

# PROVIDER BULLETIN



Week Nine – Tuesday 28 April 2020

## **Dear Provider**

*As we move into Week Nine of the Bulletin we are pleased to confirm our new Provider Zone is up and running! This will, from next week link to each Bulletin in that any attachments will be stored on this platform rather than taking up valuable space in your inbox! Please use the link below to access this.*

*This week's Bulletin highlights revised PPE guidance for Residential/Nursing and Home Support Services as well as some important news about using our local testing centres.*

*Beverly Ann Gallagher from the NHS Bradford District and Craven Clinical Commissioning Group (CCG) in this edition provides details of support for people living with a learning disability (LD) in a care home as well as how to access telemedicine and several useful links to information and training.*

*Finally, please take a look at the new Connect to Support Provider Zone we would welcome any comments or suggestions.*

<https://bradford.connecttosupport.org/provider-zone/>

**The Commissioning Team**

## COVID-19 STAFF TESTING UPDATE

Further to the guidance issued on 23 April 2019, if any service has a key worker who requires testing at Marley Stadium in Keighley as an alternative to a National Test centre e.g. Leeds, please do NOT use the national process, you must use the “**local testing process**” contained in the attached guidance.

If you would like to discuss the content of the guidance note or the process detailed within please contact Jacqui Buckley via email [Jacqui.buckley@bradford.gov.uk](mailto:Jacqui.buckley@bradford.gov.uk)

## REVISED PPE GUIDANCE 27 APRIL 2020

The Government has now released new revised guidance on the use of personal protective equipment (PPE) in England. Please find attached.

### **Personal protective equipment (PPE) – resource for care workers delivering homecare (domiciliary care) during sustained COVID-19 transmission in the UK**

From **UNITED KINGDOM HOMECARE ASSOCIATION (UKHCA) - 27 APRIL 2020**

There has been over a week’s delay in the Government publishing revised guidance on the use of personal protective equipment (PPE) in England.

We can now confirm that the guidance has been published on the gov.uk website, as follows:

#### **“COVID-19: how to work safely in domiciliary care”**

This revised guidance replaces that which was previously available in “Table 2” and “Table 4” on [www.gov.uk](http://www.gov.uk) and we hope that providers will find the updated guidance easier to interpret than previous versions.

Below highlights some of the most significant changes to the guidance.

**However, this should not be regarded as a substitute for reading the publication in full and applying it to the specific circumstances of your services.**

#### **Scope of the guidance**

The guidance is intended to cover the support of people using homecare services during “sustained transmission” of COVID-19, as follows:

- visiting homecare;
- extra care housing schemes; and
- live-in care.

Please note that it does not cover complex homecare where aerosol generating procedures (AGPs) may be undertaken.

## **When PPE should be used**

The guidance describes two main types of activities:

- Providing personal care (whether the person has symptoms or not), OR being within two metres of anyone in the household who is coughing.
- When a homecare visit does not require the worker to touch the client, but when they may need to be within two metres of the client.

The guidance has a table in each of these sections to explain which types of PPE should be worn.

As there is “sustained transmission” of COVID-19, the use of a face mask is required, regardless of whether the person receiving care and support has symptoms or not.

Other items of PPE, such as eye protection, gloves and aprons will be dependent on the task that you are completing.

## **Use of face masks and “sessional use”**

Much confusion was caused in the previous guidance because the concept of “sessional use” was not clearly explained in relation to homecare services.

The new guidance now makes it clear that, because facemasks are intended for the protection of the careworker, the same mask may be worn between different homecare visits, if it is safe to do so whilst travelling (e.g. on foot or by car or by public transport), so long as the mask does not need to be taken off, or lowered from the face.

Face masks should be discarded and replaced and not be subject to continued use in any of the following circumstances:

- if damaged
- if soiled (e.g. with secretions or body fluids)
- if damp
- if uncomfortable or causing skin irritation
- if difficult to breathe through

## **Eye protection**

Eye protection, where needed, should be used because there is:

“...risk of droplets or secretions from the client’s mouth, nose, lungs or from body fluids reaching the eyes (e.g. caring for someone who is repeatedly coughing or who may be vomiting).”

Eye protection can also be used continuously while providing care, unless it needs to be removed from the face (e.g. to take a break from duties, or when driving).

Eye protection should be decontaminated after each use and NOT be subject to continued use in any of the following circumstances:

- if damaged
- if soiled (e.g. with secretions or body fluids)
- if uncomfortable or causing skin irritation

### **Importance of hand and respiratory hygiene**

Please note that the use of PPE is only truly effective where it is combined with:

- hand hygiene (cleaning your hands regularly and appropriately) and respiratory hygiene;
- avoiding touching the face with your hands; and
- following standard infection prevention and control precautions

### **Technical specification guidance**

A number of homecare providers have raised with us the difficulty of obtaining PPE to the correct specification, and whether suppliers are providing items to the correct specification.

The precise specifications of PPE are not referred to in the homecare guidance, but the range of technical specifications are available on the gov.uk website:

#### **[Technical Specifications for Personal Protective Equipment \(PPE\)](#)**

Please read the new guidance in full.

