:</b>                                      | <b>Covid-19 Vaccination Uptake- Residents in Care Homes and Care Staff in all settings</b>                    |
| <b>LEAD OFFICER:</b>                                 | <b>Rachel Soni, Director of Commissioning &amp; Procurement<br/>Rachel Flowers, Director of Public Health</b> |
| <b>CABINET MEMBER:</b>                               | <b>Cllr Janet Campbell, Cabinet Member for Families, Health &amp; Social Care</b>                             |
| <b>PERSON LEADING AT SCRUTINY COMMITTEE MEETING:</b> | <b>Stephen Hopkins, Head of Children &amp; Adults Placement &amp; Brokerage</b>                               |
| <b>PUBLIC/EXEMPT:</b>                                | <b>Public</b>   |

#### **POLICY CONTEXT/AMBITIOUS FOR CROYDON:**

The Council's 'Covid-19 Outbreak Control Plan' sets out how we will work with our partners and the community to prevent and respond to local outbreaks of COVID-19.

Croydon's local outbreak control plan outlines 5 steps to prevent, control and manage COVID-19 incidents and outbreaks. It describes our local whole system response and it has been developed with a wide range of stakeholders and overseen by Croydon COVID-19 Health Protection Board.

The aim of this plan is to:

- build on existing plans to prevent and manage outbreaks in specific settings
- ensure the challenges of COVID-19 are understood
- consider the impact on local communities
- ensure the wider system works together to contain the spread of infection locally.

This report provides an important update on how vaccination within the care sector supports the Covid-19 Outbreak Control Plan by ensuring that residents and staff in the care sector are vaccinated.

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| <b>ORIGIN OF ITEM:</b>          | Scrutiny of the local response to the covid-19 pandemic is one of the key priorities for the Health & Social Care Sub-Committee.  |
| <b>BRIEF FOR THE COMMITTEE:</b> | This report is to review the progress to date of the Covid-19 vaccination up take for residents in care homes, staff in care homes and staff in other care settings. The report also includes an update on the action plan to increase vaccination rates within these care settings |

## 1. EXECUTIVE SUMMARY

- 1.1. The report provides an update on the progress to date for covid-19 vaccinations for residents in care homes, staff in care homes and staff in other care settings. The data provided within this report is accurate as of 27 April 2021.
- 1.2. The report provides recommendations on next steps on the action plan and a further update to be provided to the Scrutiny Health & Social Care Sub-Committee on 29 June 2021
- 1.3. The objective is for the Council, South West London CCG(SWL CCG) and Croydon Health Services NHS Trust to support the care sector in the roll out of the vaccination programme, encourage uptake and breakdown any barriers preventing vaccination
- 1.4. In January 2021 the first roll out of the covid-19 vaccination started for older adults within care home settings. Croydon has the largest care home market within London, with 128 care homes, and bears the safeguarding responsibility of all those residents whether or not they are placed by Croydon Council. This has meant that nearly 2200 residents in care homes and 3200 care home staff reported by providers.
- 1.5. Croydon has the largest number of care staff within other care settings within London with 3891 staff employed over various settings reported by providers. The vaccination roll out for other care staff (cohort 2) started on 9 February 2021
- 1.6. As of 27 April 2021 vaccination uptake in key areas are:-

|   | <b>No. in relevant area</b> | <b>Dose 1- % vaccinated</b> | <b>Dose 2- % vaccinated</b>         |
|---|-----------------------------|-----------------------------|-------------------------------------|
| <i>Care home residents</i>                            | <b>2123</b>                 | <b>89.72%</b>               | <b>65%</b>                          |
| <i>Care home staff</i>                                | <b>3223</b>                 | <b>71.59%</b>               | <b>44%</b>                          |
| <i>Other Care staffing including domiciliary care</i> | <b>3891</b>                 | <b>44%</b>                  | <b>Not currently being reported</b> |

This data above is provided from the NHS Capacity Tracker, which is the responsibility for all care providers to maintain and update and is the main source of national data used for vaccinations and infection information.

