

COVID-19 UPDATE – WEEK THREE

Dear Provider,



THIS WEEKS MESSAGE:

TIME TO PLAN!

FREQUENTLY ASKED QUESTIONS (FAQS)

Thank you for your continued support during these challenging times. We have spoken to a number of our Home Support providers and as we are asking you to work as flexibly as possible we are committed to doing the same therefore the following measures are designed to support you in respect of payment from the Local Authority;

Provider Payments

- Payments to providers will remain one of the highest priorities for both the Local Authority and the CCG, with resources deployed to help manage provider payments and other key areas. However, if you feel payment issues are occurring, for non-residential services please contact the Payments Team via email cca.payments@bradford.gov.uk . For residential and nursing home placements, please contact cca.contracts.team@bradford.gov.uk
- The LA and CCG will be sending out Payment Claim Forms (PCF's) as normal for the last remaining periods of this current financial year. We are working hard to get into a position where we can email providers the PCF's in MS Excel format rather than posting them. We will let you know when this will commence but it is likely to be the first PCF period in April. **It is however important that we have an up to date email address where we can send the electronic PCF's.** The document will be protected using

Galaxkey and providers are asked to return the completed PCF using the same encryption method.

Please send your preferred email address for electronic PCF's to cca.payments@bradford.gov.uk

Changes to Home Support Services

- The supply of completed Payment Claim forms will help to make sure adjustments to the services delivered are inputted to make sure provider payments are correct but also to ensure correct invoices to individuals are made for their contribution towards the cost of the service is accurate. If you are having difficulties with the completion and supply of PCF's, please get in touch with the payments Team via email cca.payments@bradford.gov.uk.
- If providers have not been able to deliver the planned level of service due to Covid-19 related issues, payment for the “frustrated service” will be made to the provider. However the specific reason amount and of undelivered service must be recorded on the PCF. This is necessary to ensure the person's financial contribution is based on the actual amount of service received during these exceptional times and will be based on the information you include on the PCF's.
- Where the person being supported no longer wants to receive a service or wishes to suspend the service, due to self-isolation, providers are asked to make contact with the Access Team on 01274 435400 to advise them of the situation. A social worker will check with individual and assess the impact of the service being suspended or ended.
- If you think the planned service could be arranged differently, again, we would ask you to discuss this with the relevant social work team so we can record any changes to the planned service.

Should you have any questions not answered, please email CommissioningInbox@bradford.gov.uk with the subject title COVID-19 FAQ. These will then be shared with all providers through future weekly updates.

PPE SUPPLY - UKHCA UPDATE:

We know that supplies of personal protective equipment to the care sector is fundamental for the good care of individuals with suspected symptoms of COVID-19.

We are clear that no wholesaler has been asked to prioritise NHS provision over the care sector nor should they be doing so.

Free distribution of fluid repellent facemasks from the pandemic flu stock will start Wednesday 18th March, with every care home and homecare provider receiving at least 300 facemasks. We anticipate the distribution will be complete by next Tuesday. This is aimed at tiding over the initial rise in demand following the change of guidance on facemasks last week. Providers are not required to take action; the stock will be delivered to them.

We are working rapidly with wholesalers to ensure a longer-term supply of all aspects of personal protective equipment, including gloves, aprons, facemasks and hand sanitiser. For future PPE requirements, care providers should order PPE from their usual suppliers.

If care providers have immediate concerns over their supply of PPE, there is now a dedicated line for you, the health and social care sector. This is the National Supply Disruption line, please contact them on:

Tel: 0800 915 9964

Email: supplydisruption@nhsbsa.nhs.uk

In the future, if a care provider is unable to get PPE from their normal supplier, the supplier is will be asked to report this to the National Supply Disruption Response (NSDR) team (as above), who can advise on alternative suppliers.

BUSINESS CONTINUITY AND RESOURCE PLAN

Please return your Business Continuity and Resource Plan to the CommissioningInbox@bradford.gov.uk by **2pm Friday 19 March 2020**. We have attached another blank copy to this update.

USEFUL DOCUMENTS ATTACHED

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

- Business Continuity and Resource Plan.
- Listen Line information, with poster.

- Easy read: Inclusion North Information about Coronavirus (COVID-19). The most up to date version will always be stored here <https://inclusionnorth.org/coronavirus-easy-read-information/>. There is an audio version embedded into the page.
- COVID-19: Guidance for infection prevention and control in healthcare settings.
- COVID-19 communication and considerations for care providers and staff.

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/>

DAYCARE CHANGES

We are working towards changing all daycare services commissioned by Bradford Council by Monday 23 March 2020. This is being done to maintain the health and wellbeing of the people, by helping them to stay at home and self-isolate and follow social supported distancing guidance.

Daycare providers working with the Council to change the way they deliver their service to ensure people's support needs are met in the least restrictive way in their own home.

We will continue to pay daycare providers while they are making their staff available to support people in other ways.

People who attend daycentres will have their bills adjusted for any support they have not received.

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 remember to keep your vacancy's up to date using the website here: <https://carehomes.necsu.nhs.uk/>

SCHOOLS UPDATE

As per the Prime Minister's announcement on 18 March 2020, English schools will close to all but the children of key workers and the most

vulnerable children from Friday 20 March 2020. For more information, please use this website: <https://www.gov.uk/government/news/schools-colleges-and-early-years-settings-to-close>

For an update on the latest school closures, please use this website: <https://www.bradford.gov.uk/education-and-skills/school-holidays-and-term-dates/school-closures/>

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.

Food Supplies: please check with your local shop/supermarket for developments in respect of revisions to opening hours and deliveries.

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%20%2020&utm_medium=email&utm_source=UKHCA&dm_i=1DVI,6S2FM,KZRNAI,R4D9P,1

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

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: The Commissioning Team's general number 01274 434500 would no longer be in operation from today. All enquiries should

be emailed through the commissioning inbox (CommioningInbox@bradford.gov.uk) and will then be responded to by the relevant individual.

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.

Kind Regards,

Commissioning Team
Department of Health and Wellbeing
5th Floor, Britannia House, Hall Ings, Bradford, BD1 1HX
City of Bradford Metropolitan District Council

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