



Provider Bulletin

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[Message from Richard Webb, Corporate Director, Health and Adult Services, North Yorkshire County Council](#)

Dear Colleagues

It's the end of another week of all of us responding to COVID-19. As I have said in each weekly message, a big thank you for all that everyone is doing in these challenging times.

Amidst all the challenges, it is heartening to finally see much greater public and media recognition of the role played by North Yorkshire's 17,000 care workers.

We are beginning to see more COVID-19 cases across the County. This includes a growing number of care providers who are supporting people who use services and who have Covid symptoms or diagnoses. In a small number of locations, the County Council, Public Health England and the NHS are working with providers directly to support you to keep people who use services, and staff, safe and well. We are working with the NHS to understand what the forthcoming peak of cases will look like – the latest estimate is that the number of cases will continue to grow over the coming month and, potentially, peak in late April/early May, with that peak lasting for some weeks.

North Yorkshire County Council is continuing an urgent recruitment drive for the care sector: <https://www.northyorks.gov.uk/careandsupport>

The Council has also moved its frontline social care teams into a new way of working seven days a week, 8am to 8pm, to discharge people from hospital and also to work with GPs and community health staff, and care providers, to ensure support for people with COVID-19, as well as other social care needs.

We are providing practical advice and support and will be announcing further financial assistance next week to help with the pressures that providers are facing.

As well as offering advice and support for all providers, Public Health England, the NHS and the County Council are working closely with care homes that have people with either Covid-19 symptoms or diagnoses. Other care providers have also rallied around to provide mutual aid and the County's Independent Care Group (ICG) <https://www.independentcaregroup.co.uk/> is working with its members to give additional help. Support includes trying to help cover staffing absences, training, infection control, zoning homes that

Any comments you have about these Bulletins (good or bad!) are welcome. Please contact:
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have been impacted so that they can protect people from COVID-19, alongside pushing for supplies of personal protective equipment (PPE), as well as helping to implement national guidance on safe practice.

We are starting to see some supplies of PPE being delivered through the multi-agency North Yorkshire Local Resilience Forum. We welcome this much-needed assistance and are now seeking regular and reliable supplies in the future as these are vital for all care services.

We are advising care providers requiring urgent supplies about the 4-step national escalation process for obtaining PPE:

- 1) Contact your usual supplier;
- 2) Contact the NSDR 24 hour hotline on 08009159664;
- 3) Contact the County Council and/or other providers for mutual aid;
- 4) Make an application for emergency supplies to the LRF covid19PPE@northyorks.gov.uk

We are doing all we can to source supplies and to bang the drum for care providers. Likewise, for staff testing kits, as we work with NHS colleagues who are starting to roll-out those out across the UK.

We appreciate that members of the public will also be worried about relatives, friends and loved ones who live in care homes where there are outbreaks.

We would ask care home providers to help residents to keep in contact with their loved ones, by telephone or other technology. We are also asking providers to keep families informed if they have an outbreak of COVID-19 in a home and about the steps that they are taking to address it and to keep people safe and well.

Likewise, we will be asking concerned relatives and friends to talk to you for advice and re-assurance; or to contact their social worker, if they have one; or, if necessary, to contact the County Council's Customer Centre on 01609780780, 8am-530pm every day (and the same telephone number for overnight emergencies).

I know that many of us will be working around the clock, throughout the weekend, to support and care for people. When you are not at work, please try and get a break.

All the best for Easter,

Best wishes, *Richard*

Deprivation of Liberty Safeguards

New guidance has been released from the Department of Health and Social Care. The guidance sets out scenarios, whilst the COVID-19 pandemic is ongoing, when a DoLS should be considered and when a best interests decision will cover specific decisions to be made:

https://www.gov.uk/government/publications/coronavirus-covid-19-looking-after-people-who-lack-mental-capacity?utm_source=a4a3d322-fbe7-424e-bc47-ed85741782a8&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

At this time our DoLS Team is reviewing its processes in light of this guidance and we wanted to advise care providers that you should continue to apply for an authorisation in the usual way. We will communicate any amendments to our process as soon as we can.

We are seeing a reduction in referrals overall, we do advise that where an individual meets the criteria for being Deprived of their Liberty, and the restrictions are more than those of the general public currently, to continue to apply.

The following updates have been made available to support providers during this time:

<https://www.gov.uk/guidance/nhs-staff-searching-our-registers-of-attorneys-and-deputies>

There is now a 'rapid response' service to identify where there is a legal authority in place to support someone to make a decision where they lack capacity in certain areas.

