






Provider Queries / FAQs – **Week commencing 14.04.20**

Theme	Question	Answer
		Updated Tuesday 14 April 2020
PPE – Care Homes	Please can you confirm when care home staff should be wearing face masks?	<p><u>This is the same message as last week, but provided again for information.</u></p> <p>Please see below message from [REDACTED] Tameside Council:</p> <p><i>I would like to thank you again for the hugely important work you are doing. As you know, this is a rapidly evolving situation and we are working hard to make sure we keep you up to date with the latest guidance and clarifications. Further to the email on Monday, we have received updated guidance for care homes from Public Health England.</i></p> <p><i>Attached are two documents:</i></p> <ul style="list-style-type: none"> - Version 3 of the Care Home pack, - An updated slide set explaining this guidance. These slides are an update on those you may have seen yesterday, and contain clarifications on the use of PPE <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>PHE NW Care Home COVID-19 pack 2020</p> </div> <div style="text-align: center;">  <p>Webinar - A run-through of the Nk</p> </div> </div> <p><u>The Care Home COVID-19 pack supersedes all other local guidance you have received so far.</u> As we understand it, the main change compared to the guidance sent out previously is to the advice about when to use PPE, where a distinction is now made between homes with and without symptomatic residents. In summary:</p> <ul style="list-style-type: none"> • Where there is one or more suspected [new continuous cough and/or fever ≥ 37.8] or confirmed cases of COVID-19 in the care home – PPE should be worn as per pages 20 and 21 of the attached Care Home COVID-19 Pack, version 3 • Where there are no residents with suspected or confirmed COVID-19 in your care home, local PPE policies should be followed as per normal practice – i.e. no additional PPE specific to COVID-19 is required (with the exception of care provided to residents who are “shielding”). See pages 20-21 of the Care Home COVID-19 pack. <p><i>I hope that this is useful. As ever if you have any questions, please do email covid-19@tameside.gov.uk . If you have questions or concerns about specific infection control issues in your workplace, please contact the Infection Prevention and Control Team on 0161 922 6194 (Monday to Friday 9am – 5pm) or the North West Public Health</i></p>



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		<p>England Health Protection Team on 0151 434 4819 (evenings and weekends only).</p> <p>Best wishes,</p> <p></p>
Free Metrolink Travel	The Greater Manchester Combined Authority have agreed to provide free Metrolink travel.	<p>Earlier today, the GM Covid -19 Emergency Committee agreed that GMCA should provide free Metrolink Travel to NHS and social care staff for essential journeys from this Saturday 11 April through to 1 June initially.</p> <p>The attached letter provides more detail about this offer including eligibility criteria and how staff access the service. It also explains what we are doing to seek an extension of this offer to bus and rail services recognising that these services are critical for NHS and Social Care Staff across all of GM.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Free Metrolink Travel.pdf </div> <div style="text-align: center;">  20-0285 Met H&SC Workers Travel Vouch </div> </div> <p>Please can you ensure this is disseminated appropriately to all staff and used responsibly.</p>
CQC – Death notification form	Updated Regulation 16 (death notification) form for COVID-19 either suspected or confirmed	<p>Please find below a message from CQC relating to updated Regulation 16 (death notification) form</p> <p><i>We would like to understand the numbers of deaths that are occurring due to COVID-19, whether suspected or confirmed. To do this, we have updated the Regulation 16 (death notification) form so you can indicate whether the death was a result of coronavirus (either confirmed or suspected).</i></p> <p><i>Please use this updated form to provide all Regulation 16 notifications from now on. We are aware that providers may have copies of the form saved locally on their computers – please check to make sure you are using the updated version. You can also bookmark the notification pages, or add them to your favourites, to ensure you are always able to access the most up-to-date form.</i></p> <p><i>The information you provide will help us develop a more accurate picture of the number of deaths due to COVID-19, which in turn will help us to work with system partners to mobilise the right level of support. It will also help the inform the government response, so it can put in place appropriate measures to support the health and social care system during this time.</i></p> <p>Visit our website to access the updated form.</p>
CQC – DBS checks	What recruitment checks are required in	<p>Please find below a message from CQC relating to interim guidance on DBS and other recruitment checks</p> <p><i>We have published interim guidance on DBS and other recruitment checks, for providers recruiting staff and volunteers to health and social care services in response to coronavirus.</i></p>

