

# PROVIDER BULLETIN



Week Eight – Thursday 23 April 2020

*Dear Provider*

*In today's Bulletin we have several new updates from organisations we work closely with. Particularly concerning is the increase in the number of COVID-19 related 'scams' reported by colleagues at Trading Standards. Locally, one care home Manager has had an experience she believes was fraudulent. Please be cautious and follow the advice below.*

*We are aware of the increasing 'ask' for information and data from several organisations, not least CQC and us! It is important that you respond/update these requests. The information will assist us/CQC to help you should the need arise.*

*The ability to support you and your teams with transport in the district is something the updated Guidelines for using Taxis outlines today. We also provide an information link in respect of those people choosing to use a direct payment which is, along with the associated Q&A's extremely useful.*

*As we have each Thursday night at 8pm, for the past four weeks, we will, along with the rest of the UK be clapping for you and your teams. Our local heroes...!*

**The Commissioning Team**

## IMPORTANT UPDATE TO TESTING PROCESS FOR ISOLATING KEY WORKERS

Further to the guidance issued to all providers on 9 April 2020, there have been a number of changes to the process for making referrals for testing and a new guidance is attached for your information and action.

Key changes includes access to both national and local testing centres available for Bradford including **access to a more local testing centre in Keighley** and;

## **changes to the Council managed arrangements for referrals to the National test site in Leeds.**

Please ensure that the latest guidance is issued to anyone from your service who is responsible for making referrals and ensure that the guidance is read thoroughly prior to making a request for testing. Failure to follow the process in accordance with the guidance note may result in delays in processing testing for key workers. As per previous guidance a referral does not **guarantee** a test and testing will only be undertaken in accordance with the national criteria contained within the guidance note. We hope you will find the new guidance helpful as it contains more detailed information based on questions raised/feedback by our providers over recent days.

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)

## **CORONA VIRUS - SCAM ALERT**

West Yorkshire Trading Standards has seen an increase in the number of COVID-19 related scams.

### **What Scams are trending at the moment in West Yorkshire?**

- Scam adverts on social media sites such as Facebook claiming Supermarkets are offering vouchers to help families with food shopping.
- A malicious Android app purports to provide a real-time covid-19 outbreak tracker but instead attempts to trick the user into providing administrative access to install "CovidLock" ransomware on their device.
- Scam texts from individuals claiming to be from Lloyds bank. The text offers a mortgage holiday and suspension of credit card interest during the current period of lock down. The individual is then invited to follow a link and enter personal account details.
- Members of the public have received phone calls from scammers acting as broadband providers offering faster services during this time of lock down.

A Manager of a Bradford based care home wanted us to warn other providers of her recent experience when attempting to source PPE. The current situation had forced her, like many of you, to use companies she was not familiar with and as such had to pay 'up front' with a promise that the order would be delivered within the week. This was the beginning of April... It never arrived. The organisation has not responded to phone calls and email messages.

This has been reported to West Yorkshire Police. The organisation purports to be Bradford based and we are liaising with Trading Standards. Please be careful.

### **Top Tips**

Do not click on links or attachments in suspicious emails and never respond to messages that ask for personal or financial details.

Look for websites with https: in the web address, the letter S usually indicates if the website is secure.

## **DOORSTEP CRIMINALS TAKING ADVANTAGE OF THE PANDEMIC**

Bogus callers attending an address in West Yorkshire offering an injection for sale, which purports to be a vaccine for COVID19. There is NO vaccine yet for COVID19, nor are testing kits available to buy on the general market. If you have anyone approaching you, either at home, on the phone or anywhere else, trying to sell you a vaccine, a cure, or a testing kit, please know this is a SCAM!

\*Please only seek medical advice from your doctor

## **REMEMBER - YOUR DOORSTEP, YOUR DECISION!**

If you feel pressured, ask the person to leave.

## **FRIENDS AND FAMILY ARE BEST**

Support from trusted friends, family or neighbours is ideal. Be vigilant for strangers offering services at the door that may want to take advantage.

## **NO SNAP DECISIONS**

Take time to talk to someone you trust before you make any decisions.

## **DO THE CHECKS**

You can check ID badges and contact associations to check membership registrations yourself.

Call the telephone number of the organisation, obtain this number yourself, **not** from the person at the door.

