



# Provider Bulletin

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Any comments you have about these Bulletins (good or bad!) are welcome. Please contact: Q&MI, Room 234, Health & Adult Services, North Yorkshire County Council, County Hall Racecourse Lane Northallerton, DL7 8DD [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)

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

Dear Colleagues

A big thank you to all partners across the independent and voluntary sectors – your contribution to responding to Covid-19 is phenomenal!

It was good that so many people turned out last night at 8pm to mark the second national #clapforthe carers, with growing recognition that this is care providers, voluntary organisations and volunteers as well as the NHS and other essential services.

During this week, we have begun to see more Covid-19 cases in the community in North Yorkshire, including multiple cases in a small number of care homes. Our numbers are, as yet, nowhere near those in London or the big cities, or in places like South and West Yorkshire. We understand from the Public Health team, that North Yorkshire is several days' behind what happens in London, in terms of the spread of the virus and the impact on public services. However, in the week ahead, we all need to be prepared for more cases and an impact on many more care providers.

North Yorkshire County Council is here to support you and to offer practical assistance. As I write this introduction, colleagues are hosting a webinar for the care sector, talking through the new care home guidance and issues with Personal Protective Equipment (PPE). We also have regular calls with the Independent Care Group and I am in touch with Mike Padgham and Bev Proctor on an almost daily basis via email.

I just wanted to highlight a few developments:

### **New model of community health and social care**

We are moving NYCC's adult social care teams into a new way of working to support our hospitals and to work even more closely with GPs, community health colleagues and care providers. Staff are moving now and we will have the new ways of working operational by the end of this week and they will be 8am until 8pm, 7 days a week. The Government has asked us to prioritise people coming out of hospital with Covid-19; preventing further admissions to hospitals, wherever possible; and other urgent cases. Your key contacts will mostly remain the same and the main contact number is still 01609 780780. The Government has changed the legislation for social care and we will be implementing this on a gradual basis from this coming week. We will be organising an additional webinar shortly to explain the changes.

### **Care capacity in the community**

Many of you who run care homes and home care services will have been contacted by County Council brokers to purchase additional capacity and services over the coming months. We will work closely with you to do this, so that the NHS will have sufficient hospital beds available for people who are the most critically ill. Thank you to everyone who is helping out. There is also new guidance from Public Health England on ensuring that care homes continue to take admissions and have clear advice on how to cope with Covid-19: [Admission and care of residents during COVID-19 incident in a care home](#) We will offer practical help around this new guidance, starting with today's webinar.

## Recruitment

We have started a new recruitment campaign through the [www.makecarematter.co.uk](http://www.makecarematter.co.uk) and North Yorkshire [Your community needs you](#) websites and will be looking to expand this next week. Our intention is also to support the wider care sector through these initiatives via the Recruitment Hub centre of excellence. The campaign has reached over 75,000 people so far and growing. We encourage business leaders to bring the opportunity to the attention of their staff and we are working with further education partners to ignite interest in students who have finished their studies early. The makecarematter team's details by locality are on the council's website.

## Personal Protective Equipment (PPE)

This issue is a major concern to the NHS, the County Council and to care providers. New national guidance was issued yesterday and will have been discussed at today's webinar: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe> We are working on operational advice for NYCC staff and will look to share this approach with you. The clear message from it for me is that managers and staff need to assess each care settings and/or home visit and the level of risk, so that they can be make sensible, proportionate decisions about when to wear different types of PPE.

We have placed numerous orders, across the UK and internationally, and are awaiting deliveries. We are being promised new arrangements for PPE next week. Public Health England are in the process of creating an e-Commerce portal to ship core PPE items to Primary Care and Social Care partners, the ask is that they continue to order via their current channels until they are invited to join via email, or to utilise their local STP to gain access to 'push pallet' stocks that they may have available to share.

