



Ensuring Continuity of Care in Times of Crisis

WEBINAR: 1 April | 14:00 CET

Speakers

- Alfonso Lara Montero, Chief Executive Officer, European Social Network



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Objective

- Understand impact of crisis in social services
- Most affected social services
- Responses from social services in different European countries and USA
- Measures to support frontline workers



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Speakers

- Tobias Voltan, Board Member, National Council of Social Workers, Italy
- Lise Willer, Social Services Director, Municipality of Esbjerg, Denmark
- Sue Wald, Corporate Director Adult Social Services, Housing and Health, Swidon, International Lead, Association of Directors of Adult Social Services, England, UK
- Carlos Santos Guerrero, Deputy Director, Ministry of Social Policies, Regional Government of Galicia, Spain
- Tracy Wareing, President and CEO, American Public Human Services Association, USA



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1 April 2020

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ITALY

Tobias Voltan – Italian National Council of Social Workers
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**ORDINE ASSISTENTI SOCIALI
CONSIGLIO NAZIONALE**



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SOCIAL SERVICES MOST AFFECTED BY THE COVID CRISIS

- Social work in health care: hospitals
- Semi-Residential care for older people
- Semi-Residential care for people with disabilities
- Day-care facilities for people with physical and intellectual disabilities
- Home care for people without a family network
- Social services for the homeless
- Domestic Violence Help Centres
- Children's care
- Drug Addiction Rehabilitation Centres

MEASURES PUT IN PLACE TO ENSURE CONTINUITY OF SERVICES

- Guarantee essential social services established by law
- Establishment of municipal operations centres of civil protection that coordinate the different stakeholders
- Remote management and organisation of services : telephone, skype, whatsapp.
- Quantitative and qualitative implementation of helplines
- Community education on health prevention
- Ensure continuity of home care (Health care, Childcare, Meals and medicines, personal care and hygiene)
- Homeless shelters and services open 24 hours
- Street operations units: e.g. delivery of basic goods
- Implementation of anti-poverty schemes
- Advocacy with associations and the third sector for the most vulnerable people

MEASURES PUT IN PLACE TO SUPPORT FRONTLINE CARE WORKERS

- National measures related to social services recently made to address fragmented local decisions
- Reference points created for vulnerable people
- Emergency social workers taskforce established
- Issue of recommendations for social workers
- Common prevention measures for people accessing services
- Triage medical evaluation for those who want to access the social services buildings
- Support for healthcare professionals & social workers: psychological, managerial, financial
- Questionnaire for 44,000 professionals on the current situation of services and workers' needs
- Study social change due to covid-19 to plan new social work approaches and new services



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- Lise Willer, Social Services Director, Municipality of Esbjerg, Denmark



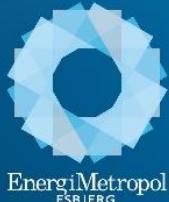
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Denmark



Webinar: Ensuring continuity of care in times of crisis

*Lise Willer, director of Social Service
Municipality of Esbjerg
1st of April 2020*



Esbjerg
Kommune

Situation in Denmark

- Denmark was closed down very rapidly 3 weeks ago
- Now we can see a positive effect as the number of deaths are decreasing
- At present, hospital services have gained time to prepare for the handling of an increasing number of patients
- While society has been shut down, vital social services are still running



Mette Frederiksen, Prime Minister

Who are most affected by the corona crisis

Homeless and vulnerable people

Social services are limited to vital functions, and the NGOs work on reduced speed

People with mental health problems

Group therapy has been closed and personal meetings with social workers have been replaced with telephone contact. Risk of multiple hospitalisations

Children with disabilities in residential homes

Continue as usual but as school and kindergarten for them have closed down, we see more conflicts and burn-out employees

Unemployment is increasing

As shopping centres, restaurants and hairdressers have closed and the tourist industry is non existing, hotels had to fire employees



Measures put in place to ensure continuity of services

- Emergency response in residential homes for people with disabilities has been set up to make sure that the necessary staff is available.
- Everyone with non-critical functions are working from home to reduce spread of infection.
- The municipality has opened a specific service combining shelter and care support for homeless people who may have become infected with the virus.
- The municipality has set up an open telephone line for guidance to families in special needs.
- The municipalities set up home pages on offers from volunteers to vulnerable people e.g. to do shopping



Measures put in place to support frontline care workers

New initiatives

- Job portal for volunteers to join as additional workforce in case of many sick leaves
- All unions have agreed to making it possible to transfer public employees between fields of social services
- The situation calls for a new type of leadership by distance. Everyone is focusing on telling positive stories.





