



## PROVIDER BULLETIN

Week Four Thursday 26 March 2020

Dear Provider,

This week has seen some significant changes to how we all live and work.

Thank you again to you and your staff, for continuing to deliver services to the people of Bradford.

Getting information out as quickly as possible is essential, however we are also very aware of the valuable time this takes to read, digest and cascade to your teams.

We have listened to your feedback and therefore today's Bulletin contains the most essential information, is 'mobile friendly' and we have included areas crucial to ensure service/business continuity.

Please keep safe and well! – The Commissioning Team

### THIS WEEKS MESSAGE: **STAY UPDATED AND**

Stay Connected 

### **WE HAVE GONE LIVE WITH THE SERVICE UPDATE SYSTEM (SUS)**

Following the email today, make sure you are updating this daily, or if and when your organisation's situation changes.

For more details, please see attached provider guide.

### **SCAMS (BOGUS CALLS):**

We have been made aware by one of our local Home Support providers that a service user received a phone call yesterday from a company who 'wanted to save people money' and were offering cheaper rates for Home Care, they asked for bank details (which the service user supplied).

We have logged this with both the Police and Safeguarding Team.

Also, there have been calls to residential and nursing homes from people trying to sell hand sanitiser at inflated prices.

Please be aware that fraudsters go to great lengths to make their communications with you look genuine.

## FREQUENTLY ASKED QUESTIONS (FAQS)

### Food Supplies

**Action needed:** If you are unable to source items of food email the [commissioninginbox@bradford.gov.uk](mailto:commissioninginbox@bradford.gov.uk) with precise details of what you need and we will contact existing Council suppliers to see if they can help. Also please let us know if you already have suppliers who are being helpful and supportive and getting supplies to you.

### MCA/DoLS

Please read the attached regarding implementing the Mental Capacity Act 2005 (MCA) including the Deprivation of Liberty Safeguards (DoLS) during the global pandemic.

### Infection Control

Please see attached PPE Guidance.

For information of outbreaks of COVID-19, see attached poster: Covid-19 Notification to Public Health. More information around notification to follow within the upcoming weekly update.

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.

**Please refer to the previous asked questions, as you may have the answer there.**

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.

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

## 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/>

**Action needed:** We have seen an increase in providers registered for Capacity Tracker, please register today to enable you to report vacancies live into the central system.

## IMPORTANT MESSAGES

### **Message from Safeguarding Adults Team**

To all providers, please remember to submit any safeguarding concerns as normal. The number of concerns we have received has significantly dropped. The team is still operational and there to support you. Please contact us to talk through any questions or concerns they have.

For more information, please use this website: <https://www.bradford.gov.uk/adult-social-care/adult-abuse/report-adult-abuse/>

If you have concerns regarding individuals at risk of harm or abuse please contact 01274 431077/ 01274 431010 (outside office hours) 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.

### **Message from Housing Options Service**

In response to the Coronavirus outbreak, Housing Options is operating a telephone based service for all customers, including those that have nowhere to stay on the night. To access this service, customers will need to telephone **01274 435999** where a telephone assessment will be arranged. Free phones can still be accessed from Britannia House Customer Service Centre and Keighley Town Hall. These should only be used where there is no alternative.

### **Message from Health and Safety Executive (HSE)**

The Health and Safety Executive (HSE) is aware that people holding Offshore Medic (OM), Offshore First Aid (OFA), First Aid at Work (FAW) or Emergency First Aid at Work (EFAW) certificates nearing expiry date, might experience disruption to access to requalification training as a result of events or circumstances generated by the coronavirus pandemic.

If however requalification training is prevented for reasons associated directly with coronavirus or by complying with related government advice, it is reasonable and practical to extend the validity of current certificates by up to 3 months.

This guidance comes into effect for certificates expiring on or after 16th March 2020. HSE will review this matter over the coming months and will issue further statements as necessary.

## **Message from UKHCA**

Public Health England have updated their advice for homecare providers. It is extremely important that you read the new information provided in "[COVID-19: guidance on home care provision](#)".

The guidance has changed because the UK has moved from "containment" to "delay" in the response to COVID-19.

What's in the new homecare guidance

The key information, some of which has changed, includes:

- [Actions if a careworker is concerned they have COVID-19](#).
- [Actions if a service user has symptoms of COVID-19](#) – This includes the use of fluid-repellent face masks, gloves and aprons (and eye-protection where necessary); cleaning and refuse disposal.
- [Providing care to an asymptomatic service user, but where someone else in the home has COVID-19](#) – The actions vary according to the situation.
- [Where neither the individual, nor the care worker, has symptoms of COVID-19](#) – This includes handwashing and the use of standard PPE (ie. Gloves and aprons only).

Please note that this guidance is not intended to cover complex care, for example where aerosol generating procedures (AGPs) may be present.

### **Use of facemasks**

We recognise that many careworkers feel that they are placing themselves and their families at risk by the nature of the work they are doing. We also know that wearing a facemask for routine social contact can offer people a sense of additional protection when they are worried about their own safety, or that of their family.

