

Provider Queries / FAQs – UPDATED 26.03.20

Theme	Question	Answer
		Briefing 23 March 2020
Dedicated Shopping Times for health staff	Can these times be used for social care staff	It is understood that some care workers have been turned away from shops because they are not NHS Staff. The Council/CCG is looking to write to supermarkets with a request that these dedicated times will be available for care workers as well
PPE	How can we access surplus PPE, or what do we do if we struggle to get supplies?	<p>Efforts continue to be made to source PPE, especially masks, with Public Health England. During a call this morning we were advised that deliveries should definitely be completed by Thursday, which is later than the original date of Tuesday.</p> <p>Following a request from GMHSCP we have submitted a request for a range of PPE for all our staff teams - <i>This detail will be used to buy in PPE from North West, National and International suppliers. The intention is for this to be purchased centrally via GMCA, with help and support from Greater Manchester Health and Social Care Partners and MIDAS (The Growth company) who are providing a strategic role throughout the exercise</i></p>
Hospital discharge process	Is there any further guidance on the role/expectations of the care sector in supporting hospital discharges?	<p>The following guidance was issued on 19.03.20 relating to Hospital Discharges: https://www.gov.uk/government/publications/coronavirus-covid-19-hospital-discharge-service-requirements</p> <p>Discussions continue to ensure the system is able to respond to the guidance and operationalise the requirements. Key for Adults are:</p> <ul style="list-style-type: none"> • Discharges to be facilitated within 2 hours • The need to ensure there are sufficient staff to meet demand internally and within the wider sector • No CHC assessments will be undertaken • Discharge to Assess and Trusted Assessor model to be fully implemented • Home of Choice will not apply • Community based services to be available 8am - 8pm over 7 days • All care homes must use the Capacity Tracker (vacancies) • NHS Mail to be implemented asap (for care homes) <p>Further guidance on the implications of the above will be shared as soon as possible. Please read the guidance carefully to understand the implications for your service.</p>

Provider Queries / FAQs – UPDATED 26.03.20

Greater Manchester Fire and Rescue Service	Impact of Covid-19	<p>Please see update available at https://www.manchesterfire.gov.uk/news/covid-19-impact-on-our-services/ regarding Covid-19 and the impact on our services.</p> <p>In relation to our Safe & Well visits, the current situation is:</p> <ul style="list-style-type: none"> • At present our Contact Centre is still open and taking referrals • Staff are providing Safe & Well advice by telephone • Equipment (e.g. smoke alarms, fire retardant bedding etc.) required for high risk individuals identified as being at increased risk of fire, will be delivered • Anyone who requires a face to face visit will have their details logged and a visit will take place in the future • Our operational crews are carrying out Priority Safe & Well telephone calls and a follow-up visit, if target hardening equipment is required, in relation to arson, domestic abuse, threats to life etc. <p>Please can you forward this email to others who would benefit from the information supplied, and apologies if you receive this email more than once, should you sit on more than one group/board.</p> <p>The above website page will be updated as and when required, and I will keep you updated as we go forward.</p>
TMBC Social Care queries which may be of interest to Provider Sector		
Staff training	Can we still provide CITRUS and Manual Handling training as it requires physical contact?	<p>The Council had provided the following advice to its staff:</p> <p><i>Yes, this training should continue. Good PPE practice should be followed when carrying out the training.</i></p>
Social and Community Groups	Is the Council going to suspend social and	Not at the moment. We continue to provide current functions and are thinking about how best to deliver them in a different manner.


