



Provider Bulletin

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Any comments you have about these Bulletins (good or bad!) are welcome. Please contact: Q&MI, Room 234, Health & Adult Services, North Yorkshire County Council, County Hall Racecourse Lane Northallerton, DL7 8DD socialservices.contractingunit@northyorks.gov.uk

[Message from Richard Webb, Corporate Director, Health and Adult Services, North Yorkshire County Council](#)

Dear Colleagues

Another week goes by....

We are still some weeks off the peak of Covid-19 cases – and sadly, deaths – in North Yorkshire, as with elsewhere. When trying to explain the data that's heading in our direction from all angles, I've started using an analogy with North Yorkshire's hills: we started off thinking this would be like Roseberry Topping and it's now turning into Whernside. Less of a spike and in reality, a tough, long haul. Whatever the numbers however, it's all about the people. The people who are fighting this virus. The people who've died before their time. The people who are bereaved. The people who are providing dedicated care, support and love around the clock.

This week has finally, finally seen some national recognition of the care sector. The truth about cases and deaths in the community is getting more attention. And the achievements of, and challenges faced by, care providers is rightly getting national attention.

The national Adult Social Care Plan was published on Wednesday evening and contained much valuable recognition of what care providers do. The Care badge is an important symbol: but we probably would all rather see a face mask at the present time. Let's hope the good words translate into real and urgent action: on PPE, testing and – longer term – the investment and reform we need to see in social care nationally.

At the County Council, we are working through the national adult social care plan:

https://www.gov.uk/government/collections/coronavirus-covid-19-social-care-guidance?utm_source=7b82ff8d-5f8b-4b32-a235-570c632863c2&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

The main points include:

- Proposals to develop an intermediate tier of beds for people being discharged from hospital – we have started work on this already with the NHS, building on the work we are already doing with care providers, and I would hope that we will find solutions which ease some of the pressures and concerns on the sector in terms of admissions of new Covid positive residents
- Rapid roll-out of testing – this is a major logistical challenge and, again, we have started work with our NHS colleagues who are leading on this issue
- PPE – we believe that the promised Clipper distribution system is at least 4 weeks away. In the meantime, we are encouraging providers to link with their existing suppliers and, where this does not result in supplies, to make applications to the LRF by contacting covid19PPE@northyorks.gov.uk And, meanwhile, we are doing all we can to source supplies and to bang the drum for care providers, locally, regionally and nationally

In today's Provider Bulletin, we are also updating about our #YourCommunityNeedsYou recruitment campaign and are working to place new recruits in the wider sector, as well as with NYCC.

We are also setting out details of financial assistance, in addition to the 20/21 funding uplift.

I would like to thank you and all of your teams for what you are doing.

Your concerns are our concerns. Your challenges are our challenges.

We stand together.

Best wishes, *Richard*

[Interpreting COVID-19 PPE guidance \(North Yorkshire & York\)](#)

North Yorkshire Public Health Team has produced a flowchart interpreting current guidance in relation to the use of Personal Protective Equipment (PPE). The flowchart, which has been agreed between North Yorkshire & York Public Health Teams is attached to this bulletin.

[Online learning on Personal Protective Equipment \(PPE\)](#)

As the guidance around Personal Protective Equipment (PPE) continues to evolve, we have updated our online learning to reflect the current position. The online learning will provide information on COVID-19, the standard infection control precautions that staff should be following, and the appropriate use of PPE.

It details when to use PPE, the right PPE for the circumstances in which you work, and the correct way to put on, take off and dispose of PPE.

This course is suitable for people working in Health, Social Care and Education settings.

People who manage community settings that remain open during the epidemic would also benefit from it.

Please follow the link below to access the online learning:

<https://breeze.northyorks.gov.uk/pe1ash2qrdfe/>

Important note:

There is a limit to the number of users able to view online learning simultaneously via the Learning Zone. As this package is likely to be viewed by a large number of people, you may see a message to say the "server is busy" or similar. If this is the case, please try again later. We'd recommend waiting at least an hour before trying again.

A Question and Answer session is being arranged for next week, during which you will have the opportunity to hear from experts in Public Health, Social Care and Education and ask any questions you may have around PPE. We will circulate the details for this session as soon as we can.

In the meantime, if you have any queries about the information in this online learning package please discuss with your line manager or email NYPublicHealth@NorthYorks.gov.uk and write "**PPE questions**" in the Subject line.

