

## Issue No 13, 22nd February 2021

### 1. News & updates

#### Lancashire & South Cumbria ICS Close Contact, Self-isolation and Testing Guidance – COVID-19

[.pdfCare Home Testing Guidance \(5.81 MB\)](#) - for specific guidance on swabbing, please check out pages 9 and 41 in the guidance for outbreak testing information.

**Red Bag Scheme** – this is just a reminder to say that we do have limited stocks available of the red bags. Should you wish to obtain one please contact the Regulated Care Team. We are working with colleagues at ELHT to encourage the safe return of red bags following discharge. More information will be provided in the next bulletin, but in the meantime here is the page with resources about the scheme: [eastlancscgg.nhs.uk/patient-information/local-services/red-bag-scheme](http://eastlancscgg.nhs.uk/patient-information/local-services/red-bag-scheme)

**National testing programme care home staff user research recruitment** - NHS Digital and the Department for Health and Social (DHSC) care are looking to interview care home staff to understand more about care home staff testing with the new rapid lateral flow tests (LFD). They'd like to hear about your experience of testing and hear your feedback on some proposed ideas for how staff testing could work in the future. The interviews are 45 minutes and gift vouchers are available for your time. If you'd like the opportunity to help improve the service sign up through their [survey](#).

**Reminder re: Care and Nursing Home Remote Fire Safety Audits** - Lancashire County Council Care & Nursing Home Remote Fire Safety Audits - manager briefing will be Thursday 25<sup>th</sup> February 21 starting 2pm.

[Fire Safety in Residential Care & Nursing Homes Evacuation Pre-Planning – 7 minute briefing \(3.61 MB\)](#)

**End of outbreak reminder** - please can all managers please ensure they send an email marked "End of Outbreak Notification" with the attached terminal clean checklist to [infectionprevention@lancashire.gov.uk](mailto:infectionprevention@lancashire.gov.uk) as soon as it has been completed. Please refer to the care home resource pack for the associated documents. Timely completion of this will ensure all local databases are up to date with regards to the admission status of your home.

Ventilation Guidance (from the CCG Infection Control Team) - We appreciate that as the weather turns colder it may become difficult to maintain natural ventilation (e.g. opening windows) in care homes and office spaces and still keep staff and residents at a comfortable temperature. However adequate ventilation and air exchange is important in reducing the risk of aerosol transmission. Therefore please consider the points below:

- Ensure you have a ventilation strategy as part of your Providers COVID -19 risk assessment
- Consideration needs to be made regarding adequate ventilation and still ensuring thermal comfort for staff and residents

- When residents are in communal areas consider opening the windows in their bedrooms while they are not occupied
- If staff are cold please ensure the provider Uniform policy is not breached (encourage layers underneath the uniform rather than cardigans) staff should be bare below the elbows
- In communal areas if it is too cold to open the windows continuously consider partial opening or intermittent opening to encourage air exchange

#### [Further Information](#)

**OFFICIAL: New Care Home Resources COVID testing pathway** - Please read the following documents:

[PHE Care Home Template Resource](#)

[PHE Care Home Outbreak Testing Pathway](#)

[Log Request Form](#)

[COVID-](#)

[19 guidance on testing and discharge for hospital inpatients being discharged to care home](#)

#### **PHE NW Acute Respiratory Illness (ARI) Template Resource Pack for Care Home Version**

**2.0:** We have developed a new look, streamlined pack to simplify the information presented and reduce duplication. Importantly, we have aimed to encourage care home staff colleagues to familiarise themselves with and work within the most recent version of the published guidance. Please localise this pack for local care home use and do encourage colleagues to sign up to receive updates for general guidance [here](#) and specific social care updates [here](#).

**Log Request Form (V9):** We have made some changes to make it easier for colleagues to indicate exactly which testing option is required

#### **PHE North West Pathway for Testing in Acute Respiratory Illness (ARI) Care Home**

**Outbreaks SOP (v1.5)** – please note that the localised ARI pack for Lancashire is also [here](#).

#### **Flowchart on the application of COVID-19 guidance on testing and discharge for hospital**

**inpatients being discharged to care homes (v2):** this was previously shared on the 24/12/2020 but sharing again for information and dissemination. Please can we ask you now to discard all previous versions of the documents above and disseminate and use these latest versions as appropriate?

Lancashire & South Cumbria ICS Close Contact, Self-isolation and Testing Guidance – COVID-19 - click [here](#)

[Top 10 Tips from Care Homes who have had outbreaks](#)

**Covid19 Resource Pack for Care Homes** - please do have a look at the Covid19 Resource Pack for Care Homes developed by Lancashire County Council (East Lancs area) and Blackburn with Darwen Council.

