

COMPENDIUM OF GUIDANCE ON WORKFORCE ISSUES FOR COMMUNITY SERVICES, CARE HOME AND DOMICILIARY CARE PROVIDERS AND STAFF

(Version 5: 5 May 2020)

This document pulls together in one place some of the latest key guidance issued to employers and staff in response to the COVID-19 incident

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COVID-19 HOMEPAGES FOR NATIONAL BODIES

Organisations	Web Link
Association of Directors of Adult Social Care	[LINK]
Care Quality Commission	[LINK]
Department of Health and Social Care	[LINK]
Health Education England	[LINK]
Local Government Association	[LINK]
NHS England and NHS Improvement	[LINK]
NHS England and NHS Improvement's Community based health, social care, mental health trusts and ambulance services pages	[LINK]
National Institute for Health and Care Excellence	[LINK]
NHS Employers	[LINK]
Public Health England	[LINK]
Skills for Care	[LINK]

GUIDANCE ON DELIVERY OF CARE

Issuing organisation(s)	Title/Subject	Web Link
Care Quality Commission	<p>CQC: COVID-19 pages</p> <p>For providers of care services: how we're changing the way we work and how it affects you</p>	[LINK]
Care Quality Commission	<p>CQC: COVID-19 updates for providers</p> <p>Information for adult social care services during the coronavirus – summarising elements of CQC advice and guidance which have changed during the COVID-19 incident</p>	[LINK]
Department of Health & Social Care	<p>DHSC: Getting tested</p> <p>Guidance on coronavirus testing, including who is eligible for a test, how to get tested and the different types of test available</p>	[LINK]
Department of Health & Social Care	<p>DHSC: Care Act Easements</p> <p>How Local Authorities can use the new Care Act easements, created under the COVID-19 Act 2020, to ensure the best possible care for people in our society during this exceptional period.</p>	[LINK]
Department of Health & Social Care	<p>DHSC: Ethical Framework for Adult Social Care</p> <p>A framework to support the planning and organisation of adult social care during the COVID-19 (COVID-19) outbreak</p>	[LINK]
Department of Health & Social Care	<p>DHSC: COVID-19: adult social care action plan</p> <p>An overview of support from the government for the adult social care sector</p>	[LINK]

Department of Health & Social Care	DHSC: 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	[LINK]
Department of Health & Social Care	DHSC: Guidance on re-use of medicines in care homes and hospices The guidance promotes safe and effective use of medicines in care homes by advising on processes for prescribing, handling and administering medicines	[LINK]
Department of Health & Social Care	DHSC: Guidance for people receiving direct payments Advice for people who buy care and support through a direct payment, as well as local authorities, clinical commissioning groups and those who provide care and support.	[LINK]
Department of Health & Social Care	DHSC: COVID-19 - guidance for people receiving direct payments Advice for people who buy care and support through a direct payment, as well as local authorities, clinical commissioning groups and those who provide care and support.	[LINK]
Joint Organisational Guidance	Joint Guidance: information for council adult social care commissioners Shared guidance to local authority commissioners on social care provider resilience during COVID 19	[LINK]
Joint Organisational Guidance	Joint Guidance: Guidance for adult social care Collation of relevant guidance for providers of adult social care	[LINK]
Joint Organisational Guidance	Joint Guidance: Guidance for health professionals Information on COVID-19, including guidance on the assessment and management of suspected UK cases	[LINK]
Joint Organisational Guidance	Joint Guidance: Admission and Care of Patients during COVID-19 Incident in a Care Home Support for Care Home providers to protect their staff and residents, ensuring that each person is getting the right care in the most appropriate setting for their needs	[LINK]
Joint Organisational Guidance	Joint Guidance: Advance Care Planning Joint BMA, Care Providers Alliance, CQC and RCGP statement on importance of having a personalised care plan in place, especially for older people, people who are frail or have other serious conditions	[LINK]