## 2. COVID-19 VACCINATION UPTAKE RESIDENTS IN CARE HOMES & CARE STAFF IN ALL SETTINGS

### Background

- 2.1. From the start of the pandemic, a multi-agency approach has been in place to respond to outbreaks, providing guidance to the care sector and recently on the vaccination uptake. This approach is in line with the 'Covid-19 Outbreak Control Plan'. This includes partners from:-
- SWL CCG including infection prevention and control teams
  - Croydon Health Services NHS Trust
  - GP collaborative
  - Lead pharmacist
  - Public Health
  - Commissioning team
  - Safeguarding team
- 2.2. In January 2021, the first roll out of the vaccination for residents in care homes started and since then the roll out to all care staff (care homes and other settings) has commenced. The main source of national information for vaccination and other covid related information is from the NHS Capacity Tracker. It is the responsibility of the relevant care provider to maintain the information on this tracker but there is no legal obligation for them to do so. Therefore it should be noted that the accuracy of the data cannot always be verified as accurate, although significant effort and communications with homes to ensure that they keep this up to date.
- 2.3. All registered care homes and care providers are regularly contacted by the Council with email updates, individual calls to providers and weekly seminars.

### **Residents & staff in care homes vaccination uptake**

- 2.4. To ensure that the rollout of the Covid Vaccination to care home residents and staff was successful and met government deadlines, a communication plan was developed that involved sharing information with care homes through the weekly care home newsletter, care home information sessions and via staff calls.
- 2.5. The Croydon GP Clinical Lead, supported by the Primary Care Networks, led the vaccination roll out to priority groups in care homes, ensuring that those eligible and consenting (staff and residents) received the first dose of the Covid Vaccination. A Task and Finish Group was convened weekly to manage the roll out of the Vaccination Programme in care homes.
- 2.6. All residents and staff in Croydon care homes were offered the first dose of the Covid vaccination by the target date of 15 February 2021. Data from the NHS Capacity Tracker as of 15 February shows that 85% of residents and 56% of staff had received the 1<sup>st</sup> dose of the Covid vaccination.
- 2.7. Week beginning 15 February 2021, Croydon's Commissioning Team began calling Care Homes with 50% or less vaccination uptake amongst staff/residents. The purpose of these calls was to validate the COVID-19

Vaccination data on the NHS Capacity Tracker, find out why staff/residents had not yet been vaccinated, and see if the managers required any additional support or resources.

- 2.8. Based on the feedback gathered from care homes on the reasons for staff and residents not yet having the vaccination, an action plan was developed. Any barriers were escalated at the daily Care Home Operational Group and resolved within 24 hours and included on the agenda for the fortnightly strategy group escalating any key issues to the relevant stakeholders.
- 2.9. On 5 March, the Director of Public Health Croydon and Interim Director of Commissioning and Procurement sent a formal letter to the care homes that had reported on the NHS Capacity Tracker that they had 50% or less vaccination take-up amongst staff. The letter's purpose was to highlight the importance of having the Covid Vaccination and updating the Capacity Tracker.
- 2.10. A Multi-Disciplinary Review Meeting initially set up to oversee outbreaks in care homes shift focused to overseeing homes with low vaccination uptake (50% or less in staff/residents) jointly agreeing on the next steps to support these homes. The group agreed that all homes with 0% vaccination uptake in staff or residents would be invited to a joint meeting with Public Health and Commissioning to discuss ways to increase uptake.

### **Resident Vaccination Uptake**

- 2.11. As of 27 April 2021, Vaccination Uptake for Care Home Residents is at 89.72% for 1st dose and 65% for 2nd dose. South West London CCG has developed a vaccination request form available online to support new residents to access the 1st and 2nd dose of the Covid vaccination. The Croydon Clinical GP Lead is working with the Vaccination Task and Finish Group to establish the best approach to support the remaining 10% unvaccinated care home residents.

### **Staff Vaccination Uptake**

- 2.12. Care Home staff are being encouraged to attend the weekly care home information session, where they have the opportunity to take part in active Q&A sessions and find out more about the covid vaccination from various guest speakers such as Professor Dame Donna Kinnair, Dr Agnelo Fernandes, Croydon GP Clinical Lead, Public Health consultants and other specialist clinicians.
- 2.13. To support staff to access an alternative vaccination. South West London CCG has developed a pathway that supports staff to access the Pfizer vaccine where clinically appropriate.
- 2.14. The work on the second dose by GPs will mean that they will be speaking to staff who have not been vaccinated yet and encourage them to become vaccinated

## **Support from South West London**

- 2.15. South West London CCG has provided wider support to all care homes in South West London including information sessions, webinars and targeted support to increase vaccination uptake. All webinars filmed, edited and released as YouTube links and shared with managers to disseminate.

