

# Historical updates for Commissioned Service Providers -

*5th May 2020*

## Testing for staff with symptoms

All care workers can access testing through 2 ways

- By emailing the North East Commissioning Support (NECS) unit [necsu.covid19keyworkertesting@nhs.net](mailto:necsu.covid19keyworkertesting@nhs.net) providing a name, contact number and job title. This is the preferred mechanism for all health and social care staff.
- Self-referral through [Gov.uk website](https://www.gov.uk)

Testing can also be accessed in the same way for any household members with symptoms living with a care worker that has resulted in the care worker having to self-isolate.

Testing will be offered at the drive through Ikea testing site at the Metro Centre, or via local mobile testing sites or through ordering a postal self-test kit.

Through the NECS mechanism there may also be the offer of a test at an NHS facility in Gateshead or Newcastle.

## Market Resource Team

During the coronavirus pandemic, the Adult Social Care service is continuing to care for and support some of our most vulnerable residents who depend on us in the current challenging circumstances.

As part of our evolving response to the pandemic, Adult Social Care has created a new team to co-ordinate a response to any short-term staffing issues raised by care homes in the borough due to the current sustained transmission of COVID-19.

The Commissioning Team is in regular telephone contact with care homes who are encouraged to raise any staffing issues they may be currently facing during these calls. The Market Resource Team will work closely with the Commissioning Team to develop an appropriate response to these issues.

## Suicide prevention network

[www.stopsuicidenenc.org](http://www.stopsuicidenenc.org)

The North East and North Cumbria [Suicide Prevention Network](https://www.stopsuicidenenc.org) is working to ensure everything possible is done to get support and information to help people stay safe

and well, and to manage their mental health and wellbeing. This is especially important during this incredibly difficult and stressful time.

The need to focus on the general mental health and wellbeing of the wider population, following the national Public Health England 'Every Mind Matters' programme, is already recognised as a public health priority. The aim of the North East and North Cumbria Suicide Prevention Network – 'Every Life Matters' - is to do everything possible to stop us losing any life to suicide and complements the wider public health approach.

The Suicide Prevention Network is especially focused on people in our communities who are more at risk and already struggling, and for whom the current situation poses a potential increased risk. People who are vulnerable and finding social isolation even more difficult may be feeling there is less support available, so we are working together to make sure people are aware of and can easily access the support they need to stay mentally safe and well. Making good information easily accessible to people is a key objective of the Network and is especially important during this current crisis.

The new Suicide Prevention Network website launched on Tuesday 28th April, covers the whole North East and North Cumbria area. The website will provide a new community resource for people seeking help and advice about suicide and mental wellbeing; guidance for those who have sadly been bereaved by suicide; and signposting to a library of professional resources for those working in suicide prevention.

Please use this resource as a means to help support those in need.

### ***14 April 2020***

**The North East and North Cumbria Suicide Prevention Network** are working to ensure everything possible is done to get support and information to help people stay safe and well, and to manage their mental health and wellbeing. This is especially important during this incredibly difficult and stressful time. Please see the link below to access the Suicide Prevention Network.

[NENC Suicide Prevention Network Website Launch](#)

### ***9 April 2020***

The following information may be helpful for those with a Direct Payment:

- [Direct Payment FAQ's](#)
- **Key Worker form (download from main site)**

Mark Bates Limited have provided some helpful guidance for employers and employees:

- [Coronavirus advice for employers and employees](#)
- [Covid update employers](#)

- [Covid update PCA](#)

**Skills for Care** had now launched the COVID-19 essential training for new, returning, re-deployed or existing social care staff, as well as volunteers [here](#)

The training has been supported by the CQC and the site includes details of endorsed providers to deliver the fully funded training in line with local need.

The Local Authority's health and adult social care services are providing ongoing information and advice to care providers across North Tyneside.

**3 April 2020**

### **COVID-19: Admission and care of people in care homes webinar**

Please see the letter from NHSEI inviting you to attend. This will be of interest to registered care home managers and deputies, Local Authorities, CCGs, community service providers and those working in hospital discharge settings.

### **Personal Protective Equipment (PPE) update on guidance**

Please find posters for a [visual guide to PPE](#) and [recommended PPE](#) with a link to a video for donning, doffing and disposing of PPE. These have been created based on the most recent national guidance,

You can [watch the video here](#)

### **PPE update on supplies**

Please see the attached letter from the DHSC (Department for Health and Social Care) providing an update on plans to support access to PPE equipment across the health and care system

**Disclosure and Barring Service (DBS)** see the latest DBS information on [Fast Track DBS](#) and a [DBS Flow chart](#).

