



PROVIDER BULLETIN

Week Six – Tuesday 7 April 2020

Dear Provider

It is difficult to believe but we are now in week six of the Bulletin!

It is testament to you and your teams that we are continuing to support and deliver service to the people of Bradford. A huge thank you!!!

We are planning an “exclusive” interview with Lorna Knowles (CQC, Inspection Manager, North Region, Adult Social Care - Bradford and Calderdale). Please send any question you may have for Lorna (for details, see below).

Again this week we have lots of attachments providing you with the most up to date information we have.

Please don't forget to use the Service Update System (SUS) to let us know your service status and provides an early warning of where you may need support.

Some organisations have sent us hints and tips which are useful in navigating some of the current difficulties. We will reproduce as many as we are able, please keep these coming.

Thank you for your feedback and contributions they are both valuable and informative for us all.

The Commissioning Team

FREQUENTLY ASKED QUESTIONS (FAQS)

Cancelled calls – Non Residential

- Where the person being supported no longer wants to receive a service or wishes to suspend the service, due to self-isolation, providers are asked to make contact with the Access Team on 01274 435400 to advise them of the situation. A social worker will check with individual and assess the impact of the service being suspended or ended.
 - If providers have not been able to deliver the planned level of service due to Covid-19 related issues, payment for the undelivered service will be made to

the provider. However the specific reason and amount of undelivered service must be recorded on the Payment Claim Form (PCF).

- Recording the undelivered service is necessary to ensure there is a record of the actual service delivered to each person and help to adjust the person's financial contribution before or after the contribution holiday that has been implemented from the 30th March 2020.
- From w/c 6th April 2020, PCF's will not be posted out to providers. Instead, PCF's will be produced in MSEXcel format and emailed to providers for completion. When completed, the Electronic PCF (ePCF) will need to be emailed back to cca.payments@bradford.gov.uk
- If you have not provided an email address for the Payments Team to send the ePCF to the right person/team in your organisation, please can you urgently send the email details to cca.payments@bradford.gov.uk
- If you have PCF's still to return to the Payments team for weeks before w/c 06.06.20, please can you complete and urgently send them to cca.payments@bradford.gov.uk
- If you think the planned service could be arranged differently, again, we would ask you to contact the Access team on 01274 435400 so we can record any changes to the planned service.

Thank you to everyone who has raised a question through the Commissioning Team Inbox.

We have now collated these and provided answers to each question using a number of sources within the Council. We hope this proves useful. Please see the attachment above.

Further Questions

Should you have any questions not answered, please email CommissioningInbox@bradford.gov.uk with the subject title 'COVID-19 FAQ'. These will then be shared with all providers through future weekly updates.

As you can appreciate the volume of enquiries to the Commissioning Inbox is significant therefore wherever possible we will be responding to questions that are asked frequently into these twice weekly bulletins rather than replying individually.

The Commissioning Inbox will now be monitored over the weekend and we will do our best to respond to any urgent emails.

ACTION NEEDED: We are hoping to contact our regional CQC manager for a Q&A session which is to be included within a forthcoming bulletin. Any question you may have during these times, could any statutory provider with questions please email either Ali Gul (ali.gul@bradford.gov.uk) or Ben Oxlade-Parker (Ben.Oxlade-Parker@bradford.gov.uk) with the subject tile 'CQC Q&A'.

EMERGENCY TAXI GUIDELINES

The Council is working with providers to ensure that key workers are able to safely continue to travel to and from work to deliver the required support and care required to vulnerable people.

This service can **only** be used where alternative travel arrangements which a worker would normally use are no longer an available option, for example public transport. It must not be used to supplement existing planned arrangements i.e. walking rounds.

For more details, please find attached **Guidelines for providers in using emergency taxis for key workers** and **Provider Taxi Log Template**. You will need to complete a record of each journey booked using the attached spreadsheet. You will be required to submit this weekly as this is required for audit purposes for Passenger Transport Services (PTS) and Adult Social Care.

