

[REDACTED]

From: [REDACTED]
Sent: 16 April 2020 14:39
To: [REDACTED]
Subject: RE: activities
Attachments: CV19 User Guide (2).pdf

Hi [REDACTED]

I've attached the updated user guide, which shows the additional questions that will be asked from providers (bottom of Page 3 – there's info. that will only need to be input once per resident, i.e. ACP in place, DNAR & Preferred Place of Death, along with daily reporting for Covid-19 symptoms, confusion and RAG rating (top of Page 4)).

This will automatically populate a dashboard at Digital Health, who will then be able to ring the care home up and offer support where it's needed.

For info. Digital Health is currently operating 24/7 and has GPs sitting with them during this crisis.

Health Innovation Manchester are hoping to roll this out across all 10 GM Authorities, but Tameside will be an early adopter because of our infrastructure (Digital Health) and some providers already use the SafeSteps App.

There is other functionality due to be built into it, i.e. Graphnet to access GP records (and for data to be sent to the GPs) and Restore2mini to highlight potential deterioration of residents.

Happy to have a further discussion about this if you want.

Have fun,

[REDACTED]
Joint Commissioning and Performance Management
Adults
Adults

[Tameside MBC](#) | [Twitter](#) | [Facebook](#) | [Instagram](#)

Tameside One | Market Place | Ashton-under-Lyne | Tameside | OL6 6BH

Tel. 0161 [REDACTED]

Mobile. [REDACTED]

Fax. 0161 [REDACTED]

Email Disclaimer <http://www.tameside.gov.uk/disclaimer>



From: [REDACTED]
Sent: 16 April 2020 11:21
To: [REDACTED]
Subject: RE: activities

CAUTION: This email originated from outside of Tameside Council. This email claims to contain information about Coronavirus (COVID-19).

Please inspect the email carefully to verify this is not a phishing email before clicking any links or opening attachments. Please exercise caution. Do you trust the person? Does the email look genuine? Were you expecting the attachment?

This message is just a reminder to remain vigilant. If in any doubt, please contact the IT Service Desk or Cyber Security Officer.

Hi

I just realised I think the letting us know about suspected or confirmed covid is just the additional tick box we have added to the usual required death notification. It is asking them to identify if it was suspected or confirmed.

We are going to be asking DCA's for additional info though. Will get back to you

Kind regards

[REDACTED]

[REDACTED]
[REDACTED]

Adult Social Care Directorate
Care Quality Commission (CQC)
North West Region – Rochdale, Stockport and Tameside
Mobile: [REDACTED]
Email: [REDACTED]

By post to:
CQC North Region
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

The Care Quality Commission is the independent regulator of all health and adult social care in England. www.cqc.org.uk. For general enquiries, call the National Customer Service Centre (NCSC) on 03000 616161 or email enquiries@cqc.org.uk.

Personal data is processed in accordance with the General Data Protection Regulation (GDPR) and relevant data protection law. Information on the processing of personal data by CQC can be found at: <http://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Statutory requests for information made under access to information legislation such as the GDPR and the Freedom of Information Act 2000 should be sent to: information.access@cqc.org.uk.

From: [REDACTED]
Sent: 16 April 2020 11:13
To: [REDACTED]
Subject: RE: activities

Hi [REDACTED]
No I wasn't re digital health, can you send me some more detail when you get a mo?

I will talk to Fi, obviously these things are being done way above me, but will see if there is anything that can be done to link it up and save duplication. We will get back to you.

By the way, you mentioned it in your update and I had flagged yesterday that I am getting very few other notifications (other than deaths)
touch wood: no safeguarding's or serious injuries. May be to do with supervision levels and lack of as much moving around but glad you reminded folk

Take care
[REDACTED]

[REDACTED]
[REDACTED]
Adult Social Care Directorate
Care Quality Commission (CQC)
North West Region – Rochdale, Stockport and Tameside
Mobile: [REDACTED]
[REDACTED]

By post to:
CQC North Region
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

The Care Quality Commission is the independent regulator of all health and adult social care in England. www.cqc.org.uk. For general enquiries, call the National Customer Service Centre (NCSC) on 03000 616161 or email enquiries@cqc.org.uk.

Personal data is processed in accordance with the General Data Protection Regulation (GDPR) and relevant data protection law. Information on the processing of personal data by CQC can be found at: <http://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Statutory requests for information made under access to information legislation such as the GDPR and the Freedom of Information Act 2000 should be sent to: information.access@cqc.org.uk.

From: [REDACTED]
Sent: 16 April 2020 11:02

To: [REDACTED]
Subject: RE: activities

Hi [REDACTED]

Thanks for this. It was the home care providers that mentioned it, and I've just read the "COVID-19: Our Action Plan for Adult Social Care", which mentions that "From Friday 10th April 2020, the CQC has asked care providers to let the CQC know if people have died from suspected and confirmed COVID-19." As part of our daily ring around we're also asking how many people have died (whatever the reason) within the last 24 hours.

