



# Provider Bulletin

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Any comments you have about these Bulletins (good or bad!) are welcome. Please contact:

Q&MI Team:

[socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)

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

Dear Colleagues

I had hoped that by now we would have had our share of the £600m announced by the Prime Minister last week and would be sending it out to our care home colleagues and, potentially, other providers as appropriate. We are still awaiting the final regulations – and the money – and the letter that I sent out to you last night, which is also attached to this bulletin, gives you the latest information that we have.

Meanwhile, the NHS nationally has asked all care homes and NHS Clinical Commissioning Groups to work closely together before 29<sup>th</sup> May, so that every home has at least one person NHS-trained on the latest infection control requirements by then. I am conscious that this is a big ask for all care homes and for CCGs. From a County Council point of view, we will do whatever we can to assist both yourselves and NHS colleagues.

We are also being asked by the Government to develop a care market Covid-19 resilience plan and more details of that will follow in a future bulletin.

We continue to make daily calls to homes, backed up by a team who can provide extra support.

We are also open for contact to all providers 7 days a week via a dedicated email account [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)

Testing remains a major focus of our work. We have secured a local supply from our colleagues in Bradford, for the time being, and are using this in addition to the limited supplies available through the national portal and directing it to high priority care providers.

As ever, I would like to thank you for all your continued hard work and to pay tribute to your teams and our frontline colleagues

Best wishes,

Richard

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

There have been no changes to the PPE Guidance since the last Provider Bulletin was issued, however, we are continuing to share the documents and relevant links to Providers on a weekly basis to ensure you are aware of the requirements around PPE. The **documents are attached to this bulletin**.

We are also attaching the updated how to work safely in care homes and how to work safely in domiciliary care documents, for your information.

<https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes>

<https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-domiciliary-care>

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

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.**

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](mailto: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](https://youtu.be/-GncQ_ed-9w)

### [Personal Protective Equipment - LRF Process](#)

The LRF Process continues to be available to Providers and **Please find attached the process**. If you have any queries, please email [covid19PPE@northyorks.gov.uk](mailto:covid19PPE@northyorks.gov.uk)

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 by 11:00 each day (currently Monday-Friday) to [covid19PPE@northyorks.gov.uk](mailto:covid19PPE@northyorks.gov.uk). 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.

### [Adult Social Care Infection Control Fund & Changes to the Capacity Tracker](#)

As Richard has covered in his weekly message, a new support package for care homes has been announced, at this stage, the money has not been released nationally and we have no further confirmation of the conditions that are attached to it, except that care providers are required to complete the daily capacity tracker. Our understanding is, however, that it will be £8.4m for North Yorkshire.

[https://www.gov.uk/government/publications/coronavirus-covid-19-support-for-care-homes?wp-linkindex=3&utm\\_campaign=Social\\_care\\_coronavirus\\_weekly&utm\\_content=dhsc-mail.co.uk&utm\\_medium=email&utm\\_source=Department\\_of\\_Health\\_and\\_Social\\_Care](https://www.gov.uk/government/publications/coronavirus-covid-19-support-for-care-homes?wp-linkindex=3&utm_campaign=Social_care_coronavirus_weekly&utm_content=dhsc-mail.co.uk&utm_medium=email&utm_source=Department_of_Health_and_Social_Care)

We are required to provide an update on the completion of the capacity tracker this next week and please can you ensure that all available fields are completed. The additional fields are not yet available; however, they will cover the following areas:

- Infection prevention and control measures
- Testing
- Personal protective equipment (PPE) and clinical equipment
- Workforce support
- Clinical support.

As we have identified all care providers are required to update the capacity tracker and so we are urging all providers to ensure that their information, including the additional fields are completed in full daily, where there is a change and specifically updated on 26<sup>th</sup> May, to allow the Council to ensure that accurate information can be shared to ensure an accurate allocation of funds.

