



# Winter Planning Self-Audit Tool

PREPARING YOUR SERVICE FOR THE WINTER

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# Preparing for Winter: An Overview

This Self-Audit toolkit has been created to help providers in Bradford assess their current practices and also provide useful information to fill any gaps you may identify.

It will help you know how well you are doing, identify areas in which you need to improve and bring lots of guidance together into one place. The Covid-19 pandemic has highlighted the importance of robust infection control and hygiene management. Effective IPC is integral to the control of any Covid-19 outbreak, or to prevent it from having a direct impact on your service. It is understood that these times are unprecedented and that you may be overwhelmed by the amount of guidance, advice and legislation that seem to be rapidly developing as situations change. We hope that this tool will help to provide some clarity and will be easily accessible when you are searching for various items.

Completing the items in this presentation should help to satisfy the CQC that you are doing everything you need to do to manage IPC. It will also ensure that your service is prepared and in a strong position to manage any further waves of COVID-19, or indeed, other yet unknown pressures.

# National Winter Plan

- ▶ National Winter Plan:  
<https://www.gov.uk/government/publications/covid-19-winter-plan>
- ▶ Bradford Winter Plan:  
<https://www.bradford.gov.uk/health/health-advice-and-support/winter-plan-2021-how-to-keep-yourself-safe-during-the-covid-19-pandemic/>

# The Importance of Updating Capacity Tracker

- ▶ CQC and other health colleagues are paying more attention to how often providers update the Capacity Tracker. If you receive the Infection Control Fund you are contractually obliged to update the Capacity Tracker at least once a week, but ideally it would be more often.
- ▶ To access the Capacity Tracker use this link:  
<https://capacitytracker.com/home>
- ▶ For guidance on the purpose of each question on the Capacity Tracker please view this document:  
<https://bradford.connecttosupport.org/media/nd2jrgop/capacity-tracker-from-providers-pov.docx>

## CHECKLIST

Our service has a system in place to update the Capacity Tracker at least once a week, even when someone is on leave.



# Adult Social Care Risk Reduction Framework

<https://www.gov.uk/government/publications/coronavirus-covid-19-reducing-risk-in-adult-social-care/covid-19-adult-social-care-risk-reduction-framework>

The ASC risk reduction framework has been developed in response to requests from employers and concerns that workers who are potentially more vulnerable to infection or adverse outcomes from COVID-19, may not be adequately supported. However, we know some employers will already have a robust process in place.

Certain factors have been associated with individuals being more vulnerable to severe disease or dying from COVID-19. Employers should carry out individual conversations with all of their workers who have identified as being at increased risk. Those at high clinical risk should be supported to continue to follow current advice for the clinically extremely vulnerable.

All Wales Risk Assessment:

<https://www.local.gov.uk/sites/default/files/documents/All%20Wales%20Covid-19%20Workforce%20Risk%20Assessment%20Tool.pdf>

## CHECKLIST

Read the Adult Social Care Risk Reduction Framework and discuss needs with individual staff, create a dynamic risk assessment and implement policy that makes them feel safe

# RAG Rating

Guidance on the factors that will determine your service's RAG rating are available to download with this link:

<https://bradford.connecttosupport.org/media/hcwjglk0/sus-rag-guidance.docx>

You can then add to the document as you feel is appropriate.

If you are struggling for staff it may be necessary to consider initiating a task & finish system for your service. However this should be a last resort and you must have carefully considered which of your services users this would be appropriate for. It may be beneficial to complete a dynamic risk assessment.