There's also some discussions with Digital Health as they're also collecting information daily from care homes, and we're working with them to see who's best placed to collect the data (to avoid duplication).

Are you aware of the SafeSteps app and the increased functionality being built into it for Covid reporting to Digital Health?

With regards to the staff testing – yes I'm aware of this (both the CQC and the LA seem to be co-ordinating this at the moment. I know one provider has said that she's aware that the CQC will facilitate the testing but they will still come to the Council).

Have fun and stay safe.

[REDACTED]
Joint Commissioning and Performance Management
Adults
Adults

[Tameside MBC](#) | [Twitter](#) | [Facebook](#) | [Instagram](#)

Tameside One | Market Place | Ashton-under-Lyne | Tameside | OL6 6BH

Tel. 0161 [REDACTED]

Mobile. [REDACTED]

Fax. 0161 [REDACTED]

Email Disclaimer <http://www.tameside.gov.uk/disclaimer>

The poster features the NHS logo in the top right corner. On the left, the text "CORONAVIRUS STAY AT HOME SAVE LIVES" is displayed in large, bold, green and white letters. In the center, a list of reasons to leave home is provided, each preceded by a green checkmark icon. The reasons are: "shop for basic necessities, pick up medicine, travel to work when you absolutely cannot work from home and exercise once a day – alone or with members of your household." and "Do not meet others, even friends or family." The second reason is preceded by a red 'X' icon. On the right side of the poster, there is a green rectangular box with the text "CORONAVIRUS STAY HOME PROTECT THE NHS SAVE LIVES" in white.

From: [REDACTED]
Sent: 16 April 2020 10:31
To: [REDACTED]
Subject: RE: activities

CAUTION: This email originated from outside of Tameside Council. This email claims to contain information about Coronavirus (COVID-19).

Please inspect the email carefully to verify this is not a phishing email before clicking any links or opening attachments. Please exercise caution. Do you trust the person? Does the email look genuine? Were you expecting the attachment?
This message is just a reminder to remain vigilant. If in any doubt, please contact the IT Service Desk or Cyber Security Officer.

Hi [REDACTED],
I have forwarded your email to [REDACTED] to ask.
Was it the new return we trialled with DCA's this weekend or other specific information being requested from care homes as well?

I know that there are plans once it is rolled out to all DCA's to share the DCA info with the local government association for disseminating. I don't know what we could do locally but have asked the question.

Also do you know about the testing that's going to be offered?

Take care

[REDACTED]
[REDACTED]
Adult Social Care Directorate
Care Quality Commission (CQC)
North West Region – Rochdale, Stockport and Tameside
Mobile: [REDACTED]
Email: [REDACTED]

By post to:
CQC North Region
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

The Care Quality Commission is the independent regulator of all health and adult social care in England. www.cqc.org.uk. For general enquiries, call the National Customer Service Centre (NCSC) on 03000 616161 or email enquiries@cqc.org.uk.

Personal data is processed in accordance with the General Data Protection Regulation (GDPR) and relevant data protection law. Information on the processing of personal data by CQC can be found at: <http://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Statutory requests for information made under access to information legislation such as the GDPR and the Freedom of Information Act 2000 should be sent to: information.access@cqc.org.uk.

From: [REDACTED]
Sent: 15 April 2020 22:21
To: [REDACTED]
Subject: RE: activities

[REDACTED]

Thanks for continuing to share information with us.

We've had some providers noting that some of the information we're asking for is duplicating what they are having to report to the CQC. Do you know what information the CQC is collecting from care providers (relating to Covid) and is there any way to share this data?

Hope you're keeping safe & well.

Have fun,

[REDACTED]
Joint Commissioning and Performance Management
Adults
Adults

[Tameside MBC](#) | [Twitter](#) | [Facebook](#) | [Instagram](#)

Tameside One | Market Place | Ashton-under-Lyne | Tameside | OL6 6BH

Tel. 0161 [REDACTED]

Mobile. [REDACTED]

Fax. 0161 [REDACTED]

Email Disclaimer <http://www.tameside.gov.uk/disclaimer>



From: [REDACTED]
Sent: 14 April 2020 16:28
To: [REDACTED]
Subject: activities

CAUTION: This email originated from outside of Tameside Council. This email claims to contain information about Coronavirus (COVID-19). Please inspect the email carefully to verify this is not a phishing email before clicking any links or opening attachments. Please exercise caution. Do you trust the person? Does the email look genuine? Were you expecting the attachment? This message is just a reminder to remain vigilant. If in any doubt, please contact the IT Service Desk or Cyber Security Officer.

Hi [REDACTED]
Hope your both ok?

I thought this might be of interest to some of our services, please pass on if you know of any that are struggling for things to do.

The Health Innovation Network (HIN) in South London, have pulled together a range of online resources which could be very valuable to people struggling to keep people with dementia occupied and stimulated whilst being confined due to the current COVID-19 crisis. : view and download [guide](#)

The HIN are happy for this guide to be distributed.

