



# Provider Bulletin

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Any comments you have about these Bulletins (good or bad!) are welcome. Please contact the 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 am writing this latest update after a week which has seen further ups and downs on Covid-19 and a continuing national and local interest in the care sector. Last night, BBC's Panorama highlighted some of the challenges that we have all been facing, as well as the humanity and commitment of people providing care services. At the same time, we have seen a reversal of lockdown in some areas of the country, most notably parts of West Yorkshire, Greater Manchester and Lancashire and new advice about travel to and from some other countries.

Fortunately, cases in all parts of North Yorkshire continue to be low: below the England and Yorkshire averages. However, we must #stayalert as the tide can turn quickly, as we have seen elsewhere. So, the main messages for all of us, in our daily lives and in our work, is to keep following the rules (however complicated they are becoming), wash your hands, keep a distance of one metre or more if possible, wear a face mask in confined spaces and wear PPE for providing care.

The County Council and its NHS partners were due to step down daily calls to care homes this week but we are now going to delay any changes for another week, at least, particularly as we work with a number of providers to help them with issues that they are facing.

We have just received an updated letter from Care Services Minister, Helen Whately, releasing the second tranche of the Infection Control Fund:

<http://www.careengland.org.uk/sites/careengland/files/MS%20Letter%20to%20LAs%20on%20ICF%2029%20July%202020.pdf>

This letter appears to give greater re-assurance to providers on concerns about potential clawback of funding. The County Council will now work with you, as agreed previously, to distribute this second tranche of funds.

I have also been involved in a number of conversations recently about what the immediate and longer term future might look like for the care sector. Crucially, Mike Padgham from ICG and I have been discussing the issues around care provider insurance. Both of us are flagging up our shared concerns at a national level and I understand that there is a cross-Government piece of work underway to look at the risks and issues which providers are raising.

There is also understandable concern about what Covid will mean for the future. Service occupancy is down in most parts of the UK, including North Yorkshire. We will certainly be working with you to look at how we can work together to address concerns and, whether, longer term, any different approaches to how services are commissioned will be able to help with sustainability and certainty. In the meantime, we will continue with the additional payments over the coming month and will taper them off rather than ending them abruptly, within the time limits set by the Government around State Aid.

We also continue to escalate problems with testing: first Randox, now some response times and other practical issues as the military-led testing is replaced by commercial operators.

I have also been interviewed by the Yorkshire Post about Covid and the future:

<https://www.yorkshirepost.co.uk/health/coronavirus-response-exposed-fault-lines-adult-social-care-system-north-yorkshire-2927424?s=09>

There is some emerging evidence about the types of care people may want in the future. It's early days but I think we do need to consider how, over the next few years, we develop hybrid residential/nursing/extra care services and, potentially, new models of supported housing, even for people at a very frail stage in their lives. Again, we will not jump into radical action: these are issues we all need to consider and work together on.

Just a reminder that we can be contacted by all providers via our dedicated email account [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)

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 \(North Yorkshire & York\)](#)

Please find attached the latest version (v.5) of the PPE flowchart and operational guidance. This has been updated following alterations to the Working safely in care homes/Working safely in domiciliary care guidance, plus additional guidance released on PPE use in primary and community health settings <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/new-recommendations-for-primary-and-community-health-care-providers-in-england>

[https://www.gov.uk/government/publications/personal-protective-equipment-ppe-illustrated-guide-for-community-and-social-care-settings?utm\\_source=5f9507ee-a2db-4955-a516-1891ab4b5c0d&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/publications/personal-protective-equipment-ppe-illustrated-guide-for-community-and-social-care-settings?utm_source=5f9507ee-a2db-4955-a516-1891ab4b5c0d&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)

All changes involve the additional use of Type I/II masks and face coverings in these settings.

<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 \(PPE\)](#)

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.**

### [Care Home Designated Visitor Guidance](#)

The Council is currently reviewing its visitor guidance, which has already been shared with care providers on 24<sup>th</sup> July, to reflect the recent extension to the self-isolation period from 7 to 10 days for those in the community who have symptoms or a positive test result. We are hopeful that we will be able to share the updated guidance with Providers week commencing 3<sup>rd</sup> August.

### [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)

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.

### [Local Restrictions](#)

Please note recently released government guidance regarding local restrictions in some areas of northern England. Although this does not directly impact any areas of North Yorkshire, we are aware it does impact some neighbouring areas including Bradford. As such please be aware that people living in any of the impacted areas should now follow new guidance around visiting care homes which states; You should not visit friends or family in care homes, other than in exceptional circumstances. Care homes should restrict visits to these circumstances.