At the end of each week please submit your completed spreadsheet to Cameron Dale (Cameron.Dale@bradford.gov.uk) so that this can be collated and submitted to PTS.

URGENT: SERVICE UPDATE SYSTEM (SUS)

The Service Update System, or SUS, went live last week. It is vital that you sign up for and update your position. Please ensure that you check your inbox for an email from info@publicconsultinggroup.co.uk early last week as your organisation will have received your log in details.

Should you not have the details to access this, please email connecttosupport@bradford.gov.uk and your details will be emailed back to you.

You need to be updating this status as often as is required, should you not change your status for two days, please make sure to resubmit so that we know the response is up to date and that you are using the system. **This is so important as we need to identify you, should you require urgent help and support.**

When using the SUS please make sure you are follow the guidelines below and only use the Amber and Red ratings when you really need to.

The Commissioning Team are checking this several times a day to ascertain each provider's status.

Once the issue(s) has been resolved or a plan developed to support you please ensure you change you status back to Green.

ACTION NEEDED: NHS MAIL SIGN UP FOR ALL SOCIAL CARE PROVIDERS

NHSmail offers a recognised secure email system, which will allow patient identifiable data to be shared between health and care services.

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.

Please find attached the **fast track form** alongside **guidance notes** on how to complete the form.

For any provider who does not already have an NHS mail, the process for obtaining an NHSmail account during this fast track period is for providers to complete the attached template (word document). Your ODS code can be found using the link in the form and is a five digit code starting with V (V****).

The guidance form has been sent out because the area team have had issues with incomplete forms from other providers in the Yorkshire District. Vast majority of all forms checked direct from providers by the area team have been completed incorrectly, which is slowing down the process dramatically.

Can providers please ensure the forms are completed accurately to avoid delays. The process takes much longer if sections of the forms aren't completed or inaccurate as we have to send them back asking for further information.

Once completed by those providers requiring an NHSmail account, please quickly return by email to england.dsptnorth@nhs.net

The Data Security and Protection Toolkit (DSPT) team in the North will provide you with help and support, please contact england.dsptnorth@nhs.net if you have any enquiries.

ACTION NEEDED: CAPACITY TRACKER – RESIDENTIAL AND NURSING HOMES

Please can Residential and Nursing Homes Providers ensure that they have signed up to the NHS Capacity Tracker. Once you have registered, you can update your vacancy's in real time using the website here: <https://carehomes.necsu.nhs.uk/>

We have seen an increase in providers registered for Capacity Tracker, please register today to enable you to report vacancies live into the central system. See attached 'Capacity Tracker' for more information.

ACTION NEEDED: MCA AND SAFEGUARDING PROVIDER CALL – THIS THURSDAY 9 APRIL 2020

This **Thursday (09/04/2020)** we will be hosting a Zoom call at **10:30am** with a plan to host the calls at this time each week if successful and needed. The content will be an update on MCA including DoLS and Safeguarding during the crisis and will provide a platform for asking questions.

See link below and upon joining a presentation will be viewable and we will initially provide some information about the current situation. Due to the app restrictions the call will last for 40 minutes, ending at 11:10.

How to use?

Zoom can either be used through downloading the app on your mobile, or through their direct website. Clicking on the link below will bring you straight to the Zoom call. Alternatively, there is a code with a password that can be inputted on the website/app to join the call. To minimise unnecessary disruption everyone who joins will have their microphone muted – it may also be beneficial to hide your video to help this.

After joining, if you could change your display to include the name of your care home to allow easy identification. It can be changed by clicking on Participants – you will then see a list of names. Select More next to your own name to change name.

To ask a question, at the bottom of your screen there is a 'Chat' option; this chat will allow you to type whilst muted, and is available for all to see. We will answer questions inputted here.

Please note that this is confidential so we ask that the names of service users are not included.

