



Provider Bulletin

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

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North Yorkshire County Council,
County Hall
Racecourse Lane
Northallerton, DL7 8DD
socialservices.contractingunit@northyorks.gov.uk

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

Dear Colleagues

Last week we introduced a daily call to all North Yorkshire care home and extra care housing schemes. I hope that colleagues have found these calls helpful and constructive. We are learning and refining our approach as the days progress and we are updating the menu of support that care home liaison officers can draw on to offer to care provider colleagues.

Over the weekend, I shadowed the daily call that takes place between the NHS, the councils and other partners to support care homes. And today I am holding a review meeting to discuss what's worked and what more we can do - we would welcome your feedback, too, either via Mike Padgham and Bev Proctor at the Independent Care Group or through our dedicated email account socialservices.contractingunit@northyorks.gov.uk

I know that some providers have declined a weekend call. However, this worries me as a potential sign of a provider that might be struggling and I have therefore asked the team to follow up as our expectation is of a daily conversation between us.

I have spent much of the weekend working with colleagues on the introduction of a more comprehensive approach to the testing of care home residents, following the attached letter from the Care Services Minister. Which is attached to this bulletin for your information.

We are looking at the feasibility of a potential local scheme if we cannot get satisfactory progress from the Government – this carries potential risks and uncertainties so we will be exploring all possible avenues and keeping in touch with you about the best way forward. Personally, I would like to see regular and systematic testing of all residents, whether homes are Covid-free or have outbreaks. However, I am not yet convinced that the UK has the test-kit supplies or lab capacity to do so. We will therefore all need to work together locally to prioritise and keep people as safe as we can.

On a lighter note, it was inspiring to see the great efforts that care providers across the County went to help people commemorate VE Day – an anniversary that felt even more poignant this year in so many ways.

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

Best wishes,

Richard

Interpreting COVID-19 PPE guidance (North Yorkshire & York)

There have been no changes to the PPE Guidance since the last Provider Bulletin was issued, however, we wanted to re-distribute the documents and relevant links to Providers to ensure you are aware of the requirements around PPE. The **documents are attached to this bulletin**.

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

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

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

Online Learning on Personal Protective Equipment (PPE)

As the guidance around Personal Protective Equipment (PPE) continues to evolve, we have updated our online learning to reflect the current position. The online learning will provide information on COVID-19, the standard infection control precautions that staff should be following, and the appropriate use of PPE.

It details when to use PPE, the right PPE for the circumstances in which you work, and the correct way to put on, take off and dispose of PPE.

This course is suitable for people working in Health, Social Care and Education settings.

People who manage community settings that remain open during the epidemic would also benefit from it.

Please follow the link below to access the online learning:

<https://breeze.northyorks.gov.uk/pe1ash2qrdfe/>

Important note:

There is a limit to the number of users able to view online learning simultaneously via the Learning Zone. As this package is likely to be viewed by a large number of people, you may see a message to say the "server is busy" or similar. If this is the case, please try again later. We'd recommend waiting at least an hour before trying again.

In the meantime, if you have any queries about the information in this online learning package please discuss with your line manager or email NYPublicHealth@NorthYorks.gov.uk and write "**PPE questions**" in the Subject line.

Please note that this email address is only for queries relating to this online learning.

The Donning and Doffing of PPE

The following video from Public Health England shows the correct ways to put on (donning) and take off (doffing) PPE. Please make sure you watch it if you think you will be required to use PPE.

https://youtu.be/-GncQ_ed-9w

Personal Protective Equipment - LRF Process

The LRF Process has been updated to reflect a change in the variety of face masks that are available via the LRF process. **Please find attached an updated process** to reflect this change. If you have any queries, please email covid19PPE@northyorks.gov.uk

A care provider should only consider using the LRF Process, when they have exhausted their usual PPE supply process and they have less than 48 hours of supply remaining, the maximum amount of PPE that can be requested via this route is a maximum of 72 hours' worth of stock.

Care Providers that would like to make a request for an emergency supply of PPE should complete the form contained within the process and send to by 11:00 each day (currently Monday-Friday). 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.

On Wednesday 13th May, The LRF released information regarding the re-calling of certain types of eye protection, please see the information below that was sent **direct** to those Care Providers who have been issued by this type of eye protections by the LRF.

STOP USING LRF ISSUED GOGGLES

I am contacting you all as we have been made aware that the goggles/glasses that NYLRF have provided you with have been **recalled after failing a product safety check**. The following is extracted from a letter from the Department of Health & Social Care:

BSI at the request of the Health and Safety Executive (HSE) have carried out a test on Tiger Eye protective goggles and frames that originated from the Pandemic Influenza Preparedness Programme (PIPP) Stock purchased in 2009.