### [Infection Prevention & Control Training for Care Homes](#)

North Yorkshire CCG's are offering Infection, Prevention and Control support to our care providers. This training will take place 'virtually' using Microsoft Teams. To book on please contact your local CCG contact (see map for confirmation of your location):

[sarah.fiori@nhs.net](mailto:sarah.fiori@nhs.net) for Vale of York CCG

[sam.mccann@nhs.net](mailto:sam.mccann@nhs.net) for North Yorkshire CCG

[carehomes@bradford.nhs.uk](mailto:carehomes@bradford.nhs.uk) for Bradford District and Craven CCG

Your IPC champion will be expected to cascade the training to colleagues within the home with the support of resources and guidance provided by the CCG trainers. This training covers the national requirements and is in addition to any other IPC training you have previously undertaken within the home. You will need to ensure that your PC has a camera, audio and internet access to be able to join the session.

It is the expectation that those who have completed the session successfully will be responsible to cascade the training to other care home staff.

### [Care Sector Webinars](#)

We have had a request from a care provider for a general Q&A session to support those smaller care providers who may not have those larger support networks. We are looking to identify a suitable date for this webinar and we are hopeful of having representation from CQC, Public Health, DoLS Team, Quality & Market Improvement Team and Service Development Teams.

We are also hopeful that Registered Managers could use this webinar as a way of offering some peer support to each other and we will look to have representation from our Quality Improvement Team to assist.

If you have any ideas on topics for future webinars, please contact us at:

[Socialservices.contractingunit@northyorks.gov.uk](mailto:Socialservices.contractingunit@northyorks.gov.uk)

### [Testing information for Care Homes](#)

Please find attached to this bulletin some guidance on testing which has been compiled by the Vale of York CCG.

Also we have been given named contacts in each CCG in case care providers need support with swabbing:

Sam McCann on: [sam.mccann@nhs.net](mailto:sam.mccann@nhs.net) Mobile: 07813437242

Mark Lagowski: [mark.lagowski@nhs.net](mailto:mark.lagowski@nhs.net) Mobile: 07881 956285

Sarah Fiori: [sarah.fiori@nhs.net](mailto:sarah.fiori@nhs.net)

### **Storage of tests:**

Test kits should be stored in a safe place with an ambient temperature of between 5 and 22 degrees Celsius. This would apply to both used and unused kits.

There should be courier collections on any day that test kits are being used – couriers operate 7 days a week so that should not be an issue.

Kits that have been used must be taken to the lab within 48 hours for assessment, so there should not be any long-term storage of used kits.

The [new online portal](#) can still be accessed which makes it easy for care homes to arrange deliveries of coronavirus test kits. All symptomatic and asymptomatic care home staff and residents in England are now eligible for testing. Testing will be prioritised for care homes that support older people over the age of 65.

The first time a care home suspects an outbreak of coronavirus, care home managers should still contact

their local health protection team to arrange testing.

Detailed guidance has been produced for care home managers. A tutorial video is also available to guide staff through the swab collection process.

Please find the training video here: <https://youtu.be/DzupABtuk3E>

Please find attached a slide which summarises the swab technique

If you have any queries, please use the following email address:

[COVIDCareHomeTesting@dhsc.gov.uk](mailto:COVIDCareHomeTesting@dhsc.gov.uk)

### Health and Wellbeing of the Adult Social Care Workforce

New guidance has been released for the support of the adult social care workforce in relation to their health & wellbeing, please find below a link to the relevant documents.

[Coronavirus \(COVID-19\): health and wellbeing of the adult social care workforce](#)

### Care Home Resilience Plan

North Yorkshire has stepped up support for the 235 care homes and extra care housing schemes across the County as they find themselves in the frontline of fighting Covid-19.

North Yorkshire County Council and its partners have been providing practical support to care providers, including help with staffing and HR, help with safe hospital discharges, advice on infection control and a dedicated email address for advice and support: [SocialServices.Contractingunit@northyorks.gov.uk](mailto:SocialServices.Contractingunit@northyorks.gov.uk)

These measures have been open to all care providers but have, inevitably, been focused on the care homes and extra care housing schemes which have outbreaks.