Please note registration invitations to the eCommerce platform will be issued by NHSE/I and DHSC (not NHS Supply Chain). This solution is anticipated to start delivering w/c 6<sup>th</sup> April 2020 and deliveries will be undertaken by Royal Mail. The advice is still that for any Urgent orders, if you are not an existing NHS Supply Chain customer you will need to contact the NSDR on 0800 915 9964 or email [supplydisruptionsservice@nhsbsa.nhs.uk](mailto:supplydisruptionsservice@nhsbsa.nhs.uk), although we, like you, are experiencing problems with accessing supplies via this route.

## Wider community response

We are working with Government and the NHS to support 1.4m households (approximately 30000 in North Yorkshire) are particularly isolated and vulnerable. National details are emerging all of the time but include issues around food, medication and essential support. Providers should continue to work with these households if known to you. Our advice to the whole community, backed up by a network of 23 community hubs, led by voluntary sector organisations can be seen by using the following link to the Council's website: <https://www.northyorks.gov.uk/coronavirus-covid-19-community-support>

## Nightingale Hospital – Harrogate

We now have the announcement of the new Nightingale Hospital in Harrogate: <https://www.bbc.co.uk/news/uk-england-52141224>

Work is underway to open this facility which will support critically ill people. It is expected that people will be admitted from, and discharged to, other acute hospitals, so there is unlikely, as far as we can tell at this stage, to be direct contact with care providers. However, we are part of a task group set up by the NHS and are making sure that community issues are fed into the model as it is developed.

Thank you for all of your great work and in the meantime, keep safe and stay well.

Best wishes, *Richard*

## North Yorkshire Partnerships Website

North Yorkshire Partnerships has created a website bringing together some of the most useful and up to date information in one place. It will be updated regularly as part of the Council's response to the pandemic, to support providers and funded services to have the best available information.

<https://www.nypartnerships.org.uk/covidinfo>

## Venue Based Day Activities – Non-Regulated Services

We want to reiterate the information already released and that Non-Regulated Providers, who had a contract with the Council will continue to receive funding for their existing contracts. This will enable you to retain your valuable staff resource and to redeploy your teams to continue to meet the needs of individuals whilst adhering to government guidance. We will do this initially until the end of April, at which point we will review the situation.

## [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. We would request that all Providers take the time to complete the form and submit to [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk) This will assist the Council in responding to COVID-19.

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.

## [Care Act Easements](#)

This guidance sets out how Local Authorities can use the new Care Act easements, created under the Coronavirus Act 2020, to ensure the best possible care for people in our society during this exceptional period.

<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>

## [COVID-19 Hospital Discharge Service Requirements - Webinar](#)

<https://www.gov.uk/government/publications/coronavirus-covid-19-hospital-discharge-service-requirements>

This document (link above) was issued on 19<sup>th</sup> March which sets out specific requirements around the discharge requirements for health and social care. The Council is currently reviewing the guidance and formulating a response to the requirements. To assist the organisations with some of the changes within social care and health to respond to COVID-19; in particular, so that we can:

- Keep people safe and well;
- Free up the 400 hospital beds needed in North Yorkshire and York; and
- Prevent, where we can, new admissions to hospital and nursing care beds.

We will be running 4 online sessions explaining the changes, and answering your questions. The 4 sessions will be aimed at particular areas of the care market as a whole and as follows:

Monday 6 <sup>th</sup> April	2:00-3:00pm	Borough and District Council colleagues
Wednesday 8 <sup>th</sup> April	2:30-3:30pm	Independent Sector colleagues
Wednesday 8 <sup>th</sup> April	4:00-5:00pm	Voluntary and Community Sector colleagues
Thursday 9 <sup>th</sup> April	2:00-3:00pm	Colleagues in our Public Health Team and Commissioned Services

in the interim we are asking Care Providers to undertake the following actions as a matter of urgency:

- Adopt and use the NHS's Capacity Tracker, which the Council uses when commissioning care home placements.
- Implement NHS Mail, which the NHS has identified is safe and secure for sharing patient identifiable information. To support this, NHS England and Improvement are now able to fast track the roll out of NHSmail to the care sector, without the need to complete the Data Security and Protection Toolkit at this time. There is also opportunity for all NHSmail account holders to have access to Microsoft Teams, which offers a video conferencing facility to enable video consultations during periods of social distancing.