**Report scams to Action Fraud: 0300 123 2040**

**Report complaints to Citizens Advice Consumer Helpline: 0808 223 1133**

**New mailbox to deal with reports of Covid-19 Scams in West Yorkshire:**

[Covid19.Scams@wyjs.org.uk](mailto:Covid19.Scams@wyjs.org.uk)

## **USEFUL INFORMATION**

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

- **Service Update System (SUS) – NEW RAG GUIDANCE**
  - Please be aware that as of today the RAG guidance for the SUS has changed. The changes made reflect our new way of working and how the SUS will be used to support Services going forward.
  - See attached for more details.
- **Updated Guidelines and Contracts for Providers using Taxis**
  - Please find attached.
- **Guidance for people receiving direct payments**
  - This guidance sets out the main messages for individuals and organisations that can support planning, and help slow the transmission of the coronavirus as the outbreak progresses across the country.

- It's accompanied by a Q&A, mostly aimed at direct payment holders, that directly responds to questions and concerns previously raised by direct payment holders, personal assistants, and charities and organisations that support them.
- Please use this link:  
[https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-people-receiving-direct-payments?utm\\_source=d5497089-2c34-47da-8cc5-29b406055aae&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-people-receiving-direct-payments?utm_source=d5497089-2c34-47da-8cc5-29b406055aae&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)
- **Coronavirus (COVID-19): Top tips in Bereavement Care in Specialist Housing**
  - The Housing LIN has published its latest practice briefing (No4), on top tips for bereavement care in specialist housing.
  - For more information, please use this link:  
<https://www.housinglin.org.uk/Topics/type/Coronavirus-COVID-19-Top-tips-in-Bereavement-Care-in-Specialist-Housing/>

## IMPORTANT MESSAGES

### Message from Bradford Care Association (BCA)

The **BCA** are continuing to work with the Council, CCG and other system partners to ensure the right support is in place for all care providers.

We held a **BCA Provider Zoom** meeting on Tuesday 21 April 2020 to provide you with further updates and allow providers to ask questions and raise any issues that they would like our support with. The minutes from this week's call are attached. Providers on the call agreed it would be beneficial if the BCA scheduled a weekly Zoom meeting to continue to update providers and give them opportunity to ask questions/raise any issues.

The **BCA Zoom** meeting is **open to ALL** social care providers not just BCA members, we hope you are able to join us next week.

Providers can continue to email any concerns or issues you are experiencing so we can work through them with our system partners.

[Louise@bradfordcareassociation.org](mailto:Louise@bradfordcareassociation.org)

Keep up the amazing work you are all doing to support the people of Bradford.

### **BCA Board**

Louise Bestwick is inviting you to a scheduled Zoom meeting.

**Topic:** BCA Provider Update

**Time:** Apr 28, 2020 10:30 AM London

## **Join Zoom Meeting**

<https://us02web.zoom.us/j/86783027230?pwd=TWZJQmZKOSTCbks0UThDeE5keE5UUT09>

**Meeting ID:** 867 8302 7230

**Password:** 027861

**Zoom Dial in number** (if you are using the zoom app on a smart phone or PC/lap top): **+44 (0) 20 3695 0088** you will then be directed to enter the meeting ID & password.

## **Message from the National Advisory Group (NAG)**

### **Personal Protective Equipment (PPE)**

The **National Supply Disruption Response** can pick up emergency needs and supply small kits (for example, 100-200 units of each type of PPE). In cases where there is an urgent clinical need for PPE and the organisation has already exhausted all other routes and the Local Resilience Forum (LRF) is unable to meet their request, those organisations should contact the National Supply Disruption Response **helpline** on **0800 915 9964**.

## **Message from Soo Nevison (CEO, Community Action Bradford & District)**

There is an army of volunteers wanting to support the people of Bradford District during COVID-19 and one group of people they want to support is staff on the frontline. That includes care home staff.

We want to know what kind of support would be useful for staff working in care homes. Activities have to be attractive and fun for the volunteers to deliver. The initial ideas we suggest is seeking musicians and entertainers who can stand in gardens and entertain the residents (giving staff the opportunity for some downtime), gardening (the sun has come out and it would be great to help you have tidy gardens) and 'cake drop' (a gift of cake for your staff to keep their energy levels up – cake not intended for residents).

If you are interested or would like to discuss further, please contact Soo Nevison: [Soo@cabad.org.uk](mailto:Soo@cabad.org.uk)

## **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.

## **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:

- **Bradford Talking Magazines (BTM)**

- Please refer to the link where you can find accessible information about coronavirus in the United Kingdom. The situation is constantly changing so be sure to keep checking back for the latest updates: <https://www.btm.org.uk/resource-category/accessible-information-about-coronavirus/>
- **Coronavirus: Information for people affected by dementia**
  - Please use this link: <https://www.alzheimers.org.uk/get-support/coronavirus-covid-19>

## **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.

## **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>

Kind Regards,

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**City of Bradford Metropolitan District Council**

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