

COVID-19 Information Pack for care providers

**The purpose of this pack is to provide information,
guidance and access to support to enable care providers to
respond to COVID-19**

April 2020

Overview



- COVID-19 represents the biggest challenge to health and care in north London in living memory. Our care providers and the 30,000 people working in the independent care sector will be at the forefront of our response.
- In the coming weeks, we will need to quickly adapt our services, move staff around, work together with care providers, and learn fast as we go.
- We are already making plans to rapidly increase the number of beds and care packages available, in line with expected demand, and we can only do this with your help.

We will do whatever we can to support you during this period. We ask that you work with us to tell us what you need and to maximise support available.

- This slide pack will provide access to key sources of information, guidance and support.
- We will regularly update the information based on the rapidly changing situation and what you tell us you need.



Understanding your service and workforce capacity



- Each local authority has established regular reporting arrangements around your service and workforce capacity.
- This is vital for us to understand which providers can accept new referrals and where providers are under strain and need support. Thank you for your support in completing this regularly.
- We commit to sharing information between Councils and the NHS, and reducing usual service reporting and quality monitoring visits to the minimum.
- This will enable you to focus on service delivery and us to support providers under strain.

If you have questions around reporting arrangements in your local authority areas please see key contacts below:

Barnet	Camden	Enfield	Haringey	Islington
			Brokerage Team Farzad.Fazilat@haringey.gov.uk	ASC Contracts Team ASC.Contracts@islington.gov.uk

Recruitment support:

- We will need to provide more care in coming months and pressure will increase with staff self isolating.
- Therefore, our view is that providers will need to increase recruitment.
- Our Proud to Care portal www.proudtocarenorthlondon.org.uk advertises jobs in care across north London.
- We will increase our marketing, communications and pathways, and work with training and employment providers to raise awareness of the recruitment drive.
- Nicky Freeling is talking to social care recruiters about how we can support you – please contact Nicky.Freeling@Camden.gov.uk to discuss how we can help.

Advice for all staff providing direct resident care

If a member of staff is concerned they have COVID-19 they should follow the [NHS guidance](#)

If they are advised to self-isolate at home they should follow the [PHE guidance](#)

If advised to self-isolate at home, they should not visit or care for individuals until safe to do so

Self isolation guidance for staff:

- **If you have symptoms of COVID-19** (temp $\geq 37.8^{\circ}\text{C}$ or new continuous cough) **you must self isolate for 7 days**
- **After 7 days you can return to work** provided any temperature has resolved
- **If someone in your household has symptoms of COVID-19 you must self isolate for 14 days**
- If you are well but then develop symptoms at any point during this 14 day period you should self isolate for **7 days from the first day of your symptoms**. Then you can return to work as outlined above

For the full latest national guidance on infection control (including personal protective equipment or PPE):
<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>

Note direct care in this slide pack refers to any care delivered within 2 metres of a resident

Additional advice for care home staff

To minimise the risk of transmission, care home providers are advised:

- **Residents' friends and family should not visit unless for exceptional circumstances** e.g. next of kin visiting at end of life
- Visitors should follow good hand hygiene, minimise contact with other residents/staff and be limited to one at a time
- **Alternatives to in-person visiting** should be explored e.g. video, telephone etc. to maintain the wellbeing of residents during this time
- Contractors on site should be kept to a minimum

Use of PPE in asymptomatic/non COVID-19 residents:

- If a care home resident is in the **shielded/extremely vulnerable group** single use **gloves, apron** and a **surgical mask should be used** for direct care
- Otherwise additional PPE beyond usual hygiene measures is not required when providing direct care
- If a care home is deemed to be in **sustained transmission** of covid-19 (usually defined as an outbreak of 2 or more suspected/confirmed cases) **then use of PPE when providing direct care to all residents (including those who are asymptomatic) may be advised**. This risk assessment will be made in conjunction with the local public health team or Public Health England

Additional advice for home care staff - those providing care within a person's own home

If any member of a household in which direct care is being provided has suspected or confirmed COVID-19 PPE should be worn:

- Single use **apron** and **gloves**
- Single or sessional use **fluid resistant surgical mask** and **eye protection/face protection**

If any member of a household in which direct care is being provided is shielded (also known as the extremely vulnerable group) PPE should be worn:

- Single use **gloves, apron** and a **surgical mask**
- Note if any household member has suspected/confirmed COVID-19 the additional PPE as described in the above yellow box is advised

If both the individual receiving care and none of their household members are suspected/confirmed COVID-19 or shielded, no PPE is required beyond normal good hygiene practices