Now, in order to stem the rising tide of infection and deaths in care settings, the County Council, is shifting its operations to a broader approach aimed at prevention of outbreaks and, if possible, keeping homes Covid-free, as well as responding to outbreaks.

North Yorkshire is providing this new service in close partnership with the Independent Care Group (ICG), which represents most care providers in North Yorkshire, and NHS colleagues, as well as Public Health England (PHE), which is leading nationally on Covid-19, and the Care Quality Commission (CQC), which is the regulator for care providers.

The Council has created new care teams to spearhead this enhanced service. From last week each home in North Yorkshire is receiving a daily call from a care home contact officer with a welfare checklist. **We have attached the checklist** so Providers can see the types of questions are being asked, this will ensure that communication can flow between partners easily and quickly. They find out from each setting how they are coping and if they have any issues related to Covid-19 and whether they need additional support from the Council or the NHS.

Homes experiencing problems are then supported by a care home liaison officer who will channel resources to meet requirements such as support on HR, staffing and recruitment, reducing agency usage if possible, help with sourcing PPE, infection control, zoning of care homes, cohorting of staff and residents, safe hospital discharge, clinical advice, registered manager support and more.

An unprecedented amount of work has been undertaken over the last two weeks and additional staff redeployed and trained to carry out this vital supporting role for the care sector during the current crisis.

### Testing for Self-isolating Social Care Staff

Mobile Testing sites are coming on-line at various points across NY, with updated information sent on Thursday 21<sup>st</sup> May, which we are repeating here:

Area	Date and Times	Location of Sites
Harrogate	Friday 22 <sup>nd</sup> May Saturday 23 <sup>rd</sup> May 11:00 – 15:00	Harrogate Hydro Jennyfield Drive Harrogate, HG1 2RP
Selby	Friday 22 <sup>nd</sup> May 11:00 – 15:00	Drax Social Club Main Road Selby, YO8 8PJ
Whitby	Friday 22 <sup>nd</sup> May 11:00 – 15:00	Park and Ride Guisborough Road Whitby, YO21 1TL
Leyburn	Friday 22 <sup>nd</sup> May 11:00 – 15:00	Tennants Auctioneers Harmby Road Leyburn, DL8 5SG

Eligible key workers or their households who are displaying symptoms, can register for a test at <https://self-referral.test-for-coronavirus.service.gov.uk/>

These tests are available for eligible key workers who are self-isolating because they are within the first 5 days of displaying symptoms of COVID-19.

The tests are also available for key workers who are self-isolating because someone else in their household is displaying symptoms. The householder displaying the symptoms can also be tested at the site with the key worker.

Eligible key workers will need to bring their work I.D. with them to verify their role and will need to attend in their own household vehicle. Those arriving without identification will not be able to undergo a test.

The current list of eligible key workers can be found at <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

### **People testing positive after 14 days**

We have been asked to update care providers in relation to people testing positive after 14 days of symptoms, sometimes known as “shedding”. We have obtained the following statement from our Public Health colleagues, which is below:

“There have been several reports of people testing positive for COVID-19 after 14 days of symptoms; sometimes for weeks or even longer. This is well documented in literature. Some studies have shown that viable virus is not detected more than 9 days after the onset of symptoms. This suggests that these individuals are not shedding live virus. Persistent shedding does not equate to infectivity. If an individual is over 14 days post symptom onset and they have been afebrile (without a fever) for 48 hours without medication, they may come out of self-isolation. Post-viral cough is known to persist for several weeks in some cases so on its own is not considered as a marker of ongoing infectivity either”.

### **CARE Workforce App**

A national app has been launched for the adult social care workforce. It will act as a one stop shop for learning resources, guidance, mental health support, discounts and additional support.