**What to do if an employee refuses to take a covid 19 test** – This is an interesting article, here: [www.homecareinsight.co.uk/legal-what-if-your-employee-refuses-to-take-a-covid-19-test/](http://www.homecareinsight.co.uk/legal-what-if-your-employee-refuses-to-take-a-covid-19-test/) which concludes: “Given the health and safety duties, providers should have a risk management strategy in place for managing COVID-19 risks and this should set out the role that testing plays in reducing the rate of COVID-19 transmission. The testing should be the key component of managing the risk and the Government is clearly expecting all care workers to be tested. Although mandatory testing may amount to an infringement on the right to a private life, with a clear risk management strategy in place, a court is most likely to consider it is a legitimate course of action to protect public health. Refusing to take a test is therefore likely to be a potentially fair ground for taking disciplinary action, including dismissal. Providers however need to be careful to explore the employee’s reasons for refusal and decide whether those reasons are reasonable in the circumstances. A fair disciplinary process will also of course have to be followed.

**PCR Kits & Barcode errors** – there are reports of barcodes in PCR kits for care homes not matching. This may result in wrong or delayed notifications. If there is a care home forum meeting in the immediate future, could you please remind care home people to check that barcodes on all the elements of the kit match up. The box should have a UN3373 label and an identical barcode to the vial and biohazard bag. If they don’t, please advise then to call 119.

**Making Every Contact Count (MECC) Train the Trainer courses - two new dates coming up for Making Every Contact Count (MECC) Train the Trainer courses: these are 23<sup>rd</sup> February and 9<sup>th</sup> March 2021.** The course is a one day virtual training event, delivered by Karan Thomas of Health Development Consultancy. The links below will take you to the MECC website, where colleagues from all services and organisations are welcome to apply for the course, and choose their preferred date. There's some additional information on the second link about the benefits and outcomes for managers, staff and their organisation in having a MECC Trainer on their workforce. The MECC training form link is the short application form, and that will come directly to me once completed. I will then confirm places directly with applicants:

[www.healthierlsc.co.uk/MakingEveryContactCount/train-trainer](http://www.healthierlsc.co.uk/MakingEveryContactCount/train-trainer)

[www.healthierlsc.co.uk/MakingEveryContactCount/mecc-training-form](http://www.healthierlsc.co.uk/MakingEveryContactCount/mecc-training-form)

## **2. Policies and procedures**

**Covid19 Resource Pack for Care Homes** - please do have a look at the Covid19 Resource Pack for Care Homes developed by Lancashire County Council (East Lancs area) and Blackburn with Darwen Council.

[COVID vaccinations care home consent forms](#)

[Guidance for COVID-19 vaccination in care homes that have cases and outbreaks](#)

[Version 1.0 Final 2021-01-11 Care Home Visiting Policy](#)

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[For further information click here](#)

### **3. Training opportunities**

**Pennine Lancashire Care Provider Forum** – No need to book, just use this link to dial in - [Join Microsoft Teams Meeting](#)

To register for future Coffee and Chat sessions please do so via the Regulated Care Bulletin, Section 8 (News and Dates) via this link - [eastlancscg.nhs.uk/about-us?id=1128:regulated-care-sector&catid=17](http://eastlancscg.nhs.uk/about-us?id=1128:regulated-care-sector&catid=17)

Please note: the coffee and chat booking may not be live until sometime next week. [Check here for the dates](#)

**Resources and learning for social care staff** - [www.reactto.co.uk/](http://www.reactto.co.uk/) This is also free for all care staff and covers a wide variety to subjects focusing on prevention.

Nutrition & Hydration Resources: on food fortification [here](#), here ( Media release BDA endorsed resources Sep 20) [here](#) and e-learning for Community Carers - Hydration in Older People [here](#)

Discussing SLT Solutions/Swallowing Difficulties following COVID. To watch the video please click [here](#)

To watch the NACC national conference on Nutrition and COVID. 'Can food be thy Medicine' click [here](#)

### **4. IPC/PPE**

**The UK Infection Prevention and Control guidance** - agreed by the UK's four chief medical and nursing officers, has been updated to reflect the most up-to-date scientific understanding of how to prevent and control COVID-19 infection. Amendments have been made to strengthen existing messaging and provide further clarity where needed, including updates to the care pathways to recognise testing and exposure. Appendices to support the remobilisation and maintenance of dental, mental health and learning disability services have also been added. Changes to the previous version are listed on page 7 of the guidance. Following extensive clinical and scientific review, no changes to the recommendations, including PPE, have been made in response to the new variant strains at this stage, however this position will remain under constant review. Organisations who adopt practices that differ from those recommended in the national guidance are responsible for ensuring safe systems of work, including the completion of a risk assessments approved through local governance procedures.