## **Other care staff vaccination uptake**

- 2.16. Vaccination for other care staff(cohort 2) started in February 2021.
- 2.17. The Council and partners have been supporting this sector which includes staffing from domiciliary care, supported living and sheltered by:-
- Fortnightly Teams sessions with social care providers to present information about the vaccines and get feedback about what's working and what's not working
  - Presentations from guest speakers such as GPs to dispel myths at the fortnightly Teams sessions.
  - Fortnightly Newsletters containing information discussed at the provider sessions and provide useful updates
  - Information sent out to providers about BME Forum and Asian Resource centre events providing education about the vaccines
  - Reminders sent to providers about recording vaccinations on ADASS/NHS trackers via Quarterly Monitoring Reports sent out by Commissioning.
  - Request of vaccination numbers and confirmation of reporting via Quarterly Monitoring Reports sent out by Commissioning
  - Discussions about vaccinations at Quality Meetings organised by Safeguarding and attended by Commissioning.
  - Attendance by a Commissioning representative at ADASS forum sharing ideas on increasing vaccination uptake.
- 2.18. A 'Vaccination for Domiciliary Care Staff-next steps' meeting on 14 April 2021 which was organised by ADASS. Providers were able to provide feedback and share ideas on what they found worked in relation to encouraging their staff to take up the vaccine.

Many providers had worked with their Local Authorities to provide information and educational materials, encouraging staff to follow their managers example of getting the vaccination. The feedback indicated that the challenges were no longer focused to cultural and religious beliefs, but were becoming focused on the bad press surrounding the Astra Zenica vaccine, staff wanting to wait longer in order to see the more long term effects or waiting for a different vaccine to become available.

Providers found that staff were more willing to take the vaccine if they were able to have paid time off and support with transport but also recognised that those who had achieved a rate of 80-90% uptake were finding that the

remaining staff were unable to be convinced to take on the vaccine regardless of the educational materials provided or incentives offered.

## **What the vaccination data tells us and how we compare to other London boroughs**

### **Care Home Staff**

- 2.19. Appendix 2 shows the uptake on dose 1 vaccination for Care Home Staff. As dose 2 vaccination has only just started we have not provided comparable data at this stage. We are currently showing that Croydon has the 13<sup>th</sup> highest vaccination out of the 32 London Boroughs.
- 2.20. We have reviewed against comparable boroughs(size of care market and demographics) as below:-

| <b>Borough</b> | <b>% Vaccinated Dose 1</b> | <b>Borough Position</b> |
|----------------|----------------------------|-------------------------|
| Croydon        | <b>71.59%</b>              | <b>13</b>               |
| Barnet         | <b>65.95%</b>              | <b>26</b>               |
| Enfield        | <b>67.30%</b>              | <b>23</b>               |
| Redbridge      | <b>65.89%</b>              | <b>27</b>               |
| Sutton         | <b>71.35%</b>              | <b>14</b>               |
| Waltham Forest | <b>67.61%</b>              | <b>22</b>               |

- 2.21. It shows that we above the London average and also that Croydon has the highest number of Care Home staff that requires vaccinating.

### **Care Home Residents**

- 2.22. Appendix 1 shows the uptake on dose 1 vaccination for Care Home Residents. As dose 2 vaccination has only just started we have not provided comparable data at this stage. We are currently showing that Croydon has the 27<sup>th</sup> highest vaccination rate out of the 32 London Boroughs.
- 2.23. We have reviewed against comparable boroughs(size of care market and demographics) as below:-

| <b>Borough</b> | <b>% Vaccinated Dose 1</b> | <b>Borough Position</b> |
|----------------|----------------------------|-------------------------|
| Croydon        | <b>89.72%</b>              | <b>27</b>               |
| Barnet         | <b>88.34%</b>              | <b>28</b>               |
| Enfield        | <b>92.24%</b>              | <b>15</b>               |
| Redbridge      | <b>92.35%</b>              | <b>13</b>               |
| Sutton         | <b>93.97%</b>              | <b>6</b>                |
| Waltham Forest | <b>91.69%</b>              | <b>18</b>               |

- 2.24. It shows that we are below the London average and also that Croydon has the highest number of Care Home Residents that requires vaccinating. The importance of the action plan focusing on individual reasons why residents have not been vaccinated via their GPS is key to increasing vaccinations