However, employers should reinforce the message that facemasks are only required when supporting someone who has signs and symptoms of COVID-19. **Facemasks are not required for normal working with people who are not symptomatic.**

### **Instructions for careworkers to self-isolate when in contact with someone who has COVID-19**

We have received a significant number of reports that careworkers who have been in contact with someone showing symptoms of COVID-19 have been told to self-isolate.

We had a telephone conference this morning with Jenny Harries, Government's Deputy Chief Medical Officer, who confirmed that when careworkers find a service user who is showing signs and symptoms of COVID-19 (a high temperature, or a new and continuous cough), the care worker is not required to self-isolate, unless they themselves go on to develop symptoms.

In the absence of routine testing of health and social care workers (which UKHCA continue to press Government to introduce), the diagnosis of COVID-19 in community settings is based on the symptoms only.

In this situation, careworkers should follow normal cross-infection control measures, including surface cleaning and (most importantly) proper handwashing.

### **Message from Department for Work & Pensions**

#### **Changes to jobcentre appointments and Universal Credit**

People receiving benefits no longer need to attend jobcentre appointments.

People will continue to receive their benefits as normal, but all requirements to attend the jobcentre in person are suspended. These changes will be in place for 3 months from 19 March 2020. Anyone already claiming Universal Credit who thinks they may have been affected by coronavirus, should contact their work coach using the

- online journal, or
- calling the Universal Credit helpline.

On Friday 20 March 2020 the Chancellor announced that the standard rate in Universal Credit and tax credits will be increased by £20 a week for one year from 6 April.

People applying for Universal Credit, Employment Support Allowance or other benefits **should not go to a jobcentre** but [apply for them online](#).

### **Message from Credit Union**

As you are aware, the coronavirus COVID-19 outbreak has hit the UK and is rapidly on the spread.

**The Priority is to ensure our members have access to their funds & our staff remain healthy to be able to continue to serve you.**

Please do not visit the branch during the current pandemic if at all possible with cash only given to those members who have no other means of withdrawing whilst City Hall remains open.

1. Our office is currently open for urgent inquiries from 9:30am to 12 Noon. Our telephone lines are open as normal. Members with inquiries or difficulty in repaying their loan should contact us during normal office hours by telephone on **01274 434100** or by email at [credit.union@bdcu.co.uk](mailto:credit.union@bdcu.co.uk) .
2. We can no longer accept member or loan applications at our counter. All Applications must be submitted online, if you have any queries please contact us during normal office hours by telephone on **01274 434100** or by email [credit.union@bdcu.co.uk](mailto:credit.union@bdcu.co.uk). For family loans see information below. Please do not visit the branch during the current pandemic.
3. If members wish to make cash withdrawals from their savings please do so by using our online service, or a Bradford District Credit Union Debit Card at your local ATM. There will be no card fee for withdrawal by using the card at an ATM during the current pandemic but the ATM may charge you. In your own interest please limit your ATM balance checks as there is a 30p fee for this service. If you do not have a card please contact us during normal office hours by telephone on **01274 434100** or by email at [credit.union@bdcu.co.uk](mailto:credit.union@bdcu.co.uk) Please do not visit the branch during the current pandemic.
4. Our office in City Hall currently remains open for urgent enquiries but for the period of the pandemic members contact is very limited please use email [credit.union@bdcu.co.uk](mailto:credit.union@bdcu.co.uk) and phone **01274 434100**.



#### **Family Loan Update:**

In addition to our [Coronavirus Update](#) advice on our website, this is specific information to the Family Loan.

Our family loans scheme lets you borrow up to £500 for family expenses and use the CHB (child benefit) for the repayments without the need for a Credit Check. For more information click [HERE](#)

#### **Revised procedure (effective 24/03/2020):**

- **You can apply for a new Family Loan ONLINE ONLY.**
- **PLEASE DO NOT COME DOWN TO BRANCH**

Steps:

1. Apply online to become a member [Join Online Here](#)
2. Once you have a membership number you can apply [Family Loan Application Form](#)
3. You will then need to contact the DWP to redirect your Child Benefit to your Credit Union account with your membership number and surname as reference
4. If your loan application is successful, you will need to sign and return the Credit Agreement to us by post or take a photo and email to us.
5. **We will wait for your first CHB payment to reach your Credit Union account before sending you the loan funds.**

**PLEASE NOTE THIS PROCESS IS SUBJECT TO:**

1. Postal service operating if sending by post.
2. The Credit Union office being open.
3. The DWP operating.

## **COMPLIMENTARY CORONAVIRUS DISTANCE LEARNING COURSE (BY CQM LEARNING)**

We appreciate that your priorities are now on supporting your service users and staff through these unprecedented times. Please find below a link to a complimentary CQM Fundamentals course on infection control and the Coronavirus.