The test has shown the product does not meet the current requirement for splash protection required in BSN 166 (including certain testing requirements documented in BSN 168). As a result, this product should not be

used in a Covid-19 setting, and we are removing it from the supply chain.

The current Infection Prevention and Control Guidance recommends that a full face shield or visor should be used when performing aerosol generating procedures (AGPs). Staff in your organisation may already have used the above Tiger Eye Protector product for non AGPs. **The risk from using it in direct patient contact when not performing AGPs is limited**

The letter goes on to provide the following guidance:

If staff have used the product when performing AGPs or if otherwise they have been exposed to droplets or splashes you should communicate this to HSE through the RIDDOR route <https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm>.

The LRF is being issued with a new set of eye protection – expected to be delivered Thursday 14th May. Please make a new request, if you require new eye protection.

Financial Support for Care Homes

Yesterday, we shared a joint statement from the County Council and the Independent Care Group, in response to the Ministerial announcement about the national £600m Infection Control Fund for care homes. We also shared the Ministerial letters.

We would want to acknowledge the issues that have been raised by supported living and home care providers, too. At this stage, it is unclear whether the Government will direct this funding solely to residential and nursing care providers or will also include other care providers. As soon as we get the national guidance and allocation, we will update you.

In the meantime, we would like to thank all care providers who are supporting people across the County and to reaffirm the support that is available from NYCC, ICG and the NHS.

Keeping Safe guides and activity pack

It is important that everyone has the information they need to be safe and feel safe. That is why the Safeguarding Adults Board worked with the North Yorkshire Learning Disability Partnership Board and Inclusion North to write some easy read books about 'Keeping Safe'.

- Book 1 – What is Abuse is about different types of abuse that can happen.
- Book 2 – Speaking up about Abuse is about telling someone about abuse that is happening.
- Book 3 – Reporting Abuse is about making a report to the North Yorkshire Safeguarding Adults Board.

All the books are free and full of useful information for anyone interested in learning more about keeping safe or supporting others to be safe. Click here to download: <https://safeguardingadults.co.uk/keeping-safe/easy-read-guides/>

An accompanying Keeping Safe Activity Pack has also been developed and can be downloaded for free. It contains wordsearches, a True or False quiz and other interactive resources to help people think about safety.

Services are encouraged to share these with people you support and work through them together. If you have any queries or to inquire about ordering hard copies of the books please contact Jamie Bannister, NYCC Participation and Engagement Officer via jamie.bannister@northyorks.gov.uk

Care Sector Webinars

Thank you to those Providers who attended the last webinar that was held on 1st May. This webinar covered the most recent PPE guidance. Please find below links to managing shortages of PPE and infection, prevention and control documents:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/managing-shortages-in-personal-protective-equipment-ppe>

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>

An on-line video is also available which shows how to administer the swab:

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

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

Socialservices.contractingunit@northyorks.gov.uk

Testing in Care Homes

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

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

their local health protection team to arrange testing.

Detailed guidance has been produced for care home managers. A tutorial video is also available to guide staff through the swab collection process. If you have any queries, please use the following email address: COVIDCareHomeTesting@dhsc.gov.uk

Care staff who are self-isolating, either because they or a member of their household has symptoms, should continue to use [the self-referral website](#) to book a home test or an appointment at a test site.

Domiciliary care staff who need a test should also continue to use [the self-referral website](#) to request a home test or book an appointment at a test site.

Health and Wellbeing of the Adult Social Care Workforce

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

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

Care Home Resilience Plan

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

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

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

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

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

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

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

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

Testing for Self-isolating Social Care Staff

Mobile Testing sites are coming on-line at various points across NY, with updated information sent on Thursday 14th May, which we are repeating here:

Area	Date and Times	Location of Site
Settle	Friday 15 th May 11:00 – 15:00	Greenfoot Car Park Ingfield Lane Settle, BD24 9RW
Driffield	Friday 15 th May Saturday 16 th May 11:00 – 15:00	Driffield Showground Driffield, YO25 9DN
Northallerton	Friday 15 th May 11:00 – 15:00	Civic Centre, Stonecross Northallerton, DL6 2UU
Harrogate	Saturday 16 th May Sunday 17 th May 11:00 – 15:00	Harrogate Hydro Jennyfield Drive Harrogate, HG1 2RP

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

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

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

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

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

For any queries please contact covid19testing@northyorks.gov.uk

Environmental Cleanliness

Our local Infection Prevention & Control Team have released guidance around appropriate cleaning measures during the current outbreak:

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

CARE Workforce App

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

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

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

Where to Obtain Advice

As the situation develops and new guidance is issued we will share this with the care market. Please see the links below to trusted sources of information:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes?utm_source=ac47bed8-b52a-4c2f-b961-a48468e031b1&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