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

## [County Council Webinars](#)

The Second Webinar was held today, Friday 3<sup>rd</sup> April 2020 and thank you to the 111 Providers that participated. The Webinar had representation from the Council's Public Health, Service Development and DoLS Teams. Thank you to the CQC and the Independent Care Group (ICG) who also participated in the webinar. We will share the presentations on Monday 6<sup>th</sup> April and the webinar was recorded so the intention is for this to be shared for those who may not be able to join live.

If Providers have specific topics for future discussion, then please contact the Quality & Market Improvement Team.

## [Where to Obtain Advice](#)

As the situation develops and new guidance is issued we will share this with the care market. This section has been updated to reflect the changes in guidance to PPE, new guidance on protecting people who need shielding and new guidance for managing admissions to care homes. 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/guidance-on-shielding-and-protecting-extremelyvulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerablepersons-from-covid-19>
- [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)

Find below other useful links:

- <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>
- <https://www.careprovideralliance.org.uk/business-continuity-infection-control-flu.html>
- <https://www.scie.org.uk/care-providers/coronavirus-covid-19>
- <https://www.local.gov.uk/coronavirus-information-councils/social-care-provider-resilience-during-covid-19-guidance-commissioners>
- <https://www.scie.org.uk/publications/ataglance/helping-to-prevent-infection.asp>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>
- <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.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>

Previous NYCC Provider Bulletins set out this and other advice:

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

### **Coronavirus (COVID-19): Admission And Care Of People In Care Homes**

New guidance was issued on 2<sup>nd</sup> April for managing admissions into care homes during the COVID-19 outbreak. The guidance is intended for care homes and commissioners to protect people living in care homes and staff during the outbreak.

[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)

### **COVID-19: Guidance For Care Of The Deceased**

There is new guidance for the care of the deceased the guidance has been developed so that the bodies of those people who have died as a result of coronavirus (COVID-19) and the bereaved family of the deceased are treated with sensitivity, dignity and respect and people who work in these services are protected from infection.

<https://www.gov.uk/government/publications/covid-19-guidance-for-care-of-the-deceased>

Joint Statement on Advance Care Planning

<https://content.govdelivery.com/accounts/UKCQC/bulletins/283e565>

### **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

### **How The County Council Is Organising Its Response**

Our priority is the safety and well-being of the population and to ensure continuity of essential public services, whether we provide them directly or whether partner organisations provide them on our behalf.

Across the Council, we are working to support schools, voluntary sector organisations and to maintain essential road and transport services, as well as our public health and social care responsibilities.

We are working as part of the statutory North Yorkshire and York Local Resilience Forum to take this work forward, alongside the Police, NHS, Fire Service and other government agencies.

Within adult social care, we are organising our response through 5 key aspects and have people seconded full-time to support this work these work streams are:

- Communication
- Move between business as usual to business contingency
- Business Impact
- Supply Chain
- Policy & Protocols Briefing Changes

### CQC

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

### Contact Details

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

### Personal Protective Equipment

You will have noted from Richard's message that new national guidance on the use of PPE was released and updated today 3<sup>rd</sup> April. We have provided the link to this document earlier in this bulletin, and the Council is working hard to ensure its staff have the most up to date guidance. The Council has produced the attached document, which we are sharing with care providers across NY and we hope that you find the document useful.

A specific PPE Bulletin was issued on Monday and please refer to this if you are experiencing difficulties in accessing supplies of PPE, however, we would request that providers continue to order their own PPE as necessary and seek advice from us where you need it.

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)

The Quality & Market Improvement Team are available for care providers to discuss their current stock levels of PPE.