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	response to coronavirus?	<p><i>We have issued this interim guidance in response to temporary changes being made by the Disclosure and Barring Service (DBS) to DBS applications and processes. It will be in operation for the period the Coronavirus Act 2020 remains in force. We will review it on a regular basis.</i></p> <p><u>Providers should read the whole of this guidance, which is available on our website.</u></p>
NHS Volunteer Responders	Can we put in requests for help on the NHS Volunteer Responders referrer's portal?	<p>NHS Volunteer Responders: open to referrals from health and care professionals</p> <p>An incredible 750,000 volunteers have signed up for NHS Volunteer Responders since it was launched on 24 March. NHS England and NHS Improvement has published guidance for health professionals to explain how the programme works and how to refer patients for support. Health and social care professionals are encouraged to start using the service to refer people who use services for support.</p> <p>Royal Voluntary Service, the charity delivering the volunteer effort, will have completed security checks for the 750,000 applications by the end of Tuesday. Thousands of these approved volunteers will be offered tasks via the GoodSAM app and will start helping people safely, with more expected to get requests over the coming weeks as referrals ramp up.</p> <p>Health professionals, pharmacists and local authorities can upload requests for help on the NHS Volunteer Responders referrer's portal and volunteers pick the job they want to do that day and close the task once complete. Social care providers can also make referrals directly if they have an nhs.net or gov.uk email address. Without one, they will need to await approval which may take up to 72 hours, or they can make referrals via their local authority.</p> <p>Requests for support for individuals or organisations can be made by submitting details online via the NHS Volunteer Responders referrers' portal. You can also call 0808 196 3382 to refer people who use services.</p>
		Updated Wednesday 15 April 2020
Safeguarding	Should we still be reporting safeguarding incidents in the same way? Have responsibilities changed?	<p>The number of safeguarding incidents reported has reduced significantly since the start of the Coronavirus crisis. In the first 2 weeks of April 2019 59 concerns were reported. During this same period this year only 13 cases have been reported (6 in the past 2 days).</p> <p>As a reminder our responsibilities for safeguarding have not changed with the Coronavirus Act 2020 – we must still report, investigate and take action to ensure people are safe. Please ensure usual consideration is given to acting upon concerns you observe or are made aware of.</p> <p>Understandably practice will need to be modified to ensure the safety of everyone involved, but this should not deter taking appropriate action.</p>

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		 Covid 19 Safeguarding Respon
		Updated Wednesday 16 April 2020
VCFSE	Reminder about latest VCFSE information	<p>There are no further updates so far this week on the VCFSE sector, but as a reminder of the latest position from last week, please see below.</p>  Questions Referrals Guide for partners.dc

Tameside Humanitarian Hub

- All emergency requests for support to go through them on 0161 342 8355
- Made up currently of 3 strands
 - Food
 - Medicine
 - Wellbeing
- Reminder to all staff to ensure that all requests for **emergency** support are made through the **Covid-19 hotline** and not made direct to Action Together. These calls should ideally be where the requests are urgent and it is important that the Covid data is collected centrally for interrogation and analysis purposes to ensure that we are up to date of the most vulnerable people.

Medications/Prescriptions

- Medication Hub is now up and running and dealing with approx. 30 per day and currently has capacity to deal with approx. 40.
- As referrals where an emergency response is required and friends/family/neighbours cannot support, should be made via the Covid-19 hotline only and as this is now happening the system is working better.
- The medication hub is remaining open over the Easter weekend but will be practising reduced hours. The times will be shared on the councils Covid-19 website.

Wellbeing - Action Together

- Agreed the wellbeing offer to include:
 - Mental Health
 - Health Improvement

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- Loneliness
- Bereavement
- Faith needs
- Physical activity

- The co-ordinated offer that was referred to on Monday is now available and a draft is attached (as stated above) to ensure that staff and volunteers are aware of where to signpost people to. This will be developed as more support becomes available. This can be shared as appropriate to wider teams.
- Corporate Covid-19 website to be updated with all this information so need to keep an eye on updates via the website.