<https://www.scie.org.uk/care-providers/coronavirus-covid-19>

We are working on guidance for the potential completion of remote assessments for DoLS, we would be grateful if you could contact us to let us know where this has been used, what technology you have in place, and feedback on the implementation of this in your home. We would be grateful, also, for information on technology you have used to maintain contact with family members and friends.

Please e-mail the DoLS Team at: dols@northyorks.gov.uk

New online learning on Personal Protective Equipment (PPE)

As a Council, we recognise that there is a level of anxiety around Personal Protective Equipment (PPE) amongst social care staff. In response to this, and given that new guidance on PPE has been published by the Government, we have developed online learning that will provide information on COVID-19, the standard infection control precautions that staff should be following, and the appropriate use of PPE.

It will also equip you with knowledge around when to use PPE, the right PPE for the circumstances in which you work, and the correct way to put on, take off and dispose of PPE.

This course is suitable for people working in Health, Social Care and Education settings.

People who manage community settings that remain open during the epidemic would also benefit from it.

Please follow the link below to access the online learning:

<https://breeze.northyorks.gov.uk/pe1ash2qrdfe/>

Important note:

There is a limit to the number of users able to view online learning simultaneously via the Learning Zone. As this package is likely to be viewed by a large number of people, you may see a message to say the "server is busy" or similar. If this is the case, please try again later. We'd recommend waiting at least an hour before trying again.

We will also arrange a Question and Answer session where you will have the opportunity to hear from experts in Public Health, Social Care and Education and ask any questions you may have around PPE. We will circulate the details for this session as soon as we can.

In the meantime, if you have any queries about the information in this online learning package please discuss with your line manager or email NYPublicHealth@NorthYorks.gov.uk and write "**PPE questions**" in the Subject line.

Please note that this email address is only for queries relating to this online learning.

Completion of a Risk Notification Return Document for COVID-19

We would like to thank those providers who are keeping the Council up to date by submitting a Risk Notification Return, if you have a member of staff or a supporting an individual who is self-isolating or is a confirmed case of COVID-19. We would request that all Providers take the time to complete the form and submit to socialservices.contractingunit@northyorks.gov.uk This will assist the Council in responding to COVID-19.

The Risk Notification Return must contain the first part of the post code for the person or staff member, the date they started to self-isolate or were confirmed as a case of COVID-19.

Skills for Care Training

Skills for Care have now launched the COVID-19 essential training for new, returning, re-deployed or existing social care staff, as well as volunteers.

<https://www.skillsforcare.org.uk/About/News/COVID-19-Essential-training.aspx>.

The training has been supported by CQC and the website includes details of skills for care endorsed providers who can deliver the fully funded training.

Obviously providers should continue to make every effort to ensure that their staff are competent, confident and skilled in providing safe care to people using their service.

New Covid-19 Operating Model for Social Care and the NHS in North Yorkshire

<https://www.gov.uk/government/publications/coronavirus-covid-19-hospital-discharge-service-requirements>

This document (link above) was issued on 19th March which sets out specific requirements around the discharge requirements for health and social care. The 4 webinars covered in last weeks bulletin were held this week, with a lot of interest from care providers on the new operating model and how they can assist to ensure that we can:

- Keep people safe and well;
- Free up the 400 hospital beds needed in North Yorkshire and York; and

- Prevent, where we can, new admissions to hospital and nursing care beds.

The presentations used as part of the 4 sessions will be distributed shortly, but in the meantime if you have any queries, regarding the new operating model then please contact the Quality & Market Improvement Team via our usual email address:

Socialservices.contractingunit@northyorks.gov.uk

We are still asking Care Providers to undertake the following actions as a matter of urgency:

- Adopt and use the NHS's Capacity Tracker, which the Council uses when commissioning care home placements. If you are not using the capacity tracker, then please register using the following link:
<https://carehomes.necsu.nhs.uk/>
- Implement NHS Mail, which the NHS has identified is safe and secure for sharing patient identifiable information. To support this, NHS England and Improvement are now able to fast track the roll out of NHSmail to the care sector, without the need to complete the Data Security and Protection Toolkit at this time. 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.

<https://digital.nhs.uk/services/nhsmail>

Testing for Social Care Staff

As a Council we are currently working with our Health colleagues to identify a small number of social care staff who would benefit from testing for COVID-19. We anticipate that testing will commence w/c 13th April, and as a result, we are in the process of making contact with those providers who have already informed the Council that they have a significant number of staff who are away from work and are self-isolating. The testing is currently only available in the Harrogate & Craven areas of the County but the other areas will also become available shortly and we will release additional information as soon as it becomes available.