Please follow the link to an updated (as of 4th November 2020) [list of local contacts for care providers who are not on the PPE portal](#). Providers can get PPE through their local authority or local resilience forum.

Please also find the latest [Government guidance on PPE](#) as an illustrated guide for community and social care settings.

Please also find the [CQC guidance](#) to ensure that care settings are compliant with IPC.

## 5. Domiciliary Care

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<https://www.healthierlsc.co.uk/MakingEveryContactCount/mecc-training-form>

[pdf Dom Care Weekly homecare worker testing guidance for homecare agencies \(2.17 MB\)](#)

You can also register for the event [here](#)

### **Useful links for the domiciliary care sector (LCC) :**

[External link to LCC Covid 19 Site](#)

[External link to the LCC Covid 19 site, that is dom care specific](#)

[External link to LCC Covid 19 webinar](#)

General/contractual queries re dom care services and Covid 19 can be sent through to: [care@lancashire.gov.uk](mailto:care@lancashire.gov.uk)

### **6. Primary Care**

[The latest Primary Care Bulletin for local GP practices in Pennine Lancashire](#)

For information, please check out the [National guidance for post-acute covid19 assessment clinics](#)

### **7. Digital, IT and data**

**WhatsApp Peer to Peer Support Group** - COVID has been a challenging for all providers. The CCG and partner colleagues are working hard to support all providers during these difficult times. However, some of the best support comes from fellow managers who have managed their organisation through a covid outbreak. We have set up a WhatsApp group for care home managers to offer peer to peer support, the greater support comes from those with experiences to share, lessons learnt, reflections and sometimes even a shoulder to cry on . This group has been amazing and those involved have found it to be beneficial. If you would like to be added to this group please email: [stephanie.zakrzewski@nhs.net](mailto:stephanie.zakrzewski@nhs.net) with the following details :name, organisation, and mobile phone number

**Specific support for digital technology for the regulated care sector** - can be found via the Digital Social Care website which is funded by NHSx and contains a host of valuable information.

### **Update NHSX free iPads to care home offer - Support for Care Homes**

For technical queries and support relating to how the iPad works, including breakdowns and apps, care homes can contact the Jigsaw24 service desk on: [carehomesupport@jigsaw24.com](mailto:carehomesupport@jigsaw24.com) or by phone 03332 409 234. The service desk is open Monday to Friday 08:30 – 18:00 (excluding bank holidays).

**'Getting started with your iPad' guidance** (provided by Jigsaw24) can be found in the Books app on the iPad home screen, and a printed copy has been included in the iPad box. This guidance includes instructions for installing additional apps and using features such as Guided Access.

Care homes can access a range of support materials on the Digital Social Care website here. This webpage includes the below resources, and will be updated regularly as more resources are published:

- Weekly support webinars on iPad set-up and troubleshooting. Webinars can be accessed through Teams on Wednesdays, 2-3 pm here. Webinars run through the set up process and guide care homes through using NHSmail, MS Teams and downloading apps. There is also a Q&A opportunity. We would be grateful for your support in promoting the support webinars to care homes.
- Tips and advice on what care homes can use their iPad for, including useful apps.
- iPad case studies
- Safety and security while using the iPad, including information about completion of the Data Security and Protection Toolkit (DSPT) and the Better Security, Better Care programme.
- Guidance on using NHSmail and MS Teams with iPads. General guidance can also be found here.
- Information about NHSX's other offers for care providers, including connectivity deals for care homes.
- Newsletter sign-up – so care homes can keep updated on new support materials as soon as they are available

[Barclays Digital Eagles Support for Care Homes](#) - NHSX has been in contact with Barclays about their Digital Eagles skills support for care homes, which includes an offer of free digital skills training delivered through remote training sessions. The Barclays Digital Eagles team is already working with a number of care homes across the country.