<https://us04web.zoom.us/j/797785295?pwd=MnQ5VWtiREJUcGd1NU1jTmo4bzMzQT09>

Meeting ID: 797 785 295

Password: 084379

For more information or if any issues, please email:

- MCA – Ian.Burgess@bradford.gov.uk (MCA Lead)
- DoLS – Jack.Skinner@bradford.gov.uk (DoLS Manager)
- Safeguarding – Lyn.Waters@bradford.gov.uk (Safeguarding service manager)

SAFEGUARDING/ MULTI-AGENCY SAFEGUARDING HUB (MASH):

If you need to speak to someone regarding an individual whose needs have changed then please contact our Access Team on 01274 435400. If you have concerns regarding individuals at risk of harm or abuse please contact 01274 431077 to speak

to a member of our Multi-Agency Safeguarding Hub (MASH) who will provide you with support, advice and guidance to report your concerns.

TRAINING

Please find attached links to a couple of free to access but essential training resources that may help staff to prepare for caring/supporting people with symptoms/diagnosis of COVID- 19.

- **NHS and Public Health England video:** The Correct Order for Removal and Disposal of PPE <https://www.youtube.com/watch?v=oUo5O1JmLH0&feature=youtu.be> (a film to show how to SAFELY remove or doff worn / used PPE)
- **eLearning for Health have a free eLearning programme:** https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_45016&programmeld=45016 (These 3 short e-learning resources / films that cover What is COVID 19, putting on PPE for COVID 19 and then removing PPE)
- **Free eLearning for social care on medicines administration:**
 - Please see the link below which may be useful for rapid and remote training of carers over the coming weeks and months, particularly as there will be a reduction in MDS provision from community pharmacies.
 - This training has previously been available for providers to purchase however HEE have purchased this for free access for everyone now.
 - https://www.prescqipp.info/media/4743/prescqipp_managing_medicines_for_adults_receiving_social_care_in_the_community_e_learning_course_overview.pdf
- **Safeguarding in the Coronavirus Crisis Information for Volunteers:** This may be useful to providers who are taking on new workers at short notice, or making use of volunteers during this time. The training presentation is available here <https://saferbradford.co.uk/media/rq1hdjib/safeguarding-in-the-coronavirus-crisis-info-for-volunteers-final.pdf>
- **Interactive webinars:**
 - Join the interactive webinar to support the implementation of the [Admission and care of residents during COVID-19 incident in a care home guidance](#). The webinar will consist of an overview of the guidance through short presentations, followed by opportunities for Q&A.
 - The webinars will be the same content run over four different sessions with the opportunity to ask questions and hear responses and we strongly encourage every system to have some representation in at least one of the sessions.
 - **Who is this for?** The webinars will be of interest to all registered care home managers and deputies, local authorities, CCGs, community service providers and those working in hospital discharge settings.

- **Book on here:** <https://www.eventbrite.co.uk/e/covid-19-admission-and-care-of-people-in-care-homes-guidance-webinar-tickets-101622004150>

IMPORTANT MESSAGES

Message from Adults Service Access Team

Our Adults Service Access Team has received calls from providers requesting access to the Shielded List.

The Shielded List is produced by Central Government and contains details of people deemed to be the most vulnerable. Due to GDPR the list cannot be shared.

Everyone on list is being contacted by the Council and should there be any social care issues these are dealt with by the Adults Service Access Team.

If there are any concerns about specific people with care needs the team will, where appropriate, liaise with you directly.

Message from Credit Union:

Our New 'MasterCard' Debit Card and Branch Counter Opening Times

As you are aware, the Coronavirus COVID-19 outbreak is rapidly on the spread.

The Priority has been to ensure that you, our members, have access to funds and our staff remain healthy to be able to continue to serve you.

Due to the above concerns and the environment the counter staff work in, it is with regret than I am informing you of the timetable to close the branch counter only to our members and public until further notice.