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- Sue Wald, Corporate Director Adult Social Services, Housing and Health, Swidon, International Lead, Association of Directors of Adult Social Services, England, UK



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COVID 19

Perspective from Adult Social Services in England

Sue Wald

ADASS International Lead
Corporate Director Adult Social Services,
Housing & Health Swindon

Situation in the UK

- Accelerated rise in cases, particularly London & major cities
- Testing only done in hospital – so official positive cases are an underestimate
- UK in lock down: social distancing, self isolation and shielding of 1m people with complex medical conditions
- #Stay Home – Protect the NHS and social care – Save Lives

Social Services most affected by Covid 19

- Social care market was already fragile with approx. 22,000 providers and workforce challenges
- Lack of Personal Protective Equipment for social care putting pressure on care homes and home care
- Providing food, medication and social support for up to 1.4m people shielding and in lock down at home for 12 weeks and millions in self isolation
- Rough sleepers and homeless people at high risk of Covid 19

Measures put in place to ensure continuity of services

- Joint work with NHS on discharging people from hospital creating capacity in hospital ready for peak
- Community resilience hubs and surge in local community support networks providing food, medication delivery and social contact through volunteers & redeployed council staff
- Social services mobilising staff and work with providers to keep people at home
- Additional funding of £5b for health and social care more for councils
- Change to legislation (e.g. Care Act 2014) enabling social services to prioritise care delivery to those most in need

Measures to protect font line care workers

- **Measures are in place but delivery is inconsistent**
- Home working where possible
- Lobbying at every level for Personal Protective Equipment for Social Services and social care staff
- Recruitment drive for social care – mainly at a local level
- Some financial support for those unable to work due to illness and self isolation – risk of poverty for others
- Childcare and education for care workers



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- Carlos Santos Guerrero, Deputy Director, Ministry of Social Policies, Regional Government of Galicia, Spain



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Coronavirus: Spain in Figures

- **TOTAL CASES: 94417**
- **Last 24h cases: 9222**
- **Recovered: 19259**
- **In hospital: 49243**
- **Deceased: 8189**

Regions	Total
Andalucía	5818
Aragón	2272
Principado de Asturias	1236
Islas Baleares	1069
Canarias	1262
Cantabria	1171
Castilla y León	6211
Castilla La Mancha	6424
Cataluña	18773
Galicia	4039
C. Valenciana	5508
Extremadura	1628
Comunidad de Madrid	27509
Región de Murcia	974
Comunidad Foral de Navarra	2305
País Vasco	6320
La Rioja	1810
Ceuta	34
Melilla	54
SPAIN (Total)	94417

Spain: general measures

- State of alarm declared: state of emergency regulated by the Constitution and validated by Parliament (rights not suspended but limited at least until 13th April)
- Social distancing: confinement, isolation
- Economic and productive activity: almost stopped
- Services declared as 'essential': full activity

Spain and Galicia: measures taken in social services

- Social services: declared 'essential'
- Homeless (rough sleepers, illegal settlements, marginalised vulnerable groups): technical recommendations of the State aimed at unifying/coordinating the provision of intensive support and emergency accommodation.
- Home care services: technical recommendations of the State aimed at avoiding stopping these services
- Nursing homes for older people: Newly established facilities for infected older people
- Increasing lack of understanding towards people with disabilities



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- Tracy Wareing, President and CEO, American Public Human Services Association, USA



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COVID-19 Impact On Social Services in US

Ensuring Continuity in a Time of Crisis

ESN Webinar April 1, 2020

Tracy Wareing Evans
President & CEO
American Public Human Services Association



AMHSA • AMCTC • ASD • ISM • NAPWPA • NAPIM • NASCCA • NASTA • NSOTA

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Social Services Most Affected by the Covid-19 Public Health Crisis



- Child Care Support for Working Families
 - Assuring access for health care & first responders
 - Ease licensing requirements for facilities
 - Providers at high risk of closing permanently without financial support
- Child Welfare
 - Ensuring safety for children and families in isolation
 - Conducting child abuse and neglect investigations
- Disability Services
 - Assuring health and safety in congregate settings
 - Shuttered day and employment services
- Homelessness & Housing Support
- Nutrition Services
 - Access to free and reduced meals at schools
 - Increased need for benefit allotment
 - Retailer capacity constraints
- Income Services
 - Record unemployment benefit filings
 - Demand for access to services virtually
 - Limitations on broadband / secure VPN infrastructure

Measures Put in Place to Ensure Continuity of Services



- Activated agency business continuity plans
- Major new federal investments in child care, support for employers to keep employees on, and nutrition access
- Providing economic relief for low income Americans and community providers of services
- Waiver of program requirements that cannot be met with the stay- at-home practices in place
- Rapid changes to electronic integrated eligibility systems
- Use of widespread telework and alternative work models
 - Shift to virtual call centers and private networks
 - Private companies helping address technology challenges
 - Use of telephonic signatures
- Implementing protocols for appropriate social distancing, mitigating risk of exposure to staff and people served
- Consideration of cultural competency and language access, and availability of resources in communities that have been marginalized

Measures Put in Place to Support Frontline Care Workers



- New Protocols & Practices
 - Limiting in-office visits by the public
 - Allowance of video checks for requirements like routine checks on youth in foster care
 - Guidance on mitigating risk of exposure and use of personal protective equipment for staff who must make home visits
 - Designating certain frontline staff as essential workers
 - Designating community providers as essential workers
- Organizations that have previously invested in workforce well-being are likely better positioned to support health and wellness of front line care workers at this time



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Key uptakes –moving forward

- Concerns over numbers of older people/vulnerable people who become sick in nursing homes
- Concerns over how isolation in households may impact family relations
- Concerns that the health crisis is also becoming an economic and social crisis with increasing levels of poverty
- Consideration of social services as ‘essential’ key to ensure professionals are protected e.g. PPE in home visits
- Coordination in discharge protocols between hospitals and social care in the community

Thank you!



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