



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

[↘ 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 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 until **25 October** with 2.5% compensatory payments being made, day services will continue to be paid on planned activity until **25 October** and this will continue to be reviewed.

[↘ 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.

[↘ Letter to Care Home Providers](#)

Richard Webb, Corporate Director Health & Adult Services wrote to all Care Homes on Friday 18th September covering the significant rise in Covid-19 infection rates in our communities over the last fortnight.

There is a particular concern in the districts of Selby (including Selby town, Sherburn, Tadcaster and surrounding areas), Scarborough (including Scarborough town, Whitby and Filey and the surrounding areas), and Harrogate (including Harrogate town, Ripon, Knaresborough, Boroughbridge and surrounding areas), where there are increased numbers of positive cases in care homes, alongside higher levels of community transmission. As a result, and in line with the current guidance for visiting in care homes, we have made the decision that **all care homes in these three districts should cease routine visiting**. This decision will be reviewed from **30 September 2020** and every seven days and an update will be provided. **The Letter is attached to this Bulletin for your information.**

Extension of the Infection Prevention Control Fund

The Infection Control Fund, set up in May, has now been extended until March 2021, with an extra £546 million to help the care sector restrict the movement of staff between care homes to stop the spread of the virus. Most providers in North Yorkshire have taken up, and received the first and second tranches of this funding and, once we have received the revised guidance, we will work with you to make sure funding gets to you as soon as possible. The County Council has continued to make additional COVID-19 payments to provider colleagues during the pandemic.

Coronavirus (COVID-19): Looking After People Who Lack Mental Capacity

Guidance for health and social care staff who are caring for, or treating, a person who lacks the relevant mental capacity. Updated 7th September:

https://www.gov.uk/government/publications/coronavirus-covid-19-looking-after-people-who-lack-mental-capacity?utm_source=86494846-443c-4b17-a4a4-4a22e3f0f49e&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

Local Restrictions

We are now asking all care homes and extra care and supported living schemes within the Harrogate, Scarborough and Selby districts (as described above and as defined as the district council boundaries) to restrict visits with immediate effect, except for people who are at the end of their lives and for health and social care practitioner visits. This decision will be reviewed on a weekly basis with the first review date being 30 September 2020. As part of the review of visiting, we will look at the potential for smaller geographies to be subject to restrictions, as well as a relaxation of the restrictions to visiting in general (or instance, re-introducing window or garden visits only).

Everyone across North Yorkshire is being urged to remain extra vigilant in the fight against Covid-19.

Care providers have been working incredibly hard during the pandemic, which contributed, to a decrease in cases among care home residents and staff. However, recently there has been an increase in isolated cases in staff and in the wider community across North Yorkshire.

The County Council is working closely with Public Health England, NHS Test and Trace and environmental health partners to understand the spread of the virus in local communities and to take appropriate actions to control outbreaks.

Workers in care homes are reminded to stay safe both inside and outside of work to protect family, friends and residents. We understand care staff are working tirelessly to keep people safe and we ask for this to continue as long as it is needed. Many of the care home staff who tested positive did not have symptoms and were detected as a result of whole home testing.

Many of these staff members were likely to have contracted the virus through household or social contacts outside of work. Therefore, it is important that everyone sticks to social distancing guidelines outside of work and be vigilant at all times at work especially when interacting with other staff members in the workplace.

Many care homes are concerned about the increasing number of cases in their local areas, and what impact this will have on their services. The Director of Public Health and his team are working with partners to develop a county-wide system to monitor risk in different areas, based on local data and intelligence, that will allow us to come to a shared decision about the identified risk level in different areas across the county. This will help provide a consistent message around issues such as whether visiting should be restricted/prohibited, whether community events should be taking place etc. so care homes do not need to make these decisions in isolation.

PPE Portal – Have you Registered?

The PPE portal can be used by care providers to get critical COVID-19 personal protective equipment (PPE). The PPE portal can be used by care homes and domiciliary care providers. PPE ordered from the portal is free of charge. Invitations to register have been sent to the relevant email account registered with Care Quality Commission (CQC). Make sure that your organisation is registered and accessing the PPE Portal.

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.

EU Workers Settled Status

With the transition date for Britain leaving the EU just a few months away, it is important that all EU workers currently working for NYCC and our partners are given clear assurances about their ability to continue to work for us now and into the future. We want our EU citizens and their families to know that they are very welcome in North Yorkshire and are a very important part of the cultural and economic vitality of our region; valued members of our workforce and communities and will continue to be after the UK leaves the EU.