<https://www.gov.uk/government/publications/coronavirus-covid-19-changes-to-the-care-act-2014/care-act-easements-guidance-for-local-authorities#what-the-powers-actually-change>

Find below other useful links:

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

<https://www.scie.org.uk/care-providers/coronavirus-covid-19>

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

<https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care/responding-to-covid-19-the-ethical-framework-for-adult-social-care>

<https://www.recoverycollegeonline.co.uk/your-mental-health/coronavirus/Top of the Document>

<https://www.cqc.org.uk/guidance-providers/all-services/covid-19-interim-guidance-dbs-other-recruitment-checks>

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

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

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

www.cruse.org.uk

<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>

Previous NYCC Provider Bulletins set out this and other advice:

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

Support for family carers as they face the challenges of Covid-19

North Yorkshire wants to thank the many people across the County who are caring for family members and friends during the Covid-19 pandemic.

“It is estimated that up to 60,000 people in North Yorkshire (one in ten of us) care for family and friends as part of their everyday life and many are now providing more care than they have ever done before” said Richard Webb, the County Council’s Director of Health and Adult Services. “We want to thank them for everything they do and we must especially bear them in mind as we continue to live through Covid-19 and the current lockdown regulations which can create significant added pressure for anyone who is a carer.

“The majority of carers are providing more help with emotional support and are checking in on the person they care for more often and keeping them motivated as well as spending more money on food and household bills.

“Family carers are therefore a crucial part of the great communal effort, along with colleagues and staff in the NHS and in social care, to help the nation get through this crisis.”

Unpaid family carers are now also classed as essential workers and therefore eligible for priority testing. “We are offering support and guidance on testing and where to get tested in the county” said Richard Webb, “we are working hard to provide a network of support for carers. As well as our existing services provided by Carers’ charities across the County, we have partnered with 23 community support organisations across the county to coordinate help on the ground with shopping, collecting prescriptions, caring for pets and having someone to talk to.”

The County Council has established one point of contact – its customer service centre on **01609 780780**. The line is now open seven days a week from 8am to 5.30pm for people to call who are without other help. Carers can also ring this number if they have any questions about the wellbeing of the person they are looking after and any other care they are receiving. More information can be found at <https://www.northyorks.gov.uk/coronavirus-covid-19-community-support>

The Council is also encouraging carers who look after someone who couldn’t manage without their help to create an emergency plan. The Council can give guidance on the creation of a plan which carers should have easily available and in place in case of an emergency so that anyone taking over their care has all the information they need.

The County Council has also provided an advice pack for carers with links to partner organisations and advice on use of personal protective equipment.

Video links: https://youtu.be/umPwH_hYhPQ

Direct Payments – Dealing with Provider Invoices During The COVID Period

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

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

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

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

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

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

Q’s & A’s

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

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

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

services we would normally deliver?

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

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

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

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

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

Completion of a Risk Notification Return Document for COVID-19

We would like to thank those providers who are keeping the Council up to date by submitting a Risk Notification Return, if you have a member of staff or a supporting an individual who is self-isolating or is a confirmed case of COVID-19. Until the data collection outlined above is implemented and it has been confirmed that the level of detail shared with the Council is in sufficient detail, providers are still required to complete the form and submit to socialservices.contractingunit@northyorks.gov.uk. 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

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

Frequently Asked Questions

Update from the MCA DoLS Team

Form 1b

Whilst we are aware that this is available to use, only during the current time, we advise that you should always use the original form 1, application for an urgent authorisation, where an authorisation is required urgently, and you should also complete a standard application and submit it at the same time.

The form 1b should only be used in exceptional situations, where an original form 1 cannot be completed due to unprecedented pressures on the service.

Use Of Digital Technology

Following the recent guidance, we will be completing assessments, where appropriate, using digital technologies. In these cases we will need information from the care home, in order to complete our assessments, and ensure they continue to meet the requirements of the Mental Capacity Act and Deprivation of Liberty Safeguards. We will usually ask you to e-mail relevant documentation such as:

- Care plans
- Risk assessments
- Relevant MCA and Best Interests Decisions.
- Evidence of objection (may be in daily notes).

We appreciate that you will be experiencing significant pressures. We are looking to only assess those that are most urgent, so if you are contacted, it is likely it is because we have deemed the case to be extremely high priority, thank you for your support in this. Access to records is required as part of the regulations of the Mental Capacity Act and Deprivation of Liberty Safeguards.

Guidance

<https://www.scie.org.uk/care-providers/coronavirus-covid-19/mca#implications-mca>

SCIE have produced very helpful information for practice in COVID 19, above is a link to information relating to the completion of mental capacity assessments during this time.

