

Wednesday 12<sup>th</sup> August 2020

Care Home Edition 6

## Care@Home newsletter

Supporting people living with frailty and experiencing escalating needs during Covid-19



**The Care@Home work stream is leading on the organisation of our COVID-19 response for care homes and the frail elderly at home in Bradford district and Craven.**

We are working with key NHS, local authority, VCS and independent sector partners to keep as many of these patients at home as possible and are working directly with care homes to support them in a different way for the next few months.

We are introducing practical pathways for managing people that get sick in care homes, and frail elderly who get sick in their own homes - with covid, or non-covid related illness.

**If you have any questions or feedback about this newsletter, or suggestions for articles to include, please contact Walter O'Neill - [walter.oneill@bradford.nhs.uk](mailto:walter.oneill@bradford.nhs.uk)**

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## 1. Mental wellbeing - support for care home staff

The Health Psychology Exchange has kindly shared a number of additional resources following the webinar that took place on the 11 June 2020.

<https://www.yhphnetwork.co.uk/links-and-resources/behavioural-science-hub-yh/the-psychological-support-needs-of-the-care-home-workforce-during-covid-19/>

New content added to the web page above includes:

- A brief guide to enable care home managers to have **productive and supportive conversations** with staff about mental wellbeing and psychological support.
- Guidance on using **6 key areas to support mental wellbeing discussions**; Safety/Perceived Safety, Physical Wellbeing, De-compression, Psychological First Aid, Decision Making and Leadership & Communication
- Each key area is broken down into:
  - What is this?
  - Why should I be paying attention to this?
  - What should my first steps be?
  - How do I find out more?

## 2. Mental wellbeing - support for care home residents

COVID-19 has had a big impact on older people's mental health, with isolation and lack of contact with family being the main cause. The pandemic has left this group feeling lonely and unsure of where to go for support.

Age UK, in partnership with the NHS, has set up the **Talking Helps** hub to reach out to older people and encourage them to consider talking therapy to address common mental health issues such as depression and anxiety disorder. Visit the Age UK website to find out more, including referrals routes and alternatives such as applied relaxation and medication.



### [Talking Helps](https://www.ageuk.org.uk/information-advice/health-wellbeing/mind-body/mental-wellbeing/talking-helps/)

<https://www.ageuk.org.uk/information-advice/health-wellbeing/mind-body/mental-wellbeing/talking-helps/>

**Mental health and physical health are interlinked**

### 3.Improving your internet connection

Maintaining contact with family and friends is critical for people living in care homes during the Covid-19 pandemic. Increasingly, internet connectivity is also being used to enable safe access to health and social care professionals.

This **NHS** site lists new internet deals available specifically for care homes which suppliers will fast-track to set up for you.

<https://www.nhsx.nhs.uk/covid-19-response/social-care/internet-connection-deals-care-homes/>

**Digital Social Care** is run by social care providers for social care providers. It offers a dedicated space to provide more general advice and support to the sector on technology and data protection.



#### Free Support

Helpline 0208 133 3430 (Mon-Fri 9-5)

Email [help@digitalsocialcare.co.uk](mailto:help@digitalsocialcare.co.uk)

### 4. NHS Mail

During the Covid-19 pandemic, secure communication between health and social care services is more important than ever. To support this we are now able to **fast track roll out of NHSmail** to the care sector, without the need to complete the Data Security and Protection Toolkit at this time.

#### What can I do with NHSmail?

NHSmail is a **secure email service** which care homes can use to communicate with health and social care colleagues, e.g. hospital discharge teams, G.P.s, etc.

