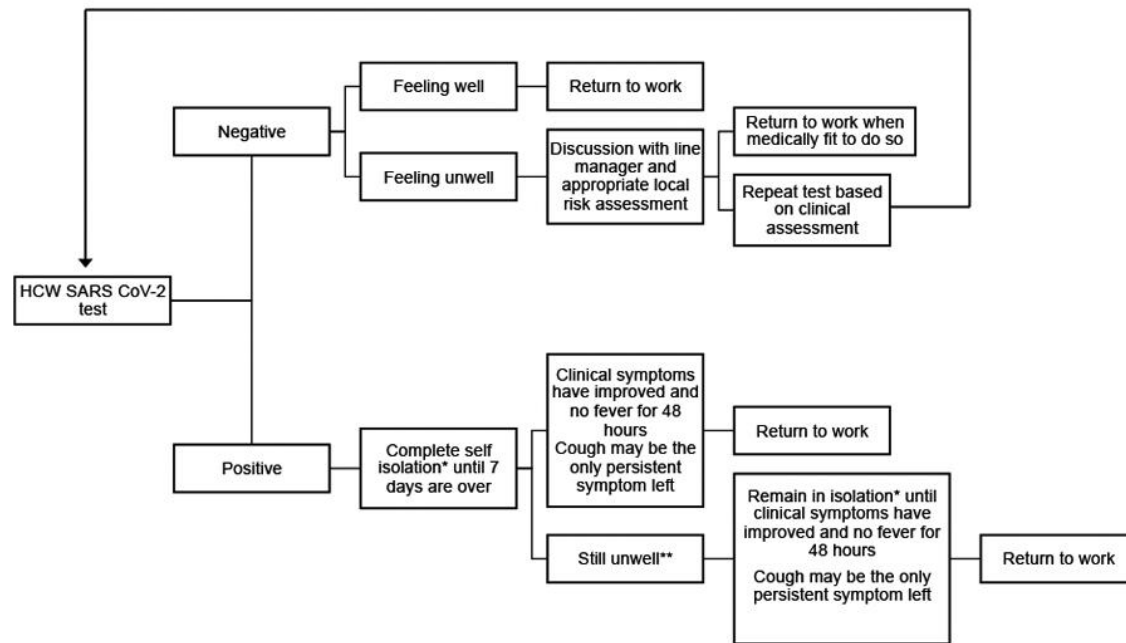


## Provider Queries / FAQs – Week commencing 27.04.20

Theme	Question	Answer
		<b>Monday 27 April 2020</b>
Testing for staff	Are there any changes for staff to get tested?	<p><b>Please see attached new arrangements for staff testing at Ashton. This is for all care workers:</b></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"> <li><i>If you are self-isolating because you are displaying symptoms then <b>you are eligible</b> to take this test yourself.</i></li> <li><i>If you are a key worker self-isolating because someone else in your household is displaying symptoms (including under 18s), then <b>they are eligible to take the test</b> - not you. In this instance all household members are eligible for testing.</i></li> </ul> <p><i>If you are self-isolating but neither a member of your household or you are displaying symptoms then <b>you are not eligible</b></i></p> <p><i>You must have been symptomatic for between two and five days to be tested.</i></p> <p><b>[KEY WORKER TESTING APCC]</b></p> <p><b>Can all Providers <u>please refer staff by directly contacting the email address</u> contained within the attachment? Please ensure the eligibility criteria is met, otherwise you will be turned away. Thank you.</b></p>
Testing for staff	How long is it before staff that have tested positive for Covid-19 can return to work?	<p>If an employee is confirmed COVID-19 they should continue to isolate as per guidance for 7 days from the day when the symptoms first started, and use NHS 111 online (or call 111) should they become more unwell.</p> <p>They can return to work after 7 days (i.e. on day 8) from when symptoms began, provided that the symptoms have improved and they have had no fever for 2 days (cough may be the only persistent symptom left). If they are still unwell after 7 days, they should consider contacting the NHS 111 online coronavirus service, or in a medical emergency dialling 999.</p>

## Provider Queries / FAQs – Week commencing 27.04.20



\*Refer to [Stay at Home Guidance](#)

\*\*Consider contacting the [NHS online coronavirus service](#), or in a medical emergency dial 999

If they were admitted to ITU or are immunosuppressed, the isolation period is 14 days from the date of the positive result.