Please note that this email address is only for queries relating to this online learning.

[The Donning and Doffing of PPE](#)

The following video from Public Health England shows the correct ways to put on (donning) and take off (doffing) PPE. Please make sure you watch it if you think you will be required to use PPE.

https://youtu.be/-GncQ_ed-9w

[Covid-19 Operating Model for Social Care and the NHS in North Yorkshire](#)

The presentation used in the recent webinars outlining the new Covid-19 Operating Model for Social Care and the NHS in North Yorkshire were circulated to providers on 15 April 2020. If you have any queries or questions, or require another copy, please contact the Quality & Market Improvement Team via our usual email address:

Socialservices.contractingunit@northyorks.gov.uk

We are still asking Care Providers to undertake the following actions as a matter of urgency:

- Adopt and use the NHS's Capacity Tracker, which the Council uses when commissioning care home placements. If you are not using the capacity tracker, then please register using the following link:
<https://carehomes.necsu.nhs.uk/>
- Implement NHS Mail, which the NHS has identified is safe and secure for sharing patient identifiable information. To support this, NHS England and Improvement are now able to fast track the roll out of NHSmail to the care sector, without the need to complete the Data Security and Protection Toolkit at this time. There is also opportunity for all NHSmail account holders to have access to Microsoft Teams, which offers a video conferencing facility to enable video consultations during periods of social distancing.

<https://digital.nhs.uk/services/nhsmail>

Testing for Social Care Staff

Arrangements for testing of social care workers and those in their household with symptoms consistent with Covid-19 continues to progress. CQC is contacting regulated providers to facilitate access to testing. The Council continues to work with our Health & CQC colleagues to ensure that information about testing is clear and that, where possible, duplication of processes or booking arrangements are avoided. While testing arrangements are still being established we will continue to liaise with those providers who have already informed the Council that they have a significant number of staff who are away from work and are self-isolating. The testing is currently only available in the Harrogate & Craven areas of the County but the other areas will also become available shortly and we will release additional information as soon as it becomes available.

The testing has the following conditions:

- Anyone being tested must be 18 or over;
- Tests are for people displaying COVID-19 symptoms (persistent cough and or high temperature);
- Nominations should be for people in early stages of symptoms (2 to 4 days);
- For anyone self-isolating for 14 days because a family member is displaying symptoms then the family member with symptoms, subject to them being over 18, is eligible for a test.

We hope to have more information in relation to the testing of people living in care homes in the coming days.

Support to for Care and Support providers from North Yorkshire County Council and CCG's with responsibility within the North Yorkshire County Council area.

Covid-19 is presenting us all with a fast moving and uncertain operational environment.

From the feedback we have received so far, we understand the wide ranging issues likely to affect providers in the coming weeks and months. These include a reduced workforce, resulting in increases in statutory sick pay and increased use of agency staff, the need for higher volumes of PPE and possibly reflect higher costs and greater administrative costs.

We recognise the importance of supporting our providers to enable provision of services that we and our communities rely on, we are therefore implementing the following package of financial support

To cover the Covid-19 emergency period we are putting in place the following additional support.

For nursing, residential, home care and supported living providers, a 5% compensatory payment based on planned activity which excludes infrastructure costs, management fees, day care or block bed purchase arrangements. This will be calculated as a percentage of your planned care payment and will come through as a separate payment, this will be reviewed every 4 weeks during the emergency period. This is in addition to any agreed inflation award for 2020/21.

For all providers who do not receive automated payments or e-invoicing and are usually paid on invoice, payment on planned care will be made and the provider should submit their invoices for the relevant amount in time for the start of the next payment period. The compensation payment should be shown separately on invoices.

Where providers experience additional exceptional hardship during the COVID-19 period contact should be made to the Quality & Market Improvement Team within Health and Adult Services.

We will remain flexible to explore and respond to local discussions and specific solutions as they arise, we will not be in a position to provide compensatory payments on block contract arrangements. The above support would be made on a 'Mutual Aid' basis. Providers receiving financial support would do so on the basis that, should they have capacity / resource, they will work as part of the wider system and allow, for example, staff to be re-deployed or work in different areas / on different tasks, as appropriate.

We hope this financial package will enable cash flow support and provides some assurance on income during this challenging period and enables providers to work with us to change operational practices and utilise staff in other ways. We will be in touch with further details in the coming week to put the necessary arrangements in place.