# Managing outbreaks: Flu and Norovirus

- ▶ Guidance for managing a Norovirus outbreak:  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/322943/Guidance\\_for\\_managing\\_norovirus\\_outbreaks\\_in\\_healthcare\\_settings.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/322943/Guidance_for_managing_norovirus_outbreaks_in_healthcare_settings.pdf)
- ▶ Guidance for managing Influenza-like illness:  
<https://www.gov.uk/government/publications/acute-respiratory-disease-managing-outbreaks-in-care-homes>
- ▶ Government to make flu vaccine free & promote to:
  1. Health and social care **staff** in direct contact with people who receive care or support and who are employed by a residential care or nursing home, registered homecare organisation, or hospice
  2. All **PA's** who provide care and support via a direct payment, personal budget or personal health budget
  3. People with certain **medical conditions**, those with learning disabilities, those **aged 65** years or over, and people who are pregnant
  4. People who are living in a long-stay residential **care home** or another long-stay care facility
  5. People on the '**shielded**' list, their household and carers
  6. **Carers**, defined as people who receive a Carer's Allowance or are the main carer for an older or disabled person



# CHECKLIST FOR FLU AND NOROVIRUS

Make all staff aware that they are eligible for a free flu vaccine and encourage them to book an appointment

Ensure all staff are familiar with the symptoms of Norovirus and Flu

If you notice someone has symptoms, organise for them to have a test

Ensure you have a plan in place for segregation and separation of residents in the event of an outbreak and that everyone is familiar with the plan

Establish a clear policy for the management of staff affected in an outbreak and when they can return to work

Consider how to maintain business continuity if there are staffing shortages e.g. bank staff, movement of staff between settings

Have informative materials such as laminated signs ready to be put up in the event of an outbreak to remind everyone of procedures.

Ensure Telemeds system is up to date, switched on and checked weekly. All staff are trained on Telemeds. Ensure monitoring equipment is available, in working order and staff are trained to use it.

Ensure staff are familiar with the [Gold Line](#) service and when to use it.

# Managing Outbreaks – Covid-19

Outbreak Checklists have been uploaded to the Provider Zone for accommodation and community based services. Please use the links below:

Accommodation Based Services:

<https://bradford.connecttosupport.org/media/ma2d1gk5/outbreak-checklist-accomodation-based-services.docx>

Community Based Services:

<https://bradford.connecttosupport.org/media/zwefm2na/outbreak-checklist-community-based-services.docx>

## CHECKLIST

Our service has completed the Covid-19 Outbreak checklist

## Responding to an Outbreak in an Accommodation Based Service

An outbreak of COVID-19 is defined as **two or more people** in a Residential Home, Nursing Home, Supported Living and/or Extra Care Service, diagnosed with symptoms compatible with Covid-19. An outbreak can also be two or more people who have tested positive for Covid-19 that **may not present symptoms.**



Symptoms of Covid-19 aren't always displayed, testing can be arranged for asymptomatic people, and for on-going outbreaks, via the DHSC portal at <https://www.gov.uk/apply-coronavirus-test-care-home> or phone 0300 303 2713

The following link provides guidance created by Public Health England on good practice within the workplace during an outbreak within a care home and other residential facilities:

<https://www.publichealth.hscni.net/sites/default/files/2020-09/Job%2017%20care%20homes%20outbreak%20A3%20poster.pdf>

## CHECKLIST

All staff have familiarised themselves with the Responding to an Outbreak flowchart

## Responding to an Outbreak in a Community Care Setting

An outbreak of COVID-19 is defined as **two or more staff** in a Home Support or a Voluntary and Community Sector Organisation, diagnosed with symptoms compatible with Covid-19. An outbreak can also be two or more staff who have tested positive for Covid-19 **that may not present symptoms.**



Symptoms of Covid-19 aren't always displayed, testing can be arranged for asymptomatic people, and for on-going outbreaks, via the DHSC at <https://www.gov.uk/government/publications/coronavirus-covid-19-testing-for-homecare-workers> or phone 0300 303 2713

The following link provides guidance created by Public Health England on good practice within the workplace during an outbreak within a care home, which may be of use within your offices:

<https://www.publichealth.hscni.net/sites/default/files/2020-09/Job%2017%20care%20homes%20outbreak%20A3%20poster.pdf>

## CHECKLIST

All staff have familiarised themselves with the Responding to an Outbreak flowchart

