



Provider Bulletin

Volume 2 Edition 107

March 2020

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Message from Richard Webb, Corporate Director Health and Adult Services, North Yorkshire County Council

Dear Colleagues, welcome to the latest, special edition of the North Yorkshire County Council Provider Bulletin on COVID-19, the coronavirus. This edition follows on from previous information that has been sent out.

First of all, I would like to thank all provider colleagues for the steps you are taking to help prevent and contain the spread of COVID-19. Prevention and containment is both the national and local priority at the moment and we are grateful for the part you are playing it.

Secondly, we are well versed across the sector in anticipating, and dealing with, serious incidents - indeed, at present, the County Council and care providers are handling the impact of flooding in some areas. Together, we have also been re-testing our business continuity plans as part of preparation for Brexit. By continuing this approach, we have the best possible chance of minimising impacts on people which is our shared single most important goal.

Whilst we do not expect a worst case scenario, we are planning for it to ensure we are as prepared as possible should that be needed. The County Council is part of the North Yorkshire Local Resilience Forum, working with the Police, NHS, Public Health England, Fire Service, borough and district councils and other agencies, including central Government.

Locally and nationally, we have already highlighted the importance of care providers.

As of today, my main messages to you are:

- The UK is still looking to contain and delay the spread of COVID-19 – we do not currently have widespread community transmission. This means focusing on existing prevention measures to minimise the spread of disease, but otherwise carrying on with normal activities.
- The major action we can all take is to **step up our personal hygiene**: primarily through hand-washing and other sensible, preventative actions <https://www.nhs.uk/conditions/coronavirus-covid-19>;
- Re-visit and test out your **business continuity plans**; All services will have business continuity plans covering issues such as loss of staff and premises, and dealing with disease outbreaks such as influenza. We would advise services to review and familiarise themselves with these plans in the context of the national coronavirus action plan, for example the potential scenario that up to one-fifth of employees may be absent from work during peak weeks.
- **Ask for help and advice from the County Council as and when you need it**: we have a team of Public Health, care sector and provider experts who can work with you to provide guidance and practical support

Where to Obtain Advice

Specific guidance has been issued for social care providers, which we have already shared with you, but please see the link below:

<https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19>

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

<https://www.cqc.org.uk/>

Previous NYCC Provider Bulletins set out this and other advice:

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

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
Tel: 01609 797042

County Council Webinars

There will be a number of Webinars hosted by Health & Adult Services that will allow Care Providers to listen to the current advice from Public Health England and engage with the Care Market around how the Care Market as a whole can respond. Further information and dates will be available as soon as possible, week commencing 9th March 2020.

Who Can You Contact for Help?

The Quality and Monitoring 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, including from the Quality Improvement Team who provide hands-on support to care providers on-site and in the community.

You can contact us via e-mail at socialservices.contractingunit@northyorks.gov.uk or telephone on 01609 797042 (Monday to Thursday 08:30 - 17:00, Friday 08:30 - 16:30)

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.

Deprivation of Liberty Safeguards

Further discussions are on-going in relation to the impact of self-isolation on people in receipt of care, however, in the first instance we would advise that you seek legal advice when considering the legal implications for quarantining individuals.

If a person still meets DoLS criteria:

1. They are unable to consent to their residence to receive care and treatment;
2. They are under continuous supervision and control;
3. And not free to leave.

A DoL'S authorisation would still need to be applied for as usual.

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.