### **Other Care Settings Staff**

- 2.25. Appendix 3 shows the update on dose 1 vaccination for Other Care Settings Staff. As dose 2 vaccination has only just started we have not provided comparable data at this stage. We are currently showing that Croydon has the 24<sup>th</sup> highest vaccination rate out of the London Boroughs.
- 2.26. The Other Care Setting Staff is made up of 90 providers as below. Some providers

| Provider Type               | Providers who Council commission | No. of Staff | Providers who are delivering out of borough or not commissioned by the Council | No. of Staff |
|-----------------------------|----------------------------------|--------------|--|--------------|
| Domiciliary Care            | <b>29</b>                        | <b>1238</b>  | <b>42</b>  | <b>2150</b>  |
| Supported Living            | <b>8</b>                         | <b>269</b>   |  |              |
| Other (including Sheltered) | <b>7</b>                         | <b>172</b>   | <b>4</b>   | <b>62</b>    |
| <b>TOTAL</b>                | <b>44</b>                        | <b>1679</b>  | <b>46</b>  | <b>2212</b>  |

- 2.27. What the above table shows is that we have a number of providers where their registration is within Croydon but may deliver services for other London boroughs or in the private care market.
- 2.28. The current dose 1 vaccination is 44% compared to a London average of 56%. There appears to be an issue with providers updating the NHS Capacity Tracker which is the single source of reliable data. Out of the 90 providers:-

|                                  | No. of Providers | % of Total Providers |
|----------------------------------|------------------|----------------------|
| Over 3 months since last updated | <b>3</b>         | <b>3.33%</b>         |
| Over 2 months since last updated | <b>10</b>        | <b>11.1%</b>         |
| Over 1 month since last updated  | <b>4</b>         | <b>4.44%</b>         |

This shows that just under 20% of providers are not updating information on a regular basis. The NHS Capacity Tracker is also reporting that providers are registering over 1000 unknown entries where it is unclear whether staff have been vaccinated or not. This emphasises the issue that comparing data is very difficult.

- 2.29. Therefore the action plan as provided in Appendix 4 is vital to focus on ensuring that all providers are providing accurate and up to date information on the NHS Capacity Tracker

### **Department of Health & Social Care- Care home survey of four London boroughs**

- 2.30. In March 2021, Croydon was selected as one of four London boroughs to take part in a Care Home Survey to understand the vaccination roll out and what was preventing both staff and residents being vaccinated. The National Test & Trace teams contacted Care Homes directly within Croydon & Barnet whilst within the other two London boroughs Care Homes received a survey.
- 2.31. The National Test & Trace service were asked to contact 94 care homes across the two boroughs using a standardised script, understand the reasons for declined vaccinations, and signpost to prepared solutions, including expediting vaccinations at the local level, while noting feedback
- 2.32. The key findings were:-
- 21% of residents declined the vaccination due to power of attorney decisions. 14% of staff declined the vaccinations due to wanting more time to decide as well as concerns around the impact of fertility
  - 43% of Care Home Managers believed they and their staff would be receptive to the vaccinations being made mandatory while 34% would not be receptive and 23% expressed mixed views
- 2.33. There were suggested actions for Councils to take, most of which Croydon had already had in place, to increase vaccination rates. These include:-
- **GP/ Health Team Support** – The Local Authority to liaise with GPs/Health Teams to go into care homes for additional information as well as vaccination.
  - **Staff recruitment** - To make it mandatory for new recruits in a care home to have the vaccine before their contract starts. This suggested action is now being part of the government consultation on mandatory vaccination for care staff.
  - **Social media campaigns** – We recommend campaigns to help the negativity on social media surrounding vaccinations
  - **Financial Incentives** – To support staff who were unable to have the vaccination at their workplace to receive a financial incentive for things such as wages, travel expenses
  - **Additional Resourcing** – Specific resourcing such as webinars, leaflets, GPs and Health Team Leaders to be provided to care homes may raise uptake in vaccinations who are concerned about BAME and fertility

- 2.34. Overall the feedback showed that the Council and its partners had good communication with its care homes.
- 2.35. A weekly action plan is being provided to the Department of Health and Social Care on progress on staff vaccination take up.

### **Action plan to increase vaccination uptake**

- 2.36. Appendix 4 shows the current action plan for Care Homes and Other Care Settings. This action plan is reviewed weekly with partners.
- 2.37. As the vaccination is now widely implemented the key work is on providers and residents who are reporting low uptake. The key work on the plan that we will continue to work on are:-
- Ensuring that the Other Care Providers are updating the NHS Capacity tracker with vaccination data on at least a weekly basis(requirement is daily).
  - That on the Other Care Providers that we will prioritise work with known providers who are delivering care in Croydon to ensure that their staff are vaccinated
  - That GPs will work with individual care homes in looking at reasons why individual residents have not been vaccinated and report back to the Care Home Strategy Group on the reasons why.
  - That Other Care Providers with less than 80% dose 1 vaccinated staff will continue to be supported via the relevant strategy group.

