



Provider Bulletin

Volume 2 Edition 109

March 2020

➤ [Message from Health & Adult Services](#)

➤ [Where to Obtain Advice](#)

➤ [County Council Webinars](#)

➤ [Who Can You Contact For Help?](#)

➤ [Contact Details](#)

➤ [Frequently Asked Questions](#)

Message from Health and Adult Services, North Yorkshire County Council

<https://www.northyorks.gov.uk/news/article/coronavirus-statement>

- The Government has announced that we are moving out of the contain phase and into delay, in response to the ongoing coronavirus (COVID-19) outbreak.
- The UK Chief Medical Officers have now raised the risk to the UK from moderate to high.
- As per the current advice, the most important thing individuals can do to protect themselves remains washing their hands more often, for at least 20 seconds, with soap and water. Make sure you cough or sneeze into a tissue, put it in a bin and wash your hands.
- We are asking anyone who shows certain symptoms to self-isolate for 7 days, regardless of whether they have travelled to affected areas. This means we want people to stay at home and avoid all but essential contact with others for 7 days from the point of displaying mild symptoms, to slow the spread of infection.
- The symptoms are: * A high temperature (37.8 degrees and above) * A new, continuous cough
- 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.
- There are a number of proposed actions for providers, which we would expect a robust business plan to contain including:
- Ensure people in receipt of Council-commissioned home care is up-to-date and establish levels of informal support available to individuals from family;
- Map all care and support plans commissioned by the Council with a single framework: high; medium; low
- Map as above those packages that are privately funded.
- **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 and additional national guidance is expected week commencing 16th March and this will be distributed, as appropriate. but please see the links below:

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

<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>

Find below other useful links:

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

<https://www.cqc.org.uk/news/stories/how-were-responding-outbreak-coronavirus>

<https://ourworldindata.org/coronavirus#the-intention-of-early-containment>

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

We are finalising the plans for the first Webinar to be undertaken Week Commencing 16th March 2020. We will have representation from subject matter experts including Council staff from Emergency Planning, Deprivation of Liberty Safeguards, Public Health, this will allow Care Providers to obtain up to date information and have the ability to ask questions. The intention is that the Webinars will be recorded and made available through social media. Dates will be available as soon as possible, week commencing 16th March 2020.

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, 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

Contact Details

We are asking all Care Providers to ensure that the Quality & Market Improvement Team have up to date contact details including phone number and email addresses, we are also asking care providers to provide the Quality & Market Improvement Team with an out of hours contact number that the Council can use in emergencies only. Please contact us with this information at your earliest convenience and for any Provider that does not contact us we will look to make individual contact with you next week.

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.

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.

Visitors to Care Homes

We have been contacted by a small number of care providers who have started to restrict visitors to their care home. If you have taken this decision and you haven't informed the Quality & Market Improvement Team, then we are requesting that you make contact with us as soon as possible so a discussion can be held on how these restrictions on visitors will be managed and how people living in the care home will continue to maintain their family links.

We are requesting that you ensure essential visitors, such as local Health and Social Care staff are still able to visit and undertake their roles and ensure continuity of care for people. This would also include any Advocacy Services and Relevant Person's Representatives (RPR).

Personal Protective Equipment

We are working with Public Health England to ensure updated guidance is available for all care providers on PPE (personal protective equipment), including face masks and other clothing, so we can all minimise the risk to hands-on care delivery.

- Ordering supplies of PPE – with the expectation that care providers to order necessary PPE and seek advice from us where you need it
- Talking with voluntary sector colleagues about what, if anything, can reasonably done to support older and disabled people who do not need care but who may be isolated at home.

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.