A full list of the areas impacted areas and the full advice can be found on the following website:

<https://www.gov.uk/guidance/north-west-of-england-local-restrictions-what-you-can-and-cannot-do>

### [Out of Hours Contacts](#)

Although the numbers of cases of Covid-19 has improved in North Yorkshire we are continuing our work in the response phase of the outbreak. As a result, we are still required to source placements and packages of care into the evening and at weekends. It has been increasing difficult to progress this work over recent weeks as management cover has returned to previous business as usual arrangements. If managers are not available within a service at evenings and weekends and the staff who are working are unable to make the decision to accept a placement or package we will need to approach Out of Hours managers.

We have attempted to capture out of hours contacts a number of times in the past with limited success. In order to ensure we can continue to respond to service need during this period we will be contacting all care homes and domiciliary care providers over the next week to obtain this information. For care homes this will be captured during Care Home Contact Officer/Liaison Officer calls. For domiciliary care, included supported living, you will be contacted via the Care Home Liaison Officers.

We will only use this information where we need to source placements during the Covid-19 response phase. As we make plans for business as usual processes we will contact you again to check contact details as we are aware the staff may be working to different roles across a number of organisations.

### **North Yorkshire Care Setting Support Model**

We have reviewed this process and developed an approach which we feel is proportionate to the current position in North Yorkshire while still providing assurance to the Council, providers and partners that any issues identified continue to be escalated and resolved as quickly as possible.

From 10 August 2020 our proposed process will be:

- To use a RAG rating system on a Care Settings Liaison Officer (CSLO) daily report. This will allow us to ensure a response that is consistent with the risk matrix and operating model of the Care Setting Resilience Plan.
- Those care settings rated as green will be asked to submit daily updates online, via a survey. This will allow the CSLOs to identify any changes without the need for a daily call to all settings. However, each location will still receive a weekly call to ensure the online submissions are accurate and to ensure some consistency of support and contact. If a provider fails to submit a daily update for 3 days they will receive telephone contact from a Care Settings Contact Officer (CSCO).
- Daily calls will continue for those care settings rated red or amber. The call will be undertaken by a CSLO
- Performance data will be available via a dashboard. The dashboard will include risk stratification to RAG rate providers and also specific elements of service delivery and will be shared as appropriate
- The offer of information, advice and guidance, together with access to a range of interventions to support providers will remain unchanged.

### **Testing Information for Care Homes**

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)

### **Test & Trace Business Plan**

Department of Health & Social Care have published their business plan for the months ahead, to stop the spread of the virus over the summer and into winter.

<https://www.gov.uk/government/publications/developing-nhs-test-and-trace-business-plan/breaking-chains-of-covid-19-transmission-to-help-people-return-to-more-normal-lives-developing-the-nhs-test-and-trace-service>

### **Testing For Self-Isolating Social Care Staff**

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. Testing is most effective within 3 days of symptoms developing.

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 continue to receive queries regarding how to manage people who continue to test positive after 14 days of symptoms, so we are re-issuing the following advice.

“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”.

### **Adult Social Care Infection Control Grant – Update Where to Obtain Advice**

As you will have seen in the message from Richard Webb the Council has now received the second tranche of the Infection Control Fund. We will shortly be making contact with Providers to discuss the distribution of the monies. As we have already advised a further survey will be issued in September to capture information on the use of the total funding provided.

This information will be submitted to Department Health & Social Care for review and consideration will be given to any outstanding funding which needs to be reclaimed. If you have any queries in relation to the IPC funding please contact [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk) and someone will contact you.

### **Visiting Care Homes During Coronavirus**

The Department for Health & Social Care updated the above guidance on 31<sup>st</sup> July. The guidance sets out 5 clear principles:

- the principles of a local approach and dynamic risk assessment
- advice for providers when establishing their visiting policy
- advice for providers when taking visiting decisions for particular residents or groups of residents
- infection-control precautions
- communicating with family and others about the visiting policy and visiting decisions

<https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes>

### **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/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings>

<https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings>

[https://www.gov.uk/government/publications/covid-19-guidance-for-stepdown-of-infection-control-precautions-within-hospitals-and-discharging-covid-19-patients-from-hospital-to-home-settings?utm\\_source=e0426015-47eb-4380-ad68-1e61ff37a417&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/publications/covid-19-guidance-for-stepdown-of-infection-control-precautions-within-hospitals-and-discharging-covid-19-patients-from-hospital-to-home-settings?utm_source=e0426015-47eb-4380-ad68-1e61ff37a417&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)