Other general interventions include:

- Increase cleaning of hard surfaces
- Keep properties well ventilated by opening windows whenever safe and appropriate

How to tell if a resident could have COVID-19

Residents should self-isolate if they have:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

In addition COVID-19 can present in older people as:

- New or worsening confusion
- Diarrhoea

Monitoring and managing suspected COVID-19 in care homes

[Link to full guidance issued on 2.4.20](#)

All residents should be:

- Socially distancing (see [social distancing guidance](#))
- **Checked twice daily** for fever ($\geq 37.8^{\circ}\text{C}$), cough or shortness of breath

If symptoms are present:

- **Seek medical input** as per local services and arrangements
(this may include GP, 111, rapid response, care homes assessment teams etc.)
- **Check the resident's advanced care plan** to confirm agreed threshold of care decisions
- **Follow infection control measures** as outlined for direct care (including PPE of single use apron and gloves, single or sessional use fluid resistant face mask +/- eye protection)
- **Provide 'warn and inform' letters** to residents, visitors and staff that there is a suspected case of COVID-19 in the home
- **Residents with suspected COVID-19 need isolation for 14 DAYS from onset of symptoms**

Infection control measures if a resident has symptoms of COVID-19

ISOLATE

- Implement isolation precautions when someone is symptomatic of Covid-19.
- A resident's own room can be used.
- Ideally the room should be a single bedroom with en suite facilities.

HYGIENE

- All staff should be trained in hygiene with steps taken to minimise the risk of transmission through safe working procedures.
- Dedicate specific medical equipment (e.g. thermometers, blood pressure cuff, pulse oximeter, etc.) for use on residents with possible or confirmed COVID-19. Clean and disinfect equipment before re-use with another patient.

PPE

- PPE should be used for close personal contact e.g. washing, including eye equipment where there is a risk of splashing.
- Refer to [PPE guidance](#) to determine type/duration of usage
- PPE should be double bagged, put aside for at least 72 hours before being disposed of with normal household waste.

PERSONAL WASTE

- Personal waste and disposable cleaning cloths can be stored securely within disposable rubbish bags
- These bags should be placed into another bag, tied securely and kept separate from other waste within the room.

LAUNDRY

- Do not shake dirty laundry before washing.
- Dirty laundry that has been in contact with an ill person can be washed with other people's
- Items heavily soiled with body fluids such as vomit or diarrhoea should be disposed of, with the owner's consent.

If you need advice on infection and prevention please contact.

Email: nlccg.covid-19infectioncontrol@nhs.net

Phone: 020 3816 3403

Support and advice on infection prevention and control



Covid-19:

Guidance for infection prevention and control in healthcare settings

We are in a fast moving, evolving situation and, as with any new strain of infection, there are multiple sources of guidance and information produced for staff.

We recognise that this can be confusing for staff. Therefore, we have set up a dedicated email address and phone number, directing you to published advice and guidance regarding Infection Prevention and Control (IPC).

Contact details

Email address: nclccq.covid-19infectioncontrol@nhs.net

Telephone: 020 3816 3403

The email address and telephone number will be monitored by Dee Malone who has significant experience in IPC, Monday – Friday, 9am – 5pm.

Please note, the team will not provide clinical advice on the management of individual patients.

Care home/independent sector telephone support requirement	Infection control website/telephone line response to care home support requirement
Advice on infection control and management if a resident is admitted with suspected / tested CV19.	IPC email response/call will sign post to current guidance, but will NOT provide clinical advice on the management of patients / residents.
Signposting to relevant guidance, and to 111, GPs, MDTs as relevant.	IPC email response/call will do this.
Helping providers understand and interpret the guidance.	IPC email response/call will do this.

Outbreaks in care homes

An outbreak is defined as

- 2 or more cases of suspected or confirmed COVID-19 within a 14 day period
- These can be either residents or staff

If 2 or more suspected cases occur in addition to usual management contact:

- **London Coronavirus Response Cell (LCRC): 0300 303 0450**
- Testing will be arranged as necessary and further advice provided

Prevention of spread

- Residents who have been in contact with a suspected or confirmed COVID-19 case **require isolation for 14 days after last exposure**

Contact is defined as:

- Spending 15mins or more within 2 metres of a case
- Residents living in the same unit / floor as the infectious case (e.g. share the same communal areas)

Better communication through NHSmail



Why this matters?