Provider Queries / FAQs – UPDATED 26.03.20

	community groups? E.g. Opt In	
Carers Centre Access	Is the Carers Centre still open?	The Carers Centre at Tameside One will be closed to the public from Tuesday 24 March 2020. Telephone access is still available via the Carers Centre number.
		Updated 24 March 2020
LGSCO	Do we still need to respond to requests for information from the Ombudsman.	<p>The LGSCO announced yesterday that they would not be accepting any new complaints either on line or by telephone. It has also been indicated that they may continue to work on existing complaint, but this may be limited. A decision has been made to cancel external training until the end of April, in the first instance.</p> <p>It is also acknowledged that we may not be able to provide information within original timescales:</p> <p><i>'We appreciate local authorities and care providers will be taking similar actions and this may affect your ability to continue to deliver services to the standards you normally would, including complaints handling and providing LGSCO with information within the required timescales. Where, because of COVID-19 contingency actions, an organisation is unable to provide information to LGSCO within the required timescale, please contact your investigator or usual point of contact directly to discuss an extension'.</i></p> <p>https://www.lgo.org.uk/announcement</p>
Coroner's Hearings	Will I still need to prepare statements and attend Hearings at Coroner's Court?	<p>The Chief Coroner has issued a 'note' around '<i>... to Coroner's with further "Substantive Guidance" to follow next week. As it stands, the Chief Coroner is allowing Senior Coroner's latitude in whether to adjourn inquests or not.</i></p> <p><i>He has however been very clear on 3 day and over hearings and inquests with juries due to start on and after 31 March.....they are to be adjourned until September onwards.</i></p> <p>There would need to be contact with the local Coroner if providing statements or witnesses would have a pressure on local delivery of critical services.</p> <p>Where this is the case we need to liaise with Legal so they can communicate our need for more time. There is the possibility of witnesses giving evidence by Skype, facetime etc.</p> <p>Further guidance is expected next week.</p>

Provider Queries / FAQs – UPDATED 26.03.20

Staff safety	Advice from local supermarket	<p>A member of staff has been informed by a local supermarket to be aware that there have been a number of cases of 'key worker' staff having their ID badges stolen so they can be used to access stores for shopping.</p> <p>Not sure how accurate the reports are, but staff to just be mindful of this and keep ID badges in coat pockets/out of sight when out in public.</p>
NHS Mail	How do I access NHS mail?	<p>As you know, as part of the Government's Hospital Discharge Service Requirements is to use NHSMail.</p> <p>The process has been simplified as DPST requirements have been waived for the time-being, so all you need to do is:</p> <ol style="list-style-type: none"> 1. Complete the very short attached form and send to england.dsptnorth@nhs.net. If you have any problems with your ODS code please contact tgccg.carehomes@nhs.net and someone will get back to you with the relevant code 2. Once the form is received the person completing the form will receive a text message (hopefully within 48 hours) 3. When you get the text message follow the instructions on the text message and you will be immediately be provided with log in details and an NHS Email address.
NHS Capacity Tracker	Do I still need to use this?	<p>Use of the NHS Capacity Tracker is a contractual requirement and is required as part of the Government's Hospital Discharge Service Requirements.</p> <p>Most providers are using this (and updating it regularly), but there are some who have not updated it for some time and others who still haven't registered to use the system.</p> <p>For those that are not yet using this please ensure you start as soon as possible as per the Government Guidance. Registration is straight-forward via the following link https://carehomes.necsu.nhs.uk/, if you require any support with set up please contact tgccg.carehomes@nhs.net. For those of you who are not using this regularly, please can you ensure that you are updating this.</p> <p>For most providers – thank you for using and updating this system regularly.</p>
Message from [REDACTED] – Skills for Care		<p><i>Hi everyone</i></p> <p><i>I would like to support registered managers who are possibly feeling quite isolated during the current difficult situation and as the registered manager network can't meet at the moment I am setting up a What's App group for Tameside providers. I have set up What's App groups in Trafford, Manchester, Stockport and Oldham which are proving invaluable and Skills for Care are now rolling this out nationally.</i></p> <p><i>I will add any of you who wish to join, please email me at [REDACTED] and I'll send you the link.</i></p> <p><i>Take care everyone and please don't hesitate to get in touch, I'm happy to help if I can. We are all in this together and will</i></p>


