



Vale of York
Clinical Commissioning Group



**Care Homes and
Domiciliary Care**

Friday 27 March 2020

What's in your Partners in Care bulletin?

This weekly bulletin provides details of training, guidance, access to past editions and lots more. There's also helpful information on the web pages dedicated to our Care Home and Domiciliary Care colleagues.

[Please click here to bookmark these pages](#)

Partners in Care- COVID-19 Response ECHO Network

Following on from the email sent earlier in the week, all Vale of York care homes and domiciliary providers are invited to join our Partners in Care COVID-19 support program. Through Project ECHO we are able to offer video conferencing information, to provide the latest best practice guidance, training, and peer support to care providers in our region at this difficult time. Project ECHO uses the Zoom online platform which requires internet access via lap top, tablet or smart phone.

These sessions will take place every **Monday** and **Thursday** from **2:00** and will last up to an hour. The first session will take place on **Monday 30 March at 2:00** and will be initial briefing on COVID-19, the latest guidance including updated guidance around using PPE, and chance to ask any questions.

If you are interested in becoming part of the network or have any queries, please email projectECHOteam@stleonardshospice.nhs.uk or call Chris Charters on 07741 734659. Once registered you will receive calendar invites to each session. More information on Project ECHO can be found through this [flyer](#).



Need to know

PPE Guidance

PPE should by now have been delivered to all regulated providers. If regulated care providers have immediate concerns over their supply of PPE, the National Supply Disruption line Tel: 0800 915 9964 Email: supplydisruptionservice@nhsbsa.nhs.uk

- If the individual being cared for has symptoms of COVID-19, PPE (aprons, gloves, fluid repellent surgical masks) is required for activities that bring them into close personal contact, such as washing and bathing, personal hygiene and contact with bodily fluids.
- If an individual being cared for does not have symptoms but is part of a household that is isolating, and the care and support worker can remain at a safe protected distance from the symptomatic member of the household, then care can be provided without additional precaution. If this is not possible the same PPE should be adopted as if the person being cared for did have symptoms of COVID-19 (see above).
- If neither the care worker nor the individual receiving care and support is symptomatic, then no personal protective equipment is required above and beyond normal good hygiene practices.
- Comprehensive guidance on PPE from NHS England and Improvement is available through this [link](#), and IPC guidance regarding the use of FFP3 masks and donning/doffing/disposal is available through this [link](#).
- **If your supplier is having difficulties with stock then providers can try one of the alternative suppliers set out below:**
- Careshop – Email: coronavirus@careshop.co.uk
- Blueleaf Care - Email: emergencystock@blueleafcare.com and Tel. no: 03300 552288
- Delivernet – Email: kevin.newhouse@delivernet.co.uk and Tel no. 01756 706050
- Countrywide Healthcare - Email: enquiries@countrywidehealthcare.co.uk and Tel no. 01226 719090

Please note guidance around PPE is changing on a daily basis, please keep revisiting the NHS England guidance above to keep your organisation updated. There will be a chance to raise queries and receive an update on this guidance at the COVID-19 ECHO Response Network on Monday.



Registration with NHS Mail- **For Action**

During the current Covid-19 pandemic, secure communication between health and social care services is more important than ever. To support this, NHS England and Improvement are now able to fast track roll out of NHSmail 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.

What we need you to do quickly

Please complete the attached template (word document) and submit to sam.varo@nhs.net. He will work with NHS Digital to process your application and will contact you with your log in details once this has taken place.

For any organisation who already have an NHSmail account should ensure they make use of this regularly, to ensure it remains active. The CCG will also be assisting providers to complete their application and will be contacting those who haven't applied to offer help. Sam Varo and Clive Nicholson are the contacts for this at the CCG, please don't hesitate to contact either of them regarding this.

Fire Safety Guidance for Care Providers

The North Yorkshire Fire and Rescue Service are reassuring providers that they are still here to help. Please find some guidance attached which you may find useful. In addition, there is further information through their [website](#). If you have any specific queries or concerns, there is also the facility to ask a question via the website.



COVID-19 Guidance and Resources

Managing COVID-19 in Care Homes: Guidance

- Please find guidance from the British Geriatric Society through this [link](#) which pulls together a range of essential information and advice
- Guidance from Public Health England is available through this [link](#) from PHE advising how to identify and manage COVID-19 in a care home or residential setting (including IPC guidance)

COVID-19 eLearning Programme- Free

Health Education England e-Learning for Healthcare have created a free [eLearning programme](#) available to all staff across health and social care.

The programme includes key materials to help the health and care workforce respond to Coronavirus including essential guidance from the NHS, Government and WHO, infection prevention and control, personal protection equipment and more.

Care Home Capacity Tracker- For Action

Following today's email, a reminder to all Vale of York care homes (**including LD homes**) regarding the tracker during the current outbreak:

- If you are able to update the tracker to reflect your bed capacity by 9:00 each day they would be a great help to assist with expedited discharges.
- If you are not able to admit for any reason, please set your capacity to zero.
- If you have any queries regarding the tracker, please contact the system champions Sam Varo or

Additional Guidance

- CQC have a dedicated [section](#) on their website, detailing changes to the way they are working during this outbreak.
- The Humber Coast and Vale Excellence Centre has a COVID-19 [resource centre](#) focusing on training and workforce topics.
- Public Health England have created guidance for [residential care](#), [supported living](#) and [domiciliary providers](#) on how to manage COVID-19.
- For IPC queries, please use the following email address: infectionprevention.control@nhs.net

Clive Nicholson from the CCG, Sarah l'Anson from CYC and Steve Crutchley from NYCC.

Further Information

Online Mental Health Support

This is a very unsettling time and that the situation with coronavirus (COVID-19) has left many feeling anxious, low in mood or stressed. TEWV are offering a series of information online around to manage concerns in yourself and residents during the current outbreak from their [Recovery College](#). There is also a range of courses available which you may find helpful. TEWV are work hard to produce additional resources and courses.

Can We Be of Assistance?

The Care Home and Domiciliary Provider Team will be keeping in touch with providers to check if you need any support or guidance. If you have any queries or require assistance please don't hesitate to contact any member of the team.

This bulletin is produced by NHS Vale of York Clinical Commissioning Group.

Do you have.....

- **thoughts or comments to share?**
- **news that you would like to feature in the bulletin?**
- **items to be discussed at the next Partners in Care Meeting?**

If so please contact sarah.fiori@nhs.net or sam.varo@nhs.net