Please see the attached flyer for more information. If this is something you would like to find out more about for care homes in your area, please contact the Digital Eagles team directly at: [digitaleagleshq@barclays.com](mailto:digitaleagleshq@barclays.com)

**NHS MAIL WEBINARS** - The webinars are designed to advise how to register, set up and how to use your new NHSmail account. Any Care Providers using NHSmail are encouraged to join the training webinars, these are live sessions, so you'll have the opportunity to ask questions throughout. Webinar format:

1. Registering for NHSmail
2. Welcome email
3. Logging in for the first time
4. Resetting your password
5. NHSmail hints and tips
6. Opening a shared mailbox
7. Microsoft Teams overview

Webinars run every Tuesday, 2.00pm – 3.00pm. - [Join Microsoft Teams Meeting](#)

**Data Security Protection Toolkit (DSPT) Important Update** - The DSPT should be completed every year, usually by 31st March. **However, due to COVID-19, the deadline for 2020/21 has been extended to 30th June 2021.** This means that, if you have a continuing healthcare contract or you already use systems that access NHS patient data, to remain compliant you will

need to complete the 2020/21 DSPT by 30th June 2021. Other services should aim to complete it by June 2021 for residential and nursing homes, and by October 2021 for other services.

### **Will Entry Level be continuing?**

Reflecting the need for adult social care services to operate in a way which meets the national data security standards, the option of publishing at entry level is a temporary arrangement and will be removed on 19 February 2021.

A new Approaching Standards level will be introduced in early 2021. If you have done most of the DSPT but have a bit more work left to do, you'll be able to get credit for the progress you have made by publishing at "Approaching Standards." To do this, you'll need to submit an action plan saying how and when you will complete the remaining items.

Our advice for providers in Pennine Lancashire is to aim to complete the Standards Met. There is lots of [guidance and support available online](#).

## **8. Key dates and information**

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**HealthWatch Residential care staff survey** - please circulate to staff and encourage everyone to respond to this important survey.

**Virtual Coffee Chats Survey** - the CCG Regulated Care Sector Team has been holding virtual coffee chats with colleagues from care homes. We understand that it is hard for everyone to make these (more to be announced!) So, we have created a survey that we would like you to complete. It is a way of helping you tell us what is important for you and your care home or service, and what sort of issues you have that we may be able to help deal with or respond to.

## **9. Spotlight on: our feature about you, your residents, staff and settings!**

We have opened a new section which we are calling "Spotlight on". This is an opportunity for you to tell us about what you are doing, news and information about the work you are doing and news or interesting items about you, your residents, staff or settings! Please email us via the email address below. We need items to be received by the Friday before each edition which is published on Mondays!

## **10. Health and Wellbeing (New section by popular demand)**

**Have you thought about 20-20-20?** Please share this article with staff: [www.bbc.co.uk/news/amp/uk-55933168](http://www.bbc.co.uk/news/amp/uk-55933168) - this is a good reminder to take regular breaks from the computer screen. 20-20-20 relates to every 20 minutes, look at something at least 20ft away (probably something outside your window), for 20 seconds. If you can incorporate standing at the same time and doing a few stretches (although possibly not with your camera on, unless everyone else is joining in!), then that would be good for your back/hips, as well.

**[Our NHS People](#)** - has an amazing range of support, guidance and information for staff health and wellbeing – please do check it out.

**[Lancashire and South Cumbria Resilience Hub](#)** – this is intended as a support resources for all public sector workers and volunteers who have worked through the Covid-19 pandemic and their families. This includes everyone from those who work in the NHS, local authorities and councils, ambulance service staff, care home workers, those working in social care and community workers.

**[The National Bereavement Service](#)** - offers practical and emotional support to guide you through what needs to be done. We can introduce the bereaved to trusted partner organisations in both private and charitable sectors, as well as provide information on the statutory requirements following loss, such as the registration of death and probate.

**RESTORE2™** is a physical deterioration and escalation tool for care/nursing homes – all information is here: [westhampshireccg.nhs.uk/restore2/](http://westhampshireccg.nhs.uk/restore2/)

**CCG Health & Wellbeing Bulletins** – you can access the support that is available in these bulletins including free health and wellbeing classes:

[Month 4: February Edition](#)

[Month 3 : January Edition](#)

[Month 2 : December Edition](#)

[Self Care Week: Special Edition](#)

[Month 1: November Edition](#)

**Mental Health Family Hour** – monthly talks on mental health and wellbeing live streamed on YouTube and via social media. For more information: [www.lscft.nhs.uk/mental-health-family-hour](http://www.lscft.nhs.uk/mental-health-family-hour)

**And finally:**

Queries? Contact [elccg.regulatedcareprogramme@nhs.net](mailto:elccg.regulatedcareprogramme@nhs.net)

Questions? Go to: <https://eastlancscg.nhs.uk/>

Facebook us: @PennineLancashireRegulatedCareProviders Community group