# Infection Prevention and Control

- ▶ The National Care Forum have created a fantastic IPC checklist that would be really beneficial for evidencing the hard work you are doing when CQC come to visit. It is accessible using this link:  
<https://www.nationalcareforum.org.uk/wp-content/uploads/2020/08/NCF-Infection-Prevention-Control-FINAL-AUG-2020.pdf>
- ▶ This document was created in August 2020 so it predates the introduction of vaccines but it is still a really useful resource for evidencing your policies to CQC

## CHECKLIST

Our service has completed the NCF IPC checklist



# PPE

- ▶ Government will provide free PPE to care homes and homecare, via the PPE portal, until end of March 2021 to supplement BAU supplies.
- ▶ Guidance on how to use the PPE Portal is accessible with this link: <https://www.gov.uk/guidance/ppe-portal-how-to-order-covid-19-personal-protective-equipment>
- ▶ Government will provide free PPE to LRFs who wish to continue distribution, and to LA's in other areas, to distribute to social care providers ineligible for the supply via the PPE portal, until March 2021. This includes to personal assistants.
- ▶ Government will provide free PPE to LRFs to have an emergency stockpile in case of local spikes.
- ▶ All eligible care providers can register for and use the new PPE portal. Shortages to be reported through the Capacity Tracker, LRFs where applicable, or any other relevant escalation or data collection route.
- ▶ To access a guide that illustrates the latest PPE guidance for Adult Social Care please use this link: <https://www.gov.uk/government/publications/personal-protective-equipment-ppe-illustrated-guide-for-community-and-social-care-settings>

## PPE CHECKLIST

Our service has enough PPE to last at least 3 weeks

All staff are aware of what PPE they must wear in different care situations

All staff have received up-to-date training on donning and doffing PPE

# Staff Travel

- ▶ Disruptive weather can impact staff travel arrangements and therefore workforce capacity. We encourage care providers to ensure that their Business Continuity Plans include arrangements for staff travel.
  - ▶ If you are unsure on what your Business Continuity Plan should include, please read The Care Provider Alliance guidance on business continuity planning [here](#). You may wish to use our [Winter Planning and Business Continuity Plan](#) which provides information on what you should consider in your business continuity plan.
- ▶ To prepare for travelling during the winter, staff should consider travelling with as many items from the [Winter Car Essentials Checklist](#) as they can. We encourage services to print off the Winter Car Essentials Checklist and display it in the staff room.
- ▶ Staff should inform management if they are having problems with their car. In this instance, the manager should consider asking other staff members if they could offer car share. Management should also consider arranging to pay for a taxi.
- ▶ Staff should inform management in the event that their car breaks down on the way to work as soon as possible.
- ▶ You can find more resources on how to prepare for travelling during the winter [here](#).

# Residents Making Trips Outside The Care Home

- ▶ Residents who wish to make out-of-home visits should wear clothing appropriate for the winter season. During the winter months, the risk of falling increases. We advise that trips outside the home are avoided where possible to reduce the risk of falling as well as the risk of common winter illnesses.
- ▶ You must ensure that minibuses are well maintained for winter travel. Please refer [here](#) for more information on how to prepare for travelling during the winter.
- ▶ You should carry the items on the Winter Car Essentials checklist that can be found [here](#).



# Gritting Routes

- ▶ If you want to know which roads are on the priority network you can view gritting routes via our [gritting routes map](#).
- ▶ You can make a gritting request using our [gritting request form](#) or by calling 01274 431000 and using the gritting request option.
- ▶ You can clear snow yourself but you should be careful not to make conditions worse by using liquids that may later freeze. Read [more information about clearing paths on the GOV.UK website](#).
- ▶ For more information on gritting, visit the [Bradford Council Website](#).

## ***What if there is an emergency or a service user needs medical help or treatment?***

- ▶ In emergency situations the Police, Ambulance or Fire services can contact us directly to request assistance.
- ▶ If a service user has a urgent medical treatment scheduled and you are concerned that they may be unable to attend due to weather conditions **you should contact Telemeds**.



