



**Vale of York**  
Clinical Commissioning Group



**Care Homes and  
Domiciliary Care**

Tue

sdays 12 May 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](#)



## Bereavement Support at St Leonard's

Support for bereaved adults (age 18+)

Call  
01904 777772  
Monday to Friday  
10am – 4pm  
(until 7pm on Thursdays)

### We will...

- talk through with you the best way we can support you
- be a **listening** ear if you need someone to talk to
- offer **emotional support** enabling you to talk openly about your feelings
- **signpost** you to other services and resources that you might find helpful, if needed

At busy times we may not be able  
to take your call immediately  
**PLEASE CALL BACK IF LINES ARE BUSY**

Please remember that all our support  
is conducted over the telephone at the moment

Resources to support you are also available on our website  
<https://www.stleonardshospice.org.uk/Patients/Bereavement-Support>



## Bereavement Support and Improving Access to Psychological Therapies (IAPT)

The current outbreak is understandably difficult for those working in social care and partner organisations across the region. There are services out there that can provide support to individuals who need somebody to talk to and provide mental health support.

St Leonards Hospice offer a bereavement service for adults which can provide a listening ear, emotional support and signpost to other services and resources that may help. A printable poster that can be displayed in your service is available through this [link](#).

Individuals are also able to access IAPT services by self-referral or through referral by a GP. This service offer psychological treatments for stress, anxiety and depression to anyone under the care of a GP in the Vale of York area. Further information on this service can be found through this [link](#).



### **Knitted Hearts Available to Care Homes Residents (Sent on behalf of York Teaching Hospital NHS Foundation Trust)**

A few weeks ago we asked for support from the public to knit/ crochet/ sew small hearts for our patients whilst they are unable to have visitors. The idea of these is to be able to give one to the patient/ resident and the other goes to the family until they can be reunited when the full lockdown is lifted. In the event the patient dies the family are given the option of having the heart sent to them or keeping it with their relative. We have been overwhelmed by donations which is very humbling.

If any of the care homes would like some sending for residents please send the address of the home and the number of residents to:

[Clare.O'Brien@york.nhs.uk](mailto:Clare.O'Brien@york.nhs.uk)

## **Need to know**

### **PPE Latest Flowchart and Operations Guidance- Updated Request Form**

The current request form for PPE can be found through this [link](#). The latest [flow chart](#) created on behalf of the Local Resilience Forum is available to aid decision making/risk assessment for the application of the guidance around PPE for COVID-19. This document is intended to help with local interpretation of government guidelines in community health and social care.

National guidance around IPC and PPE for care providers can be found through this [link](#).



## Partners in Care- COVID-19 Response ECHO Network

As discussed at the last ECHO network, these sessions will now be consolidated into one weekly session on **Thursday at 14:00-15:00**. The invites for the previous bi-weekly sessions have been cancelled and a new invite sent to all Vale of York care homes and domiciliary providers.

The network is designed to provide the latest best practice guidance, training, and peer support to care providers in our region at this difficult time. CCG, local authority, infection prevention, mental health, CQC and medicines management are among the organisations also represented on these sessions to answer questions. All providers are encouraged to join as and when able to share learning, support and best practice across the area.

The slides from all the sessions that have taken place so far can be found through our [website](#).

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

## Message from York Advocacy Hub

We know you probably haven't had the time to be checking on the legal situation every five minutes in relation to advocacy but we have been keeping an eye on things! We thought it would be useful to share the legal expectations around advocacy as it's becoming complex under all the different acts of law.

- Independent Mental Capacity Advocates/ Relevant Person's Representatives - The law in relation to needing an advocate for all the usual decisions hasn't changed for Independent Mental Capacity Advocates (change of accommodation, serious medication treatment or the Deprivation of liberty roles) or for

RPRs . No aspect of the MCA has been amended under the Coronavirus Act so there would still be a duty to refer for an advocate in these cases. This specifically applies within care homes to the role of the advocate in inputting into DNACPR decisions where people do not have any family or friends suitable to consult. The law is clear an advocate should be involved here on a case by case basis.

- Independent Mental Health Advocacy – We are waiting for the amendments to the Mental Health Act to take effect but as yet the MHA as it stands still applies.
- General Advocacy – We have boosted our general advocacy service during this time: so anyone affected by issues with benefits , housing, accessing mental health or physical health services etc. can be supported by a general advocate through the usual referral process on our website.
- NHS- Currently all NHS complaints can still be made, although the PHSO ombudsman is not taking cases, these can be submitted at a later date.

We hope that's helpful. We've seen a big drop in referrals recently, which doesn't compute with an increase in people needing help so if you do need to talk through whether someone is eligible our temporary telephone number is 07864 728942. You can also make a referral at: through this [link](#)

We're still all working, but mostly via video link and telephone (there are occasional exceptions when we may do face to face advocacy based on a case by case decision of complexity of case v risk for person from contracting Covid 19) .

## COVID-19 Guidance and Resources

### Environmental Cleanliness Guidance

Caroline Gent from the Community Infection, Prevention Control Team gave an update at Monday's Project ECHO Network around appropriate cleaning measures during the current outbreak based on the following [IPC guidance](#)

Following the session, Caroline has pulled together a couple of [slides](#) breaking down this guidance into more detail around which cleaning solutions are suitable and unsuitable, as well as guidance on using wipes.

### Visa Extensions for Health and Care Workers

It was announced on 29 April by the Home Secretary, that free visa extensions will be automatically granted to more crucial overseas health and care workers. Frontline workers, including pharmacists, with visas due to expire before 1 October 2020 will receive an automatic one-year extension. This will apply to those working both in the NHS and independent sector and include their family members

## CARE Workforce App

A national app has been launched for the adult social care workforce. It will act as a one stop shop for learning resources, guidance, mental health support, discounts and additional support.

The app is available to download from on the Apple App Store and Google Play Store, as well as being accessible online through this [link](#):

For more information please follow this [link](#)

## District Nursing Service Contact Details

District Nursing Service can be contacted 24/7 by phone at **01904 721 200**

Please delete any references to 0300 330 0254 in your patient facing literature or website as this number does not contact the District Nursing Team.

## Further Information

### Partners in Care Lessons Learnt: Partners in Care COVID-19 ECHO Response Network

[A summary bulletin](#) has been produced by care providers represented at the ECHO Response Network who have experienced an outbreak of COVID-19 within their care setting. This is designed to provide shared learning and guidance to fellow care providers around

- How cases presented and what symptoms were shown
- How infections manifested themselves and how providers managed them
- How staff wellbeing was promoted

Please share and use this resource within your organisation as appropriate.

### Further Information

Additional information, support and guidance is available through the [Partners in Care webpages](#) including:

- Guidance on how to update the Capacity Tracker during the current outbreak
- Information around Recognising and Responding to Deteriorating Residents training for staff
- Reuse of medication in care homes
- Resources from the Project ECHO Network including around advanced care planning, PPE and reusing of medications with care

More details on the network and how to join can be found below.

settings

- Advice and resources from the Care Home and Dementia 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](mailto:sarah.fiori@nhs.net) or [sam.varo@nhs.net](mailto:sam.varo@nhs.net)