

# COVID-19 UPDATE – WEEK FOUR (TUESDAY)

Dear Provider,



**THIS WEEKS MESSAGE: KEEP  
UPDATED!**

Thank you for all your hard work in keeping services going and continuing to deliver support to people in the face of exceptional challenges.

We know you keep adapting your services and we really appreciate that. As the situation develops we will need to continue with that and ensure we are only providing essential support. If you have staff involved in non-essential work that can be released to support other providers please let us know via the commissioning inbox.

We are aware of problems with obtaining personal protection equipment and we are working on solutions urgently.

As you can appreciate the volume of enquiries to the Commissioning Inbox is high therefore wherever possible we will be putting responses to questions that are asked frequently into these two weekly bulletins rather than replying individually.

## **Message to the people you support around the Bradford district**

One of Bradford Council's key priorities at this time is to ensure the safety of those who might need addition support through adult social care services.

We are working closely with all our key partners and service providers, like residential and nursing care homes, home support and supported living services, and our health service and voluntary and community sector to make sure that we can continue to support you.

We are following government guidance in the way we respond to the COVID-19 virus and, as a result, there may be some changes to the way services need to be delivered to you or a relative.

If you are in a residential care setting, it is likely that the care home will be asking visitors to follow the latest social distancing advice to protect you.

For those who usually attend a day time activity, we will be asking those providers to work with us to support you in other ways from your own home for this period.

If you are within a supported living setting, your support workers will be helping you to observe the social distancing guidance.

If someone visits you at home to help with personal care tasks, there may be some variation to your usual service, including different care workers coming or a change to the times of visits. This is because care staff also need to follow the guidance and self-isolate for a period if they or a family member is unwell.

If you have any concerns or questions about your care arrangements you can contact the Adult Social Care Information and Advice Hub on 01274 435400.

## TRAFFIC LIGHT RESPONSE - CONNECT TO SUPPORT

We aim to use this system to replace the business continuity and resource submissions last week, this will be a simple status update using traffic light system and a brief text box (no more than 200 characters). Information on what should be reported as Green, Amber and Red will be provided when updating your status.

What you need to do now...

**If you have an account**, then you do not need to do anything, however if you cannot remember your password or account details please ring 03300 582 690 or email [info@publicconsultinggroup.co.uk](mailto:info@publicconsultinggroup.co.uk).

**If you do not have an account**, please signup using one of the links below...

Paid for Services/Providers will need to use this link:

<https://bradford.connecttosupport.org/s4s/WhereILive/Council?pagelid=2718>

Day Opportunity or Community Directory Providers would need to sign up via the relevant directory:

<https://bradford.connecttosupport.org/s4s/WhereILive/Council?pagelid=4686>

**Please ensure that you have an account and access to Connect to Support for 5:00pm tomorrow (Wednesday), we aim to start using this system on Thursday 26 March 2020.**

**Once this system is live, you will receive specific login details for your organisation. This will be provided by an email from [info@publicconsultinggroup.co.uk](mailto:info@publicconsultinggroup.co.uk). Please make sure to keep an eye out for this email.**

**ACTIONS REQUIRED**

## PAYMENTS

## All Providers

In these exceptional times, in an attempt to help ease the financial and administrative pressures, payments will be made on the planned level of service.

All providers with the exception of residential and nursing homes will be required to keep a record of the actual level of service provided and to supply that information via payment claim forms as soon as possible. Payments will be made on a scheduled basis based on the planned level of service rather than waiting for completed payment claim forms to be supplied. Adjustments to the planned service will be processed as soon as possible after the PCF is returned.

We are continuing to work up a way of getting electronic payment claims forms in excel format out to all non-residential providers to make it easier to record the variations. More information will be provided as soon as possible. For non-residential providers, please can you update the Payments Team with the email address the electronic payment claim form should be sent to. Please supply the details to [cca.payments@bradford.gov.uk](mailto:cca.payments@bradford.gov.uk)

For Residential and Nursing homes, payment claim forms will cease to be provided. For the time being, Residential and Nursing home providers are asked to email details of all discharges or deaths to the Contracts Team as and when they occur to [cca.contractsteam@bradford.gov.uk](mailto:cca.contractsteam@bradford.gov.uk)

## NHS MAIL SIGN UP FOR SOCIAL CARE PROVIDERS

### NHS Mail rollout for Covid-19

During the current Covid-19 pandemic, secure communication between health and social care services is more important than ever. As stated in the Government's mandatory COVID 19 Hospital Discharge Service Requirements (page 17) it is a requirement for all care providers to access NHS mail.

**To support this NHS England /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 between health and care 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 by Friday 27<sup>th</sup> March**

For any provider who does not already have an NHS mail, the process for obtaining an NHSmail account during this fast track period is for providers to

complete the attached template (word document). Your ODS code can be found using the link in the form and is a five digit code starting with V (V\*\*\*\*).

