



Vale of York
Clinical Commissioning Group



**Care Homes and
Domiciliary Care**

Monday 27 April 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](#)

PPE Latest Flowchart and Operations Guidance

Following local collaboration and partner** agreements please find through these links the [North Yorkshire and York PPE flow chart](#) and associated [operational guidance](#) that consolidates the most current PPE guidance.

The flowchart has been authored by our Public Health partners at North Yorkshire County Council that will ensure the document is updated and any changes are circulated.

**** NHS Vale of York CCG, City of York Council, North Yorkshire County Council, York Teaching Hospital NHS Foundation Trust, YORLMC and NHS North Yorkshire CCG.**

Staff and Resident Swabbing

Residents in Care Homes

- To arrange testing kits for residents please phone PHE on 0113 386 0300 this phone number will connect you to the Yorkshire and Humber Health Protection Team (HPT). When phoning there is quite a long message however please wait for the last option which is to 'stay on the line to be connected' this will then enable you to speak to one of the HPT nurses.
- The HPT nurse will require a few details from you; including the name of the care home, address, number of swabs required etc. Once this has been completed the nurse will then arrange for swabbing kits to be delivered direct to the care home.
- When the results are returned, please can homes share the results with the residents own GP , as they don't have any other way of accessing this information

Key workers in regulated care provision

- CQC are contacting regulated providers directly about arrangements in place for testing staff.

Need to know



Tees, Esk and Wear Valleys

NHS Foundation Trust

Update from CHAD Team/Changes in TEWV services in response to COVID-19

This week we have an image based downloadable [prompt sheet](#) designed by our OT, Karen Melody, which you can use to talk to your residents about covid-19. You are free to adapt this if you wish to suit individual residents. There is also a [booklet of ideas](#) from the Health Innovation Network to keep your residents active and occupied during these times. The following [link](#) will take you to free resources that explain what happens in our brains and bodies in the face of anxiety and a toolkit of ideas to help us cope. If you need resources around a particular idea, please email us at: tewv.chad.york@nhs.net and we will do our best to help.

All calls to the Care Home and Dementia Team number 01904 556748 will be currently be diverted to the below service. Please state that you need to talk to Care Home and Dementia Team in York and you will be directed to the team. An alternative crisis call number is 01904 556751.

Mental Health Crisis and Support Line-0300 0200 317

- The Mental Health Crisis and Response Service operates 24 hours per day seven days per week in 4 locations across North Yorkshire and York – Northallerton, Harrogate, Scarborough and York.
- The service is operated by trained mental health clinicians representing all disciplines within mental health services.
- Child and Adult Mental Health Services, Adult Mental Health, Learning Disabilities and Mental Health Services for Older People.
- This round the clock service will make it quicker and easier for people in the North Yorkshire and York locality to get the right advice they need for their mental health needs when their situation is not life threatening.
- During office hours people who already use mental health services should contact services directly using the numbers in their crisis and recovery plans.
- This main purposes of this line are to help the public get the right mental health advice for people of all ages in a timely and accessible manner by listening, validating and where required normalising the concerns of the caller.
- It is anticipated that the advice & guidance provided by the clinician during

this initial contact meets the needs of the caller and no additional services are required. However, we recognise that at times the caller may require additional support or assessment from third sector community services or primary / secondary mental health services.

- Following this triage process the clinician will then contact the respective Crisis Team or Community Mental Health Team to arrange appropriate follow on care / support.



Partners in Care- COVID-19 Response ECHO Network

All Vale of York care homes and domiciliary providers should now have received calendar invites to join our Partners in Care COVID-19 support program. Through Project ECHO we are able to offer video conferencing 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 laptop, tablet or smart phone. These sessions will take place every **Monday** and **Thursday** from **14:00** and will last up to an hour. The slides from all the sessions that have taken place so far can be found through our [website](#). Discussion in the most recent sessions has included anecdotal feedback from providers who have had cases in their setting, staff swabbing and PPE. Other topics that have been covered include identifying deteriorating residents with a COVID context and NHS Mail/Care Home Capacity Tracker.

For any queries or to suggest topics for future sessions, please email projectECHOteam@stleonardshospice.nhs.uk or call Chris Charters on 07741 734659.

COVID-19 Guidance and Resources

COVID-19 Training and Resources- Updated

Please find through this [link](#) an updated list from Health Education England of training currently available, updated versions of this will be circulated to providers. Skills for Care also have a comprehensive section on fully-funded training on their website relating to Rapid Induction, Care Certificate and other skills-based training specific for our sector – again this is being updated and refreshed on a daily basis and can be accessed [here](#)

There are also details of [further training and resources](#) for care providers through the Six Steps to Success in End of Life Care Programme

Single Point of Coordination for End of Life Care- Updated Information

An updated [leaflet](#) has been produced regarding how to access the single point of coordination for end of life care guidance. The service has been developed by the CCG and St Leonards Hospice, and is accessible from **08:00 to 12:00 Monday-Sunday**. This is available to all Vale of York care homes and domiciliary providers among other organizations. The contact number for the point of access is: **01904 777770**

Also available through this [link](#), are a set of clinical guidance relating to symptom control for COVID-19 patients, which was presented by Dr Anne Garry (Palliative Care Consultant) at the ECHO Network.

Community Equipment and Wheelchair Update

Please find through this [link](#), the second edition of the Community Equipment and Wheelchair Newsletter. This edition details the process for same day deliveries, and for keeping Medequip staff safe during the outbreak.

Also available is [out of hours process](#) which will also be relevant for May Bank Holiday.

Aerosol Generating Procedures- Amended Link

Please find through this [link](#) a list from Public Health England to clarify which procedures and are not classified as aerosol generating.

Further Information

Verification of Expected Death

The CCG are asking care homes if their staff would benefit from training in verifying expected death. If this is something your home would benefit from please contact clive.nicholson@nhs.net

The slides presented by Dr Helen Ward at Thursday's Project ECHO can be found through this [link](#) and provide a good refresher.

Partnership Working with District Nurses

Please find letters through the adjacent links sent to [care homes](#) and [homecare providers](#) on behalf York Teaching Hospital Foundation Trust

The letter outlines some suggested temporary measures around current visits to enable District Nurses to provide a service to those who are requiring support with managing Covid-19 symptoms or End of Life Care.

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