Return to work criteria are outlined in government guidelines: <https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings>

All other members of your household also need to self-isolate for 14 days from the day your symptoms started.



## Provider Queries / FAQs – **Week commencing 27.04.20**

Care Homes	What is the latest care home guidance – which should we follow?	<p><b>Please see below message from Sarah Exall, Public Health Consultant, clarifying the latest guidance for Care Homes:</b></p> <p><i>I hope this email finds you well. Many thanks to those of you who attended the webinar this week on infection control for COVID-19: I hope you found it useful. Please find attached the full slides from the webinar, slightly updated for clarity following the session. We are planning another webinar for the near future on management of outbreaks in a care home. Further details will be sent shortly.</i></p> <p><i>I am also sending you some updated guidance for care homes on COVID-19. This includes:</i></p> <ol style="list-style-type: none"> <li><i>1. An updated version of the North West PHE Care Homes pack;</i></li> <li><i>2. An updated version of the Tameside summary guidance;</i></li> <li><i>3. Guidance on how to access COVID-19 tests for symptomatic staff.</i></li> </ol> <p><i>You may have also seen the new national guidance which was published at the weekend, found here: <a href="https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes">https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes</a> . This link also includes a video on putting on and taking of PPE. The national guidance linked here has useful information. <b>However, we are keeping to our local position on two issues which have changed in this new guidance:</b></i></p> <ol style="list-style-type: none"> <li><i>a. We are still recommending that enhanced PPE is worn in all care homes, <b>even if there have been no symptomatic people</b> in the home for 14 days. Please therefore ignore the flowchart on page 10 of this new national guidance, and the FAQ entitled: “Is PPE required in my care home when none of our residents have symptoms of COVID-19?”</i></li> <li><i>b. We <b>do not</b> recommend the reuse of masks. When a mask is removed, it should be disposed of appropriately and a new mask used the next time one is needed.</i></li> </ol> <p><i>If you have any questions, comments or concerns about anything related to COVID-19, please do email <a href="mailto:covid-19@tameside.gov.uk">covid-19@tameside.gov.uk</a> . 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 England Health Protection Team on 0151 434 4819 (evenings and weekends only).</i></p> <p><i>Best wishes,</i></p> <div style="background-color: black; width: 100px; height: 20px; margin-top: 5px;"></div>
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## Provider Queries / FAQs – Week commencing 27.04.20

		<p>[PPE Guidance Tameside Summary]</p> <p>[PHE NW document]</p> <p>[Coronavirus management in care home setting]</p>
PPE Supplier	Information about a PPE supplier that has some stock	<p>A local company, Zymurgorium, gifted 50 5ltr containers of hand gel to our providers. These have all been delivered and well received.</p> <p>The Commissioning Team have subsequently enquired about how we could go about ordering more if we needed to and whether we could have discount?</p> <p>This is the information provided was that:</p> <ul style="list-style-type: none"> <li>• <i>If a key worker follows us on Facebook and sends us a picture of their ID card we will send a code that will give 20% anything on our website. If the order is over £30 then they will also get free delivery!</i></li> <li>• <i>If a business would like to place a large order then we have a trade price based on volume. They can send a request to <a href="mailto:procurement@zymurgorium.com">procurement@zymurgorium.com</a> to get the ball rolling. Unfortunately we have to paid for every order up front so all orders are on proforma to protect our cashflow.</i></li> <li>• <i>Orders can be picked up from the warehouse if required- this speeds up the process immensely particularly for GM based businesses.</i></li> <li>• <i>Sizes are 1L, 5L and 1000L (Bolton council took 1000L IBCs and decanted- which again speeds things up significantly)</i></li> <li>• <i>We have an MSDS (COSHH sheet) available and can send out with each order is required.</i></li> </ul> <p><i>His email, if you want to contact him direct is [REDACTED]</i></p> <p>We hope providers will find this information useful, and are able to source sanitiser supplies in this way.</p>
Care Homes – Nursing	Recruiting Nurses for shifts	<p><b>Please see below information and testimonial about an app that can help source nurses for your care homes from a Care Homes Manager who has tried it:</b></p> <p><i>You basically post a shift on the site (once setup) and choose what you want to pay-it indicates to you what the success rate is likely to be with the rate offering-we have paid £18-£30 per hour dependent on the urgency of shift..... It then directly invites all nurses within your locality to apply for the shift and with it gives you profile, pic,</i></p>

