







Provider Queries / FAQs – Week commencing 04.05.20

Theme	Question	Answer
		Monday 4 May 2020
Health and Safety – Hand Sanitiser	Urgent message about updating risk assessments for staff who need to use hand sanitiser	<p>Please see below message from [REDACTED], Tameside Council:</p> <p><i>Please could you circulate this information to your areas as necessary and ensure risk assessments are updated, 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>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</p> <p>Consequence: First and second degree burns.</p> <p><i>Full safety alert from Highways England, with image of injury, available via the link.</i></p> <p>http://www.highwaysafetyhub.com/uploads/5/1/2/9/51294565/hei155 - _highways_england_for_information_safety_alert_-_alcohol_based_hand_sanitiser.pdf</p> <p><i>If you require any further advice or assistance please contact healthandsafety@tameside.gov.uk</i></p> <p>Thanks</p> <p>[REDACTED]</p>
PPE – VAT	The Treasury has cut taxes to reduce PPE costs	<p>PPE to be VAT free for three-month period</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>https://www.gov.uk/government/publications/vat-zero-rating-for-personal-protective-equipment/vat-zero-rating-for-personal-protective-equipment - guidance</p> <p>https://www.gov.uk/government/news/treasury-cut-taxes-to-reduce-ppe-costs - statement</p>
PPE - video guidance	Video resources to support putting on and	<p>Please see below you tube link to demonstrate safely putting on and taking off PPE:</p> <p><u>Putting on and removing PPE – a guide for care homes</u></p>



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	taking off PPE	<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>https://www.youtube.com/watch?v=ozY50PPmsvE&feature=youtu.be</p> <p><u>What PPE to wear when providing care out of hospital</u></p> <p><i>This short animation shows you what personal protective equipment to wear when providing care (including caring for extremely vulnerable and shielded people) in care homes or caring for people in their own homes. It is based on Public Health England's recently published guidance:-</i></p> <p>https://vimeo.com/408471512</p>
Local Gov and Social Care Ombudsman – Handling complaints	Guidance on handling complaints during the pandemic	<p><u>Ombudsman issues guidance to councils and care providers</u></p> <p>The Local Government and Social Care Ombudsman has today (Monday) issued guidance to those working for local authorities and care providers about good administrative practice and handling complaints during the Covid-19 crisis.</p> <p>https://content.govdelivery.com/accounts/UKLGO/bulletins/289c588</p> <p> Good Administrative Practice - C19 - v1.2</p>
PACT Symposium event	Event from the Paediatric Autism Communication Therapy (PACT)	<p>Please see below event from the Paediatric Autism Communication Therapy (PACT) which is now going live and remote so you can view it from your own safe space.</p> <p>https://pacttraining.co.uk/symposium-registration-form/</p> <p>    </p> <p>PACT symposium 2019 leaflet_digital.p PACT symposium 2020 leaflet_digital_F PACT symposium 2020 leaflet_digital_F</p> <p>It is now FREE to parent/carers and individuals with autism.</p>

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Active Tameside – Online sessions	Online sessions timetable	<p>Please find a timetable of online sessions that are specifically for our clients with a disability or additional needs or older people.</p>  <p>EBC online sessions schedule 1.pdf</p>
NWTDT	Update and bulletin from the NWTDT	<p>Please see below link for an update from North West Training and Development Team (NWTDT):</p> <p>https://mailchi.mp/nwttdt/coronavirus-daily-update3397114-3400026?e=72d83cf132</p>
Homeserve Offer	Offer for NHS and Social Care	<p>Please see below offer from Homeserve offering FREE emergency plumbing, drainage and heating repairs booked through Homeserve Repairs:</p>  <p>HOMESERVE OFFER FOR SOCIAL CARE W</p>
DHSC social care weekly bulletin	Weekly social care update from DHSC	<p>Please see below link for the latest bulletin from the DHSC:</p> <p>https://dhsc-mail.co.uk/campaign/Sx1iaZDJ/0110374f02fc5f9e3ffe453/d9d40fbd86cf2e75831ee7ce487bd6d4?wp-linkindex=0&utm_campaign=Social_care_coronavirus_weekly&utm_content=dhsc-mail.co.uk&utm_medium=email&utm_source=Department_of_Health_and_Social_Care</p>
Mental Health support for key workers – GMHSCP	Details of mental health support for keyworkers	<p>Please see below message from the GM Health and Social Care Partnership (GMHSCP):</p> <p><i>Please see attached document detailing Mental Health and Wellbeing Support for Key Workers and Frontline Staff.</i></p> <p><i>Inside you will find links to the following services put in place to support staff during COVID;</i></p> <ul style="list-style-type: none"> • <i>NHS Bereavement Helpline</i> • Greater Manchester Bereavement Service • <i>NHS Mental Health and Wellbeing Resources</i> • Our Frontline: Round-The-Clock One-to-One Text and Phone Support