# Winter Car Essentials Checklist

CHECKLIST FOR WINTER CAR ESSENTIALS	
Road map	
Ice scraper or de-icer	
Torch and batteries	
In-car phone charger or portable charger	
Warm clothes and blankets	
Umbrella or waterproof clothing	
Spare pair of shoes or boots	
Food and drink	
High-visibility clothing	
Hazard Triangle	
First aid kit	
Jump Leads	
Empty fuel can	
Winter Tyres	
Breakdown service and insurance company contact details	
Up-to-date MOT status on your vehicle	

Please read the Met Office's [6 simple checks to prepare your vehicle for winter!](#)

Scan the QR code below



**NOTICE FOR STAFF:** Please inform your manager if you are having problems with your car and can no longer drive to work. Your manager may find another member of staff that you can car share with. Alternatively, a taxi can be arranged. In the event that your car breaks down on the way to work, please contact your manager as soon as you can.

# Useful Resources for Travelling During the Winter

- ▶ [Prepare a winter kit for your car](#)
- ▶ [What to pack in your emergency breakdown kit](#)
- ▶ [6 simple checks to prepare your vehicle for winter](#)
- ▶ [Winter car maintenance: 10 tips to prepare for the cold weather](#)
- ▶ [Cold weather and driving](#)
- ▶ [Travelling in heavy snow and ice](#)

# Business Continuity



- ▶ If you are unsure on what your Business Continuity Plan should include, please read The Care Provider Alliance guidance on business continuity planning [here](#).
- ▶ You may wish to use our [Winter Planning and Business Continuity Plan](#) which provides information on what you should consider in your business continuity plan.

# Building Maintenance

Your Business Continuity Plan should include building maintenance procedures to ensure the following have been checked or serviced.

If you experience problems with any items on this checklist, please inform The Commissioning Team and CQC.

Print out contact numbers so staff know who to call in the event of a failure.

## CHECKLIST FOR BUILDING MAINTENANCE

Boilers and Heating systems	
Equipment and Machinery	
ICT services	
Power supply	

# Building Maintenance

## CHECKLIST FOR BUILDING MAINTENANCE

### Boilers and Heating Systems

Does your business continuity plan include procedures and policies for the maintenance of boilers?

Does your business continuity plan include a protocol for reporting and managing defects in your boiler?

Do you know who to contact in the case of an emergency regarding your boiler?

### Equipment and Machinery

Does your business continuity plan include routine maintenance of equipment and machinery such as computers, washing machines, hoists, stair lifts, elevators, nursing care beds and assisted baths.

Have you checked whether your supplier includes contingency plans for when parts unexpectedly malfunction, in your contracts.

Do you know who to contact in the case of an emergency regarding equipment and machinery?

### ICT Systems

Does your business continuity plan consider the risk of ICT server failure, ICT telephone failure and digital care system failure?

Do you have maintenance contracts to provide a prompt response to any ICT server failure, ICT telephone failure and digital care system failure?

Have you collated the contact details for all the ICT systems your facility uses, for easy access when you require technical support?

Do you have a list of actions that would be taken to manage day-to-day operational requirements, in the instance of ICT server failure, ICT telephone failure and digital care system failure? E.g., In the event of ICT telephone failure, could calls be transferred to alternative numbers or a (personal) mobile number?

### Power Supply

Does your business continuity plans consider what provisions are in place to maintain power supply in your building and carry out day-to-day operational requirements, in the event of a power outage?

Do you know who to contact in the case of an emergency regarding power supply?



# Emergency Planning

You may want to consider dispersing several Emergency (SOS) Bags throughout your facility, in the case of an emergency evacuation. All staff members should be aware of the location of the Emergency Bags.

Below is a list of items you should include in your Emergency Bags. You can add more items to the list to suit the needs of your service.

<b>Checklist for SOS bag</b>	
Insulated Foil Blankets	
Disposable Rain Ponchos	
High-Visibility Vest (for staff leading evacuation)	
Torch with Batteries	
Marker Pen	
Travel First Aid Kit	
Emergency Whistles	
Staff Rota (list of all staff)	
List of Residents	
Contingency Plans	
Emergency Contact Information for Staff and Service Users	

# Food Supply

## CHECKLIST FOR FOOD SUPPLY CONTINUITY

Does your business continuity plan consider the potential risks of disrupted transport links and delays in food supplies?