Local Government Association	<p>LGA: Changes to local authority powers and duties resulting from the Coronavirus Act 2020</p> <p>This is a guide to the provisions of the Coronavirus Act 2020 and to new, modified or suspended local government powers and duties</p>	[LINK]
Local Government Association	<p>LGA: Guidance on protecting vulnerable people</p> <p>Guidance giving an overview of the system for supporting vulnerable people, vulnerable groups and how they can be identified, types of support available, and key considerations for councils in coordinating local support</p>	[LINK]
Local Government Association	<p>LGA: Adult Safeguarding and Homelessness: a briefing on positive practice</p> <p>The purpose of this briefing is to assist colleagues who are working across relevant sectors and agencies in this field, to support people who are homeless and at risk of or experiencing abuse or neglect</p>	[LINK]
Local Government Association	<p>LGA: Tackling domestic abuse during the COVID-19 pandemic</p> <p>The document aims to provide a range of resources which offer help, guidance and support to tackle domestic abuse</p>	[LINK]
NHS England and NHS Improvement	<p>NHS England and NHS Improvement: Primary care and community health support care home residents</p> <p>Letter outlining evidence-based guidance and good practice on support that primary care and community health services can offer to care homes</p>	[LINK]
NHS England and NHS Improvement	<p>NHS England and NHS Improvement: Guidance on Clinical Prioritisation in Community Health Services</p> <p>Guidance for providers of community services on how they can prioritise capacity to support the COVID-19 preparedness and response</p>	[LINK]
NHS England and NHS Improvement	<p>NHS England and NHS Improvement: Standard Operating Procedures During COVID-19 – Community Pharmacy</p> <p>Guidance to support Community Pharmacy in the response to COVID-19</p>	[LINK]
NHS England and NHS Improvement	<p>NHS England and NHS Improvement: Standard Operating Procedures During COVID-19 – Primary Care</p> <p>Practical guidance to support primary care teams in managing contact with, and presentations of, patients who suspect they may have COVID-19</p>	[LINK]

NHS England and NHS Improvement	<p>NHS England and NHS Improvement: standard operating procedure: Community health services</p> <p>This guidance applies to all providers of community health services in England, operating within the NHS Standard Contract. It clarifies the expected approach of community health services to the management of patients, both adults and children, in the community during the COVID-19 pandemic</p>	[LINK]
NHS England and NHS Improvement	<p>NHS England and NHS Improvement: Managing capacity and demand within inpatient and community mental health, learning disabilities and autism services for all ages</p> <p>It provides guidance for how best to manage their capacity across inpatient and community services</p>	[LINK]
NHS England and NHS Improvement	<p>NHS England and NHS Improvement: Deploying our people safely</p> <p>Principles to consider when deploying staff into settings and roles which are unfamiliar to them: consideration of the issues facing each professional group, the position of the professional regulators, training resources, and indemnity arrangements for NHS staff</p>	[LINK]
NICE	<p>NICE: Rapid Guidelines</p> <p>Various rapid guidance, including on critical care in adults, managing symptoms (including at end of life) in the community and on managing suspected or confirmed pneumonia in adults in the community</p>	[LINK]
Public Health England	<p>PHE: Guidance for stepdown of infection control precautions within hospitals and discharging patients</p> <p>Advice on appropriate infection prevention and control precautions for stepdown in hospital or discharge to home or residential settings</p>	[LINK]
Public Health England	<p>PHE: COVID-19 - Infection prevention and control (IPC)</p> <p>Guidance on infection prevention and control for COVID-19</p>	[LINK]
Public Health England	<p>PHE: COVID-19 - Guidance for residential care, supported living, and home care</p> <p>Guidance for residential care, supported living and home care in the event of a coronavirus (COVID-19) outbreak</p>	[LINK]
Skills for Care	<p>Skills for Care: Guidance for Individual Employers and Personal Assistant</p> <p>Information and guidance dedicated to Individual employers and personal assistants that may be of help during COVID-10</p>	[LINK]