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		<ul style="list-style-type: none"> • <i>Online programmes on Improving Stress Levels, Sleeping Better and Building Resilience</i> <p><i>Please take advantage of these resources and share the document amongst Key Workers and Frontline Staff.</i></p> <p><i>Kind Regards,</i></p> <p>[REDACTED]</p> <p><i>Adult Social Care Transformation</i></p> <p>Greater Manchester Health and Social Care Partnership</p> <p> Mental health and wellbeing support for</p>
Food offers	Various offers contained	<p>Please see below for food offers, as collated by the CQC and NHSX:</p> <p> NHSXfoodoffers.pdf</p>
PPE Supplies	Message from DASS re: supplies of PPE	<p>Please see below message from [REDACTED], TMBC:</p> <p><i>Good afternoon all,</i></p> <p><i>As you will know we have been receiving weekly PPE deliveries from the Greater Manchester Local Resilience Forum (LRF) and as such we have been able to deliver stocks out to you regularly to supplement your own orders. However it is unclear whether we will be receiving stock this week, and whilst we are attempting to source stock from elsewhere it looks likely that we will be unable to do a full delivery out to the Homes this week.</i></p> <p><i>I appreciate it is really difficult, however it is vital that you continue to source your own PPE. We do have a small amount of stock available and we will deliver to those places that are in urgent need. We will pick up these details in the daily ring round and attempt to get it to you the same day.</i></p> <p><i>Kind regards</i></p> <p>[REDACTED]</p> <p>[REDACTED]</p>

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		Tuesday 5 May 2020
DNACPR form for Care Homes	Update about DNACPR form and what NWAS will accept	<p>Please be aware of/note the following circulated by [REDACTED]:</p> <p><i>In the past the DNACPR form has been printed on lilac paper but we have confirmation from NWAS that a black and white version on any coloured paper is acceptable provided the content is completed correctly.</i></p> <p><i>It is recognised there may be a risk that someone may be admitted into a care home due to rapid deterioration which will mean the address on the DNACPR needs to be updated and it is good practice to ensure that the DNACPR is updated promptly. However, if there is insufficient time the DNACPR that has been transferred with the patient can be used and the reason for the address discrepancy explained to NWAS.</i></p>
NWTD	Update and bulletin from the NWTD	<p>Please see below link for an update from North West Training and Development Team (NWTD):</p> <p>https://mailchi.mp/nwtd/coronavirus-daily-update3397114-3400586?e=72d83cf132</p>
Do COVID-19 patients have an attorney or deputy?	How do I check if a COVID-19 patient has capacity and whether they have an attorney or deputy?	<p>Please see below link for details on ensuring that a COVID-19 patient has an attorney or deputy:</p> <p>https://www.gov.uk/guidance/nhs-staff-searching-our-registers-of-attorneys-and-deputies</p> <p>The Office of the Public Guardian holds a register of everyone who has a lasting or enduring power of attorney (LPA and EPA), or who has a deputy acting for them. This can be searched to find the contact details of those involved.</p> <p>Since the coronavirus outbreak, there have been many urgent requests to search the database for people who have lost mental capacity.</p> <p>OPG is working to respond quickly to these requests, with a process specifically for patients incapacitated by COVID-19.</p> <p>The Guidance provides a process for finding out about the information the OPG have on their registers and how NHS staff and local authorities in England and Wales can ask them for it</p>
		Updated Wednesday 6 May 2020
Bank Holiday – Health services	Accessing health services over the bank holiday	<p><u>Accessing Health Services over the Bank holiday</u></p> <ul style="list-style-type: none"> • Pharmacies in Tameside and Glossop will be open from 2pm to 5pm on Friday 8 May with some pharmacies open for longer. • GP practices will also be open as usual 8am – 6.30pm so residents can be assured that they can still access