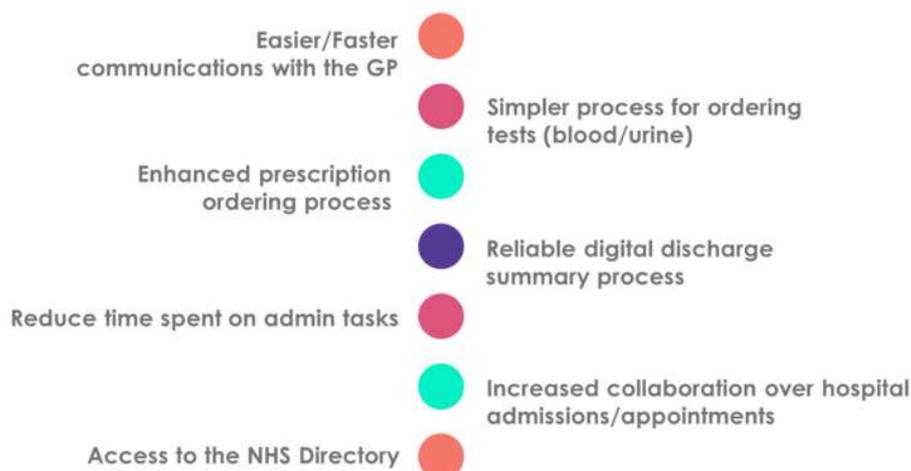
In addition, for the duration of Covid-19, all NHSmail users have free access to [Microsoft Teams](#).

#### Sharing Care Records via Email

**Its easy** – to register and use NHSmail, or to get your existing e-mail accredited, click the link below

<https://digital.nhs.uk/services/nhsmail/the-secure-email-standard/secure-email-standard-dcb1596-guidance/the-accreditation-process>

## The Benefits of NHSmail



This all contributes to safe and high quality care for those we support.

## 5. Join the CARE Workforce app.

A new dedicated app for the adult social care workforce in England has been launched to support staff through the coronavirus (COVID-19) pandemic.

### Join the Care Workforce COVID-19 app to:

- Get information and advice, all in one digital hub
- Swap learnings and ideas with colleagues across the country
- Access practical resources on looking after your own health and well being
- the latest coronavirus information and guidance, wellbeing support and
- discounts for care home staff

Download the **Care Workforce** app;

**Iphone;** [https://apps.apple.com/gb/app/care-workforce/id1509453445?wp-linkindex=2&utm\\_campaign=CARE\\_Workforce\\_app\\_e-shot&utm\\_content=dhsc-mail.co.uk&utm\\_medium=email&utm\\_source=Department\\_of\\_Health\\_and\\_Social\\_Care](https://apps.apple.com/gb/app/care-workforce/id1509453445?wp-linkindex=2&utm_campaign=CARE_Workforce_app_e-shot&utm_content=dhsc-mail.co.uk&utm_medium=email&utm_source=Department_of_Health_and_Social_Care)

**Android;**

[https://play.google.com/store/apps/details?id=com.hivelearning.nhsc&wp-linkindex=1&utm\\_campaign=CARE\\_Workforce\\_app\\_e-shot&utm\\_content=dhsc-mail.co.uk&utm\\_medium=email&utm\\_source=Department\\_of\\_Health\\_and\\_Social\\_Care](https://play.google.com/store/apps/details?id=com.hivelearning.nhsc&wp-linkindex=1&utm_campaign=CARE_Workforce_app_e-shot&utm_content=dhsc-mail.co.uk&utm_medium=email&utm_source=Department_of_Health_and_Social_Care)

**PC:** <https://workforce.adultsocialcare.uk>

## 6. Healthier You NHS Diabetes Prevention programme

People who are at high risk of developing Type 2 diabetes will be fast-tracked into the flagship **Healthier You NHS Diabetes Prevention programme**

Rapid access to the programme has been rolled out from Monday 27th July following research that revealed those living with diabetes face a significantly higher risk of dying with COVID-19 as a third of people who died in hospital from COVID-19 had diabetes.

The programme, which supports people to lose weight and adopt healthier habits, is the first national initiative of its kind in the world and has already, helped hundreds of thousands of people.

Its easy - use this online tool, hosted by **Diabetes UK**, to calculate your risk of developing Type 2 Diabetes by answering a series of basic questions including age, weight and ethnicity.

Before you start, grab a tape measure and scales and access the tool here

<https://riskscore.diabetes.org.uk>

If the score comes back as moderate or high, you can then join a local **Healthier You** service for support, without having to go through a healthcare professional.