- Care providers with access to NHS mail can communicate directly with NHS providers, for example, to receive test results and discharge summaries.
- It also enables video consultations, which will support primary care and virtual MDTs in response to covid-19.

Where are we with NHS mail in NCL?

- 55 care homes have access to NHS mail currently. Some are already working with their local NHS to set up virtual consultations.
- We would like to roll this out to all care homes in NCL and other interested providers, such as extra care and domiciliary care.

What do you need to do to access NHS mail?

1. Complete the NHSmail form (see **slide 22** for details on where to access the form)
2. Send completed form to the following email address: hlp.londonchnhsmailrequests@nhs.net
3. You will receive your NHS.net e-mail address and password

Additional tools

- Microsoft teams will be available to any care home with NHSmail. Teams will enable video conferencing with Health and Care Partners and the ability for homes to proactively set up video consultations and their virtual MDT.

Support

- There will be webinars taking place daily that will explain how to set up NHSmail once you have received your details and a demonstration on how to use Teams. You can also contact the London team at the following e mail address if you have any queries: hlp.londonchnhsmailrequests@nhs.net

Changes to discharge / brokerage



- Over the next few weeks we expect that the number of people needing support in the community after a stay in hospital (both with and without COVID-19 symptoms) will increase.
- What this will mean is that you will (soon) receive referrals from hospital without being able to assess residents prior to discharge. This is in order to support timely discharge from hospital.
- Having NHS Mail will therefore be very important to ensure that local discharge teams can pass on important information about residents needs to you prior to discharge
- Your local borough will contact you with details of these discharge arrangements and what this will mean for how these services will be brokered. See Covid-19 Trusted Assessor Guidance at Annex C of [COVID-19 Hospital Discharge Service Requirements](#).
- To support boroughs to see whether you have capacity in a timely way to support discharge, you are also being asked to complete the **NHSE capacity tracker**. More information on the **capacity tracker** can be found on the next slide.

Implementation of the National Capacity Tracker



You can log into the capacity tracker at <https://carehomes.necsu.nhs.uk/> (Note: Care homes should use an NHSmail account to register for the Capacity Tracker rather than a private one (e.g. Hotmail, Gmail), as this will speed up the approval process)

- We all hugely appreciate your effort and patience in submitting information to commissioners locally and via the London-wide Market Insight Tool. This information is very important as has been used to feed-in to regional and national efforts to secure much needed PPE, and indicate how the care sector is coping during this difficult time.
- One of the most important tasks in the response to COVID-19 will be to ensure we have the capacity across the system and our patients/clients are cared for in the most appropriate setting depending on their need. To ensure this, and to understand pressure points in real time, we are asking all colleagues **to support the roll-out of the Capacity Tracker across relevant providers in parallel with the Market Insight Tool.**
- The Capacity Tracker will track vacancies at a national level, the Market Insight Tool captures broader information about your supply of PPE, staffing levels and capacity. Both forms of information are essential.
- Discussions between London ADASS and North of England Commissioning Support Unit have been ongoing to understand whether we can merge the Market Insights Tool and the Capacity Tracker. They are continuing to work to ensure care homes only have to fill in one return, but this may take a little time, and they ask for your patience while this is sorted.
- Registration for Capacity Tracker can be completed at <https://carehomes.necsu.nhs.uk/>. Once registered, Providers can access a comprehensive support package (help guides, video walkthroughs, and a support call centre). There is a Contact Centre to support those Providers who are being asked to register and update their information at pace. The number is 0191 691 3729 and operates between 8am and 8pm, 7 days a week. Outside of these hours, or for more general guidance, providers can email necsu.capacitytracker@nhs.net
- Details about the Market Insight Tool can be found via this [link](#) . If you need technical support, then please email londonadassmi@hastec.ltd and a member of the team will be in touch via email to support.
- Letter from NHSE/I London Region to the Directors of Adult Social Services dated 2 April 2020 regarding the implementation of the capacity tracker can be found in the additional resources section at **slide 22.**

Resources to support you to manage residents with COVID-19



PPE:

- Health care workers (from primary care or community providers) who are attending a care home should bring their own PPE
- At this stage we can offer a limited solution for partners of 4 core products (FFP3 masks, Surgical Masks, Aprons, Hand disinfectant (500ml bottle)). If you are going to run out today or tomorrow, please contact your normal supply chain. If your normal supply chain is unable to assist, please contact your relevant borough lead below. If necessary, borough leads will be able to escalate your PPE issues to the NCL PPE hub.