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		<p>health care over the bank holiday.</p> <p>Please see the attached for further details and for sharing through your channels.</p>  <p>J002640 MAY Bank Holiday open times.jp</p>
Testing	<p>Are there enough slots available locally to get tested? Can I access via the government portal?</p>	<p>Some people have reported that they have not been able to obtain a timely slot to get tested locally in Ashton.</p> <p>As you can appreciate, this is a busy time for all involved and significant work is ongoing to ensure testing is maximised with a prompt turnaround of results. The local testing process is attached below (the same one from last week, attached for information and ease of access)</p>  <p>Key worker testing protocol V1_21 April.c</p> <p>National and regional testing process</p> <p>Please note that <u>you can also access testing via the national government portal</u> which will direct you to our regional testing centre at Manchester Airport, or via a home test if you prefer.</p> <p>Self-referral testing portal: https://www.gov.uk/apply-coronavirus-test</p> <p>Guidance on testing, including step by step instructions on how to use the online portal can be found here: https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested</p>
NWTD	Daily update and bulletin from the NWTD	<p>Please see below link for an update from North West Training and Development Team (NWTD):</p> <p>https://mailchi.mp/nwtd/coronavirus-daily-update3397114-3401062?e=72d83cf132</p>
		Updated Thursday 7 May 2020
Social Care App - DHSC	Details of a new 'Care Workforce' app	<p>A new dedicated app for the adult social care workforce in England has been launched to support staff through the coronavirus (COVID-19) pandemic. The app will provide information and access to a range of support:</p>

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	for the social care sector	<ul style="list-style-type: none"> Care workers get access to guidance, learning resources, discounts and other support all in one place Support will be offered on mental health and wellbeing through toolkits and resources The Care Workforce app will unite 1.5 million care workers across more than 18,000 care providers <p>Please see below link containing details of the newly launched Social Care App.: https://www.gov.uk/government/news/dedicated-app-for-social-care-workers-launched</p>
SCIE bulletin	Useful resources from SCIE	<p>Please see below for the latest bulletin from the Social Care Institute for Excellence (SCIE). This edition covers, amongst others:</p> <ul style="list-style-type: none"> A new infection control course online Safeguarding Adults training webinar <p>https://mailing.scie.org.uk/4O5-6V44A-2FPOR0NY4A/cr.aspx</p>
Bank Holiday numbers	Useful contact details for the bank holiday weekend ONLY	<p>Please note the below numbers for emergency / out of hours support on the bank holiday weekend only. These are not the same numbers that are used throughout the week:</p> <p><u>Emergency PPE supplies:</u></p> <p>We do have a very limited emergency stock of PPE that can be made available in an absolute emergency situation. To obtain emergency supplies over the weekend only please ring:</p> <ul style="list-style-type: none"> For out of hours - including weekend - this number to dial is 0161 342 2222. <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><u>Emergency Food Parcels:</u></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"> At the weekend, for emergency food requests, please contact 0161 342 2222. <p>Our Community Response Service (CRS) Wardens will be able to support accessing and delivering emergency food</p>

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		requests on the weekend, and will work with Tameside Hub to do so.
Commissioning Team – On call	Arrangements for the bank holiday weekend	<p>Please see below details for support from the Commissioning Team over the weekend:</p> <ul style="list-style-type: none"> • Friday 8th May – [REDACTED] • Saturday 9th May – [REDACTED] • Sunday 10th May – [REDACTED] <p>Please note, that calls will be taken between 9am – 4pm on all days.</p>
		<p>Thank you all again for another week of ensuring services are running well and keeping people safe with appropriate support. All your efforts and commitments are greatly appreciated and really do make a difference for and to people. I hope you all manage to get some downtime over the bank holiday weekend and are able to relax and recharge. With my sincerest thanks for everything you are doing.</p> 