Provider Queries / FAQs – UPDATED 26.03.20

		<p><i>need to support each other through what are unprecedented times, best wishes Carol.</i></p> <p>[REDACTED]</p> <p><i>Skills for Care</i></p> <p>[REDACTED]</p> <p>w: www.skillsforcare.org.uk West Gate, 6 Grace Street, Leeds LS1 2RP</p>
New residents to care homes from hospital	Will all new residents admitted from hospital have a Covid-19 test before admission into the care home	<p>A concern has been raised by some care home managers/owners is that Covid-19 may be 'brought into a care home' by new residents admitted from hospital, and they would like assurance that these new residents do not have Covid-19 by having them tested prior to admission.</p> <p>This issue has been escalated to the North West Deputy Director for Health Protection at Public Health England, who is escalating the issue. In the absence of any additional guideline, Tameside's [REDACTED] has advised the following:</p> <p><i>It is important to understand the current COVID-19 test and what it can - and can't - tell you. Testing people who do not have symptoms is not helpful, as it doesn't tell you if someone is incubating the disease. In fact, it may give you false reassurance that a person is negative (a 'false negative'). I would therefore not recommend focusing on tests for new residents.</i></p> <p><i>It is recommended that new residents who are asymptomatic are admitted to single rooms where possible, but generally to ensure there is social distancing with others.</i></p>
		Update 25 March 2020
NHS Mail	How do I access NHS mail?	<p>The more astute will have noticed that the attachment mentioned above wasn't actually attached, so here it is:</p> <p></p> <p>Social Care Provider NHSmail Form.docx</p>
PPE	Has the Council heard about any PPE delivery	<p>The Council is liaising with the Greater Manchester Combined Authority to try to access different PPE suppliers. Based on information from providers we have put a request in and, if we hear about a delivery date, we'll let you know in future briefings.</p> <p>The Council (along with CCG colleagues & other care providers) are also trying to source PPE from other suppliers.</p>


Provider Queries / FAQs – UPDATED 26.03.20

	dates?	
Business Continuity	What is the Council doing re: business continuity of providers?	<p>We are mindful of the potential impact on businesses amid the current situation, and are looking at how we can ensure that providers remain viable to continue to offer support to the most vulnerable people in Tameside. As such We are working through the Procurement Policy Note 02/20: Supplier relief due to COVID-19 (https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874178/PPN_02_20_Supplier_Relief_due_to_Covid19.pdf).</p>
PPE that's been used with people suspected/ who have had Covid-19	How is this disposed of?	<p>For care homes – the included in the Public Health England guidance is:</p> <p><i>“New PPE must be used for each episode of care. It is essential that used PPE is 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. This should be put aside for at least 72 hours before being disposed of as normal. Care homes have well-established processes for waste management.”</i></p> <p>For home care and supported living – the PHE guidance is:</p> <p><i>“New personal protective equipment must be used for each episode of care. It is essential that personal protective equipment is stored securely within disposable rubbish bags.</i></p> <p><i>These bags should be placed into another bag, tied securely and kept separate from other waste within the room. This should be put aside for at least 72 hours before being put in the usual household waste bin.”</i></p>
PPE	What PPE should be worn if you're caring for someone WITH symptoms of Covid-19	<p>The PHE guidance is:</p> <p><i>“The risk of transmission should be minimised through safe working procedures. Care workers should use personal protective equipment for activities that bring them into close personal contact, such as washing and bathing, personal hygiene and contact with bodily fluids.</i></p> <p><i>Aprons, gloves and fluid repellent surgical masks should be used in these situations.</i></p> <p><i>In particular cases, if there is a risk of splashing then eye protection will minimise risk.”</i></p> <p>Some providers have been advised that suits and over-shoes are only to be used where there is complex/intrusive care being provided, e.g. peg feeding.</p>
Free Resources		<p>QCS Compliance Systems are making some resources available free of charge:</p> <p><i>“Covid 19 has brought enormous disruption and concern across the healthcare sector, and we already know the speed and scale of the impact of this pandemic is unprecedented.</i></p>