Barnet	Hannah Richens: Hannah.Richens@barnet.gov.uk & Sam Raffell sam.raffell@barnet.gov.uk
Camden	Tim Rising: Tim.Rising@camden.gov.uk
Enfield	Darren Ware: Darren.Ware@iwenfield.co.uk
Haringey	Farzad Fazilat: Farzad.Fazilat@haringey.gov.uk & Rick Geer: Rick.Geer@haringey.gov.uk
Islington	Dan Lawson: ppeascsupplies@islington.gov.uk

- National supply line for face masks: 0800 9159964/ 01912 836543/ email: supplydisruptionsservice@nhsbsa.nhs.uk. We are sorry about the national delays to PPE. We know it has impacted on workers in social care as well as the NHS.

Training:

- There are a number of scheduled webinars hosted by various organisations including PHE. Details of these will be circulated and advertised on the NCL IPC website <http://intranet.northcentrallondonccg.nhs.uk/news/infection-prevention-and-control.htm>
- A webinar on the latest guidance, PPE and managing confirmed or suspected COVID-19 for Camden and Islington care providers is being developed to run w/c 06.04.20. Details will be circulated via the social care commissioning teams in each borough.

Testing:

- Public Health England and NHS England / Improvement are committed to increasing their capacity to undertake 25,000 swab tests per day by the end of April, We will keep you updated on this in coming weeks.

Infection Prevention & Control Advice (IPC)

- We recognise there is a plethora of information and guidance regarding IPC. A dedicated email address and phone number have been set up to signpost people to this advice nclccg.covid-19infectioncontrol@nhs.net Tel: 020 3816 3403 (more information at **slide 10** about the IPC advice line).
- **Please note: The team are unable to provide clinical advice.**

Latest guidance

- Sign up to gov.uk.email@notifications.service.gov.uk, to receive the latest guidance and resources.

Steps NHS can take to support care homes



Community service providers are already, or will be, taking steps to:

- **contact all local care home providers** – including those who have residents who fund their own care – and local authorities, to **share plans for local support networks** and care provision across the area, including **identifying local capacity**
- consider how **local community health services and primary care providers can support care home provision**, agreeing with local authorities and care home providers how and when this can be triggered, and what the role of the NHS is in that circumstance. The **collaborative framework**, for example, will enable this approach **between care homes, primary care and community health services set out in the Enhanced Care in Care Homes**
- support local authorities in **planning around resilience**, including plans to share resources locally in an outbreak of COVID-19. This should include **workforce**, including the **deployment of volunteers** where it is safe to do so, and where indemnity arrangements are in place
- consider, in cases where there may be **isolated outbreaks within certain providers**, how the NHS can best support in recovery
- consider, where possible, what measures may be put in place to **support care home providers in maintaining residents' independence and mobility** and prevent or delay deterioration and loss of function

Financial Support



Provider Support – COVID-19 Response Fund

- The government will **fund pressures in the NHS** and support local authorities to manage pressures on social care, support vulnerable people, and to help deal with pressures on other public services.
- Your local borough will decide how to use additional funding to support the COVID-19 response. Further detail will be provided on the use of this additional funding by boroughs in the next iteration of this pack.
- Please contact your local borough if you have immediate concerns about finances due to COVID.

Employment Support – Statutory Sick Pay

- Employees will receive sick pay from **day one** of being off work due to COVID-19.
- Individuals employed on **zero-hour contracts may be entitled to Statutory Sick Pay (SSP)** if their average earnings are at least £118 per week (calculated over an 8-week period). Anyone not eligible to receive sick pay, self-employed people, is able to claim [Universal Credit](#) and or contributory Employment and Support Allowance.
- Providers with fewer than 250 employees may be able to claim for 2 weeks of SSP per employee. Details are still being finalised but in the meantime **providers are asked to retain records of SSP to support claims.**

Local plans to support Providers financially

Payments

Each council are reviewing how they pay providers to ensure their financial sustainability. This includes considering shifting to payments 'on plan', rather than based on actual care delivered, to give providers greater flexibility. Contact your borough for details.

Cash flow

Councils are committed to ensuring the financial stability of our providers and maintaining service continuity and will take all actions open to them to support this in line with government guidance. Councils are committed to meeting reasonable additional costs identified through open book arrangements.

For the foreseeable, councils will be delaying inflationary uplift decisions until later in the summer, but will backdate any decisions to the start of the financial year.

*It has been reported that some PPE suppliers have begun price hiking on essential PPE items. This is unacceptable, if you notice any suppliers profiteering please report them to the [Competition and Markets Authority](#) or contact your local council trading standards team.