Kind regards
[REDACTED]

[REDACTED]
Adult Social Care Directorate
Care Quality Commission (CQC)
North West Region – Rochdale, Stockport and Tameside
Mobile: [REDACTED]
Email: [REDACTED]

By post to:
CQC North Region
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

The Care Quality Commission is the independent regulator of all health and adult social care in England. www.cqc.org.uk. For general enquiries, call the National Customer Service Centre (NCSC) on 03000 616161 or email enquiries@cqc.org.uk.

Personal data is processed in accordance with the General Data Protection Regulation (GDPR) and relevant data protection law. Information on the processing of personal data by CQC can be found at: <http://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Statutory requests for information made under access to information legislation such as the GDPR and the Freedom of Information Act 2000 should be sent to: information.access@cqc.org.uk.

----- The contents of this email and any attachments are confidential to the intended recipient. They may not be disclosed to or used by or copied in any way by anyone other than the intended recipient. If this email is received in error, please notify us immediately by clicking "Reply" and delete the email. Please note that neither the Care Quality Commission nor the sender accepts any responsibility for viruses and it is your responsibility to scan or otherwise check this email and any attachments. Any views expressed in this message are those of the individual sender, except where the sender specifically states them to be the views of the Care Quality Commission. Information on how the Care Quality Commission processes personal data is available here <http://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Tameside MBC GCSX Mail Cessation Notice.

The Tameside GCSX mail service (tameside.gcsx.gov.uk) will cease as of 27th March 2020. From this date Tameside MBC will communicate with organisations using the "@tameside.gov.uk" email address with TLS security and DMARC (SPF & DKIM) as per NCSC guidelines.

Confidentiality: This e-mail its contents and any attachments are intended only for the above named. As this e-mail may contain confidential or legally privileged information, if you are not, or suspect that you are not the above named or the person responsible for delivering the message to the above named, delete or destroy the email and any attachments immediately. The contents of this e-mail may not be disclosed to nor used by anyone other than the above named.

Security and Viruses: please note that we cannot guarantee that this message or any attachment is virus free or has not been intercepted and amended.

Monitoring: The Council undertakes monitoring of both incoming and outgoing e-mails. You should therefore be aware that if you send an e-mail to a person within the Council it may be subject to any monitoring deemed necessary by the organisation from time to time. The views of the author may not necessarily reflect those of the Council.

Access: As a public body, the Council may be required to disclose this e-mail (or any response to it) under the Freedom of Information Act 2000, unless the information in it is covered by one of the exemptions in the Act.

----- The contents of this email and any attachments are confidential to the intended recipient. They may not be disclosed to or used by or copied in any way by anyone other than the intended recipient. If this email is received in error, please notify us immediately by clicking "Reply" and delete the email. Please note that neither the Care Quality Commission nor the sender accepts any responsibility for viruses and it is your responsibility to scan or otherwise check this email and any attachments. Any views expressed in this message are those of the individual sender, except where the sender specifically states them to be the views of the Care Quality Commission. Information on how the Care Quality Commission processes personal data is available here <http://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Tameside MBC GCSX Mail Cessation Notice.

The Tameside GCSX mail service (tameside.gcsx.gov.uk) will cease as of 27th March 2020. From this date Tameside MBC will communicate with organisations using the "@tameside.gov.uk" email address with TLS security and DMARC (SPF & DKIM) as per NCSC guidelines.

Confidentiality: This e-mail its contents and any attachments are intended only for the above named. As this e-mail may contain confidential or legally privileged information, if you are not, or suspect that you are not the above named or the person responsible for delivering the message to the above named, delete or destroy the email and any attachments immediately. The contents of this e-mail may not be disclosed to nor used by anyone other than the above named.

Security and Viruses: please note that we cannot guarantee that this message or any attachment is virus free or has not been intercepted and amended.

Monitoring: The Council undertakes monitoring of both incoming and outgoing e-mails. You should therefore be aware that if you send an e-mail to a person within the Council it may be subject to any monitoring deemed necessary by the organisation from time to time. The views of the author may not necessarily reflect those of the Council.

Access: As a public body, the Council may be required to disclose this e-mail (or any response to it) under the Freedom of Information Act 2000, unless the information in it is covered by one of the exemptions in the Act.

----- The contents of this email and any attachments are confidential to the intended recipient. They may not be disclosed to or used by or copied in any way by anyone other than the intended recipient. If this email is received in error, please notify us immediately by clicking "Reply" and delete the email. Please note that neither the Care Quality Commission nor the sender accepts any responsibility for viruses and it is your responsibility to scan or otherwise check this email and any attachments. Any views expressed in this message are those of the individual sender, except where the sender specifically states them to be the views of the Care Quality Commission. Information on how the Care Quality Commission processes personal data is available here <http://www.cqc.org.uk/about-us/our-policies/privacy-statement>