Provider Queries / FAQs – UPDATED 26.03.20

		<p><i>Understanding the new healthcare rules and sharing best practice on what to do has never been more important. That is why we at QCS have chosen to share up-to-date best practice procedures, processes and policy templates on Covid 19, available to everyone on our public website absolutely free.</i></p> <p style="text-align: center;"><u>Access all the information on these pages right now</u></p> <p><i>As the UK's largest provider of compliance support, we believe that it is more vital than ever that we are doing the right thing, so we've created this hub in service and support of our community of Doctors, Dentists, Care Sector workers, and all the front line healthcare teams that are working so hard to keep us all safe and well.</i></p> <p><i>While there you will also be able to register for updates, really handy given the pace of change! We're experts at supporting compliance, and keeping policies and procedures updated, so you can rely on us.</i></p> <p><i>As the government is briefing the nation daily, we are reviewing relevant policies every day in response to any changes. Our staff are dedicated to ensuring that you continue to have the latest information, videos and fact sheets including up-to-the-minute COVID-19 policy and procedure updates."</i></p>
CQC	Notifications re: Covid-19	<p>Guidance from the CQC website states:</p> <p><i>"You do not need to notify us about individual coronavirus cases in your service. You only need to notify us when the day to day running of your business is affected by coronavirus."</i> Further information received from the CQC also adds that you'll need to notify the CQC about each death as a result to Covid-19.</p>
		Update 26 March 2020
Guidance		<p>The British Geriatrics Society have issued some guidance that may be useful:</p> <div style="text-align: center;">  <p>BGS Managing the COVID-19 pandemic ii</p> </div>
Coroner's Inquests		<p>The Council has received the following from the local coroner:</p> <p><i>"In accordance with the emergency legislative developments all Inquests from 24th March 2020 up to and inclusive of 17th April 2020 have been cancelled.</i></p> <p><i>These cases will be relisted and new dates provided in due course.</i></p>

Provider Queries / FAQs – UPDATED 26.03.20

		<i>We will continue to the cases listed for a documentary only hearing.”</i>
DBS Checks	Do we still need to have completed DBS checks for new starters before they can start	<p>The Council has recently amended its internal policy to allow new starters to commence in post before the DBS checks have been completed.</p> <p>It is suggested that providers may also adopt this approach.</p> <p>The attached Risk Assessment is the form that the Council uses, which you may wish to use as a basis for your own assessments.</p> <p> Risk Assessment Prior to DBS Adults.doc</p>
GP Practices	Are GPs still accepting new patients	Yes – GPs cannot refuse to accept new patients (albeit one practice is currently closed to accepting new patients). Any new patients will be seen ‘virtually’ by the GP.
		Update 27 March 2020
Bin Collections	When will the Brown & Blue bins be collected?	<p>There was a slight issue this week and the brown food bins were not collected.</p> <p>We’ve been informed that that the bins collections will be back to normal next week</p>
Coroner’s Guidance		<p>The Chief Coroner published new guidance on 26 March 2020 (GN34). There are some key point re: Covid-19 cases that I think are pertinent to providers:</p> <p><i>“4) Does suspicion of COVID-19 as a cause of death mean that the death must be reported to a Coroner?</i></p> <p><i>Not necessarily. GN34#18 provides:</i></p> <p><i>COVID-19 is an acceptable direct or underlying cause of death for the purposes of completing the Medical Certificate of Cause of Death (MCCD);</i></p> <p><i>COVID-19 as cause of death (or contributory cause) is not a reason on its own to refer a death to a coroner under the CJA</i></p>

Provider Queries / FAQs – UPDATED 26.03.20

		<p>2009;</p> <p><i>That COVID-19 is now a notifiable disease under the Health Protection (Notification) Regulations 2010 does not mean referral to a coroner is required by virtue of its notifiable status (the notification is to Public Health England), and there will often be no reason for deaths caused by this disease to be referred to a coroner.</i></p> <p><i>19. To restate: COVID-19 is a naturally occurring disease and therefore is capable of being a natural cause of death. There may of course be additional factors around the death which mean a report of death to the coroner is necessary – for example where the cause is not clear, or where there are other relevant factors. This is set out in the Notification of Death Regulations 2019. There may also be cases where an otherwise natural causes death could be considered unnatural.”</i></p> <p>Source: https://ukhumanrightsblog.com/2020/03/26/coroners-investigations-inquests-and-covid-19/</p>
		 <p>Without the dedication from yourselves your key workforce the most vulnerable people of Tameside would not be getting the care & support they need.</p>