**Medication** - Please see the [Medicine Matters Covid-19 Special Bulletin](#), that includes information for care staff in a social setting, produced by NECS.

**2 April 2020**

### **A Message from Jacqui Old, Director of Adult Services to Care Homes and Community Based Social Care Providers.**

[Please read a message from the Director of Children's and Adults' Services \(Head of Health, Education, Care and Safeguarding service\) here](#)

**NHSmail** - The NHS is rolling out **NHSmail** to the care sector without the need for providers to complete the Data Security and Protection Toolkit at this time.

NHSmail offers a recognised secure e-mail system which allows patient identifiable data to be shared with healthcare services. There is also opportunity for all NHSmail account holders to have access to Microsoft Teams, which offers a video conferencing facility to enable video consultations during periods of social distancing.

The process for obtaining an **NHSmail account** during this fast track period is for Providers to complete the word template in the documents section below.

This should be returned by email to [england.dsptnorth@nhs.net](mailto:england.dsptnorth@nhs.net)

NHS Digital has produced a document to give you some advice on [how to complete the form](#)

***We strongly encourage you to do this as soon as possible.***

**Care Quality Commission (CQC)** – FAQs - The CQC has published a number of frequently asked questions that they have been asked during the COVID-19 outbreak. The FAQs cover a variety of useful topics such as equipment and food; hospital discharges; staffing queries etc. [Follow this link](#), which is regularly updated.

### ***1 April 2020***

Changes to current service provision – We understand many changes are being made to individual's services and this is not in relation to the individual's assessed need but in relation to COVID-19. For this reason, social work teams will not be making changes to existing services on LAS and will not be sending through updated ISAs until further notice. This approach will also complement the financial assistance approach that you will receive more information on shortly.

### **Video on donning and doffing PPE**

This video published by Public Health England, demonstrates how to safely don (put on) and doff (take off) the Personal Protective Equipment (PPE) for non-aerosol generating procedures (AGPs), specific to COVID-19. This guidance outlines infection control for health and social care settings involving possible cases of COVID-19. You can view the video [here](#)

**North East Ambulance Service (NEAS) NHS Foundation Trust** - During the COVID-19 outbreak it has been agreed that NEAS will follow the guidelines below to help alleviate pressures on primary and community care professionals with regards to DNACPR reviews.

1) NEAS will accept DNACPR reviews as a photocopy/scanned document and printed in black and white as long as it is stapled to the back of the original red bordered DNACPR form so crews can see the original decision-making document. It is expected that during the next GP visit to the patient/care home that the original form is reviewed and signed, and the additional temporary black and white copy document is disposed of.

*Please note, this is only for reviews, All new DNACPR decisions will still require documenting on an original red bordering form.*

2) NEAS confirm that they accept DNACPR forms with an electronic signature. These need to be accompanied with an appropriate GMC number or NMC number for localities that support nurses completing DNACPR forms.

3) This applies to all patients, whether they live at home or a care facility to ensure consistency. This is only an interim measure during the COVID-19 outbreak and is supported by the North of England Clinical Network.

**30th March 2020**

**Up to date information from CQC** – keep up to date on all CQC covid-19 related information [here](#)

**Up to date guidance from Public Health England (PHE) for the North East:-**

1. [The agreed North East approach](#) – (document updated 03/04/20) Please note there is a bullet point about discharging people from care home. This is highlighting the need to undertake a risk assessment of household members to make sure there is no-one vulnerable in the house (and consider deferring discharge if safe arrangements cannot be made for them)
2. [FAQs for care homes](#) – (document updated 03/04/20) These are based on enquiries that have been made. The advice on PPE is based on the current guidance. Please keep an eye on the care home guidance for any updates – we will try and highlight them to you all as soon as we are aware.
3. [FAQs for domiciliary care service providers](#) – These are based on enquiries that have been made.

**Personal Protective Equipment (PPE)** – If you have any concerns about your supply of PPE, please use the following service to seek support around PPE:-

The National Supply Disruption line

Tel: 0800 915 9964

Email: [supplydisruptionsservice@nhsbsa.nhs.uk](mailto:supplydisruptionsservice@nhsbsa.nhs.uk)

Please also see our link [here](#)

**Learning disabilities** – Please see the most up to date [NHS clinical guide for frontline staff](#) to support those with a learning disability, autism or both.

**The Workforce** – We understand the workforce will be significantly changing over the coming days, weeks and months. To help us better understand the changing picture and to enable us all to utilise staff in the best way possible, as part of our **weekly ring around** we will ask you some questions about your workforce, specifically nurses; care / support; housekeeping, domestic and kitchen; admin; activity. We may amend some of the methods that we are using to communicate with you and to seek information from you.