Once completed by those providers requiring an NHSmail account, please quickly return by email to [england.dsptnorth@nhs.net](mailto:england.dsptnorth@nhs.net) This process may change as we move forward.

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.

The DSPT team in the North will provide you with help as support, please contact [england.dsptnorth@nhs.net](mailto:england.dsptnorth@nhs.net) if you have any enquiries.

Can providers please ensure the forms are completed accurately to avoid delays. The process takes much longer if sections of the forms aren't completed or inaccurate as we have to send them back asking for further information.

#### **ACTIONS REQUIRED**

### **BED'S VACANCY TRACKER**

Please can Residential and Nursing Homes Providers ensure that they have signed up to the NHS Capacity Tracker. Once you have signed up you can update your vacancy's in real time using the website here: <https://carehomes.necsu.nhs.uk/>

For more details, please see attached briefing regarding registering with this service.

#### **ACTIONS REQUIRED**

### **FOOD SHORTAGES**

We are aware that many of you have been experiencing difficulties sourcing sufficient food for the Home due to half-empty deliveries and/ or being restricted to the number of items that you can purchase at one time. We have escalated this issue at our most senior level for action.

In the interim, the Council has contacts who procure food for schools and may be able to support you. Please note that this service is for emergencies only and not to replace your usual food shop – please try to access through the normal routes as much as is possible.

If you need to access this support, please email to [CommissioningInbox@bradford.gov.uk](mailto:CommissioningInbox@bradford.gov.uk)

## MEDICATION SHORTAGES

Please find the latest guidance: <https://www.gov.uk/government/news/government-to-monitor-impact-of-coronavirus-on-uk-medicine-supply>

## PPE & WASTE GUIDELINES FOR CRAE HOMES AND DOMICILIARY CARE

The attached document (COVID-19- PPE) is the most up-to-date guidance we have for all Care home and Domiciliary Care Providers with regards to the use of Personal Protective Equipment (PPE), waste management and disposal of any waste from a suspected or confirmed COVID-19 case.

## USEFUL DOCUMENTS

**Please ensure that all documents used are aligned with your organisation and company policies and contractual obligations.**

- **Accessible Information:** Please find resources produced by VCS colleagues in alternative formats so we can ensure everyone has the information they need:
  - BTM: <https://www.btm.org.uk/resource-category/accessible-information-about-coronavirus/>
  - Audio resources with information on Coronavirus/COVID-19 and social distancing: <https://www.btm.org.uk/resource-category/audio/>
  - Easy read information on Coronavirus/COVID-19. Opening Doors is a user led organisation run by people with learning difficulties for people with learning difficulties: <http://www.openingdoors.org.uk/page/67/News>
  - Easy read information about having your temperature taken: <http://flipbooks.leedsth.nhs.uk/LN004785.pdf>
- COVID-19 guidance for self-isolation and social distancing has been translated into the following languages: Arabic, French, Mandarin, Cantonese, Polish and Welsh:
  - <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>
  - <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>

- Door notices for those who are isolating. Please see attached.
- Infection Control Toolkit & IPC Check Sheet.
- Key worker confirmation letter.

## UPDATE FROM BRADFORD COUNCIL

For more information on the Council's current position, please use this website:  
<https://www.bradford.gov.uk/health/health-advice-and-support/coronavirus-covid-19-advice/>

Bradford Council is teaming up with the NHS, Public Health England and the voluntary sector to find the best way to provide support to communities affected by Coronavirus. For more information, please use this website:  
<https://www.bradford.gov.uk/browse-all-news/press-releases/community-support/>

## HOSTELS AND DAY CENTRES

Please see the link below to the Public Health England guidance for hostels and day centres which was updated and there is also a poster for hostels and day centres

<https://www.gov.uk/government/publications/covid-19-guidance-on-services-for-people-experiencing-rough-sleeping/covid-19-guidance-for-hostel-or-day-centre-providers-of-services-for-people-experiencing-rough-sleeping>

Groundswell's peer advocates have developed coronavirus factsheets for people who are homeless and for people who are sleeping rough and people staying in hostels. They will be updating them as and when they need to so please follow the link below.

<https://groundswell.org.uk/coronavirus/>

## GENERAL ADVICE:

As a Provider please continue to ensure you follow the advice below:

- Reinforce infection control and make sure training is up to date, including hand hygiene training for all staff.
- Read guidance and information and display where appropriate, so staff and especially visitors can see this.
- Continue to ask staff, clients and members of the public to regularly wash their hands using soap and water where possible.
- Remember to keep your RAG rating, for both staff and clients, and Contingency Plan documents up to date.