We encourage all members to read the PPE guidance for homecare providers in full.

We will continue to work with Public Health England to ensure that the guidance is refined if there are areas which require further clarification.

### **CVOID-19: How to work safely in care homes**

The guidance for care homes has also been updated again as well. Please see attached or you can access the guidance via the link below:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/881329/COVID-19\\_How\\_to\\_work\\_safely\\_in\\_care\\_homes.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/881329/COVID-19_How_to_work_safely_in_care_homes.pdf)

Below highlights some of the most significant changes to the guidance.

**However, this should not be regarded as a substitute for reading the publication in full and applying it to the specific circumstances of your services.**

- The new guidance strengthen the message to the wearing of PPE. When providing personal care all within two meters of a person who is coughing; gloves, apron, fluid resistance facemask and eye protection are required.
- When performing a task within two meters of a resident where no direct contact is taking place only a face mask is necessary.
- When working in communal areas with residence, where there is no direct contact only a face mask is necessary.
- The flowchart in the previous guidance has now been removed.

## USEFUL INFORMATION

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

- **Safeguarding elearning**
  - Information about our safeguarding elearning is now available on line <https://saferbradford.co.uk/resources/adults/safeguarding-adults-e-learning/>
  - Also attached is a poster that can be shared with your networks.
  - Level 1 is already live and people can register and complete it straight away, level 2 will be live shortly.
  
- **Tips for the housing sector on supporting someone affected by dementia**
  - This Housing LIN briefing (No3) sets out a number of top tips on supporting people affected by dementia during the Coronavirus pandemic. It is specifically written for the housing sector, operators of specialist housing - such as extra care or retirement housing - or general needs housing. It also signposts to a selection of useful links and further practical advice.
  - For more information, please use this link: <https://www.housinglin.org.uk/Topics/type/Coronavirus-COVID-19-Tips-for-the-housing-sector-on-supporting-someone-affected-by-dementia/>
  
- **Skills for Care offer of support to Managers**
  - Please see attached for more details.
  
- **RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013)**
  - The HSE guidance for business is that during the Covid-19 outbreak there are certain instances where they are required to report under RIDDOR.
  - Further information can be accessed via the Health and Safety Executive (HSE) website, using the following link: <https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm>

## IMPORTANT MESSAGES

### **Message from Beverly Ann Gallagher (NHS Bradford District and Craven Clinical Commissioning Group (CCG))**

#### **For the Attention of Learning Disabilities Providers**

This document sets out the Bradford District and Craven Clinical Commissioning Group and its partner's response to support people living with learning disabilities (LD) in care homes.

We aim to ensure that people receive safe, effective, personalised care at the right time in the right place during the COVID – 19 pandemic. The document also provides guidance on accessing telemedicine and provides useful links to access further information and training – PLEASE READ

### **For the Attention of All Care Homes**

#### **Telemedicine**

**The Telemedicine Hub team will be the first port of call, rather than the GP or 111.**

**The Hub is available 24/7 365 days a year and the kit you are currently receiving will enable you to have a direct link in to the hub**

#### **Update on Roll out of telemedicine Kit**

**Those homes without telemedicine in should have been contacted by Immedicare to arrange a delivery date for the laptop and kit, and for a remote training session.**

**This should have been scheduled for no later than the 8<sup>th</sup> May.**

**Please contact Anna Smith via [Immedicare@bradford.nhs.uk](mailto:Immedicare@bradford.nhs.uk) if you do not have a date scheduled**

**In the interim, until kit arrives with your home, staff can still connect to the Telemedicine Hub by using the [www.immedicare.co.uk](http://www.immedicare.co.uk) home page where we have placed a link.**

**Care homes that have their own device, a webcam and have WIFI connectivity can connect by clicking on the “call our clinical team now” button and will be placed into the queue.**

**This is a short term option to provide access whilst the kit is being delivered to homes. Alternatively if staff members have a smartphone device that can be connected to the WiFi in the care home, this can also be used to contact the Hub.**

**First Point of Call: Any changes or deterioration in resident’s health where staff would typically contact the GP or 111, please contact the Telemedicine Hub.**

#### **Message from Dr Sara Humphrey (GP)**

There have been some concerns raised about sharing patient information between practices, Care Home, Pharmacists, Domiciliary Care providers etc. We would like to draw attention to the Government letter dated 20 March 2020 that sets out our obligations to share information during the pandemic.

**Further information:**

<https://www.nhsx.nhs.uk/covid-19-response/data-and-information-governance/information-governance/covid-19-information-governance-advice-health-and-care-professionals/>

### **Message from Jenny Sleight (Better Care Manager, Yorkshire and the Humber)**

In response to concerns raised by colleagues regarding the appropriate use of PPE when COVID-19 risks are identified for people providing care out of hospital, an animation and associated resources have been developed by the Region, which it is hoped will support care workers in day to day decision making.