### **Issues and risks**

- 2.38. The below provides an update on issue/risks and relevant mitigation measures:-

| <b>Issues/Risks</b>  | <b>Mitigation measures</b>   |
|--|--|
| Care home managers not sharing vaccination resources with their staff            | <ul style="list-style-type: none"> <li>• Vaccination resources uploaded to the Value Croydon website.</li> <li>• Care home staff encouraged to attend the care home information sessions</li> </ul>  |
| Staff requesting an alternative covid vaccination to the AstraZeneca Vaccination | <ul style="list-style-type: none"> <li>• South West London CCG has developed a pathway that supports staff to access the Pfizer vaccine where clinically appropriate.</li> <li>• South West London are making call to Care Homes to make them aware when local sites are offering vaccines.</li> </ul> |
| Concerns around the impact on male and female fertility                          | <ul style="list-style-type: none"> <li>• Clinician specialising in fertility booked in to attend the care home information session on 13 May 2021</li> <li>• South West London CCG Q&amp;A Webinar on Fertility and Women's Health</li> </ul>  |

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| <p>Religious and cultural beliefs/<br/>Concerns within the BAME<br/>community</p>   | <ul style="list-style-type: none"> <li>• Recordings of faith leaders (Priest and Imman) speaking about the importance of having the covid vaccination, shared in the care home newsletter</li> <li>• Themed session run by South West London on Race, Religion and Background</li> <li>• Care home staff from the BAME community attending the care home information session to speak about their experience of having the vaccination</li> <li>• Q&amp;A vaccination sessions with health staff from the BAME community, Professor Dame Donna Kinnair, Dr Agnelo Fernandes</li> </ul> |
| <p>Staff/residents would like to wait a little while before they have the vaccination as they are worried about how safe the vaccination is and are afraid of dying or becoming unwell.</p> | <ul style="list-style-type: none"> <li>• Regular vaccination updates from Public Health and the Croydon GP Clinical Lead at the fortnightly Care Home Information Session and Other Care Provider Information Session</li> </ul>   |
| <p>Family not consenting to their relative having the vaccination and residents unable to consent to the vaccination due to mental capacity.</p>  | <ul style="list-style-type: none"> <li>• The Croydon Clinical GP Lead is working with the Vaccination Task and Finish Group to establish the best approach to support the remaining 8% unvaccinated care home residents</li> <li>• Community Learning Disability Team to support Learning Disability Care Homes with vaccination uptake</li> </ul>   |
| <p>That providers for Other Care Settings are not updating the NHS Capacity Tracker on a regular basis.</p>   | <ul style="list-style-type: none"> <li>• Focused calls with providers who are reporting below 80% of dose 1 staff vaccinated.</li> <li>• Providers to update NHS Capacity Tracker on a regular basis</li> <li>• Council to be aware of what providers who have registrations within Croydon but are not delivering care within Croydon</li> <li>• Campaign nationally to the NHS for improvements to be made to the capacity tracker for more accurate information.</li> </ul>   |

## Conclusion and recommendations

2.39. Due to the size of the care market within Croydon, it is concluded that:-

- Staff in Care Homes uptake on the vaccination (dose 1) is above the London average and continued focus from the action plan on homes below 80% vaccination uptake.

- Residents in care homes uptake on the vaccination (dose 1) is below the London average. The key focus from the action plan is work per home/per resident in understanding the reasons for not being vaccinated.
- Staff in Other Care Staff uptake on the vaccination (dose 1) is below the London average. The key focus on this is to work with providers who have not updated the capacity tracker on a regular basis (estimated at 20% of providers) and work on key actions to increase uptake.

2.40. For care homes, 124/124 care homes have completed the NHS Capacity Tracker at some point. As at 27 April 2021 64% of care homes completed the NHS CT within the last 24 hours, 5% completed the NHS Capacity Tracker longer than 7 days ago.

For other care settings, as at 27 April 2021 2% of care providers completed it within the last 48 hours. This shows the key work needed in providers updating the capacity tracker

- 2.41. It is recommended that the Council and partners continue with its action plan to increase vaccination uptake within the care sector.
- 2.42. It is recommended that a further report on the update of the vaccination is presented back to the Scrutiny Health & Social Care Sub-Committee on 29 June 2021.

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## **APPENDICES TO THIS REPORT**

Appendix 1 Care Home Staff Vaccination Table  
Appendix 2 Care Home Residents Vaccination Table  
Appendix 3 Other Care Setting Staff Vaccination Table  
Appendix 4 Care Home and Other Care Settings Vaccination Action Plan

**BACKGROUND DOCUMENTS:** N/A