## Provider Queries / FAQs – **Week commencing 27.04.20**

		<p><i>NMC number, training, phone number and scoring overall of reliability etc-it really does save a lot of time ringing round different agencies and waiting for replies. Once homes are up and running you can choose to invite your favourite nurses which then automatically approves them. At the beginning of May they will have carers on too.</i></p> <p><i>I wonder if it is worthwhile you putting in the briefing for homes.</i></p> <p><a href="http://www.florenceapp.co.uk">www.florenceapp.co.uk</a></p>
Mental Health service developments	What are the local arrangements for mental health services through the pandemic? Are there any changes?	<p>Please see below message from Arrianne Whitley, Commissioning Manager, CCG:</p> <p><i>We asked our Collaborative how best to keep in touch with mental health and wellbeing developments locally during the current COVID Pandemic. The consensus was to develop an inspiring and informational newsletter to share fortnightly, which will help us all keep up as things are changing at pace.</i></p> <p><i>Therefore please see attached the first Living Life Well Newsletter, we hope it is useful and informative.</i></p> <p><i>For further information, comments and items for the next Newsletter please contact Arrianne Whitley via</i>  </p> <p><i>Best wishes</i>  </p> <p>[Living Life Well Newsletter April 2020]</p>
<b>Updated Tuesday 28 April 2020</b>		
PPE Supplier	Information about a PPE supplier that has some stock	<p>Please see attached message from a few companies, advising of PPE stocks they have which may be of interest:</p> <p>[MedacoPPE]  [ClearSuppliesPPE]  [SelKentPPE]</p> <p><a href="https://www.ashgrovetrading.com/cat/emergency-covid-19">https://www.ashgrovetrading.com/cat/emergency-covid-19</a></p> <p><a href="https://www.cqmllearning.co.uk/#!/Health-&amp;-Safety-Equipment/c/47762125/offset=0&amp;sort=normal">https://www.cqmllearning.co.uk/#!/Health-&amp;-Safety-Equipment/c/47762125/offset=0&amp;sort=normal</a></p> <p>There are details contained in there about the specification and details of the company and who to contact.</p>