- **What PPE to wear when providing care out of hospital** - This short animation shows you what PPE to wear when providing care (including caring for extremely vulnerable and shielded people) in care homes or caring for people in their own homes and is based on Public Health England's recently published guidance: <https://vimeo.com/408471512>
- **Website for further resources** - The above animation and further resources/links that may be of help to people providing care out of hospital are all grouped together on one website. Under the "resources" section are other videos including how to take someone's temperature, guides to help with your personal wellbeing, along with a training package on Covid-19 infection prevention and control. You can also download posters on how to take off PPE and on the "useful links" tab, there are quick links to other websites for further information/support e.g. E-learning for Healthcare: <https://ppeccovid19.co.uk/>

Also, attached are the slides from the Home Care Webinars that were held last week.

### **Message from The Covid19 Trading Standards Team**

Please find attached the West Yorkshire Trading Standards Newsletter Scam Alert. This weekly alert will outline trending fraud patterns during the current COVID-19 pandemic and what we can do to stay protected. Unfortunately there has been an increase in reports of scams, doorstep Crime and business complaints all relating to the COVID-19 pandemic here in West Yorkshire. This news alert will give you an indication of the current situation here in West Yorkshire. **Please forward this information on to any appropriate contacts.**

Last week, (13/04/2020 - 19/04/2020) WYTS had **31** COVID-19 complaints and queries. A further **39** intelligence reports were submitted through our intelligence database relating to COVID-19 during this time period.

If you do not wish to receive further Newsletter Scam Alerts please let us know by contacting email: [Covid19.Scams@wyjs.org.uk](mailto:Covid19.Scams@wyjs.org.uk)

## **Message from Bradford District Credit Union**

Our City Hall branch is closed to people but the back office is open to calls and emails and have a new Debit Card that makes withdrawals direct from their savings account for those who can't access online banking.

We are also having a lot of new members join online through [www.bdcu.co.uk/join](http://www.bdcu.co.uk/join)

Our '**Savings First**' motto has really made a difference to how members cope with the crisis and we have had a flood of people saying how grateful they are to have a savings pot to draw upon or can apply easily for loans at a crisis like this.

It's not all rosy as we are also dealing with people who are struggling to repay loans and working on a case by case basis.

We are also exploring a new scheme that can help the flood of previously secure employed people who find themselves on universal credit, it has a lot of moving parts with funding being sought so will keep you informed.

Finally we have launched a '**Family loan**' that will provide loans of up to £500 WITHOUT A CREDIT SCORE when people pay in their child benefit to the Credit Union subject to affordability checks – see <https://www.bdcu.co.uk/Family%20Loan>

## **OTHER INITIATIVES**

Below are a number of initiatives happening across the system to support people which can be helpful in supporting local carers services and carers during this time including:

- **When it's not safe to stay at home: A guide to supporting people at risk of abuse during coronavirus**
  - Please find attached.
  - Also, free downloadable resources are available to help people with Learning Disabilities and their families and carers through Covid-19 at <https://booksbeyondwords.co.uk/coping-with-coronavirus>.
  - Includes resources on contracting the virus, life during lockdown, preparing to go into hospital, coping with bereavement and a recently produced resource for carers and family members on Domestic Abuse.
- **COVID-19 and Dual Sensory Impairment resources**
  - Please see link for more details: <https://www.scie.org.uk/care-providers/coronavirus-covid-19/blogs/covid-sight-hearing-loss>
- **Loneliness**
  - If you as a Care Provider are concerned that someone is lonely then please make them aware of the following service that provide an approved volunteer to ring someone for a chat.
  - To arrange please call the Bradford Council Contact Centre on **01274 431000**.

- You can also read this information in other languages, please see attached.
  - If you are deaf or hearing impaired please contact us on **07790 347389** for Text and BSL options
  - The contact centre is open: 8am to 6pm Monday to Friday, and 10am to 4pm Saturday and Sunday.
  - If you have other ideas of how people could be supported by volunteers please let us know.
- **Universal Credit and Coronavirus Financial Crisis help**
    - Please see link for more details: <https://www.capitalmass.org.uk/just-finance/courses>

## FREQUENTLY ASKED QUESTIONS (FAQS)

### Further Questions

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

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

The Commissioning Inbox will now be monitored over the weekend and we will do our best to respond to any urgent emails.

## 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/>

## USEFUL LINKS

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

- <https://www.cqc.org.uk/news/providers/coronavirus-covid-19-information>

- <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.ukhca.co.uk/covid-19>

## DEMONSTRATING GOOD PRACTICE/GOOD NEWS DURING COVID-19

We are aware of the good and dedicated work care staff have been doing around the district to make sure that residents and people in community are being given support during this period.

Bradford Council is looking to share that with the rest of the district and needs your help in showing the range of work being done, any positive stories or thanks from family/ community members you have received. We'd also like any photos of care workers, even if they aren't recent, who might need a big thank you publically for the work they have been doing.

If you can send me pictures, emails or further info to [Thomas.atcheson@bradford.gov.uk](mailto:Thomas.atcheson@bradford.gov.uk), I will make sure they are published on the Council's social media accounts with any relevant anonymisation, credits or permissions that are needed.

Kind Regards,

Commissioning Team  
**Department of Health and Wellbeing**  
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**City of Bradford Metropolitan District Council**

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