The app is available to download from on the Apple App Store and Google Play Store, as well as being accessible online through this [link](#):

For more information please follow this [link](#)

### **Where to Obtain Advice**

As the situation develops and new guidance is issued we will share this with the care market. 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-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.scie.org.uk/care-providers/coronavirus-covid-19>

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

<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.careprovideralliance.org.uk/coronavirus-supplies-including-ppe.html#food>

<https://www.digitalsocialcare.co.uk/digital-social-care-launch-phone-helpline/>

[www.cruse.org.uk](http://www.cruse.org.uk)

<https://www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/support-for-registered-managers.aspx>

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

<https://www.infectionpreventioncontrol.co.uk/content/uploads/2019/07/CH-09-Environmental-cleanliness-June-2019-Version-1.00.pdf>

<https://www.northyorks.gov.uk/coronavirus-covid-19-community-support>

**Video links:** [https://youtu.be/umPwH\\_hYhPQ](https://youtu.be/umPwH_hYhPQ)

Previous NYCC Provider Bulletins set out this and other advice:

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

### **Coronavirus (COVID-19): bereavement scheme for family members of NHS and health and social care workers**

New guidance was published on 20<sup>th</sup> May and information is available for non-EEA national family members and dependants of NHS workers and independent health and social care workers who have died as a result of contracting coronavirus (COVID-19).

More information can be found at <https://www.northyorks.gov.uk/coronavirus-covid-19-community-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](mailto: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**

We have been asked to share the following statement on behalf of The Care Quality Commission in relation to the issuing of test to care providers, who have subsequently withheld the usage of the testing kits.

*“Tests have been made available by the Department of Health and Social Care and Public Health England, to be used to identify symptomatic and asymptomatic spread within care settings.*

*The scientific evidence shows significant asymptomatic transmission of COVID-19 in care homes via both residents and staff, similar to the transmission seen in the wider community. By the time a single symptomatic case is identified in a home, the virus is likely already to be circulating amongst residents and staff.*

*The safety of people using the service can be compromised where testing is withheld whether people are symptomatic and asymptomatic”.*

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

### **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](mailto:socialservices.contractingunit@northyorks.gov.uk)

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

### **Frequently Asked Questions**

#### **Direct Payments – Dealing with Provider Invoices During The COVID Period**

Over the last few weeks we have received enquiries about receiving payments from individuals who use a Direct Payment to contract support or an activity from care providers.

We recognise that many of you have adopted a flexible approach and have developed new ways of operating and continue to provide a valuable service that is greatly contributing to people’s well-being and meeting support needs.

In line with the services that we would contract with you directly the council continued to pay its direct payments to enable direct payment users to continue to fund their existing contracts to enable you to retain your staff resource.

The council is working closely with its DP Recipients to make sure they understand how we expect them to deal with the invoices they receive from you.

We will do this initially until the end of April, at which point we will review the situation.

See below some questions and answers to help you understand when the council would expect direct payment recipients to pay their invoices from you.

### **Q's & A's**

How should we deal with Direct Payment users who have declined our service because they are anxious about the coronavirus?

**Where direct payment recipients have declined your service and your organisation was able and willing to continue to provide the care and support they needed, the council expects the direct payment recipient to continue to pay invoices for the services they would normally receive from you.**

We took steps to cancel all services to the direct payment recipient. Should we continue to invoice for services we would normally deliver?

**Where you have cancelled your usual service and have not taken any steps to provide alternative support, the council will expect direct payment recipients not receive and pay invoices for the services you would normally deliver.**

The council recognises this may have a negative impact on your financial circumstances and advises that you seek assistance in this difficult time using the following link:

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

We decided to change the way we operate our service during the coronavirus period and we are now using alternative methods to keep in touch and continue to provide some on-going support to our direct payment recipients. How should we invoice for this support?

**The council will continue to pay its usual amount of direct payment to enable the recipient to pay for the service that you would normally deliver to them.**

### **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.

### **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>

### **What financial support is available from NYCC to support providers?**

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 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 May, 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>

### **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.