## Provider Queries / FAQs – **Week commencing 27.04.20**

Digital Health	Feedback from Digital Health – proper use of 999	<p>Please find below message [REDACTED] regarding when to call the Digital Health Service, and when it is appropriate to call 999:</p> <p><i>We are having issues with many homes calling 999? Where it is obviously cardiac arrest, stroke, unconscious, excessive bleeding or respiratory arrest, these all need 999.</i></p> <p><i>For anything else we could have a quick discussion at Digital Health to establish the urgency or to offer alternative solutions.</i></p>
LPS	Update from DHSC	<p>Please see attached update about Liberty Protection Safeguards (LPS) as discussed on a webinar today with the Chief Social Workers:</p> <p><i>Re LPS - The message from DHSC is: The government is considering the implementation timetable for LPS in light of the pandemic. We are not asking LAs or anyone else to prioritise LPS preparation, and we will make that clearer in a national statement as soon as we can.</i></p> <p><i>Pre Covid19: DHSC had already indicated they were reviewing the timetable in the light of representations from LAs regarding 'impact' - particularly in the light of the delay in getting the draft LPS Code of Practice and revised MCA Code of Practice out for pre implementation consultation.</i></p>
<b>Updated Wednesday 29 April 2020</b>		
Home Care Webinar	Webinar to discuss the latest government guidance for home care through COVID-19	<p>Please see below link for a webinar to discuss the Interpretation of the previously published Personal Protective Equipment (PPE) Guidance for care workers delivering home care (domiciliary care) during sustained COVID-19 transmission in the UK:</p> <p><a href="https://www.eventbrite.co.uk/e/home-care-webinar-interpretation-of-the-previously-published-ppe-guidance-tickets-103500414526">https://www.eventbrite.co.uk/e/home-care-webinar-interpretation-of-the-previously-published-ppe-guidance-tickets-103500414526</a></p> <p>The webinar will consist of an overview of the guidance and interpretation of that guidance through a presentation, followed by opportunities for Q&amp;A.</p>
Supermarkets	Update about efforts with supermarkets to recognise care workers	<p><b>Please see below from [REDACTED] CCG:</b></p> <p><i>Dear all Providers</i></p> <p><i>I'm hearing some upsetting stories about care home staff being refused key worker priority sessions at supermarkets, being turned away or made to join the main queue in supermarket pharmacies when going to collect residents prescriptions. I'm passionate about getting this sorted for you. Care home staff are dealing with the most poorly and vulnerable people at the moment and you all deserve every perk available and the same respect NHS</i></p>

## Week commencing 27.04.20

		<p>staff are getting.</p> <p><i>I have taken this up with Angela Rayner, Deputy Labour Party Leader and MP for Ashton under Lyne. She too worked as a carer and wants to help me tackle this and highlight the amazing work you are all doing under such difficult circumstances. I know you are all tremendously busy but if the above poor treatment has been delivered to you or your staff, can you please send a quick email to let me know where and when (the name of the store). If we've already spoken on the phone about this, you don't need to email.</i></p> <p>Many thanks</p> <p>[REDACTED]</p> <p>Email: [REDACTED]</p>
Dementia Friendly Activities	Access to some creative dementia friendly activities for free	<p><b>Please see below message from [REDACTED], to access dementia friendly activities for free over the next two months:</b></p> <p><i>I am writing to you at this difficult time to outline an opportunity that may be of interest.</i></p> <p><i>The Storybox Project AT HOME is an online resource filled with dementia friendly creative activities. It is the perfect place to find accessible and engaging activities to use with the groups and individuals that are living with dementia. It also includes a range of activities that family carers may enjoy to try themselves.</i></p> <p><i>All of the activities are easy to try and fun, and focus upon the positive benefits that creative activities can have to the health and wellbeing of people living with dementia alongside the people that support them.</i></p> <p><i>The normal cost to join our community is £5 per month but due to support from the National Lottery Community Fund we are currently able to offer new members <u>FREE</u> access for two months. You can explore some of our resources <a href="#">here</a>. And you can sign up <a href="#">here</a> as a group. Or <a href="#">here</a> as a family carer.</i></p> <p><b>How could the resources work for you?</b></p> <ul style="list-style-type: none"> <li>• <b>Activity ideas that are brilliant to use with groups.</b></li> <li>• <b>Activities that can be used one to one in person, or remotely by phone, Skype...etc...</b></li> <li>• <b>A resource to signpost to the families that you support</b></li> </ul>