The testing has the following conditions:

- Anyone being tested must be 18 or over
- Tests are for people displaying COVID-19 symptoms (persistent cough and or high temperature)
- Nominations should be for people in early stages of symptoms (2 to 4 days)
- For anyone self-isolating for 14 days because a family member is displaying symptoms then the family member with symptoms, subject to them being over 18, is eligible for a test

Where to Obtain Advice

As the situation develops and new guidance is issued we will share this with the care market. This section has been updated to reflect the changes in guidance to PPE, new guidance on protecting people who need shielding and new guidance for managing admissions to care homes. Please see the links below to trusted sources of information:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes?utm_source=ac47bed8-b52a-4c2f-b961-a48468e031b1&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

<https://www.gov.uk/government/publications/coronavirus-covid-19-changes-to-the-care-act-2014/care-act-easements-guidance-for-local-authorities#what-the-powers-actually-change>

Find below other useful links:

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

<https://www.careprovideralliance.org.uk/business-continuity-infection-control-flu.html>

<https://www.scie.org.uk/care-providers/coronavirus-covid-19>

<https://www.local.gov.uk/coronavirus-information-councils/social-care-provider-resilience-during-covid-19-guidance-commissioners>

<https://www.scie.org.uk/publications/ataglance/helping-to-prevent-infection.asp>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care/responding-to->

[covid-19-the-ethical-framework-for-adult-social-care](#)

<https://www.recoverycollegeonline.co.uk/your-mental-health/coronavirus/Top of the Document>

<https://www.cqc.org.uk/guidance-providers/all-services/covid-19-interim-guidance-dbs-other-recruitment-checks>

<https://www.nypartnerships.org.uk/covidinfo>

Previous NYCC Provider Bulletins set out this and other advice:

<http://www.northyorks.gov.uk/providerbulletin>

Coronavirus (COVID-19): Admission And Care Of People In Care Homes

New guidance was issued on 2nd April for managing admissions into care homes during the COVID-19 outbreak. The guidance is intended for care homes and commissioners to protect people living in care homes and staff during the outbreak.

https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes?utm_source=ac47bed8-b52a-4c2f-b961-a48468e031b1&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

COVID-19 Providing Unpaid Care

There is new guidance for anyone who cares, unpaid, for a friend or family member who cannot cope without their support. This may be because they have a lifelong condition, illness, disability, serious injury, mental health condition or an addiction.

https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-care?utm_source=1e75175c-6372-4271-a1c1-4290a058ebe9&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

Care Provider Survey

The Quality and Market Improvement Team alongside colleagues in the Council's Technology & Change Team are developing an on-line survey. The purpose of the survey will be to collate important information from Care Providers around, PPE, staffing levels and their capacity to take new placements/packages of care. This will reduce the amount of time we are having to make contact with care providers, in what is definitely very trying times. Further information on the survey and any links will be distributed w/c 13th April and we are hopeful that a weekly update to the Quality & Market Improvement Team will allow you to spend less time updating the Council and more time ensuring that people remain safe. It is anticipated that the results of the survey will also be shared with our colleagues in Health, which again should help reduce the requests you are receiving for information.

The Donning and Doffing of PPE

The following video from Public Health England shows the correct ways to put on (donning) and take off (doffing) PPE. Please make sure you watch it if you think you will be required to use PPE.

https://youtu.be/-GncQ_ed-9w

CQC

CQC have a dedicated [section](#) on their website, detailing changes to the way they are working during this outbreak

Contact Details

We are asking all Care Providers to ensure that the Quality & Market Improvement Team have up to date contact details including phone number and email addresses, we are also asking care providers to provide the Quality & Market Improvement Team with an out of hours contact number that the Council can use in emergencies only. Please contact us with this information at your earliest convenience and for any Provider that does not contact us we will look to make individual contact with you next week.

Personal Protective Equipment – LRF Process

North Yorkshire LRF (NYLRF) has received a one off stockpile of PPE to respond to urgent local PPE demand across the North Yorkshire region, this stock is only available until the new national digital ordering system and the National Supply Distribution Response (NSDR) become fully established and operational.

The process was shared with providers on Tuesday 7th April 2020 and is now up and running within North Yorkshire. A care provider should only consider using the LRF Process, when they have exhausted all other avenues and they have less than 48 hours of supply remaining, the maximum amount of PPE that can be requested via this route is a maximum of 72 hours' worth of stock.