Steps local authorities can take to support care home provision



Local authorities, working with their Local Resilience Forums and drawing on their pre-existing plans for pandemic influenza should:

- **Contact all registered providers in their local authority area** and facilitate plans for mutual aid. It is vital that these plans also include care homes that provide services **mainly or solely to people who fund their own care** and are not limited only to providers from whom the local authority directly commissions care. The Care Quality Commission publishes information about all regulated care services on its [online Directory](#).
- Consider the need to **work closely with local community health services and primary care networks to support care home provision** and draw up a plan for how and when this will be triggered. This should include planning with all of the assets available to the community, including the **voluntary, community and social enterprise sector**.
- Take stock of how to **maintain viable care home provision** during the outbreak of COVID-19, including **financial resilience**. The Local Government Association, Association of Directors of Adult Social Services, and the provider representative bodies will be publishing **best practice on financial resilience**.

Thank you for your support, commitment and dedication in this period.

Your support saves lives every day and this will be needed more than ever in the coming months. We want to support you and your staff at this difficult time.

We want your feedback on this pack so we improve it every week. Please email nclccg.covidpp@nhs.net to advise what further information would help you or if there is anything more we can do to help you boost staff morale.

Listen out as we applaud you at 8pm every Thursday

A decorative graphic in the bottom right corner consisting of overlapping geometric shapes in blue, purple, and grey.

Further Information

- SICE- Helping to prevent infection (https://www.scie.org.uk/publications/ataglance/helping-to-prevent-infection.asp?utm_campaign=11412961_Covid-19%20mail%20out%2019mar20&utm_medium=email&utm_source=SOCIAL%20CARE%20INSTITUTE%20FOR%20EXCELLENCE%20&utm_sfid=0030f0000311bfMAAQ&utm_role=Commissioner&dm_i=4O5,6SMAP,V21YWP,R6WWC,1).
- FutureNHS site – Community Services and Ageing Well (<https://future.nhs.uk/Ageing/grouphome>).
- NHSE – Community based health and social care information (<https://www.england.nhs.uk/coronavirus/community-social-care-ambulance/>).
- BGS - COVID-19: Managing the COVID-19 pandemic in care homes (<https://www.bgs.org.uk/resources/covid-19-managing-the-covid-19-pandemic-in-care-homes>).
- Social care provider resilience during COVID-19: guidance to commissioners (<https://www.local.gov.uk/coronavirus-information-councils/social-care-provider-resilience-during-covid-19-guidance-commissioners>)
- Admission and care of resident during COVID-19 incident in a care home (https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/878099/Admission_and_Care_of_Residents_during_COVID-19_Incident_in_a_Care_Home.pdf)

Additional resources

Resource	Description	Location / Where to find
<p>Guidance on the use of personal protective equipment (PPE) in response to COVID-19</p>	<p>This guidance is intended for use by Council staff and their providers. It is aligned with existing national PPE guidance for NHS staff. This guidance has been classed as ‘interim local guidance’ while we await an update to national guidance.</p> <p>This guidance will help you identify the situations in which you can continue to deliver services without the need for PPE, as well as describing the situations when PPE is required.</p>	<p>Guidance is currently being updated and will be available soon.</p>
<p>FAQ on COVID-19 for Social or Community Care and Residential Settings</p>	<p>Useful FAQs on COVID-19 in relation to social or community care and residential settings.</p>	<p>FAQs are currently being updated and will be available soon.</p>
<p>COVID-19: infection prevention and control (IPC)</p>	<p>Guidance outlines the infection prevention and control advice for health and social care providers involved in receiving, assessing and caring for patients who are a possible or confirmed case of COVID-19. It should be used in conjunction with local policies.</p>	<p>PPE Guidance</p>
<p>NHSmail form</p>	<p>See link to where you can request an NHSmail account.</p> <p>NHSmail is our secure email service approved by the Department of Health and Social Care for sharing patient identifiable and sensitive information. NHSmail, messaging, and sharing can be accessed by any organisation commissioned to deliver NHS healthcare or related activities.</p>	<p>https://digital.nhs.uk/services/nhsmail</p>
<p>Letter from NHSE/I London Region to the Directors of Adult Social Services dated 2 April 2020</p>	<p>Discusses the urgent action required to implement the Capacity Tracker in parallel with the Market Insight Tool to ensure care home, hospice and community capacity information is available to NHS and social care colleagues in real time.</p>	<p>Letter available at the icon:</p>  <p>Capacity Tracker Letter</p>