Those who qualify will be able to choose how they complete the programme, either by joining group sessions by video link or telephone with an experienced coach or through digital support, which includes online peer support groups and in some areas, wearable tech



For more information call 0800 092 1191 or go to;

<https://healthieryou.reedwellbeing.com/contact/>

## 7. Active at Home booklet



### Localised version now available

The Bradford District **Living Well** team have made a local version of the Public Health England booklet for older people to keep active at home. The booklet has been developed to support older people and those who find themselves spending more time at home to stay active and healthy. Information includes;

- building safe activity into the day,
- chair based strength and balance exercises,
- staying connected to others,
- keeping the mind active
- staying hydrated

The logo for Living Well, featuring the words 'LIVING WELL' in pink, surrounded by radiating lines.	<p>To order printed copies of the booklet, contact Sacha Reynolds - <a href="mailto:sacha.reynolds@bradford.gov.uk">sacha.reynolds@bradford.gov.uk</a></p> <p>To access all the Living Well resources go to; <a href="https://mylivingwell.co.uk/">https://mylivingwell.co.uk/</a></p>
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## 8. NEW - WHO Covid 19 Policy brief on Long Term Care 2020

'The COVID-19 pandemic has affected older people disproportionately, especially those living in long-term care facilities. In many countries, evidence shows that more than 40% of COVID-19 related deaths have been linked to long-term care facilities, with figures being as high as 80% in some high-income countries.

Concerted action is needed to mitigate the impact across all aspects of long-term care, including home- and community-based care, given that most users and providers of care are those who are vulnerable to severe COVID-19.

This policy brief provides 11 policy objectives and key action points to prevent and manage COVID-19 across long-term care. Its intended audience is policy makers and authorities (national, subnational and local) involved in the COVID-19 pandemic.

The brief builds on currently available evidence on the measures taken to prevent, prepare for and respond to the COVID 19 pandemic across long-term care services including care providers'

To read the full report go to;

[https://www.who.int/publications/i/item/WHO-2019-nCoV-Policy\\_Brief-Long-term\\_Care-2020.1](https://www.who.int/publications/i/item/WHO-2019-nCoV-Policy_Brief-Long-term_Care-2020.1)

## 9. Health and wellbeing support for those working in Social Care

The information in the link below has been provided by the Department of Health & Social Care and outlines the additional, specific support available to those working in Social Care.

It includes apps, guides and notes on areas such as advice on managing your mental health and how employers can take care of the wellbeing of their staff during the coronavirus outbreak

<https://people.nhs.uk/help/care-health-and-wellbeing-support/>

### For personal support:

- Text 'FRONTLINE' to 85258 to start a conversation
- Call the Samaritans emotional support line on 0300 131 7000 from 7:00am – 11:00pm
- Contact Hospice UK bereavement and trauma support on 0300 303 4434 from 8:00am – 8:00pm

**Daylight** – provides support to people experiencing symptoms of worry and anxiety.  
Go to; <https://onboarding.trydaylight.com/daylight/care-access/100#1/1>

**Sleepio** – a clinically-evidenced sleep improvement programme.  
Go to; <https://onboarding.sleepio.com/sleepio/care-access/77#1/1>

**Silvercloud** – offers mental and behavioural programmes to support those experiencing difficult emotions and situations as a result of the pandemic.  
Go to; <https://dhsc.silvercloudhealth.com/signup/>

**Important** - Use the code **SOC2020**

### Support package for Registered Managers from Skills for Care

This includes a series of webinars, local networks, a Facebook group and essential Guidance

Access to training and a dedicated advice line is available through the link below;

<https://www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/support-for-registered-managers.aspx>

## 10. Dementia Care - care homes and visiting discussion



The Dementia and Older People's Mental Health Network invites you to the next conversation about Covid focusing on **Care Homes and Visiting**

We will start with a short introduction to the NEW GOV.UK update on policies for visiting arrangements in care homes and you can link directly to the website here

<https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus>

### **Please follow the link below to join the Care Homes and Visiting meeting**

To join the Microsoft Teams Meeting copy this url to your browser;