It is also recognised that there is wider business funding and support to all organisations including providers via the offers made from Government. We encourage you to utilise this as you need to.

The offer above includes an additional temporary premium for all North Yorkshire County Council and CCG contracted services which meets the criteria as detailed above.

Recruitment

Our recruitment campaign to attract emergency workers for care and support services through the www.makecarematter.co.uk and North Yorkshire [Your community needs you](#) websites has attracted 774 applications to date and will be looking to expand this in addition to linking to the National recruitment campaign over the coming weeks. Our intention is also to support the wider care sector through these initiatives via the Recruitment Hub centre of excellence. The campaign has reached over 80,000 people so far and growing. We encourage business leaders to bring the opportunity to the attention of their staff and we are working with further education partners to ignite interest in students who have finished their studies early. The makecarematter teams contact details by locality are on the website.

In order to introduce emergency new staff quickly the Government have worked with Skills for Care to make it easier for employers to access rapid online induction training for new staff. This includes key elements of the Care Certificate and is available free of charge.

<https://www.skillsforcare.org.uk/About/News/COVID-19-Essential-training.aspx>

Where to Obtain Advice

As the situation develops and new guidance is issued we will share this with the care market. This section has been updated to reflect the changes in guidance to PPE, new guidance on protecting people who need shielding and new guidance for managing admissions to care homes. Please see the links below to trusted sources of information:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes?utm_source=ac47bed8-b52a-4c2f-b961-a48468e031b1&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

<https://www.gov.uk/government/publications/coronavirus-covid-19-changes-to-the-care-act-2014/care-act-easements-guidance-for-local-authorities#what-the-powers-actually-change>

Find below other useful links:

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

<https://www.careprovideralliance.org.uk/business-continuity-infection-control-flu.html>

<https://www.scie.org.uk/care-providers/coronavirus-covid-19>

<https://www.local.gov.uk/coronavirus-information-councils/social-care-provider-resilience-during-covid-19-guidance-commissioners>

<https://www.scie.org.uk/publications/ataglance/helping-to-prevent-infection.asp>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care/responding-to-covid-19-the-ethical-framework-for-adult-social-care>

<https://www.recoverycollegeonline.co.uk/your-mental-health/coronavirus/Top of the Document>

<https://www.cqc.org.uk/guidance-providers/all-services/covid-19-interim-guidance-dbs-other-recruitment-checks>

<https://www.nypartnerships.org.uk/covidinfo>

<https://www.skillsforcare.org.uk/About/News/COVID-19-Essential-training.aspx>

Previous NYCC Provider Bulletins set out this and other advice:

<http://www.northyorks.gov.uk/providerbulletin>

Care Provider Survey

CQC has contacted all regulated providers to explain data collection requirements during Covid-19. Information being gathered through the Capacity Tracker for care and nursing homes and CQCs 'Update CQC on the impact of Covid' survey for domiciliary care providers. This information will be shared with the Local Authority to assist us in our response to Covid-19 and to support providers. As a result, the Council will not be issuing its planned survey to care and nursing home providers. However, the Council will continue to develop its survey for non-regulated providers and those not covered by the CQC data collection arrangements. We will provide a further update when the survey tool is available. The Quality & Market Improvement Team will continue to liaise with providers where they have confirmed or suspected cases of Covid-19 and where requests for PPE are made, to capture any additional information which is required and to offer support.

Completion of a Risk Notification Return Document for COVID-19

We would like to thank those providers who are keeping the Council up to date by submitting a Risk Notification Return, if you have a member of staff or a supporting an individual who is self-isolating or is a confirmed case of COVID-19. Until the data collection outlined above is implemented and it has been confirmed that the level of detail shared with the Council is in sufficient detail, providers are still required to complete the form and submit to socialservices.contractingunit@northyorks.gov.uk . The Risk Notification Process should still be followed for non-Covid related situations, in line with current guidance.

The Risk Notification Return must contain the first part of the post code for the person or staff member, the date they started to self-isolate or were confirmed as a case of COVID-19. If the person is known to HAS their LLA number should be added to the form.