When we close the branch counter, you will still have a number of options to your money and services through:

- **Online Banking**
- **Smartphone Banking**
- **Debit Card- See Information Below on ordering a card**
- **Loans Online**

1. For online banking: Please register for your 6-digit code which we will send out to you via www.bdcu.co.uk - click on blue tab in right hand corner 'register for access'.
2. For the Debit Card: Please complete/sign an application form available (outside the counter whilst open) and on our website www.bdcu.co.uk allow upto 10 days to arrive.

3. We are accepting all loan applications, please apply via online at www.bdcu.co.uk
4. For latest information please go to our website or follow us on our Facebook page. We will also inform you when our counter will reopen to the public by these methods.

Branch counter opening times	Thursday 9/4 – 9:30am to 12 pm
Branch counter CLOSED from Monday 13th April	Email on: credit.union@bdcu.co.uk Call on: 01274 434100
Full web applications/smartphone/Debit Card still available.	

- **For more information and financial help please go to this website: <https://www.moneyadviceservice.org.uk/en/articles/coronavirus-and-your-money>**
- **The Stop Loan Sharks helpline service is still operating as normal on 0300 555 2222. If you are the victim of a loan shark contact the team for help. Visit the website here for more info and support: <http://bit.ly/2vyzQyg>**

Message from Alzheimer’s Society

As the Coronavirus crisis has unfolded, we have witnessed an unprecedented raft of measures brought in to support health and social care services to continue to look after the most vulnerable people in our society.

Alzheimer’s Society is continuing to offer advice, information and support to all of our service users throughout this incredibly challenging period via rapidly deployed remote working procedures, our Dementia Connect Support Line, virtual support groups and our online peer support channel, Talking Point, but we are eager to do more.

We will be working closely with the NHS Volunteer Responders to ensure we are not duplicating the wider national effort and have already supported RVS with information on dementia to be included in leaflets. We are happy to discuss how this could work alongside information and advice provision to people awaiting memory assessment services that may be unavailable for the next few months.

Furthermore, if possible, we want to provide additional assistance to support emergency provision of vital services. Depending on our own service demand, we may have enhanced DBS checked employees and volunteers who can redeploy to support your service initiatives to benefit people living with dementia and their families.

The type of support we could offer might include:

- Deploying our employees on your single point of contact / single point of access / triage services freeing up clinician or social worker capacity to concentrate on complex case management and coordination.
- Second tier support to professionals or volunteers engaging with people affected by dementia in the course of their work.

Our specialist enhanced DBS checked employees and volunteers are ready to assist health and social care colleagues in these or other ways that you think are appropriate. So, if we can help please don't hesitate to get in touch so we can work out what more we can do to support you to continue looking after people and families affected by dementia.

We look forward to discussing this further. My colleague, Natasha Mort, Area Manager can be contacted on natasha.mort@alzheimers.org.uk

Message from Thomas Atcheson - Corporate Communications and Marketing Officer – Health and Wellbeing, Office of the Chief Executive

Demonstrating good practice during COVID-19

We are aware of the good and dedicated work care staff have been doing around the district to make sure that residents and people in community are being given support during this period.

Bradford Council is looking to share that with the rest of the district and needs your help in showing the range of work being done, any positive stories or thanks from family/ community members you have received. We'd also like any photos of care workers, even if they aren't recent, who might need a big thank you publically for the work they have been doing.

If you can send me pictures, emails or further info to Thomas.atcheson@bradford.gov.uk, I will make sure they are published on the Council's social media accounts with any relevant anonymisation, credits or permissions that are needed.

USEFUL DOCUMENTS

Please ensure that all documents used are aligned with your organisation and company policies and contractual obligations.

- **CQC interim guidance on DBS and other recruitment checks, for providers recruiting staff and volunteers to health and social care services in response to Covid-19:**
 - CQC have issued interim guidance in response to temporary changes being made by the Disclosure and Barring Service (DBS) to DBS applications and processes. It will be in operation for the period the Coronavirus Act 2020 remains in force, and we will review it on a regular basis.