Care Providers that would like to make a request for an emergency supply of PPE should complete the form contained within the process and send to covid19PPE@northyorks.gov.uk by 11:00 each day (currently Monday-Friday). The request will be considered by a multi-agency panel and a same day decision will be provided, with information on how to access stocks if the request is approved.

The Quality & Market Improvement Team are available for care providers to discuss their current stock

levels of PPE.

A Reminder – Hospital Passports

A Hospital Passport is a contractual requirement of care providers, however, in the current climate we have been asked by our colleagues within the Health Sector, if we can remind care providers to ensure that every admission to Hospital; the person is accompanied with a document covering key relevant information and this document is made available to Hospital staff.

Who Can You Contact for Help?

The Quality and Market Improvement Team at County Hall is your first point of contact for all help, advice and support in relation to COVID-19. They will bring in additional help from Public Health and Communications experts, as well as the County Council's social care and provider services.

You can contact us via e-mail at socialservices.contractingunit@northyorks.gov.uk

For out of office enquiries contact the Emergency Duty Team (EDT) on 01609 780780

Frequently Asked Questions

Self-Isolation in Care Homes and in Community Settings

National guidance is available on who needs to self-isolate. If in doubt you can use the NHS 111 online service for advice (<https://111.nhs.uk/covid-19>). If a case is identified in a care home or any other setting, Public Health England will be in direct contact to give appropriate advice on how to manage the risk of spread, including around people for whom traditional isolation procedures may be difficult.

Fulfilling Contractual Responsibilities

Any Provider that is unable to meet its contractual responsibilities as a result of the COVID-19 outbreak should review their business continuity plans as a matter of course and in the first instance contact the Quality & Market Improvement Team to discuss this.

Difference between Coronavirus Strains & COVID-19

Coronaviruses are a large family of viruses that are common in people and animals. Some types of coronavirus cause less severe disease, such as the common cold. However, others can cause more severe disease such as Middle East respiratory syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) coronaviruses. COVID-19 is a disease caused by a new type of coronavirus that first appeared in Wuhan, China in December 2019.

Do I need to wait for available staff to have enhanced DBS checks before they can start work?

A new member of staff may start work under supervision with a clear DBS Adults First Check while waiting for their full DBS check results. The Council's Pre Purchase Agreement states that an appropriately qualified and experienced member of Staff is appointed to supervise the new member of Staff; and the new member of Staff is accompanied at all times by another member of Staff, preferably the appointed supervisor, whilst providing services under this Pre-Purchase Agreement"

If I was considering suspending services what measures could be put in place to prevent social isolation?

Many local voluntary organisations, charities and community groups provide valuable services and activities for people across the county. We would encourage you to consider whether there are other things that your organisation or its volunteers can do to help reduce the risk of loneliness and social isolation of your members and others in your community such as:

- Ask volunteers to regularly ring people to check they are ok and to have a chat;
- Encourage your members to contact each other by asking for permission to share contact details;
- If people need help with things such as shopping or caring for pets during periods of self-isolation encourage them to ask family, friends and neighbours first, if they still need help this may be something your volunteers can help with;
- Community First Yorkshire are posting regular updates on their website to support voluntary sector groups - <https://communityfirstyorkshire.org.uk/coronavirus-advice-and-updates/>;
- The National Council for Voluntary Organisations are also keeping their website regularly updated with ideas and advice - <https://www.ncvo.org.uk/>.

If you know of anybody in your community who you think needs support and where they don't have anyone locally who can help, please encourage them to contact North Yorkshire County Council's Customer Centre on 01609 780780.

What financial support is available from NYCC to support providers?

As part of our commitment to our local suppliers, we are taking dynamic action to help our small and medium-sized businesses. In recognition of the value we place on our local suppliers and the difficult times they are facing, we will be fast-tracking payments for invoices – which means they will receive payment from us more quickly. We hope that this will be of some assistance during this difficult time.

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>

Finally:

Remember - prevention is always better than cure. As with the flu virus, the most effective way to protect yourself from Covid-19, Coronavirus is to adopt good respiratory and hand hygiene to prevent the risk of infection and a 'catch it, bin it, kill it' approach to coughs and sneezes.

The best way to protect yourself and others is:

- wash your hands with soap and water, or use a sanitiser gel, regularly throughout the day;
- catch your cough or sneeze in a tissue, throw away the used tissue, bin it, and wash your hands;
- if you don't have a tissue, use your sleeve;
- avoid touching your eyes, nose and mouth with unwashed hands; and
- avoid close contact with people who are unwell.