

# PROVIDER BULLETIN



Week Eight - Tuesday 21 April 2020

*Dear Provider*

*As we move into week eight of the Bulletin, we want to once again thank you and your teams for the continued support to people across the district. We know many staff are working longer hours, going the extra mile and dealing with additional demands the current situation has placed upon your front line workers, please be assured that has not gone unnoticed.*

*We appreciate the volume of information and attachments contained within each Bulletin have increased over the weeks. We have therefore worked hard to complete the work on our local Provider Zone. This means that from next week, attachments and linked information will be held in the new Zone. We will provide some further details in Thursday's Bulletin.*

***The Commissioning Team***

## USEFUL INFORMATION

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

- **Identification and management of outbreaks of COVID-19 in care/residential homes**
  - Please find attached a new poster for care homes from PHE which includes advice on staff testing.
  - **Please note that if you have any suspected case at your home you should now follow this process outlined in this poster.**
  
- **New guidance has been released for Public Health England on the use of PPE in care homes**
  - The guidance titled 'How to work safely in care homes' sets out what each item of PPE can be used for and includes a flow chart and case studies to help decision making in relation to PPE use.

- The guidance released on Friday 17 April 2020 has been amended. Changes include, use of PPE for non-symptomatic residents, additional clarification on sessional use of masks and the re-use of PPE.
  - Please refer to this link for more information:  
<https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes>
  - PPE is only one element of infection prevention and control and must be underpinned by good infection prevention and control practices including hand hygiene, thorough cleaning, isolation and cohorting of suspected or confirmed cases. PPE needs to be worn correctly and removed when coming out of the care area. The guidance does support the wearing of face masks for a 'session' and this is further explained in the guidance.
  - The link to videos for putting on and taking off PPE properly can be accessed here: [https://youtu.be/-GncQ\\_ed-9w](https://youtu.be/-GncQ_ed-9w)
  - This should be revisited regularly by staff to ensure compliance.
- **COVID-19 and Dual Sensory Impairment series**
    - Guide #3 is for all professionals in health and social care and for anyone who may not have been trained in DSI. It provides guidance for preparing to safely visit older self-isolating people and anyone with a known dual sensory impairment.
    - Can you please share the attached new PDF guide and the link to their COVID-19 web page <http://hi-vis.org/covid-19/> with your colleagues and your wider networks.
- **COVID-19: The Department of Health and Social Care Action Plan for Adult Social Care**
    - Please refer to this link for more information:  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/879639/covid-19-adult-social-care-action-plan.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879639/covid-19-adult-social-care-action-plan.pdf)
- **Free resilience Toolkit (available to download until the end of May 2020) from Beyond Coaching**
    - For NHS staff and Key workers who may be in need of some additional support around their wellbeing during the Coronavirus pandemic.
    - The toolkit includes 8 individual tools including '**How to achieve clarity and focus**', '**How to identify sources of anxiety**', '**How to shift your thinking**' and '**Top tips for building resilience**'.
    - To access, please refer to this link: <https://beyond-coaching.co.uk/free-resilience-toolkit/>
- **West Yorkshire Trading Standards (WYTS) has seen an increase in the number of COVID-19 related scams**
    - Please find the attached for more details.

**IMPORTANT MESSAGES**

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

- **Please note:** Advanced care plan documentation issued in a flash email on the Thursday 16 April 2020 relates to **Frail elderly people ONLY** and **does not include Learning Disability Home** and under 65s. These homes will be approached individually and supported by Waddiloves.
- **Red Bag Hospital Transfer Pathway – COVID-19 update:** Due to the current COVID-19 pandemic, Care homes are asked to continue to follow the Red Bag Hospital Transfer Pathway, by sending **all the documents associated within the pathway with the resident if they need to go into hospital** (to ensure transfer of essential information continues) but ask that you **don't send the physical red bag with residents**. This is to prevent the red bags being a source of transmission of the coronavirus to and from the care home and hospital and reduce the risk of infection.

## **Message from Telemeds Hub**

### **Telemeds Equipment in Care Homes**

The roll out of the above, to include a laptop, headset and WIFI booster (where needed) will be taking place this week. This will support your access to the range of clinical support available via the Telemeds Hub. This should offer a fantastic support to you all at this time.