### Mutual Aid Programme

North Yorkshire County Council are finalising their Mutual Aid programme for providers, as part of the effort to maximise resources during the COVID-19 crisis. For the purpose of this arrangement, "mutual aid" is an agreement between a contracted Organisation and North Yorkshire County Council to exchange resources and services to deliver an interim emergency response to another Service Provider. This agreement would only be in place during the period of the COVID-19 crisis and is not intended to be a long term arrangement. The aid is required by the Service Provider in order to continue operations for the Council, and the Organisation has the resources to provide such aid. We hope to have this in place early next week and further details will be shared then.

### Frequently Asked Questions

#### **Self-Isolation in Care Homes and in Community Settings**

National guidance is available on who needs to self-isolate. If in doubt you can use the NHS 111 online service for advice (<https://111.nhs.uk/covid-19>). If a case is identified in a care home or any other setting, Public Health England will be in direct contact to give appropriate advice on how to manage the risk of spread, including around people for whom traditional isolation procedures may be difficult.

#### **Deprivation of Liberty Safeguards**

Further discussions are on-going in relation to the impact of self-isolation on people in receipt of care, however, in the first instance we would advise that you seek legal advice when considering the legal implications for quarantining individuals.

If a person still meets DoLS criteria:

1. They are unable to consent to their residence to receive care and treatment;
2. They are under continuous supervision and control;
3. And not free to leave.

A DoL'S authorisation would still need to be applied for as usual.

Following ongoing advice from the Government around the containment of individuals suspected to have the COVID-19 Virus, we would advise in the first instance that you seek legal advice from your organisation when considering the legal implications for isolating individuals upon receiving medical advice.

For those that need to be isolated urgently due to suspected COVID-19 there are provisions laid out in The Health Protection (Coronavirus) Regulations 2020 and Article 5 (e) of the Human Rights Act 1998 to respond to these situations, again I would advise that you seek legal advice on how these provisions may affect your organisation.

Any authorised decision to isolate a person (as detailed in the Coronavirus legislation) must continue to take into account, what would be in the person's best interests and what is the least restrictive option.

### **Fulfilling Contractual Responsibilities**

Any Provider that is unable to meet its contractual responsibilities as a result of the COVID-19 outbreak should review their business continuity plans as a matter of course and in the first instance contact the Quality & Market Improvement Team to discuss this.

### **Difference between Coronavirus Strains & COVID-19**

Coronaviruses are a large family of viruses that are common in people and animals. Some types of coronavirus cause less severe disease, such as the common cold. However, others can cause more severe disease such as Middle East respiratory syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) coronaviruses. COVID-19 is a disease caused by a new type of coronavirus that first appeared in Wuhan, China in December 2019.

### **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"

### **If I was considering suspending services what measures could be put in place to prevent social isolation?**

Many local voluntary organisations, charities and community groups provide valuable services and activities for people across the county. We would encourage you to consider whether there are other things that your organisation or its volunteers can do to help reduce the risk of loneliness and social isolation of your members and others in your community such as:

- Ask volunteers to regularly ring people to check they are ok and to have a chat;
- Encourage your members to contact each other by asking for permission to share contact details;
- If people need help with things such as shopping or caring for pets during periods of self-isolation encourage them to ask family, friends and neighbours first, if they still need help this may be something your volunteers can help with;
- Community First Yorkshire are posting regular updates on their website to support voluntary sector groups - <https://communityfirstyorkshire.org.uk/coronavirus-advice-and-updates/>;
- The National Council for Voluntary Organisations are also keeping their website regularly updated with ideas and advice - <https://www.ncvo.org.uk/>.

If you know of anybody in your community who you think needs support and where they don't have anyone locally who can help, please encourage them to contact North Yorkshire County Council's Customer Centre on 01609 780780.

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

As part of our commitment to our local suppliers, we are taking dynamic 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>

### **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.