

PROVIDER BULLETIN

Thursday 19 November 2020

INFECTION CONTROL FUND ROUND TWO - **UPDATE!**

Thank you to all homes who have completed the recent snap survey. There are a small number of homes which remain outstanding – please contact commissioning inbox if you have missed the survey for any reason.

Reporting for CQC-Regulated Community Providers

Payments were made to CQC-Regulated providers this week. Please note that due to the delay in payment timescales, we are not requesting a separate return for October spend. We will capture spend for October and November in a snap survey in that will be sent to CQC regulated community care providers in December.

CARE@HOME NEWSLETTER (EDITION 9 – WEDNESDAY 18 NOVEMBER 2020)

You now access this newsletter via the [Provider Zone](#), including associated documents.

In this newsletter:

1. Immedicare or own GP update and approved portal user guides
2. Clinical home care guidance
3. Update on Delirium
4. National webinars
5. Falls Prevention
6. Managing a fall
7. Falls training
8. Learning by experience and supporting the care homes sector during COVID-19



CARE HOME VISITS

Please ensure that you are following the guideline below, included in the national visiting arrangements in care homes for the period of national restrictions...

“visitor numbers should be limited to a single constant visitor wherever possible, with an absolute maximum of two constant visitors per resident. This, for example, means the same family member visiting each time to limit the number of different individuals coming into contact. This is in order to limit the overall number of visitors to the care home and/or to the individual, and the consequent risk of disease transmission from multiple different routes”

For further information on Accommodation Based Visiting Guidance, please see the local supporting document [HERE](#).

Should you have any queries on the above, please contact the Covid-19 Support Team Duty Desk, details of which can be found [HERE](#).



INFECTION PREVENTION AND CONTROL ON CALL COVER FOR THIS WEEKEND (10AM- 1PM)

Saturday : Darren Fletcher -
07582102163

Sunday: Michael Horsley -
07582 102117

43 days to go

BREXIT

The UK transition:
time is running out!

There are new rules for businesses and citizens from 1
January 2021.

Support is available in Bradford – Click on
the link below:

**BREXIT - WHAT YOU
NEED TO KNOW!**

**Free webinar: Leaving the EU Single Market,
Wednesday, 25 Nov, 10-11am**

The UK has left the EU and the transition period comes to an end on 31
December this year.

Are you prepared for the new rules?

A free webinar, [Leaving the EU Single Market](#) will highlight what businesses
need to consider, to help you get ready.

Bradford Council's Invest in Bradford team has partnered with Enterprise
Europe Network and Calbee Group (best known for producing Seabrooks
Crisps) for this informative virtual event.

REGISTER NOW

Marley Fields Testing Centre

Marley Fields Testing Centre and the testing administration team will be closed on Christmas day and New Year's day and as usual on Sundays. This team will be contacting providers who have test collections booked on these days to arrange another suitable day.

Date	Marley Fields operational times	Testing administration team
Mon 21 st Dec	Afternoon	8.30am – 4.30pm
Tue 22 nd Dec	Afternoon	8.30am – 4.30pm
Wed 23 rd Dec	Afternoon	8.30am – 4.30pm
Thu 24 th Dec	Afternoon	8.30am – 4.30pm
Fri 25 th Dec	CLOSED	CLOSED
Sat 26 th Dec	Morning	8.30am – 12.30pm
Sun 27 th Dec	CLOSED	CLOSED
Mon 28 th Dec	Afternoon	8.30am – 4.30pm
Tue 29 th Dec	Afternoon	8.30am – 4.30pm
Wed 30 th Dec	Afternoon	8.30am – 4.30pm
Thu 31 st Dec	Afternoon	8.30am – 4.30pm
Fri 1 st Jan 2021	CLOSED	CLOSED
Sat 2 nd Jan 2021	Morning	8.30am – 12.30pm
Sun 3 rd Jan 2021	CLOSED	CLOSED
Mon 4 th Jan 2021	Normal service resumes	8.30am – 4.30pm

NEW VIDEOS RELATING TO COVID-19

Covid-19 Support Team YouTube Channel:

<https://www.youtube.com/channel/UCtRZcw3M8YN0wOFTIeIjqaQ/playlists>

COVID-19 SUPPORT TEAM DUTY DESK – NOW LIVE!