**Critical service delivery** – *The Local Authority will share more information with you this week around prioritising services and service delivery*

**PREVIOUS UPDATES - See below for earlier updates in date order.**

***26th March 2020***

**Carers UK coronavirus advice**

The coronavirus outbreak is particularly worrying for carers. Please find regularly updated [information for carers here](#)

***25th March 2020***

**News from the Care Quality Commission: [March 2020 newsletter](#)**

***24th March 2020***

**Personal Protective Equipment (PPE)** - Up to date posters and guidance have been published please use the links below:-

- [Putting on and removing PPE for non-aerosol generating procedures \(Fluid resistant surgical mask and apron\)](#)
- [Putting on and removing PPE for aerosol generating procedures \(FFP3 and gown\)](#)
- [All other infection prevention and control \(IPC\) guidance](#)

**NHS offer of support for Covid-19**

During the current Covid-19 pandemic, secure communication between health and social care services is more important than ever. To support this, **NHSmail** is being rolled out to the care sector, without the need to complete the Data Security and Protection Toolkit at this time.

**NHSmail** offers a recognised **secure email system**, which will allow patient identifiable data to be shared with healthcare services. There is also opportunity for all NHSmail account holders to have access to Microsoft Teams, which offers a **video conferencing** facility to enable video consultations during periods of social distancing.

The process for obtaining an NHSmail account during this fast track period, is for Providers to complete a [request template](#) (word version pending)

This should then be returned by email to:- [england.dsptnorth@nhs.net](mailto:england.dsptnorth@nhs.net)

A series of video conferences will be held over the coming weeks to support social care providers to make use of their new email account and video conferencing facilities – further details will follow.

Those social care staff who already have an NHSmail account should ensure they make use of this regularly, to ensure it remains active.

**Hospital discharge update from North Tyneside CCG -**

- [Covid-19 hospital discharge service requirements](#)

- [On entry – hospital discharge patient leaflet](#)
- [Hospital discharge patient leaflets](#)

There have been some queries regarding hospital discharges and admissions in to care homes, if the resident being admitted in to the home has been in contact with the Covid -19 virus homes are to follow the government guidelines of isolation.

Residents will not be tested on discharge from hospital

### **CQC letter to providers**

CQC wrote to registered providers on 19th March, please see their letter [here](#).

### **23rd March 2020**

The Commissioning Team's ongoing communication with contracted providers - The Commissioning Team will keep in regular contact with service providers to ensure we are aware of how covid-19 is affecting your service and are able to support you. [This document](#) provides some more information about this.

**Frequently Asked Questions (FAQ's)** – please see our [FAQ document](#) that aims to answer as many questions as possible in relation to covid-19. This document will be updated regularly.

**Managing requests for Personal Protective Equipment (PPE)** – Please see the [message from Department of Health and Social Care \(DHSC\)](#) around supplies of PPE

### **19th March 2020**

Communication with providers about the impact of covid-19

The Commissioning Team will keep in regular contact with service providers to ensure we are aware of how covid-19 is affecting your service and are able to support you. The documents attached below (Related documents) provide some more information about this.

**Social Care Institute for Excellence (SCIE)** is providing an update on official advice for how councils and care providers can cope with the Coronavirus (COVID-19) pandemic. You may find this useful and can access their advice [here](#)

**Personal protective equipment (PPE)** - For residential care homes and homecare providers, 300 face masks will be distributed early next week, directly from the national stock.

Current PPE guidance for the care sector can be found [here](#)

**Standard and enhanced ID (DBS) checks** – The Government has announced temporary changes to ID checks. Please [see the latest guidance](#)

**Advice and information from North Tyneside CCG (Clinical Commissioning Group)**

A number of documents have been published by the Government specifically relating to covid-19 including:

- [Discharge Guidance](#)
- [Hospital Discharge Patient Leaflet – When someone enters hospital](#)
- [Hospital Discharge Patient Leaflet](#)

### ***18th March 2020***

The [latest guidance for social or community care and residential settings](#) is available on the Government website.

People visiting or working in social or community care and residential settings should follow Public Health England advice to:

- Wash your hands with soap and water often – do this for at least 20 seconds;
- Always wash your hands when you get home or into work;
- Use hand sanitiser gel if soap and water are not available;
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze;
- Put used tissues in the bin immediately and wash your hands afterwards;
- Try to avoid close contact with people who are unwell;
- Do not touch your eyes, nose or mouth if your hands are not clean.

[Visit the NHS website](#) for more hygiene and prevention advice.