Foodbanks

- Access to food is still an issue. Work underway to liaise with supermarkets direct to support individual foodbanks to access food supply. There may be some funding available through DEFRA to support food banks to purchase food direct and this is being explored.
- Reminder to everybody that food banks still need donations, more so than ever, so any help is appreciated. Donation boxes are still in supermarkets.

Support to Social Care/Home care users

- All Homecare providers have now been assigned a key worker to support them to carry out daily shopping/medication trips.

Offer of Frozen Food

- The corporate team are working with a wide range of suppliers who have access to a large amount of frozen meals and produce. Work is underway to establish storage facilities and to ascertain the demand for the produce as this will not suit everybody. The food is free and dependent on stock levels and storage capacity deliveries/collection from organisations can be made daily/weekly via the food hub. The details are yet to be finalised in terms of demand and delivery options.
- Action Together will be distributing this through the VCFSE sector too for organisations to access direct.
- Adult Services are currently contacting all providers and services to assess demand.

Good Sam App

- This is now live and is operating at a very successful match rate.
- Where possible non urgent, non-medical referrals for support should be made to Good Sam. Details are provided in the attached triage document. Any referrals do not need to be made via Action Together and can be made direct from your own council or NHS email address.



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Emergency Food Parcels on the weekend	What do we do if service users need support with emergency food on the weekend?	<p>As above, all emergency requests for support to go through to the Tameside Humanitarian Hub on 0161 342 8355 during weekdays.</p> <p><u>At the weekend, for emergency food requests, please contact 0161 342 2222.</u></p> <p>Our CRS Wardens will be able to support accessing and delivering emergency food requests on the weekend, and will work with Tameside Hub to do so.</p>
Covid-19 Social Care Action Plan	Latest Action Plan from the Department of Health and Social Care	<p>Please see link below for the national Covid-19 Adult Social Care Action Plan: https://www.gov.uk/government/publications/coronavirus-covid-19-adult-social-care-action-plan</p> <p>This document sets out the government's plan for:</p> <ol style="list-style-type: none"> 1. controlling the spread of infection in care settings 2. supporting the workforce 3. supporting independence, supporting people at the end of their lives, and responding to individual needs 4. supporting local authorities and the providers of care <p>The plan applies to all settings and contexts in which people receive adult social care. This includes people's own homes, residential care homes and nursing homes, and other community settings. It applies to people with direct payments and personal budgets, and those who fund their own care.</p> <p>We are currently working through this action plan to understand what that means in practice, and what we may have to put in place to ensure we are compliant and as supportive as we can be to our entire workforce and all our service users. We will communicate this with you as quickly as we can.</p>
Testing	We have heard on the news that there will be testing for all social care staff, will there be any changes to the testing already in place at the airport?	<p>Further communication around testing will be put out as soon as possible.</p> <p>This is because there are operational logistics to work through and ensuring we have clear and simple processes. Further discussions are being had at a regional and national level as well as locally. We expect to be able to share local plans with providers tomorrow</p>


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		Updated Friday 17 April 2020
Shielding extremely vulnerable	Updated guidance from the Department of Health and Social Care on Shielding extremely vulnerable people	<p>Updated DHSC Information for shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19 can be found here:</p> <p>https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p>
Employee Assistance Programme	Is there any support for staff through this stressful time?	<p>Please find below some information about the employee assistance programme (EAP). It is up and running and available for anyone in our care sector to access free of charge for the next 3 months until 30 July 2020.</p> <p>Tameside Council is working closely with its partner organisations to ensure that the community response to the COVID-19 pandemic effectively supports residents, particularly those that are most vulnerable and the frontline key workers delivering critical services.</p> <p>As part our response to support the workforce in these challenging times we have been secured support through an Employee Assistance Programme (EAP) via a national provider called Vivup EAP, to ensure that help is available to care sector employees at this difficult time.</p> <p>Vivup EAP provides a range of information and practical support, which is available 24/7 for problems at work and home including anxiety, bereavement, stress, depression, workplace issues, trauma, relationships, finances and family difficulties.</p> <p>The service is confidential and provides impartial assistance; managers will not receive any feedback about employees that access the service. Employees can contact the service direct as and when they feel the need, without prior discussions with anyone within our organisation.</p> <p>To access the service, employees can call 03303 800658 (calls charged at local rate) or to find the full range of services available, visit www.vivup.co.uk where they will be asked to register by selecting 'Tameside Metropolitan Borough Council – Care Sector' from the dropdown list and entering a few details. Once logged into the portal, employees will find the contact details for the EAP as well as self-help Cognitive Behavioural Therapy (CBT) workbooks.</p> <p><u>Please note the helpline is for mental health support and cannot provide any advice for COVID-19 health/medical-</u></p>