PERSONAL PROTECTIVE EQUIPMENT (PPE)		
Issuing organisation(s)	Title/Subject	Web Link
Joint Organisational Advice	Joint Guidance: Guidance on supply and use of PPE Everything that you need to know on the supply and use of PPE	[LINK]
Public Health England	PHE: Guidance on use of PPE Revised Guidance on use of PPE by health and social care workers, in the context of COVID-19	[LINK]
Public Health England	PHE: COVID-19: how to work safely in care homes Guidance and videos for those working in care homes providing information on how to work safely during this period of sustained transmission of COVID-19	[LINK]
Public Health England	PHE: How to work safely in domiciliary care in England A resource for those working in domiciliary care providing information on the use of personal protective equipment (PPE)	[LINK]
NHS England and NHS Improvement	NHSE/I: Accessing supplies of Personal Protective Equipment Information for NHS Trusts, Foundation Trusts, primary care, hospices, social care and home care providers	[LINK]
DATA & INFORMATION		
Issuing organisation(s)	Title/Subject	Web Link
Joint Organisational Guidance	Joint Guidance: Registration for Capacity Tracker The COVID-19 Hospital Discharge Service Requirements required the rapid system-wide adoption of Capacity Tracker by all care homes, all hospices (including children's hospices) and all providers of inpatient community rehabilitation and end of life care. More information is available in Annex I of the Joint Guidance on Admission and care of residents during COVID-19 incident in a care home	[LINK]
Digital Social Care	Digital Social Care: Information Governance and Information Sharing Guidance Guidance to help ensure that carers, social care professionals, and clinicians are able to talk to each other and to the people they care for during COVID-19	[LINK]

Digital Social Care	Digital Social Care: Guidance on how to obtain quick access to NHSmail Guidance on the fast track roll out of NHSmail to the care sector	[LINK]
Digital Social Care	Digital Social Care: Guidance on how to access Microsoft Teams Guidance on how to use MS Teams to access video calling functionality so that it can be used by people receiving care to keep in touch with friends and relatives, and by people receiving care and care workers to communicate with other health and care organisations - for example, with GPs, district nurses, pharmacists, social workers etc.	[LINK]
TRAINING & INDUCTION RESOURCES		
Issuing organisation(s)	Title/Subject	Web Link
Health Education England	HEE: e-learning for Healthcare (HEE e-LfH) COVID-19 programme Expanding programme of training resources freely available to colleagues working in the NHS, independent sector and social care	[LINK]
Queen's Nursing Institute	QNI: Orientation and Induction Checklist for COVID-19 Practical guidance on what to include in induction	[LINK]
Queen's Nursing Institute	QNI: Care Home Nursing: Covid19 Rapid Training Training resources for deployment of nurses to Care Homes	[LINK]
Queen's Nursing Institute	QNI: General Practice Nursing: Covid19 Rapid Training Training resources for deployment of nurses to General Practice	[LINK]
Queen's Nursing Institute	QNI: Community Nursing: Covid19 Rapid Training Training resources for deployment of nurses to Community Nursing	[LINK]
Skills for Care	Skills for Care: training for volunteers, existing staff, rapid induction of new staff, and training for staff who are being redeployed Collation of essential training resources and information on how to access them, including guidance on funding and training providers	[LINK]

HEALTH & WELLBEING RESOURCES		
Issuing organisation(s)	Title/Subject	Web Link
NHS Employers	NHS Employers: Health, safety and wellbeing resources Guidance on Staff wellbeing and support, Support available for NHS staff, Fatigue, Mental wellbeing	[LINK]
Skills for Care	Skills for Care: Greater resilience, better care A guide for adult social care managers to help them to reduce work-related stress and build the resilience of staff	[LINK]
Skills for Care	Skills for Care: Supporting staff that work alone A guide for adult social care employers	[LINK]
Our Frontline	Our Frontline: Mental health support offers Our Frontline offers round-the-clock one-to-one support, by call or text, from trained volunteers, plus resources, tips and ideas to look after your mental health. Support offer is available to all health & social care staff	[LINK]
RECRUITMENT RESOURCES		
Issuing organisation(s)	Title/Subject	Web Link
Department of Health & Social Care	DHSC: Announcement of social care recruitment campaign Launch materials for 'Care for others. Make a difference' adult social care recruitment campaign, including website linking to campaign resources and materials	[LINK]
Department of Work & Pensions	DWP: Advertising adult social care roles A guide for employers on how to advertise social care roles on DWP Find a Job	[LINK]
Skills for Care	Skills for Care: Safe and rapid recruitment This includes information on values-based recruiting: getting the right people, recruiting from your local community and robust employment checks	[LINK]
Skills for Care	Skills for Care: Recruitment support materials A Question of Care: resources to help support people wishing to pursue a career in care	[LINK]