The 'Duty Desk' system went live this **Monday 16 November 2020**, and is here to support all care sector services in the district. We are here to support you with matters relating to Covid-19 and the provision of your service. This does not replace the support provided by other services, for example specialist support and advice from our colleagues in the Infection Prevention and Control Team or the clinical support from Health colleagues. Also, we are able to support you if you do wish to continue receive routine calls and we will be contacting you shortly to confirm this and agree any frequency.

Each week, we will update you with the appropriate telephone numbers of the 'Duty Desk' for the following week. Please click on the following link to find further details, this will be updated every week, so please save and bookmark for quick access and check every week:

<https://bradford.connecttosupport.org/provider-zone/covid-19-support-team-duty-desk/>



Please find attached information in the [Provider Zone](#), which shows you how to do observations of your resident's vital signs – blood pressure, breathing rate, heart rate or pulse, temperature and oxygen levels. There are videos and charts for you to record the observations.

- If you are worried about a resident – call the Digital Care Hub using your Immedicare laptop. Keep your laptop turned on.
- If you use the pulse oximeter you have been given, you can measure the resident's pulse and oxygen saturations and these will help us to help you decide how to support your resident and whether they need to go to hospital. Always make sure their fingers are warm or the readings may not be accurate.
- If you can measure a blood pressure and temperature, that would also really help the hub staff and Super Rota doctor with what to do next.
- If you need any help with carrying out these observations, please call the hub.'

SUPER ROTA SPREAD SHEET

TO BE COMPLETED BY CARE HOMES FOR COVID RESIDENTS

For ALL COVID positive residents – please complete the spread sheet (see the [Provider Zone](#).) and send to the Digital Care Hub on digital.carehub@nhs.net by **10am every morning** in order for the Super Rota doctor to be able to carry out a virtual ward round on your residents.

If you cannot complete all the observations, please make sure that you document a heart rate and oxygen saturation which can be read from the pulse oximeter you have been given.

Instructions on using the pulse oximeter are on the last page of the spread sheet.

United Kingdom Homecare Association
The professional association for homecare providers



A quick guide has been published by the Social Care Institute for Excellence, with extensive input from UKHCA, to help home care workers provide care and support to people who have left hospital after having COVID-19.

The guide explains what to expect as these people return to their lives at home under new circumstances, including helping people with difficulties including longer-term damage to the heart and lungs, difficulty swallowing, muscle weakness, fatigue, skin damage, confusion, and wider mental health problems or feelings of reduced wellbeing that affects their ability to resume day-to-day activities.

You will find the information on-line at:

[“Providing care and support at home to people who have had COVID-19”](#)



CQC PUBLISHES INFECTION PREVENTION AND CONTROL INSPECTIONS REPORT

In response to the challenges of the COVID-19 pandemic we have introduced our Infection Prevention and Control inspections in order to share good practice, uphold high quality care and keep people in care safe. Click [HERE](#) for more information.

COVID-19 Insight: Issue 5: Click [HERE](#) to access. A copy of the document has also be uploaded to the [Provider Zone](#).

This poster can be downloaded from
the [Provider Zone](#).

AMR & COVID-19

Antimicrobial resistance (AMR) occurs when microorganisms (such as bacteria and viruses) change after being exposed to antimicrobial drugs. These changes can mean they become resistant to the drugs used to treat them. There are different types of antimicrobials which work against different types of microorganisms, e.g. antibacterials or antibiotics against bacteria, antivirals against viruses, antifungals against fungi, etc. **Antibiotic Resistance** is caused by the persistent overuse and misuse of antibiotics in human and animal health.



Antibiotics don't treat or prevent viruses, including the one that causes COVID-19!



Antibiotics only work against **bacterial infections**.

What's more, inappropriate antibiotic use raises the risk of antibiotic resistance which puts everyone at risk from even mild infections.

Correct diagnosis is key!

Correct diagnosis is vital for treatment. Testing helps distinguish viral (such as the virus that causes COVID-19) from bacterial infections. This makes it far less likely that antibiotics will be unnecessarily prescribed and used, in turn lowering the risk of antibiotic resistance and optimizing patient care.



When might COVID-19 patients be given antibiotics?



Some patients with COVID-19 may develop **bacterial co-infection**. If this is the case, then health workers might prescribe antibiotics to treat the secondary bacterial infection in those patients.

Never self-medicate with antibiotics!