EU citizens and their families are able to apply to the EU Settlement Scheme, free, to enable them to continue living in the UK after 30 June 2021.

EU citizens and their family members who, by 31 December 2020, have been continuously residing in the UK for five years will be eligible for 'settled status', enabling them to stay indefinitely. EU citizens and their family members who arrive by 31 December 2020 but will not yet have been continuously residing in the UK for five years will be eligible for 'pre-settled status', enabling them to stay until they have reached the five-year threshold enabling them to then apply for settled status.

The deadline for applying is 30 June 2021 for anyone entering the UK from the EU before 31 December 2020.

We encourage people to apply as soon as possible. Whilst straightforward cases are being processed reasonably promptly, there are potential delays due to COVID-19.

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 their current levels of access. Further information on how to register can be found by following the link <https://digital.nhs.uk/services/nhsmail>

Any care provider's NHS Mail accounts that have not been active within the last 6 months will be deactivated on **31 October**. To prevent this deactivation then all you need to do is to log into your account. We have also been made aware that from 25 September the format of care provider's generic email addresses will change from care.location.careproviderODScode@nhs.net to care.ODScode@nhs.net. Emails have been sent by NHS Mail to care providers detailing the changes. We have been assured that messages sent to the old addresses after this point will be redirected to the new address.

Flu Immunisation

This year we are aware that the flu virus will most likely be circulating whilst Covid-19 is still present. The national flu immunisation programme will therefore be essential to help protect vulnerable people, support the resilience of the health, and care system. Flu vaccination is particularly important for staff working with vulnerable people, such as in care homes that look after older people, as these residents are very vulnerable to severe complications of flu.

The benefits of staff having the flu vaccination include:

- protecting the clients and service users that come into contact with a care worker from flu;
- protecting individuals and their family from flu;
- helping to reduce pressure on NHS services by reducing potential admissions to hospital; and
- helping to reduce pressure on services by reducing potential staff absence due to illness

Further information is available using the following link:

<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

Re-testing of Previous Positive Cases

We have had a number of cases where people are being re-tested within days of having received a positive test. Staff or residents who have been diagnosed with COVID-19 should not be included in testing (as part of regular testing or the whole home test at 28 days after the last identified case) until six weeks after:

- Their initial onset of symptoms
- Or, if asymptomatic when tested, their positive test result

However, if the person was to develop new symptoms, then they should be retested immediately.

Testing Routes

We have been asked to reissue the guidance on the correct Pillar testing to be used in certain circumstances, so please below and document attached to this bulletin.

Regular repeat testing of staff and residents where there is **NO** outbreak will be done via **Pillar Two**: staff will be tested every week and residents every 28 days.

Where there is a **confirmed or suspected** outbreak

- a. Health Protection Team should arrange for swabbing of **all** residents and staff (symptomatic and asymptomatic) through **Pillar One (PHE/NHS)**.
- b. Health Protection Team to arrange for a second round of testing for residents and staff who test **negative** on the first round of testing or who missed testing, 4-7 days later via **Pillar One**. Those who missed the first round, and who then test negative will require a second test via **Pillar One**, 4-7 days later
- c. Recovery point testing will be delivered by **Pillar Two** at a point 28 days on from last clinically suspected or confirmed case in residents or staff.

Register With The Testing Portal

Since 31st August all Care Homes, Extra Care Housing and Supported Living Services have been able to register on the testing portal to obtain COVID-19 testing kits to test the residents and staff at the service. This testing route is available throughout the UK. The staff and residents do not need to have coronavirus symptoms for you to get the tests.

For those care providers who have not yet registered then we urge you to commence this as soon as possible, to register:

You'll need:

- the care home's ID
- total number of residents, including number of residents with coronavirus symptoms
- total number of staff, including agency staff
- your contact details
- your Care Quality Commission (CQC) location ID (typically in the format '1-xxxxxx')

<https://www.gov.uk/apply-coronavirus-test-care-home>

We have had contact from a small number of care home providers who have struggled to register on the testing portal and if you have been unable to register then please let us know and we can escalate, as appropriate.

Brexit

The UK has left the EU, and the transition period after Brexit comes to an end this year. We will be looking to re-connect with care providers regarding the plans for Brexit shortly, however, the Council expects providers to ensure their Business Continuity Plans are updated and reflect any potential situations, which may affect service delivery.

Providers should, for example, ensure that they understand and monitor their supply chain. Providers should ensure that they have RAG rated all of the people they support to ensure that they have identified those who are most vulnerable and have updated 'Must Do' care plans.