[https://www.gov.uk/government/publications/covid-19-guidance-for-stepdown-of-infection-control-precautions-within-hospitals-and-discharging-covid-19-patients-from-hospital-to-home-settings?utm\\_source=e0426015-47eb-4380-ad68-1e61ff37a417&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/publications/covid-19-guidance-for-stepdown-of-infection-control-precautions-within-hospitals-and-discharging-covid-19-patients-from-hospital-to-home-settings?utm_source=e0426015-47eb-4380-ad68-1e61ff37a417&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)

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.gov.uk/government/publications/coronavirus-covid-19-health-and-wellbeing-of-the-adult-social-care-workforce?utm\\_source=d49d25b1-8b6d-4079-a9be-a21c447364a9&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/publications/coronavirus-covid-19-health-and-wellbeing-of-the-adult-social-care-workforce?utm_source=d49d25b1-8b6d-4079-a9be-a21c447364a9&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)

[https://www.recoverycollegeonline.co.uk/your-mental-health/coronavirus/Top of the Document](https://www.recoverycollegeonline.co.uk/your-mental-health/coronavirus/Top%20of%20the%20Document)

[https://www.recoverycollegeonline.co.uk/your-mental-health/coronavirus/Top of the Document](https://www.recoverycollegeonline.co.uk/your-mental-health/coronavirus/Top%20of%20the%20Document)

<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>

[https://www.gov.uk/government/news/psychological-first-aid-in-emergencies-training-for-frontline-staff-and-volunteers?utm\\_source=76c6f000-c89a-42c6-9252-42bb8b3f6094&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=daily](https://www.gov.uk/government/news/psychological-first-aid-in-emergencies-training-for-frontline-staff-and-volunteers?utm_source=76c6f000-c89a-42c6-9252-42bb8b3f6094&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily)

<https://www.gov.uk/government/publications/vivaldi-1-coronavirus-covid-19-care-homes-study-report/vivaldi-1-covid-19-care-homes-study-report>

## Video links:

Carers - [https://youtu.be/umPwH\\_hYhPQ](https://youtu.be/umPwH_hYhPQ)

Swabbing - <https://youtu.be/DzupABtuk3E>

PPE - [https://youtu.be/-GncQ\\_ed-9w](https://youtu.be/-GncQ_ed-9w)

Understanding Care Needs - <https://vimeo.com/423176181/8abd9b5422>

Use of Pulse Oximeters <https://vimeo.com/425543209>

Previous NYCC Provider Bulletins set out this and other advice:

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

## Health & Social Care Workers to Self-Isolate on Return to England From High Risk Countries

Following a review of whether the measure is still necessary, an exemption has been removed to minimise the risk of onward chains of transmission that might infect the wider workforce. An exemption was originally put in place, at the beginning of June, which meant registered health and care professionals did not have to self-isolate when travelling to England from overseas. This was to help ensure health and care workers travelling back from overseas could return to the England to provide essential healthcare, helping to strengthen the country's response to the coronavirus outbreak and save lives. Following the reopening of travel routes, and as more people begin to holiday abroad, the government has removed this exemption and, from 31 July, all registered health and care professionals must lawfully self-isolate when returning to England from a high-risk country. <https://www.gov.uk/government/news/health-and-care-workers-to-self-isolate-on-return-to-england-from-high-risk-countries>

## Completion of a Risk Notification Return Document for COVID-19

We would like to thank those providers who are continuing to keep the Council up to date by submitting a Risk Notification Return, specifically if you have a member of staff or a supporting an individual who is self-isolating or is a confirmed case of COVID-19. We would request that providers continue 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

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**

Direct Payments – Our latest advice to you about the council's Direct Payment Recipients and the arrangements made in respect of invoicing. Over the coming weeks it is expected for direct payment recipients to start reinstating their domiciliary support dependent upon individual circumstances and provider capacity to do so.

The Council will continue to work closely with its DP recipients to make sure they understand their obligations around paying invoices. We will also continue to make the appropriate financial arrangements until the end of July.

See below some questions and answers to help you understand when the council would expect direct payment recipients to reinstate the services they have contracted from you.

### **Venue based providers.**

The Council has kindly advised that day services should remain closed. For this reason, we will continue to pay our direct payments to enable you to retain your valuable staff resource.