CQM remain available to you for training needs and enquiries, however we will not be calling or emailing you so as to not take up your valuable time. As we are working remotely, we will respond to all enquiries as soon as we can, but this may not be within our usual timescales.

We thank everyone within the social care sector for all their efforts, not just during this pandemic, but at all times.

**[DOWNLOAD FREE CORONAVIRUS TRAINING COURSE HERE](#)**

By completing this course you will be able to:

- Identify relevant legislation within the workplace
- Explore employer and employee responsibilities around infection control
- Explain the 6 stages of the chain of infection
- Describe effective hand washing techniques
- List good personal hygiene standards
- State how spillages and sharps should be dealt with
- Describe the key symptoms of coronavirus

## INFORMATION ON SCHOOLS OPEN FOR THE CHILDREN OF KEY WORKERS AND VULNERABLE CHILDREN

The latest information on schools in Bradford which are open for the children of key workers and vulnerable children can be found at:

<https://www.bradford.gov.uk/education-and-skills/school-holidays-and-term-dates/school-closures>. This page also provides information and contact details for the [Bradford Childcare Finder](#) which has been set up to help parents and carers of children under 5 looking for childcare as a result of the closure of schools and childcare settings.

The Government has also published information about [the closure of schools for parents and carers of children at registered childcare providers](#) (including nurseries and childminders), primary and secondary schools and further education colleges which can be found at: <https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers>

**Please see attached, key worker confirmation letter.**

## USEFUL DOCUMENTS

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

- **Bradford Live at Home:** Please see attached re services for older people in the community during this difficult time. Currently their staff team and volunteers are all fit and well, they have provided them with the appropriate PPE including masks gloves and hand wipes. If any of you know anyone that would like to volunteer for their scheme they have put in place DBS checks with a 24 hour turn around. If there is any older person you identify that you would like to refer on to them, please contact the number on the attached flyer. If there is anything else they can do to support the older people in your community please get in touch with them!
- **Covid-19 poster for care homes.** This poster describes how care homes can identify and notify possible outbreaks of Covid-19 amongst residents, as well as immediate actions to take to minimise transmission and protect residents and staff.
- **Covid-19 - Transmission and infection control & Management of acute respiratory symptoms:** The training will consist of a 2 hour webinar which will be repeated over a number of dates subject to demand. Booking is free, for details of dates and times please see overleaf.
- **West Yorkshire and Harrogate Health and Care Partnership, Corona Plan/Covid 19 Plan B document.** Please refer to the link for more details: <https://www.wyhppartnership.co.uk/our-priorities/unpaid-carers>



- When informing people about My Corona/Covid 19 Plan B, please clarify the plan is to be used as a prompt for a conversation between carers and their loved ones in the event of contracting the virus. This is a plan people can keep in a safe place such as in a bottle, or attached by a magnet to the front of the fridge door etc so their loved ones know where it is. We have included details for all six carer organisations across West Yorkshire & Harrogate which carers can contact for advice and support.

## 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:

- **Virtual technology to combat loneliness**
  - <https://techforce19.uk/>
  - Harnessing the power of virtual technology to enable carers to meet virtually during a time when many may be feeling isolated and alone. For example NHSX is calling on all **innovators who can support the elderly, vulnerable and self-isolating during COVID-19** to apply for **government funding of up to £25,000** to test their solution. What is the current provision within your local VCS organisations to support carers to get together virtually to combat loneliness or is this something you know they require further support with developing?
- **Supporting vulnerable people**
  - <https://www.gov.uk/coronavirus-extremely-vulnerable>
  - This link can be given to carers to register themselves as vulnerable where they can gain assistance with shopping and other things during an isolation period. Please note people will need their NHS number which can be found on their medical letters. If there are issues with getting registered please contact Matthew Burns at [Matthew.Burns@swyt.nhs.uk](mailto:Matthew.Burns@swyt.nhs.uk) who will support the registration process.
- **Guidance for carers who are looking after people with mental illness**
  - <https://www.rethink.org/news-and-stories/blogs/2020/03/coronavirus-advice-for-carers-of-those-with-severe-mental-illness/>
- **Contingency Planning for Covid 19**
  - <https://www.wyhpартnership.co.uk/our-priorities/unpaid-carers>
  - The above links to the My Corona/Covid 19 Plan which we shared yesterday. When informing people about My

Corona/Covid 19 Plan B, please clarify the plan is to be used as a prompt for a conversation between carers and their loved ones in the event of contracting the virus. This is a plan people can keep in a safe place such as in a bottle, or attached by a magnet to the front of the fridge door etc so their loved ones know where it is. We have included details for all six carer organisations across West Yorkshire & Harrogate which carers can contact for advice and support.

## 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/>

### **IMPORTANT:**

**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.**

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.

## USEFUL LINKS

- <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.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.gov.uk/government/news/government-to-monitor-impact-of-coronavirus-on-uk-medicine-supply>
- [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  
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**City of Bradford Metropolitan District Council**

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