ACCESSING SUPPORT FROM VOLUNTEERS

Issuing organisation(s)	Title/Subject	Web Link
Local Government Association	<p>LGA: Advice on how to access local and national volunteering initiatives</p> <p>Accessible at page 4 of the LGA's Briefing on protecting vulnerable people during the COVID-19 outbreak</p>	[LINK]
Royal Voluntary Service	<p>NHS Volunteers/Good Sam App scheme</p> <p>NHS Volunteer Responders has been set up to support the NHS and the care sector during the COVID-19 outbreak. Individuals themselves, Doctors, nurses, those working in local authorities, and other professionals can make referrals via the NHS Volunteer Responders referrers' portal</p>	[LINK]

RESOURCES FOR EMPLOYERS

Issuing organisation(s)	Title/Subject	Web Link
ACAS	<p>ACAS: COVID-19 Advice for employers and employees</p> <p>Guidance on key employment issues arising from COVID-19</p>	[LINK]
Care Quality Commission	<p>CQC: Interim guidance on DBS and other recruitment checks</p> <p>Guidance for providers recruiting staff and volunteers to health and social care services in response to COVID-1</p>	[LINK]
Care Quality Commission	<p>CQC: Information for adult social care services during COVID-19</p> <p>CQC's answers to frequently asked questions from adult social care services about COVID-19, including regulatory issues, staffing issues, and hospital discharge and admissions issues</p>	[LINK]
Care Quality Commission	<p>CQC: Interim supplement to CQC Guidance on Trusted Assessors during COVID-19</p> <p>Guidance to support NHS and social care providers and Trusted Assessor schemes during the COVID-19</p>	[LINK]
Joint Organisational Guidance	<p>Joint Guidance: For employees, employers and businesses</p> <p>Guidance for employees, employers and businesses in providing advice about COVID-19.</p>	[LINK]

Joint Organisational Guidance	Joint Guidance: Social care provider resilience during COVID-19 Shared guidance to local authority commissioners from the Association of Directors of Adult Social Services, the Local Government Association and the Care Provider Alliance	[LINK]
NHS Employers	NHS Employers: guidance for NHS workforce leaders To help workforce leaders across the health system with plans to respond to COVID-19, the collated resources deal with the workforce issues that are likely to arise during the current pandemic	[LINK]
Skills for Care	Skills for Care: Advice line for registered managers of CQC regulated adult social care services Advice line and email inbox have been set up to support those managing CQC regulated adult social care services. Support for managers to access the latest workforce related guidance, information, resources, funding, online learning and other opportunities in response to COVID-19.	[LINK]

ADVICE AND SUPPORT FROM PROFESSIONAL REGULATORS

Issuing organisation(s)	Title/Subject	Web Link
Joint Organisational Guidance	Joint Guidance: Statement from health and social care professional regulators for staff who are responding to COVID-19 Shared statement from professional regulators on their approach to professional regulatory issues during COVID-19	[LINK]
Health & Care Professions Council	HCPC: COVID-19 pages Advice for regulated staff and employers	[LINK]
Nursing & Midwifery Council	NMC: COVID-19 pages Advice for regulated staff and employers	[LINK]
Social Work England	Social Work England: COVID-19 pages Advice for regulated staff and employers	[LINK]

RESOURCES FOR STAFF

Title/Subject	Web Link
Trusted sources of information	
Health advice from the NHS	[LINK]
The government's response to COVID-19	[LINK]
PHE's information for the public	[LINK]

Protecting you, your family, and others	
Symptoms of COVID-19 and what to do if you think you have them	[LINK]
What you need to do	[LINK]
Advice on who is at high risk	[LINK]
Staying at home if you think you have COVID-19 (self-isolating)	[LINK]
Staying at home and away from others (social distancing)	[LINK]
How to protect extremely vulnerable people (shielding)	[LINK]
School closures, education and childcare	
What parents and carers need to know about closures	[LINK]
School opening for children of key workers	[LINK]
Dealing with COVID-19 in nurseries, schools and universities	[LINK]
Supporting vulnerable children	[LINK]