### **Domiciliary Care Providers 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 is able and willing to resume the care and support they need, the council expects the direct payment recipient to discuss and make arrangements to restart the service they contracted with you.*

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

*Although the Council expects direct payment recipients not to pay for services, they have not received, at this stage if your organisation is able to resume its usual service, you can make contact with your Direct Payment customers to discuss and arrange to restart the care and support they contracted with you.*

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? Dependent on your circumstances in respect of capacity and ability, the Council expects you to make arrangements with the direct payment recipient to resume the service you would normally deliver.

### **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 to 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.

Should you have any concerns or difficulties to reinstate your services you can contact us using the following email [Directpayments@northyorks.gov.uk](mailto:Directpayments@northyorks.gov.uk)

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

"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".

### **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? – Updated 2<sup>nd</sup> August**

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 have agreed to extend this until the end of August, 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>

### **Cleaning and Disinfecting During COVID-19 (Fogging)**

There is no national guidance on the use of Fogging and there are many different companies offering it as a service. It would be difficult for us to confirm how effective the chemicals they are using are and both the application and H&S requirements. It is important for Managers to ensure that if they choose to have the home fogged, they are aware of the Health and Safety issues relating to the chemical used and that a manual deep clean, involving thorough cleaning and disinfection of all surfaces must be performed before the fogging.

We would advise that establishments concentrate on effective manual cleaning of the environment with a pH neutral detergent e.g. Hospec, followed by disinfection, using either a Chlorine based product at 1,000ppm (e.g. Milton 50ml in 1 litre of cold water), or a Virucidal product that is tested and conforms to EN testing standard EN17746. Alternatively, a 2-in-1 cleaning and chlorine disinfection product e.g. Chlor Clean can be used as a one-step method.

For equipment, clean with detergent wipes, then disinfect - where possible with a Chlorine based product at 1,000ppm (e.g. Milton 50ml in 1 litre of cold water), or with a Virucidal product that is tested and conforms to EN testing standard EN17746, or 70% alcohol wipes.

Alternatively, a 2-in-1 cleaning and chlorine disinfection product e.g. Chlor Clean, or EN14476 compliant wipes e.g. Clinell Universal can be used as a one-step method.

Surfaces that will not tolerate Chlorine based cleaners, e.g. soft furnishings, carpets, should be cleaned with detergent products. They should, where possible, then be disinfected with a product that is compatible with the surface i.e. will not damage it, and be a Virucidal product that is tested and conforms to EN testing standard EN17746 or 70% alcohol wipes. Alternatively, a non-chlorine 2-in-1 cleaning and disinfection product EN14476 compliant can be used as a one-step method.

### **Temperature Screening Products**

Medicines and Healthcare Products Regulatory Agency is telling manufacturers and suppliers of thermal cameras that they should not make claims which directly relate to COVID-19 diagnosis.

[https://www.gov.uk/government/news/dont-rely-on-temperature-screening-products-for-detection-of-coronavirus-covid-19-says-mhra?utm\\_source=85281642-c80a-4f56-8cf8-0855812de819&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/news/dont-rely-on-temperature-screening-products-for-detection-of-coronavirus-covid-19-says-mhra?utm_source=85281642-c80a-4f56-8cf8-0855812de819&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)

### **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.

Guidance for taking swab samples:

<https://www.gov.uk/government/publications/covid-19-guidance-for-taking-swab-samples>

### **Lift Sanitisation**

We have received a query in relation to the use of lifts and whether people accessing a lift should wear appropriate PPE before accessing a small space, such as a lift where appropriate social distancing cannot be undertaken. We would suggest that all providers update their service risk assessments to reflect the practice to follow when using lifts within the care setting and the Council would recommend the following:

All staff and tenants/residents know when using the lift, a face mask should be worn as per government guidance on social distancing. Hand sanitisers should be available to use before entering the lift. Take note of the maximum number of people to be in the lift on this site and do not exceed this. Notices should be available outside the lift doors to clarify the use of appropriate PPE. This instruction to be passed onto all visitors and/or contractors.

The lift/s are cleaned regularly with appropriate disinfectant/cleaning solutions as per guidelines with a suitable cleaning chart made available near /in the lift to show this has been done.

### **Outpatient Appointments for People Living in a Care Home**

There will be no request for care home residents to have a COVID-19 test prior to attendance at a hospital out-patient appointment, however they will be asked to wear a mask if they can.

If there is a requirement for the person to have a clinical procedure carried out as a day case there may be a requirement for them to have a test prior to attendance but this will be communicated by the hospital in advance.

If the resident has any symptoms of COVID-19, or other infection the care home should contact the hospital out-patient's booking line or consultant's secretary to seek advice and their appointment may be re-arranged.

### **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.