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		<p><u>related issues.</u></p> <p>Once registered individuals can also access a number of discounts for the UK's major retailers, including supermarkets. Employees can access the discounts independently without having to use the EAP service should they not need to at this time.</p> <p> VIVUP EAP overview.pdf</p>
Furlough Scheme	Latest changes to Coronavirus Job Retention Scheme	<p>The Government has issued changes to the guidance on the Coronavirus Job Retention Scheme on 15 April 2020. Please find a link below from UK Homecare Association detailing further guidance and briefing about the furlough and job retention scheme after seeking legal advice:</p> <p>https://ukhca-mail.co.uk/1DVI-6U4PZ-567HD1IZF1/cr.aspx</p>
Testing patients from hospital into a care home	Further information following on from the social care action plan and government announcement	<p>Please find attached a letter from NHSE and NHSI regarding new requirement to test patients being discharged from hospital to a care home:</p> <p> C0324 New requirement to test p</p> <p>We will disseminate further information about local processes as soon as this is agreed as quickly as possible.</p>
Testing for staff	Are there any changes for staff to get tested?	<p>Please see attached new arrangements for staff testing at Ashton. This is for all care workers:</p> <p><i>Family members of key workers (living at the same address) are also eligible for testing as set out below.</i></p> <ul style="list-style-type: none"> <i>If you are self-isolating because you are displaying symptoms then you are eligible to take this test yourself.</i> <i>If you are a key worker self-isolating because someone else in your household is displaying symptoms (including under 18s), then they are eligible to take the test - not you. In this instance all household members are eligible for testing.</i> <p><i>If you are self-isolating but neither a member of your household or you are displaying symptoms then you are not eligible</i></p> <p><i>You must have been symptomatic for between two and five days to be tested.</i></p>

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		 <p>Key worker testing protocol (APCC) v1.d</p> <p>Can all Providers please refer staff by directly contacting the email address contained within the attachment? Thank you.</p>
PPE	Emergency supplies over the weekend	<p>PPE EMERGENCY SUPPLY OVER THE WEEKEND</p> <p>The Council continues, following a great deal of effort, to receive limited supplies of PPE which it is distributing across our provider network to supplement as soon as it is received – a delivery of what we have received this week has been distributed today. The message continues to be that providers need to continue sourcing the PPE from their usual suppliers, and use the various other sources available as has been highlighted in the daily briefs we have been sending you all.</p> <p>However, whilst we will continue to have a full service operating over the Easter weekend, we are aware that PPE may become an issue and we do have a very limited emergency stock of PPE that can be made available in an absolute emergency situation. Should you find yourself in such a situation you can contact the Council on the following number:</p> <p style="text-align: center;">Tel: 0161 342 2222</p> <p>Once in contact, can you be clear what supply you are close to running out of, and how much you require to get you through until Monday 20 April. The Council will then arrange for the required PPE to be delivered to you directly at the address you supply.</p> <p>Please be aware that we do have a very limited supply of PPE in stock so please only request further PPE when it is absolutely necessary.</p>
Weekend on call arrangements – Commissioning Team	Who can we contact if there are any issues over the weekend?	<p>Commissioning Team Support over the weekend:</p> <p>Just a note to providers that the Commissioning Team will be providing support for any urgent queries over the weekend. You can make contact as follows:</p> <ul style="list-style-type: none"> • Saturday 18 April – [REDACTED] • Sunday 19 April – [REDACTED] <p>Calls will be taken between the hours of 9am and 4pm each day.</p>

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Can you once again pass on our sincere thanks to your staff and management teams who are working so admirably and tirelessly in what we know are really difficult and uncertain circumstances.

Your dedication and commitment to the people you support is wonderful and we are really thankful to have you working in partnership with us.