## **Message from Ministry of Housing, Communities and Local Government (MHCLG)**

With increasing concern about the effect of COVID-19 on the retirement housing and supported housing sectors, the Housing LIN has been contacted by the MHCLG to urgently find out if:

- you have had any specific PPE issues that you think need to be escalated, and
- any other issues about sickness absence of your frontline staffs and those who provide extra care and specialist supported living for people with acute conditions?

Please post your answers on our Discussion Forum (<https://www.housinglin.org.uk/Discuss/General-Housing-Topics/Urgent-MHCLG-call-for-info-on-Supported-Housing/2443/>) stating either 'PPE' or 'Sickness Absence' (or supply two separate responses) by close of play on **Friday, 25 April 2020**. We will then collate all the replies and inform MHCLG accordingly.

We look forward to you joining us and hearing from you.

With our thanks for your participation.

### **Message from Skills For Care**

Everyone at Skills for Care is inspired by the leadership, courage, creativity and resilience being shown by registered managers, who continue to provide the very best care for the people they support and their staff, in the face of a challenging crisis.

We're urging managers to find opportunities to ensure you're also looking after yourselves. We're feeding back what managers tell us to the Department of Health and Social Care, and we're working to develop further resources and support for you.

The following resources focus on helping you to develop coping strategies and opportunities to access peer support:

1. [Building your own resilience, health and wellbeing](#) is a guide for anyone working in adult social care. Page 11 'Recognising and coping with pressure and stress' suggests strategies to help you manage 'in the moment' and 'longer term pressure'. The techniques about how to relax and manage your thoughts and emotions are quick and easy.
2. [eLearning for mindfulness](#) explains what mindfulness is and how it can help you. MindEd and Health Education England have developed this free eLearning as an introduction to mindfulness. It's free to access and you don't need to register.

Support from others can provide important protection against stress and can help if you feel isolated or just want some reassurance.

### **Join our Facebook group**

[Our Facebook group](#) is now open to all registered managers and front-line managers in similar roles. Staying connected with each other and sharing advice, experiences and guidance is vital. Join this growing group of managers who are using it every day to:

1. request and share the most up-to-date guidance around COVID-19
2. network with peers and connect one another's services
3. talk about ways to stay busy and entertained indoors
4. organise efforts to promote the importance of social care
5. provide much needed support, understanding and reassurance to like-minded colleagues across England.

### **Registered manager networks are using WhatsApp to stay in touch**

If you'd like to join your nearest group, email your Skills for Care [locality manager](#) and ask to be added or contact your local [network chair](#). If your network doesn't already have a WhatsApp group, speak to your locality manager about starting one.

COVID-19: latest guidance and support For the latest guidance and support for the adult social care sector in response to COVID-19 visit our website at [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk), [sign-up](#) to enews and follow us on Facebook, Twitter and LinkedIn.

### **Message from Integration and Better Care Fund**

#### **Free webinars for Home Care providers, commissioning in local authorities, CCGs and those working in hospital discharge settings.**

We face an unprecedented challenge in the weeks and months ahead to provide health and social care services that meet the needs of people affected by the COVID-19 virus. Provision of care and support in people's home is a high priority service. Most care and support cannot be deferred to another day without putting individuals at risk of harm.

We want to support Home Care providers to protect their staff and people they care for, ensuring that each person is getting the right care in the most appropriate setting for their needs. We know that there are struggles to get the right access to equipment and resources at a local level, and we want to hear from you.

Join this interactive webinar to discuss COVID-19 and the Home Care sector. The webinar will consist of an overview of the guidance through short presentations, followed by opportunities for Q&A.

The webinars will be the same content run over three different sessions with the opportunity to ask questions and hear responses. We strongly encourage every system to have some representation in at least one of the sessions, from providers to local authorities, to commissioners to staff.

Please find attached link to register for Home Care webinars on Eventbrite:

<https://www.eventbrite.co.uk/e/covid-19-home-care-webinar-tickets-102979002970>

### **Message from Thomas Atcheson - Corporate Communications and Marketing Officer – Health and Wellbeing, Office of the Chief Executive**

#### **Demonstrating good practice 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.

## FREQUENTLY ASKED QUESTIONS (FAQS)

Thank you to everyone who has raised a question through the Commissioning Team Inbox.