It's important to listen to the advice of doctors. If you feel unwell, seek out medical help and don't try to diagnose yourself and self-medicate with antibiotics. Remember - **only take antibiotics if you have been prescribed them.**



Practice good hygiene at all times!

Hand hygiene is crucial in times of COVID-19. Practice good hand hygiene at home and in a health care setting by regularly washing your hands. Sneeze and cough into a bent elbow, or a tissue which should be thrown into a closed bin. These are some of the most effective



ways of reducing the spread of many infections, including antibiotic resistant organisms.



World Health
Organization

REGIONAL OFFICE FOR

Europe

#COVID19 #Coronavirus
#AMR #antibioticresistance



Skills for Care have introduced a new e-learning module, called Learning from Events.

See the Provider Zone for attached, a PowerPoint presentation that was used at the Quality event in October, and below is the link to the free module.

Once Managers / Deputies etc. have completed the module they can apply for £100 back towards their time costs from the Workforce Development Fund.

<https://www.skillsforcare.org.uk/Learning-development/ongoing-learning-and-development/Learning-from-events/Learning-from-events.aspx>



KEY DATES FOR NOVEMBER:

Date	What
Tue, 24 Nov	IPC/Winter Planning Meeting
Wed, 25 Nov	RM Ref Managers Meeting

See attached agenda in the [Provider Zone](#) for more details, including, how to join.

WORLD ANTIMICROBIAL AWARENESS WEEK (WAAW)



8 – 24 November 2020

WAAW aims to increase awareness of global antimicrobial resistance (AMR) and to encourage best practices among the general public, health workers and policy makers to avoid the further emergence and spread of drug-resistant infections.

AMR occurs when bacteria, viruses, fungi, and parasites resist the effects of medications, making common infections harder to treat and increasing the risk of disease spread, severe illness and death. Antimicrobials are agents that are critical tools for fighting diseases in humans, animals and plants and include antibiotic, antiviral, antifungal and antiparasitic medicines. Multiple factors – including overuse of medicines in humans, livestock, and agriculture, as well as poor access to clean water, sanitation and hygiene – have accelerated the threat of antimicrobial resistance worldwide.

Please see here to learn more about AMR, [Antibiotic Guardianship](#) and the latest [NICE Guidance](#)

A monitoring form has been developed to support the process of monitoring antibiotic usage and the audit process in your care setting, download [here](#)



ORDERING MEDICATION USING PROXY ACCESS: NEW GUIDANCE FOR CARE HOMES, GP PRACTICES AND COMMUNITY PHARMACIES:

To help you, the Local Government Association and NHS England have published a new step-by-step guide for care homes, GP practices and pharmacies. It includes the tools you need and links to further support.

[Click here for details of how to order medication quickly and safely](#)



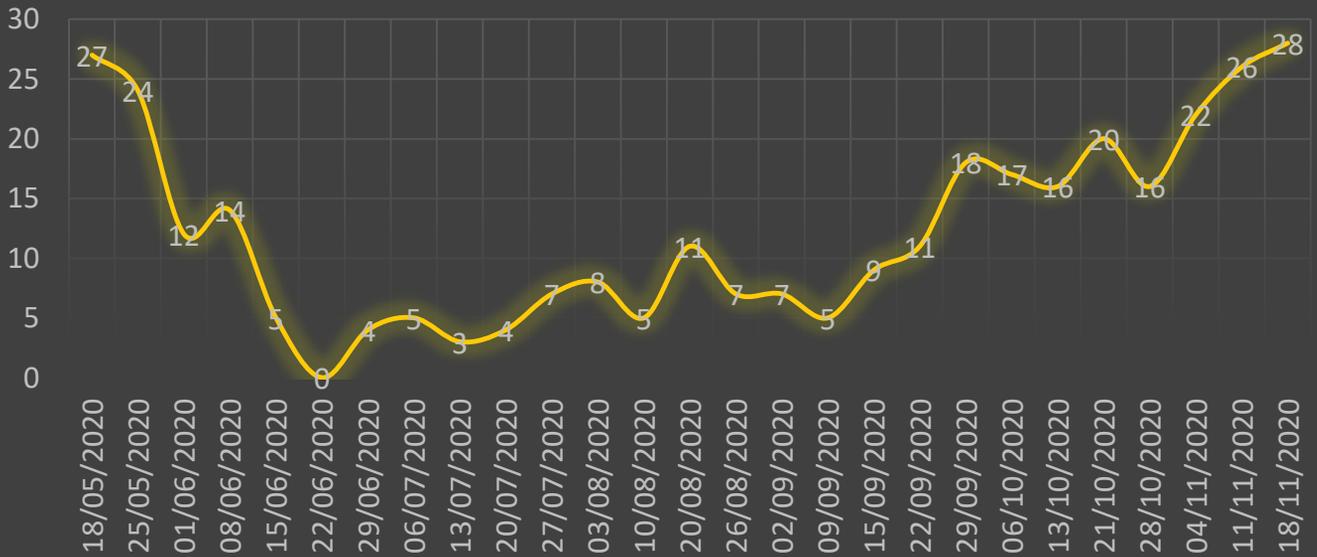
Pandemic Positivity* Video series launching today!