CQC

CQC have a dedicated [section](#) on their website, detailing changes to the way they are working during this outbreak

Contact Details

We are continuing to gather up to date contact details including phone number and email addresses, to reflect where providers have accessed NHS Mail accounts, and to ensure we have an out of hours contact number that the Council can use in emergencies only. This information can be emailed to socialservices.contractingunit@northyorks.gov.uk . We need to ensure our mailing lists and contact details are up to date so that we can insure we can share relevant information with providers and make contact out of hours.

Personal Protective Equipment – LRF Process

North Yorkshire LRF (NYLRF) has received a supply of PPE to respond to urgent local PPE demand across the North Yorkshire region. A revised process document, including the Urgent Request Form, was circulated on 13 April 2020.

A care provider should only consider using the LRF Process, when they have exhausted their usual PPE supply process and they have less than 48 hours of supply remaining, the maximum amount of PPE that can be requested via this route is a maximum of 72 hours' worth of stock.

Care Providers that would like to make a request for an emergency supply of PPE should complete the form contained within the process and send to covid19PPE@northyorks.gov.uk by 11:00 each day (currently Monday-Friday). The request will be considered by a multi-agency panel and a same day decision will be provided, with information on how to access stocks if the request is approved. The Quality & Market Improvement Team are available for care providers to discuss their current stock levels of PPE.

Who Can You Contact for Help?

The Quality and Market Improvement Team at County Hall is your first point of contact for all help, advice and support in relation to COVID-19. They will bring in additional help from Public Health and Communications experts, as well as the County Council's social care and provider services.

You can contact us via e-mail at socialservices.contractingunit@northyorks.gov.uk

For out of office enquiries contact the Emergency Duty Team (EDT) on 01609 780780

Frequently Asked Questions

Self-Isolation in Care Homes and in Community Settings?

National guidance is available on who needs to self-isolate. If in doubt you can use the NHS 111 online service for advice (<https://111.nhs.uk/covid-19>). If a case is identified in a care home or any other setting, Public Health England will be in direct contact to give appropriate advice on how to manage the risk of spread, including around people for whom traditional isolation procedures may be difficult.

Fulfilling Contractual Responsibilities?

Any Provider that is unable to meet its contractual responsibilities as a result of the COVID-19 outbreak should review their business continuity plans as a matter of course and in the first instance contact the Quality & Market Improvement Team to discuss this.

Difference between Coronavirus Strains & COVID-19?

Coronaviruses are a large family of viruses that are common in people and animals. Some types of coronavirus cause less severe disease, such as the common cold. However, others can cause more severe disease such as Middle East respiratory syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) coronaviruses. COVID-19 is a disease caused by a new type of coronavirus that first appeared in Wuhan, China in December 2019.

Do I need to wait for available staff to have enhanced DBS checks before they can start work? –

A new member of staff may start work under supervision with a clear DBS Adults First Check while waiting for their full DBS check results. The Council's Pre Purchase Agreement states that an appropriately qualified and experienced member of Staff is appointed to supervise the new member of Staff; and the new member of Staff is accompanied at all times by another member of Staff, preferably the appointed supervisor, whilst providing services under this Pre-Purchase Agreement".

CQC have also issued some advice in relation to the recruitment of staff, link is below:

<https://www.cqc.org.uk/guidance-providers/all-services/covid-19-interim-guidance-dbs-other-recruitment-checks>

If I was considering suspending services what measures could be put in place to prevent social isolation?

Many local voluntary organisations, charities and community groups provide valuable services and activities for people across the county. We would encourage you to consider whether there are other things that your organisation or its volunteers can do to help reduce the risk of loneliness and social isolation of your members and others in your community such as:

- Ask volunteers to regularly ring people to check they are ok and to have a chat;
- Encourage your members to contact each other by asking for permission to share contact details;

- If people need help with things such as shopping or caring for pets during periods of self-isolation encourage them to ask family, friends and neighbours first, if they still need help this may be something your volunteers can help with;
- Community First Yorkshire are posting regular updates on their website to support voluntary sector groups - <https://communityfirstyorkshire.org.uk/coronavirus-advice-and-updates/>;
- The National Council for Voluntary Organisations are also keeping their website regularly updated with ideas and advice - <https://www.ncvo.org.uk/>.

If you know of anybody in your community who you think needs support and where they don't have anyone locally who can help, please encourage them to contact North Yorkshire County Council's Customer Centre on 01609 780780.