Information is available from www.gov.uk/euexit and <https://www.gov.uk/guidance/actions-for-adult-social-care-providers-to-prepare-for-brexit>

As plans become clearer, we will provide further updates however, in the meantime, if you have any queries you can contact socialservices.contractinunit@northyorks.gov.uk we will endeavour to provide a response.

Adult Social Care: Our COVID-19 Winter Plan 2020 to 2021

Published 18th September:

<https://www.gov.uk/government/publications/adult-social-care-coronavirus-covid-19-winter-plan-2020-to-2021/adult-social-care-our-covid-19-winter-plan-2020-to-2021>

COVID-19 Infection Rises: Letter to Care Providers from Director of Adult Social Care Delivery

Published 11th September:

<https://www.gov.uk/government/publications/covid-19-infection-rises-letter-to-care-providers-from-director-of-adult-social-care-delivery/covid-19-infection-rises-letter-to-care-providers-from-director-of-adult-social-care-delivery>

Coronavirus (COVID-19): Admission & Care of People in Care Homes

Updated 2nd September:

<https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes>

NY Care Connected - Wednesday Webinar

Richard Webb, Corporate Director Health & Adult Services is going to be available every Wednesday from 5 – 6pm for a NYCareConnected webinar, open to all care providers in the County.

You can join these sessions by clicking on the following link:

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

<https://global.gotomeeting.com/join/210744229>

New to GoToMeeting? Get the app now and be ready when your first meeting starts:

<https://global.gotomeeting.com/install/210744229>

NHS COVID-19 App

The NHS Covid-19 app launched on Thursday 24th September in England and Wales including QR check-in at venues. Please find attached some information for providers on QR codes in care settings. The NHS COVID-19 app has a check-in feature which enables a venue to register for an official NHS QR code and allows users to 'check-in' to participating venues on their app by scanning that code. Care settings, day centres and other providers are now being advised to create their own QR code and displaying the QR code poster in reception for visitors to use when entering the premises. This should not replace any registration system you already have.

It is also recommended that care homes and other settings have QR code posters for waiting rooms and recreational areas that are regularly attended by external visitors and guests. If there are different restaurant and café areas within a large care home, they should each have their own QR code.

Further information on how to set up a QR code poster can be found in the attached information or by visiting <https://www.gov.uk/create-coronavirus-qr-poster>

For more information on the NHS COVID-19 app, visit <https://covid19.nhs.uk/>

Antibody Testing

There are four hospital trusts that cover the North Yorkshire County Council area there are different approaches to the rollout of anti-body testing across the county.

Please see below the update and how to access based on the locality you work within:

Scarborough / Ryedale – York Foundation Trust

Please see the attached PDF – Scarborough / Ryedale testing for details on how to book. Please note staff are required to make a booking directly using the number provided. Staff are also required to print off the attached consent form (Consent Form Scarborough/Ryedale staff only) and take this along with them.

Craven - Bradford & Airedale Trust

Please see the attached PDF – Craven testing for details on how to book. Please note staff are required to read the included consent form, and make a booking directly using the web link provided.

Harrogate – testing delivered by Harrogate District Foundation Trust.

Please see the attached PDF – Harrogate testing. Please note HDFT is operating a walk in service. In order to ensure we control demand we will ask each care home to access the anti-body testing in cohorts.

Hambleton / Richmondshire – South Tees Trust

We are still waiting on South Tees to confirm the arrangements. As soon as details become available, this information will be shared with staff.

If staff wish to access anti-body testing then staff will need to agree with their employer whether this must be done in their own time or during work time.

Requirements on Staff Attending:

- Staff who attend must be wearing a facemask or face covering.
- This must be worn for the duration of their appointment.
- An item of ID must be brought with them, such as their name badge.

Social care staff who wish to have an antibody test should be very aware that there is no clinical benefit to knowing the results and results should not change the behaviour of staff, particularly those who test positive for antibodies.

The evidence does not exist as to how long having antibodies provides any immunity to, or even the extent of such immunity.

Therefore, all staff who test positive still need to follow all PPE guidance, social distancing guidance and hand washing guidance.

Everybody who wishes to have a test must complete a consent form. The consent form will act as the request form for the pathology laboratory.

The results of the antibody test will be shared with the staff member and will not be shared with individuals' employers.

The anonymised results across the testing programme will also provide information on the prevalence of COVID-19 in different regions of the country and help Public Health England (PHE) to better understand how the disease spreads.

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/coronavirus-covid-19-admission-and-care-of-people-in-care-homes>

<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.