See attached document in the [Provider Zone](#) for more details.

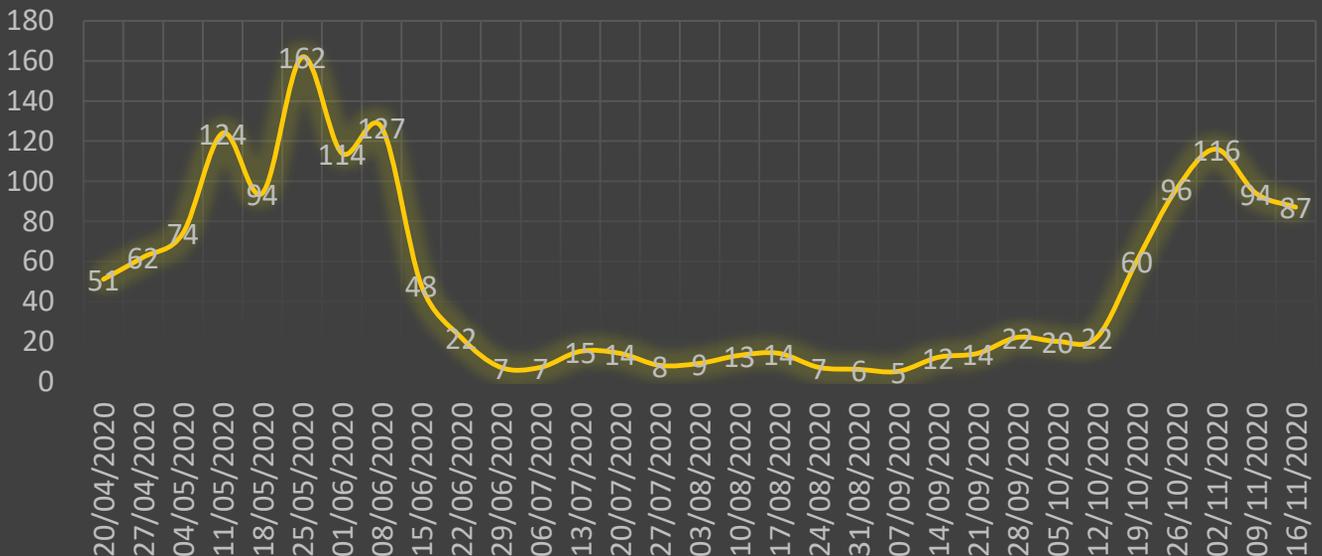
Bradford Care Homes Covid-19 Tracker

This and other graphs are available in the [Provider Zone](#). The Covid-19 Support Team are currently working with our intelligence data colleagues to develop a clear, concise, yet informative weekly presentation of the current situation in respect of several areas relating to the current pandemic. We will be liaising with BCA colleagues to ensure this data is useful and accurately reflects the situation here in Bradford.

Bradford Care Homes with a Covid-19 Outbreak



Number of Covid-19 Infections



SHOUT OUT TO ALL PROVIDERS!

Do you have any case studies showing a day in the life of a resident, a care worker, a positive news story of what it is like living in a home at the minute, what it is like visiting service users homes and how technology has been used to enhance someone's quality of life (residents and family who are unable to visit) and maintain contact with family?

If yes, we would like to hear from you. We are interested in trying to get a positive piece in the media in support of all those who are afraid to come into care when it is necessary.

Please forward these to:

Covid19SupportTeam@bradford.gov.uk