## Provider Queries / FAQs – **Week commencing 27.04.20**

		<p><i>We hope to welcome you to our inclusive community soon. If you have any further questions let me know.</i></p> <p><i>Best wishes</i></p> <p></p> <p><a href="#"><u>Small Things Creative Projects</u></a></p>
		<b>Updated Thursday 30 April 2020</b>
<b>Health and Safety – Hand Sanitiser</b>	<b>Urgent message about updating risk assessments for staff who need to use hand sanitiser</b>	<p>Please see below message from , Tameside Council:</p> <p><i>Please could you <u>circulate this information to your areas as necessary and ensure risk assessments are updated</u>, as whilst the probability of this happening is very low, it has happened.</i></p> <p><i>Please advise staff that where they are unable to wash their hands using soap and water and are using alcohol based hand sanitiser, they should allow the liquid to dry prior to touching any surfaces.</i></p> <p><b><i>A Gassco employee used alcohol based hand sanitiser as recommended during the Corona pandemic. The person touched a metal surface before the liquid evaporated. Due to static electricity, the vapour from the hand sanitiser ignited with an almost invisible flame on both hands. The person quickly managed to get to a sink to extinguish the flames</i></b></p> <p><b><i>Consequence: First and second degree burns.</i></b></p> <p><i>Full safety alert from Highways England, with image of injury, available via the link.</i></p> <p><a href="http://www.highwayssafetyhub.com/uploads/5/1/2/9/51294565/hei155_highways_england_for_information_safety_alert_-_alcohol_based_hand_sanitiser.pdf"><u>http://www.highwayssafetyhub.com/uploads/5/1/2/9/51294565/hei155_highways_england_for_information_safety_alert_-_alcohol_based_hand_sanitiser.pdf</u></a></p> <p><i>If you require any further advice or assistance please contact <a href="mailto:healthandsafety@tameside.gov.uk"><u>healthandsafety@tameside.gov.uk</u></a></i></p> <p><i>Thanks</i></p> <p></p>
Home Care – updated guidance	Updated guidance from the DHSC and information from Skills for Care	<p>Please see below link for the updated national guidance for ‘safety in home care’ :</p> <p><a href="https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-domiciliary-care?utm_source=23ed3a7a-2c56-4558-82d3-d45ae4786381&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate"><u>https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-domiciliary-care?utm_source=23ed3a7a-2c56-4558-82d3-d45ae4786381&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</u></a></p> <p>There are now some posters to demonstrate putting on and taking off PPE, as well as a link to video demonstrations</p>



## Provider Queries / FAQs – Week commencing 27.04.20

		<p>as well.</p> <p>While the national guidance is stating that a face mask can be used for a full session i.e. in different households as long as it is not touched, locally our advice is that a different mask should be worn at each address:</p> <p><i>A single session refers to a period of time where a health care worker is undertaking duties in a specific care setting/exposure environment e.g. on a ward round; providing ongoing care for inpatients. A session ends when the health care worker leaves the care setting/exposure environment. Sessional use should always be risk assessed and considered where there are high rates of hospital cases. PPE should be disposed of after each session or earlier if damaged, soiled, or uncomfortable.</i></p> <p>The advice above is from [REDACTED]</p> <p>[Tameside PPE Summary]</p>
Registered Managers	Skills for Care resources to support through the pandemic	<p>Please find attached some information from Skills for Care, for registered managers, highlighting useful support and resources:</p> <p>[Support for Registered Managers]</p>
CCG newsletter	Most recent newsletter from the CCG	<p>Please see attached for the latest information from the CCG:</p> <p>[CCG Newsletter]</p> <p>This contains information about GPs, testing, health services' availability over May Bank Holiday and other useful updates.</p>
DHSC Weekly update	The latest round up from the DHSC	<p>Please click on the link below for the latest information for Social Care from the Department of Health and Social Care:</p> <p><a href="https://dhsc-mail.co.uk/campaign/Sx1iaZDJ/e64461d54f7847f16a5d8853/780f9c6e5d4dd6974067c540f6268ba1?wp-linkindex=0&amp;utm_campaign=Social_care_coronavirus_weekly&amp;utm_content=dhsc-mail.co.uk&amp;utm_medium=email&amp;utm_source=Department_of_Health_and_Social_Care">https://dhsc-mail.co.uk/campaign/Sx1iaZDJ/e64461d54f7847f16a5d8853/780f9c6e5d4dd6974067c540f6268ba1?wp-linkindex=0&amp;utm_campaign=Social_care_coronavirus_weekly&amp;utm_content=dhsc-mail.co.uk&amp;utm_medium=email&amp;utm_source=Department_of_Health_and_Social_Care</a></p>
		<b>Updated Friday 1 May 2020</b>
Skills for Care	Information and	Please see below link for additional resources and updates from Skills for Care to support through the pandemic:

## Provider Queries / FAQs – **Week commencing 27.04.20**

update	support from Skills for Care in response to COVID-19	<a href="https://elinku.clickdimensions.com/m/1/24742546/p1-b20121-0d989067877b4b66b9516bd74aad9b3a/20/368/84f8527c-6422-42a3-ac60-200ba14370c4">https://elinku.clickdimensions.com/m/1/24742546/p1-b20121-0d989067877b4b66b9516bd74aad9b3a/20/368/84f8527c-6422-42a3-ac60-200ba14370c4</a>
PPE – VAT	The Treasury has cut taxes to reduce PPE costs	<p><b>PPE to be VAT free for three-month period</b></p> <p>PPE purchased by care homes, businesses, charities and individuals will be free from VAT for a three-month period, beginning 1 May 2020.</p> <p><a href="https://www.gov.uk/government/publications/vat-zero-rating-for-personal-protective-equipment/vat-zero-rating-for-personal-protective-equipment">https://www.gov.uk/government/publications/vat-zero-rating-for-personal-protective-equipment/vat-zero-rating-for-personal-protective-equipment</a> - guidance</p> <p><a href="https://www.gov.uk/government/news/treasury-cut-taxes-to-reduce-ppe-costs">https://www.gov.uk/government/news/treasury-cut-taxes-to-reduce-ppe-costs</a> - statement</p>
Coronavirus FAQs from DHSC	DHSC information	<p>Updated Coronavirus FAQs – what you can and can't do:</p> <p><a href="https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do?utm_source=45883545-e081-47c5-b3c3-9741344918c1&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do?utm_source=45883545-e081-47c5-b3c3-9741344918c1&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a></p>
Social distancing update from DHSC	DHSC Information	<p>Updated coronavirus social distancing guidance:</p> <p><a href="https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others?utm_source=8abfc3a0-7704-4e9f-8ead-8e3b300da924&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others?utm_source=8abfc3a0-7704-4e9f-8ead-8e3b300da924&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a></p>
PPE video guidance	Video resources to support putting on and taking off PPE	<p>Please see below you tube link to demonstrate safely putting on and taking off PPE:</p> <p><b><i>Putting on and removing PPE – a guide for care homes</i></b></p> <p><i>This Public Health Education video includes a flowchart for care workers providing care to residents to identify whether there is a need for PPE, PPE recommendations for care home staff, and some frequently asked questions on the use of PPE in care homes</i></p> <p><a href="https://www.youtube.com/watch?v=ozY50PPmsvE&amp;feature=youtu.be">https://www.youtube.com/watch?v=ozY50PPmsvE&amp;feature=youtu.be</a></p>
Weekend numbers	Useful contact details for the weekend ONLY	<p>Please note the below numbers for emergency / out of hours support on the weekend only. These are not the same numbers that are used throughout the week:</p> <p><b><u>Emergency PPE supplies:</u></b></p> <p>We do have a very limited emergency stock of PPE that can be made available in an absolute emergency situation.</p>

## Provider Queries / FAQs – Week commencing 27.04.20

		<p>To obtain emergency supplies over the weekend only please ring:</p> <ul style="list-style-type: none"> <li>For out of hours - including weekend - this number to dial is 0161 342 2222.</li> </ul> <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 the weekend. The Council will then arrange for the required PPE to be delivered to you directly at the address you supply.</p> <p><b><u>Emergency Food Parcels:</u></b></p> <p>All emergency requests for food parcels to go through to the Tameside Humanitarian Hub during weekdays. At the weekends please ring:</p> <ul style="list-style-type: none"> <li>At the weekend, for emergency food requests, please contact 0161 342 2222.</li> </ul> <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>
Commissioning Team on call	Arrangements for the weekend	<p><b>Please see below details for support from the Commissioning Team over the weekend:</b></p> <ul style="list-style-type: none"> <li>Saturday 2<sup>nd</sup> May – [REDACTED]</li> <li>Sunday 3<sup>rd</sup> May – [REDACTED]</li> </ul> <p><b>Please note, that calls will be taken between 9am – 4pm on both days.</b></p>