What financial support is available from NYCC to support providers? Updated 17th April

As part of our commitment to our local suppliers, we are taking action to help our small and medium-sized businesses. In recognition of the value we place on our local suppliers and the difficult times they are facing, we will be fast-tracking payments for invoices – which means they will receive payment from us more quickly. We hope that this will be of some assistance during this difficult time.

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>

We have also introduced a Compensatory Payment arrangement for a range of providers, as detailed above.

What is the current guidance on anti-inflammatory medications? –

Guidance has been released in relation to the concerns raised regarding ibuprofen, link is below:

<https://www.gov.uk/government/news/ibuprofen-use-and-covid19coronavirus>

What do I do if neither the individual in care nor the care worker have symptoms of covid-19?

If neither the care worker nor the individual receiving care and support is symptomatic, then no personal protective equipment is required, however, normal good hygiene practices should always be followed.

General interventions may include increased cleaning activity to reduce risk of retention of the virus on hard surfaces, and keeping property properly ventilated by opening windows whenever safe and appropriate.

Care workers should always follow advice on good hand hygiene.

What do I do if a supported living, homecare or care home care worker is concerned they may have covid-19?

If care workers are concerned they have COVID-19 they should follow the NHS advice.

What is the North Yorkshire's mutual aid plan?

North Yorkshire County Council have established arrangements for giving advice, guidance and information to service providers and other organisations in communities who are looking to provide assistance in response to Covid-19. To further support this in the challenging months ahead, we are developing a North Yorkshire Mutual Aid programme. This programme will look to bring together resources across organisations, to ensure they are being used in the most effective way.

The two key areas we want to develop with providers are:

- The prioritisation of care: working together to coordinate risk assessments across providers to ensure security of support to the most vulnerable service users;
- The most efficient and effective use of overall staff resource: working with community, voluntary and statutory providers to ascertain which services have capacity to provide additional support and share available workforce, including re-deploying staff who work at services that close.

North Yorkshire County Council is in direct contact with providers and we are starting to gather information together of what could be required. We will be in touch about how you can be involved and about any changes to arrangements that will be required to enable mutual aid agreements to be delivered effectively.

Will we continue to receive payment for day services/non-regulated activity?

We will continue to fund your existing contracts to enable you to retain your valuable staff resource and to redeploy your teams to continue to meet the needs of individuals whilst adhering to the government guidance. We will do this initially until the end of April, at which point we will review the situation.

How will I find the money to pay SSP (Statutory Sick Pay), including zero hours contracts?

The government has released legislation to allow small- and medium-sized businesses and employers to reclaim Statutory Sick Pay (SSP) paid for sickness absence due to COVID-19. The eligibility criteria for the scheme will be as follows:

- This refund will cover up to 2 weeks' SSP per eligible employee who has been off work because of COVID-19.
- Employers with fewer than 250 employees will be eligible – the size of an employer will be determined by the number of people they employed as of 28 February 2020.

- Employers will be able to reclaim expenditure for any employee who has claimed SSP (according to the new eligibility criteria) as a result of COVID-19.
- Employers should maintain records of staff absences and payments of SSP, but employees will not need to provide a GP fit note.
- Eligible period for the scheme will commence the day after the regulations on the extension of Statutory Sick Pay to those staying at home comes into force, the government will work with employers over the coming months to set up the repayment mechanism for employers as soon as possible.

<https://www.gov.uk/government/news/sick-pay-from-day-one-for-those-affected-by-coronavirus>

What changes to our cleaning regime do we need to consider at this point?

You should consider frequent and thorough cleaning of well-used touch points such as door handles and lift buttons, with regular cleaning of surfaces in communal areas including phones etc.

There is government guidance available, see link below:

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

What social distancing guidance should we be following? –

Two pieces of guidance have been produced by the government.

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

Finally:

Remember - prevention is always better than cure. As with the flu virus, the most effective way to protect yourself from Covid-19, Coronavirus is to adopt good respiratory and hand hygiene to prevent the risk of infection and a 'catch it, bin it, kill it' approach to coughs and sneezes.

The best way to protect yourself and others is:

- wash your hands with soap and water, or use a sanitiser gel, regularly throughout the day;
- catch your cough or sneeze in a tissue, throw away the used tissue, bin it, and wash your hands;
- if you don't have a tissue, use your sleeve;
- avoid touching your eyes, nose and mouth with unwashed hands; and
- avoid close contact with people who are unwell.