- Be aware of your PPE stock levels.

Tips for you and your staff:

- 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 straight away.
- Wash your hands with soap and water often for 20 seconds.
- Try to avoid close contact with people who are unwell.
- Avoid touching your eyes, nose and mouth with unwashed hands.

## COVID-19 SCAMS

We have been made aware of a number of new scams exploiting peoples fear over the Coronavirus.

The scams take several forms which include (so far):

- Messages claiming to be from HMRC offering a tax refund due to changes in the law around Covid-19, recipients have to click a link which takes them to a fraudulent website
- Messages claiming to be from the Center for Disease Control or from the World Health Organisation. These messages offer the recipient the chance to view a list of confirmed cases within their local area by clicking on a link and making a Bitcoin payment.
- Emails claiming to be from a virologist sending an attached document with instructions on how to avoid the Coronavirus. The attachment is malicious.
- Fraudulent online sales of masks and hand sanitiser which never materialise. If an online shopping offer looks too good to be true, then it probably is.

Please do not click on links or open attachments and take time to check that the email is from a legitimate source. Please be aware that fraudsters go to great lengths to make their communications with you look genuine. As Covid-19 continues to spread, fraudsters are likely to continue using the anxiety it generates to trick people out of their personal data and hard -earned money. You can find more information about the scams listed above online.

The BBC have summarised these scams in this article <https://www.bbc.co.uk/news/technology-51838468>

## MESSAGE FROM BRADFORD CARE ASSOCIATION (BCA):

Dear Provider

Thank you for your continued support during these challenging times. We understand that all of you are busy planning for the unpredictable times ahead, however we just wanted to say that we are here to help. If you have any queries, please email Louise Bestwick ([louise@bradfordcareassociation.org](mailto:louise@bradfordcareassociation.org)) so that we can collate any provider concerns to take to Silver and Gold meetings. Please note, the sector is being represented and be assured that we are following up your concerns together in partnership. We are currently working on plans to:

- Support the workforce challenges
- Source food supplies
- Ensure people have access to enough PPE and that this is being used where it is needed most
- Develop clear guidance on admissions to care homes

**We will be sending weekly updates to you every Tuesday and Thursday, including some template documents to support your organisation to assist with any planning you may require over the coming weeks. If you have not already, please confirm contact details of a lead person and the current generic email contacts to ensure all communication is getting through and the Commissioning Team's contact list is up to date.**

#### **IMPORTANT:**

In order to manage demand in the most efficient way we are changing the way Commissioning Team service is being delivered.

All available resource is being directed to our central email [CommissioningInbox@bradford.gov.uk](mailto:CommissioningInbox@bradford.gov.uk). We are reviewing this as priority and engaging with relevant staff to continue to support providers to operate safe and effective care during this time.

If you need to speak to someone regarding an individual whose needs have changed then please contact our Access Team on 01274 435400. If you have concerns regarding individuals at risk of harm or abuse please contact 01274 431077 to speak to a member of our Multi-Agency Safeguarding Hub (MASH) who will provide you with support, advice and guidance to report your concerns.

#### **HINT:**

If you do not receive our emails, please check your Junk E-mail folder just in case the email got delivered there instead of your inbox. If so, select the email and click Not Junk, which will allow future messages to get through.

**Please ensure any information you do consult is from a reliable sources, including the NHS, or the Public Health England.**

#### **PROVIDER ACTIONS:**

- Please ensure that you have an account and access to Connect to Support for 5:00pm tomorrow (Wednesday), we aim to start using this system on Thursday 26 March 2020.
- NHSmail account. Deadline Friday 27 March 2020.
- Residential and Nursing Homes Providers, please ensure that you have signed up to the NHS Capacity Tracker.

## USEFUL LINKS

- <https://www.cqc.org.uk/news/stories/routine-inspections-suspended-response-coronavirus-outbreak>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.gov.uk/government/organisations/public-health-england>
- <https://www.gov.uk/government/organisations/department-of-health-and-social-care>
- <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>
- <https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses>
- <https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19>
- <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.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>
- [https://www.ukhca.co.uk/covid-19?utm\\_campaign=11387218\\_Covid19%20Guidance%2010%203%2020&utm\\_medium=email&utm\\_source=UKHCA&dm\\_i=1DVI,6S2FM,KZRNAI,R4D9P.1](https://www.ukhca.co.uk/covid-19?utm_campaign=11387218_Covid19%20Guidance%2010%203%2020&utm_medium=email&utm_source=UKHCA&dm_i=1DVI,6S2FM,KZRNAI,R4D9P.1)

Kind Regards,

Commissioning Team  
**Department of Health and Wellbeing**

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**City of Bradford Metropolitan District Council**

**\*\*\* E-mail Confidentiality notice \*\*\***

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