Do you know who to contact in the case of an emergency regarding food supply?

Does your business continuity plan include a plan of action in the event that you experience delays in specialist foods?

Do you know who to consult with, if you need to change diets for people with requirements (i.e. GP, dietician)?

- ▶ If you experience problems with food supply, please inform The Commissioning Team and CQC.

# Pharmaceutical Supply

CHECKLIST FOR PHARMACEUTICAL SUPPLY CONTINUITY	
Are supplies of required medications and medical equipment readily available and accessible?	
Does your business continuity plan consider the potential risks of disrupted transport links and delays in pharmaceutical supplies?	
Do you know who to contact in the case of an emergency regarding pharmaceutical supplies?	

- ▶ If you experience problems with pharmaceutical supplies, please inform The Commissioning Team and CQC.

# Staffing Shortages

## CHECKLIST FOR STAFFING CONTINUITIY

Does your business continuity plan include considerations for service capacity in the event staff are unable to get to work due to extreme winter conditions?

Does your business continuity plan include considerations for service capacity in the event of an outbreak amongst staff?

Do you have a contingency plan to maintain safe staffing levels? Are your staff aware of the contingency plan?

Do you know who to contact in the case of an emergency regarding staffing levels?

Do you know who to contact to escalate a serious issue both in office hours and out of hours? *\*We are currently speaking to colleagues in the in-house residential homes to support us with this. Once confirmed, we will add this escalation process to the winter planning tool.*

Have you considered partnering with other organisations to support workforce capacity?

Do you have enough bank staff who are able to cover staff shortages at short notice?

Have you considered overstaffing to cope with staff shortages?

Do you know of care agencies that will be able to support you with staff shortages?

Are you aware of the [Care Agency Register](#) on Connect to Support?

Have you considered whether you are able to accommodate staff on site (or nearby) overnight, if extreme weather is predicted?

Have you implemented a recruitment and retention programme?

Have you reviewed your reviewed your recruitment and retention programme?

Have you sent your current vacancies to the Covid19SupportTeam? *For more information, click [here](#).*

Have you read [Skills for Care's guide to safe staffing](#)?

You can find Workforce Resources [here](#).

# Staff Mental Wellbeing



## CHECKLIST FOR STAFF WELLBEING

Are your staff aware of where they can find mental wellbeing resources? Click [here](#) for staff mental wellbeing resources.

Does your management team have up-to-date training on Mental Health Awareness?

Are staff aware of where they can find Mental Health Awareness training?



# Resource Packs

- ▶ [Coronavirus \(COVID-19\): care home support package](#)
- ▶ [\*\*Care Home Resource Pack\*\*](#)
- ▶ [\*\*Home Support Resource Pack\*\*](#)
- ▶ [Business Support Information For Social Care](#)
- ▶ [National Care Forum Infection, Prevention and Control \(IPC\) Compliance Assessment Tool](#)
  
- ▶ The resource packs are a fantastic source for guidance and other material. Please ensure that all staff read these packs and not just managers.

# Useful Templates

- ▶ [The Care Provider Alliance Business Continuity Template](#)
- ▶ [The Covid-19 Support Team Business Continuity Plan Template](#)
- ▶ [Care Provider Alliance Contingency Plan Template](#)
- ▶ [Actions Required Template](#)
- ▶ [Dynamic Risk Assessment](#)
  
- ▶ [\*\*Winter Planning Toolkit Checklist\*\*](#)
- ▶ [\*\*Winter Planning and Business Continuity Plan\*\*](#)