DNACPR IMCA support

<https://www.qmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/treatment-and-care-towards-the-end->

[of-life/cardiopulmonary-resuscitation-cpr](#)

What the GMC states to medical practitioners: 'If a patient lacks capacity to make a decision about future CPR, you should consult any legal proxy who has authority to make the decision for the patient. If there is no legal proxy with relevant authority, you must discuss the issue with those close to the patient and with the healthcare team. In your consultations or discussions, you must follow the decision-making model in [paragraph 16](#). In particular, you should be clear about the role that others are being asked to take in the decision-making process. If they do not have legal authority to make the decision, you should be clear that their role is to advise you and the healthcare team about the patient. You must not give them the impression that it is their responsibility to decide whether CPR will be of overall benefit to the patient. You should provide any legal proxy and those close to the patient, with the same information about the nature of CPR and the burdens and risks for the patient as explained in [paragraphs 137 - 138](#).

This includes the need to instruct an IMCA where there is no one appropriate to consult.

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.

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".

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>

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 action to help our small and medium-sized businesses. In recognition of the value we place on our local suppliers and the difficult times they are facing, we will be fast-tracking payments for invoices – which means they will receive payment from us more quickly. We hope that this will be of some assistance during this difficult time.

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

We have also introduced a Compensatory Payment arrangement for a range of providers, as detailed above.

What is the current guidance on anti-inflammatory medications? –

Guidance has been released in relation to the concerns raised regarding ibuprofen, link is below:
<https://www.gov.uk/government/news/ibuprofen-use-and-covid19coronavirus>

What do I do if a supported living, homecare or care home care worker is concerned they may have covid-19?

If care workers are concerned they have COVID-19 they should follow the NHS advice.

What is the North Yorkshire's mutual aid plan?

North Yorkshire County Council have established arrangements for giving advice, guidance and information to service providers and other organisations in communities who are looking to provide assistance in response to Covid-19. To further support this in the challenging months ahead, we are developing a North Yorkshire Mutual Aid programme. This programme will look to bring together resources across organisations, to ensure they are being used in the most effective way.

The two key areas we want to develop with providers are:

- The prioritisation of care: working together to coordinate risk assessments across providers to ensure security of support to the most vulnerable service users;
- The most efficient and effective use of overall staff resource: working with community, voluntary and statutory providers to ascertain which services have capacity to provide additional support and share available workforce, including re-deploying staff who work at services that close.

North Yorkshire County Council is in direct contact with providers and we are starting to gather information together of what could be required. We will be in touch about how you can be involved and about any changes to arrangements that will be required to enable mutual aid agreements to be delivered effectively.

Will we continue to receive payment for day services/non-regulated activity?

We will continue to fund your existing contracts to enable you to retain your valuable staff resource and to redeploy your teams to continue to meet the needs of individuals whilst adhering to the government guidance. We will do this initially until the end of May, at which point we will review the situation.

How will I find the money to pay SSP (Statutory Sick Pay), including zero hours contracts?

The government has released legislation to allow small- and medium-sized businesses and employers to reclaim Statutory Sick Pay (SSP) paid for sickness absence due to COVID-19. The eligibility criteria for the scheme will be as follows:

- This refund will cover up to 2 weeks' SSP per eligible employee who has been off work because of COVID-19.
- Employers with fewer than 250 employees will be eligible – the size of an employer will be determined by the number of people they employed as of 28 February 2020.
- Employers will be able to reclaim expenditure for any employee who has claimed SSP (according to the new eligibility criteria) as a result of COVID-19.
- Employers should maintain records of staff absences and payments of SSP, but employees will not need to provide a GP fit note.
- Eligible period for the scheme will commence the day after the regulations on the extension of Statutory Sick Pay to those staying at home comes into force, the government will work with employers over the coming months to set up the repayment mechanism for employers as soon as possible.

<https://www.gov.uk/government/news/sick-pay-from-day-one-for-those-affected-by-coronavirus>

What changes to our cleaning regime do we need to consider at this point?

You should consider frequent and thorough cleaning of well-used touch points such as door handles and lift buttons, with regular cleaning of surfaces in communal areas including phones etc.

There is government guidance available, see link below:

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

Finally:

Remember - prevention is always better than cure. As with the flu virus, the most effective way to protect yourself from Covid-19, Coronavirus is to adopt good respiratory and hand hygiene to prevent the risk of infection and a 'catch it, bin it, kill it' approach to coughs and sneezes.

The best way to protect yourself and others is:

- wash your hands with soap and water, or use a sanitiser gel, regularly throughout the day;

- catch your cough or sneeze in a tissue, throw away the used tissue, bin it, and wash your hands;
- if you don't have a tissue, use your sleeve;
- avoid touching your eyes, nose and mouth with unwashed hands; and
- avoid close contact with people who are unwell.