[https://teams.microsoft.com/dl/launcher/launcher.html?type=meetup-join&deeplinkId=3f15b4fe-fcb1-42bb-a001-bf0cafd21bbe&directDI=true&msLaunch=true&enableMobilePage=true&url=%2F%23%2F%2Fmeetup-join%2F19%3Ameeting\\_ZmJkYWY3MjEtNDJhOS00ZTU2LWJhNTgtMzc5NDMxNzgyY2M0@thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252203159e92-72c6-4b23-a64a-af50e790adbf%2522%252c%2522Oid%2522%253a%25228f6b7fe1-5e18-4adb-b6cb-80be5399b133%2522%257d%26anon%3Dtrue&suppressPrompt=true](https://teams.microsoft.com/dl/launcher/launcher.html?type=meetup-join&deeplinkId=3f15b4fe-fcb1-42bb-a001-bf0cafd21bbe&directDI=true&msLaunch=true&enableMobilePage=true&url=%2F%23%2F%2Fmeetup-join%2F19%3Ameeting_ZmJkYWY3MjEtNDJhOS00ZTU2LWJhNTgtMzc5NDMxNzgyY2M0@thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252203159e92-72c6-4b23-a64a-af50e790adbf%2522%252c%2522Oid%2522%253a%25228f6b7fe1-5e18-4adb-b6cb-80be5399b133%2522%257d%26anon%3Dtrue&suppressPrompt=true)

To dial in, call; +44 113 486 0108 United Kingdom, Leeds (Toll)

Conference ID: 681 233 999#

# 11. Sit Up, Get Dressed and Keep Moving

The BGS and University Hospitals of North Midlands have launched a new resource to combat deconditioning during lockdown and isolation.

To download and/or print a copy go to;

<http://uhnm.nhs.uk/media/3562/poster.pdf>

**British Geriatrics Society**  
Improving healthcare for older people

**NHS**  
University Hospitals of North Midlands

## Sit Up

**Get Dressed**

## Keep Moving

Preventing deconditioning and enabling independence for older people

**Assess**

- A comprehensive assessment should be completed to determine usual capabilities
- A risk assessment should be completed
- Glasses, hearing aid, clock and calendar should be accessible

**Support**

- Are there appropriate mobility aids available? Ask: Is it the right size and reachable?
- Walking to the toilet helps to prepare for going home. Ask: Is the catheter really needed?
- Sitting in a chair can help you. Ask: Do you need help getting out of bed?

**Encourage**

- Feed and take fluids independently
- Wash and dress independently in own clothes
- Keep arms and legs moving, even in bed or on a chair

**Deconditioning syndrome**

“Deconditioning syndrome is the condition of physical, psychological and functional decline that occurs as a result of a series of complex physiological changes induced by prolonged bed rest or inactivity. It is commonly experienced by older people in a hospital or care home setting. Though deconditioning can affect people of any age, the effect on older people may be more rapid, more severe, and often irreversible” - Dr Amit Arora

- Muscle and joint stiffness, leading to reduced ability to walk
- Increased risk of falls due to muscle weakness
- Increased confusion or disorientation
- Pneumonia due to prolonged bed rest
- Further immobility due to inactivity
- Constipation and incontinence
- Appetite and digestion can be affected
- Increased risk of swallowing problems leading to pneumonia
- Skin breakdown, leading to pressure ulcers
- Clots in the legs and lungs

#SitUpGetDressedKeepMoving

University Hospitals of North Midlands ©

## 12. New resources to support the Verification of Expected Death (VOED) with remote clinical support

**Skills for Care**, commissioned by NHS England and NHS Improvement, has developed an infographic, pocket cards and a short video, along with supporting guidance for adult social care providers and Registered Managers to understand what they need to know, plan and prepare for VOED in COVID-19 emergency times.

Go to the **End of life care** section of the website below to download the resources and watch the video.

[https://www.skillsforcare.org.uk/Learning-development/ongoing-learning-and-development/end-of-life-care/End-of-life-care.aspx?\\_cldee=YmV2LmdhbGxhZ2hlckBicmFkZm9yZC5uaHMudWs%3d&recipeid=contact-7e232db840aee61194120050568779ad-33e1efe150c948cca0f048457060cd8d&esid=23b4cf16-71cc-ea11-80e1-005056877cb9](https://www.skillsforcare.org.uk/Learning-development/ongoing-learning-and-development/end-of-life-care/End-of-life-care.aspx?_cldee=YmV2LmdhbGxhZ2hlckBicmFkZm9yZC5uaHMudWs%3d&recipeid=contact-7e232db840aee61194120050568779ad-33e1efe150c948cca0f048457060cd8d&esid=23b4cf16-71cc-ea11-80e1-005056877cb9)