# Building Maintenance Resources

- ▶ Boilers and Heating Systems
  - ▶ [Guidance for Essential Service Operators: Making Your Service More Resilient to Power Outages – 29 October 2020 – Energy Emergencies Executive Committee](#)
- ▶ Equipment and Machinery
  - ▶ [Care Services, Equipment and Care Homes](#)
  - ▶ [HSE: A brief guide on providing and using work equipment safely](#)
  - ▶ [HSE: A short guide to the law and your responsibilities when buying new machinery for use at work](#)
- ▶ ICT Systems
  - ▶ [Digital Social Care Resources and Support](#)
  - ▶ [Immedicare Support](#)
  - ▶ [Capacity Tracker Support](#)
- ▶ Power Supply
  - ▶ [Guidance for Essential Service Operators: Making Your Service More Resilient to Power Outages – 29 October 2020 – Energy Emergencies Executive Committee](#)
  - ▶ <https://careprovideralliance.org.uk/business-continuity-power-disruption>

# Food Supply Resources

- ▶ [National Association of Care Catering](#)
- ▶ [Wholesale food distributors available to care sector – 16 April 2020 – CPA](#)
- ▶ [Community Meals Provider](#)



# Pharmaceutical Supply Resources

- ▶ [Access updated information on escalation processes](#)
- ▶ [Guide to managing medicines supply and shortages](#) – DHSC and NHS England
- ▶ [Ordering, transporting, storing and disposing of medicines for people receiving social care in the community](#) – NICE guidance
- ▶ [Managing medicines for adults receiving social care in the community](#) – NICE guidance
- ▶ [Serious Shortage Protocol \(SSP\)](#) – NHS Business Services Authority
- ▶ [Business continuity guidance and template](#) – Care Provider Alliance

# Workforce Resources

- ▶ [Skills for Care's guide to safe staffing](#)
- ▶ [Care Agency Directory](#)
- ▶ [SkillsHouse](#)
- ▶ [SkillsHouse: Contingency Planning: COVID-19 Maintaining safe staffing levels webinar](#)
- ▶ [SkillsHouse: Maintaining safe staffing levels – challenges, impacts and mitigations resource](#)
- ▶ [SkillsHouse: Maintaining safe staffing levels – Top Ten tips](#)
- ▶ [Jobs in Social Care](#)
- ▶ [One Workforce Hub](#)
- ▶ [Social Care Directory](#)

# Staff Mental Wellbeing Resources

- ▶ [Covid-19: BDCFT Psychological Staff Support](#)
- ▶ [Recovering From Covid-19 Support for Staff](#)
- ▶ [MyWellbeing College](#)
- ▶ [Staff Mental Health and Wellbeing Hub](#)
- ▶ [Health and Care Employee Wellbeing Support Poster](#)
- ▶ [Skills for Care Workforce Wellbeing](#)
- ▶ [SCIE Care Staff Wellbeing](#)
- ▶ [Workplace Health: Applying All Our Health](#)
- ▶ [ACAS Coronavirus \(COVID-19\) and mental health at work](#)
- ▶ [Mental Health at Work – Our Frontline](#)
- ▶ [Bereavement support during COVID-19](#)
- ▶ [Self Care Resources](#)

## Share your feedback

Your experience is important to us. We are interested to hear your thoughts about this service, even if you haven't used it. You can submit feedback by completing the form below or speak to a member of the team on 01535 292764.

1. Which of the following describes you best?

- Patient       Carer

2. If you have called this service, did you find it helpful?

- Yes       No

3. Please tell us about your experience of this service and/or any suggestions for improvement in the box below:

Please return this form by post to: MyCare24 Support, Digital Care Hub, Airedale General Hospital, Steeton, Keighley, BD20 6TD OR email [digital.carehub@nhs.net](mailto:digital.carehub@nhs.net)

Thank you for your feedback. If you would like to be contacted about this, please provide your contact details below:

Name:

Address:

Contact telephone:



Airedale

NHS Foundation Trust



FEELING WORRIED  
OR UNWELL?

NEED HELP OR ADVICE?

NOT SURE WHAT TO DO?



CALL NOW: 01535 292764

We are here to help you 24/7





**MyCare24** is for people who live with long term health conditions who may need some extra support at times.

The **MyCare24** team is based at Airedale Hospital and work closely with the emergency department (A&E), your GP, specialist nursing teams and other local health and social care services.

