



Provider Bulletin

Volume 2 Edition 128

September 2020 (1)

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[Compensatory Payments](#)

At the start of the Covid-19 pandemic it was recognised that there needed to be support for care homes, home care and day services (providers). It was agreed regionally to rollout a cohesive approach of financial support, NYCC provision included:

- Agreed annual uplift payments;
- An additional 5% compensatory increase;
- Offer providers with payment options, depending on individual requirements.
- Provision of funding for day services based on planned activity

We have continued to review financial support to the market on a 4 weekly basis. Since this support funding was put in place, the Government announced £600 million nationally to support with Infection, Prevention and Control (IPC), which North Yorkshire has passed through to providers.

We are aware that many Local Authorities have now ceased their financial support, and as part of our last 4 weekly review we have agreed our ongoing plans. We will be continuing the financial support for September with 2.5% compensatory payments being made, day services will continue to be paid on planned activity for September.

Financial support will then cease at the end of September 2020, however NYCC continues to monitor market conditions around prevalence of Covid-19, access to PPE and from reports through regular dialogue with providers and the Independent Care Group, our decision would be reviewed in the case of any significant changes to our market conditions.

[Movement Of Staff Between Services](#)

We would like to remind care providers to ensure that they monitor staff movement to reduce the requirement for staff to move between services. This will assist with reducing the rate of COVID-19 transmission in and between care homes and support wider workforce resilience to deliver infection control. We would also suggest that care providers review any relevant procedures in place to ensure they are robust and where possible reduce the risk of transmission.

[New Or Updated Guidance](#)

The Council recently released a number of guidance documents and to ensure that Providers are aware of these documents we are sharing them again within this Bulletin. The local guidance details good practice in relation to the specific area covered. However, it is the responsibility of individual providers to ensure that their practice reflects the circumstances of their service and is based on their own risk assessment for the individual people being supported, staff and their service as a whole. The guidance does not replace or supersede existing legislation. The guidance attached includes:

- Going Out Guidance
- Going Out Guidance for Families
- Hairdressers Guidance
- Briefing Note for Shielded Staff
- Covid-19 Reporting in Communal Living Accommodation.

Any comments you have about these Bulletins (good or bad!) are welcome. Please contact the Q&MI Team:
socialservices.contractingunit@northyorks.gov.uk

Safeguarding Training - Raising A Concern

We currently have availability for staff to attend Safeguarding Adults Raising a Concern Webinars. These webinars are for any person who has close and regular contact with adults (people over 18) to increase awareness of how the different types of abuse, how to safeguard adults from abuse, how to recognise signs and symptoms of abuse, work to prevent abuse occurring and action to take should you suspect abuse is taking place. To book a place please visit the learning zone web address:

<https://www6.northyorks.gov.uk/LZCS/home>

We are also considering the suitability of arranging a small number of Safeguarding Adults Raising a Concern Champions Update and Refresher Webinars. This session will allow all **current** Alerter Champions to receive an updated training pack and re visit all materials to ensure understanding and act as a refresher. If you have a current alerter champion who is interested in attending please contact:

socialservices.contractingunit@northyorks.gov.uk

Personal Protective Equipment - LRF Process

The Local Resilience Forum (LRF) PPE panel will be standing down on Friday 11th September. If any adult social care homes and domiciliary care settings requires PPE in an emergency, they should contact the Governments PPE portal. Their customer service team are available from 7am to 7pm, 7 days a week on 0800 876 6802 if you have any questions about using the PPE portal or visit their website.

Until Friday 11th September the LRF Process continues to be available. If you have any queries, please email covid19PPE@northyorks.gov.uk

Local Restrictions

Please note recently released government guidance which was last updated on 22nd August 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>

Adult Social Care Infection Control Grant

Payments for the second instalment of the Adult Social Care Infection Control Funding are being processed and should be with providers in the coming days. Work has been undertaken to analyse the results of the survey which was completed to provide evidence to central Government that the funding was being used appropriately. The analysis identified that, in some cases, the funding was being used inappropriately. For example some residential and nursing homes had used funding to purchase PPE, cover the cost of voids within the home and to pay for rooms being used to store PPE. These uses fall outside of the guidance for the grant and the terms of the Grant Agreement. Where this has occurred providers will be notified that they cannot use the Grant funding for these purposes and will be required to evidence that the funding has been used for other purposes, which fall within the grant guidance and Grant Agreement.

Providers who have not provided details for the Authorised Signatory or a signed Grant Agreement will be contacted as the funding initially allocated to them will now be utilised elsewhere. If you have any queries regarding the use of this funding please email socialservices.contractingunit@northyorks.gov.uk

Whole Home Testing 7 Days A Week (Weekend Testing)

Each Local Authority has been asked by the Department of Health & Social Care to promote the availability of labs to process tests over the weekend. The vast majority of care home testing is carried out during the week and if care homes undertook testing more evenly throughout the week, we could test more people overall. Therefore, we are asking care homes to consider testing at weekends where possible to help us get a test to everyone who needs it. Additionally, if homes test at the weekend, as the labs are less busy this should mean they receive results quicker.

Single Cases

We have been asked to remind Care Providers to ensure they are reporting positive cases of COVID-19 to Public Health England, Health Protection Team. This will ensure that all positive cases are recorded and can be identified via the Test & Trace Programme, if appropriate, which in turn helps trace close recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus.

MCA, DoLS and PH - Peer Support Session for Providers - Hold The Date

On the **3rd of September 2- 4pm** we are holding a webinar to update the care sector on guidance that has been issued for the Mental Capacity Act and:

- Testing
- Outbreak management
- Visiting and going out
- Supporting people who cannot consent to testing and isolation.

There will be an opportunity to discuss scenarios and consider how the guidance works together, and how these should be applied in different settings.

In advance of the seminar, and for those who are not able to attend, we would like to gather your feedback on the guidance through a short, anonymous survey:

<https://consult.northyorks.gov.uk/snapwebhost/s.asp?k=159861284941>

This survey has been developed to enable you to provide feedback anonymously.

If you would like to contact the MCA DoLS Team directly about this webinar or to discuss a case in more detail, please contact:

dols@northyorks.gov.uk

Tel: 01609 536829

Webinar details:

Thu, Sep 3, 2020 2:00 PM - 4:00 PM (BST)

Please join my meeting from your computer, tablet or smartphone.

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NHS Mail - Update

We have been informed by NHS England that care homes will have to register for NHS Mail by 30th September to continue to receive current levels of access. Further information on how to register can be found by following the link below:

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

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/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-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/collections/coronavirus-covid-19-list-of-guidance?utm_source=fceea825-d195-4460-af66-a811082d6ac2&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested?utm_source=e4cd0914-0cbe-4a6f-9cf0-9a8077aec572&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19?utm_source=8fc3ac2d-5a49-46fb-8d43-f2bfe513ed57&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/atalgance/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.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
<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/publications/vivaldi-1-coronavirus-covid-19-care-homes-study-report/vivaldi-1-covid-19-care-homes-study-report>
<https://www.gov.uk/government/news/health-and-care-workers-to-self-isolate-on-return-to-england-from-high-risk-countries>
<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

Video links:

Carers - https://youtu.be/umPwH_hYhPQ
Swabbing - <https://youtu.be/DzupABtuk3E>
PPE - 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>

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

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

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.