### Help with shopping

If you are a Homecare Provider who is struggling with shopping calls you may be able have help from a volunteer.

You would need to complete the following form:

<http://ow.ly/4pu250zfWKc> to request help and allow 24 hours for them to respond.

### Food suppliers for Care Homes

#### *\*Appendix One\**

### Guidance on self-isolating if in contact with a family member with symptoms who you do not live with:

With regard to those who have come into contact with a possible case there is no need to do anything unless they develop symptoms. Social distancing measures apply to anyone who is not part of the immediate family group or who does not live in the same setting therefore care workers should also be practicing this with their families if meeting up with those they do not live with.

### 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.

## SAFEGUARDING/ MULTI-AGENCY SAFEGUARDING HUB (MASH):

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.

## 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:

- **Dementia activities**

- Online shops for buying games and puzzles:
  - <https://www.activitiestoshare.co.uk/>
  - <https://www.active-minds.org/uk/>
  - <https://dementia.livebetterwith.com/collections/entertainment-cognitive-stimulation>
- Life Story work – the charity Dementia UK have information on their website about this and a template you can print out and fill in:
  - <https://www.dementiauk.org/for-professionals/free-resources/life-story-work/>
- We have a list of activities on our website here:
  - <https://www.alzheimers.org.uk/get-support/coronavirus-activity-ideas-people-living-dementia#content-start>
- Alzheimer's Scotland produce this useful booklet on activities:
  - <https://www.alzscot.org/sites/default/files/images/0000/0266/activities.pdf>
- And Care UK have this booklet with lots of ideas:
  - [https://www.careuk.com/sites/rcs/files/Care UK rcs Easy as ABC.pdf](https://www.careuk.com/sites/rcs/files/Care%20UK%20rcs%20Easy%20as%20ABC.pdf)
- This website lists lots of online resources such as virtual museum tours, animal webcams, online concerts:
  - <https://chatterpack.net/blogs/blog/list-of-online-resources-for-anyone-who-is-isolated-at-home>
- Bird watching:
  - You can download a bird tick list here <https://www.birdwatching.co.uk/ticklist>

- Music:
  - **Singing For The Brain** with Lorraine. Singalong music for people with dementia and their carers. Fun sessions with subtitles for easy singing, interaction and encouragement, stimulation and enjoyment, music stirs the emotions and memories: <https://www.youtube.com/user/6ftloftslug/videos>
  - Memory Radio brings you the best of BBC Radio from past decades: <https://musicmemories.bbcrewind.co.uk/>
- Exercise:
  - Diana Moran Work out with the Green Goddess: <https://www.youtube.com/watch?v=ibGjSYNJlJ0>
  - Diana Moran on BBC Breakfast Show at around 6.55am and 8.55am on Monday, Wednesday and Friday
  - Diana Moran on Spelthorne Dementia Support, Purple Angles: <https://www.facebook.com/Spelthorne-Dementia-Support-777661499008628/>
- **Love to Move** (British Gymnastics association) has a seated exercise programme for people living with dementia, you can download their pack to try their activities at home <https://bit.ly/2UZs4pE> .
- The **Body Coach** has some seated exercise videos for people who are less mobile <https://bit.ly/3dNzAg5>
- **Just Finance Foundation**
  - Just Finance Foundation are pulling various resources together that might be useful.
  - They have got a financial help hub, please refer to the link for more information: <https://www.justfinancefoundation.org.uk/coronavirus-help-hub>
  - And they're got this two hour course they're running here: <https://www.justfinancefoundation.org.uk/covid-cash-course>
  - Also, as part of this work, a webinar delivering the course so people can help others: <https://www.eventbrite.co.uk/e/coronavirus-helping-people-at-a-time-of-financial-crisis-tues-21st-apr-tickets-102388474684>
- **Healthy Minds System offer from Team SMI-LE**
  - Please find the attached for more details.

**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

- <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>

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

Kind Regards,

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

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