We are here for you 24 hours a day, 365 days a year.

You can use this service if you are:

- feeling worried or unwell
- finding it difficult to get help during the day or at night
- not sure what to do
- thinking of coming to the emergency department (A&E) at the hospital
- struggling to contact your GP, specialist nurse or other service



Your call will be answered by one of our experienced healthcare professionals. When you call we can send you a video link via email or text message so you can see the health professional face to face. Do not worry if you are unable to access the video link as we can help you over the telephone.

The **MyCare24** team will assess your condition and can give advice, support you and contact other services on your behalf, if this is needed. This may avoid the need for you to come into hospital. However, if needed, admission to hospital can be arranged.



**MyCare24 is here for you 24 hours a day, 365 days a year.**



**Call us on  
01535  
292764**

**In an emergency please dial 999.**

With your permission the **MyCare24** team can access your health record to see information about your condition and medication.

The details of your call will be entered into your health record so that your GP and other services providing care for you are kept informed and up to date with your condition.

Ask us for more details on how we use your information or go to [www.airedale-trust.nhs.uk/about-us/how-we-use-your-information](http://www.airedale-trust.nhs.uk/about-us/how-we-use-your-information)

# Staff Training

- ▶ [Bradford Training Hub](#)
- ▶ [Restore2 Training](#)
- ▶ [Day Activities Training](#)
- ▶ [DSPT Awareness Webinar - 20 May 2021](#)
- ▶ [Home Support IPC Training 24 September 2020](#)
- ▶ [BCA Quality Workshops](#)
- ▶ [Living Well Event Resource Pack](#)
- ▶ [Staff Training Slides – Recognising Dehydration And Promoting Hydration – Can Be Used In Staff Meetings To Raise Awareness](#)



# Community Meals Provider

- ▶ Park Care Meals is a family run Yorkshire based “Meals on Wheels” service that has been established since 1995. Their mission is to provide a daily visit whilst delivering delicious, wholesome meals to your door at great value for money.
- ▶ Each hot meal and dessert costs £6.50 including delivery
- ▶ They offer a flexible meal service. It operates every day of the year and you can choose how many days a week you would like a meal. They aim to deliver all meals between 11.30am and 1.30pm each day, arriving at approximately the same time once they have made the first delivery.
- ▶ For more information please download their flyer with this link: <https://bradford.connecttosupport.org/media/mqbfh1im/park-care-meals-leaflet.doc>
- ▶ Or visit their website: <http://www.parkcaremeals.co.uk/>

# Checklists

- ▶ [Winter Planning Toolkit Checklist](#)
- ▶ [Winter Planning and Business Continuity Plan](#)

# Contact Information

- ▶ Covid-19 Support Team – Bradford Council

- ▶ Email: [Covid19SupportTeam@bradford.gov.uk](mailto:Covid19SupportTeam@bradford.gov.uk) | Telephone: 01274 431999

- ▶ Local public health authority (IPC) – Bradford Council

- ▶ Telephone: 01274 432111

- ▶ Yorkshire and the Humber HPT

- ▶ Telephone: 0113 386 0300

- ▶ Out of hours advice: 0151 9091219

- ▶ Please encrypt any personal identifiable information (PII) you send to [yorkshirehumberhpt@phe.gov.uk](mailto:yorkshirehumberhpt@phe.gov.uk)

- ▶ If you are sharing PII from another NHS.net email account, send this to [phe.yorkshirehumber@nhs.net](mailto:phe.yorkshirehumber@nhs.net)

- ▶ Emergency Duty Team

- ▶ Email: [xemergency.duty.team@bradford.gov.uk](mailto:xemergency.duty.team@bradford.gov.uk) | Telephone: 01274 431010

- ▶ Safe & Sound

- ▶ Email: [Safe&Sound@bradford.gov.uk](mailto:Safe&Sound@bradford.gov.uk)

- ▶ National Supply Disruption Response Team (NSDRT) 24/7 Hotline

- ▶ Telephone: 0800 915 9964

- ▶ Telemedicine Portal