- You can find the interim guidance in full on their website: <https://www.cqc.org.uk/guidance-providers/all-services/covid-19-interim-guidance-dbs-other-recruitment-checks>
- **CQC's view point on delegating medicines administration to care staff:**
 - More information is available here: <https://www.cqc.org.uk/guidance-providers/adult-social-care/delegating-medicines-administration>
- **Find attached easy read documents:**
 - Advice about Corona Virus
 - Advice about Self Isolation
 - Advice about Staying at Home
- **Accessible Information on COVID-19 (community languages, BSL, easy read):** Please see the attachment above.
- **Coronavirus Scams Alert:** Please see the attachment above.
- **COVID-19 and Dual Sensory Impairment (DSI):** Please read and share the attached free resources from **HIVisUK** about COVID-19 and people with DSI.
- **THINK DELIRIUM Awareness Resources:** Available for electronic download: http://www.yhscn.nhs.uk/mental-health-clinic/Dementia/WYHHCPICS/WYH_IC_S_Delirium.php

OTHER INITIATIVES

Below are a number of initiatives happening across the system to support people which can be helpful in supporting local carers services and carers during this time including:

- **Bristol firm makes app free to support people with learning disabilities through self-isolation:**
 - More information is available here: <https://www.loopsouthwest.co.uk/home/2020/bristol-start-up-makes-its-independent-living-platform-free-to-support-people-with-learning-disabilities-through-self-isolation>
- **Online Activities for Older Adults with Dementia during COVID-19**
 - Useful guide to online activities for older adults with dementia eg. virtual zoos, museums, arts, music, exercises.
 - It's aimed at care homes but is also useful for carers of people with dementia: <https://healthinnovationnetwork.com/wp-content/uploads/2020/04/Maintaining-Activities-for-Older-Adults-during-COVID19.pdf>

UPDATE FROM BRADFORD COUNCIL

For more information on the Council's current position, please use this website: <https://www.bradford.gov.uk/health/health-advice-and-support/coronavirus-covid-19-advice/>

Bradford Council is teaming up with the NHS, Public Health England and the voluntary sector to find the best way to provide support to communities affected by Coronavirus. For more information, please use this website: <https://www.bradford.gov.uk/browse-all-news/press-releases/community-support/>

GUIDANCE FOR THE CARE SECTOR

The government have published guidance on responding to COVID-19 for the care home, home care, and supported living sectors. The aim of their guidance is to help those delivering care to do so appropriately, safely and confidently throughout the pandemic. Links to relevant published guidance can be found below.

- [£2.9 billion funding to strengthen care for the vulnerable](#)
- [Coronavirus \(COVID-19\): hospital discharge service requirements](#)
- [Procurement Policy Note 02/20: Supplier relief due to COVID-19](#)
- [Ethical Framework for Adult Social Care](#)
- [COVID 19: guidance on home care provision](#)
- [COVID-19: guidance for supported living provision](#)
- [COVID-19: guidance on residential care provision](#)
- [Guidance on shielding and protecting extremely vulnerable persons from COVID-19](#)
- [COVID 19 Hospital discharge service requirements](#)
- [COVID 19 guidance on vulnerable children and young people](#)

You can continue to get up-to-date general information and advice on the links below:

- [GOV.UK](#)

USEFUL LINKS

- <https://www.cqc.org.uk/news/providers/coronavirus-covid-19-information>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.gov.uk/government/organisations/public-health-england>
- <https://www.gov.uk/government/organisations/department-of-health-and-social-care>
- <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>
- <https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses>
- <https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19>
- <https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care/responding-to-covid-19-the-ethical-framework-for-adult-social-care>
- <https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>
- <https://www.gov.uk/government/news/government-to-monitor-impact-of-coronavirus-on-uk-medicine-supply>
- https://www.ukhca.co.uk/covid-19?utm_campaign=11387218_Covid19%20Guidance%2010%203%2020&utm_medium=email&utm_source=UKHCA&dm_i=1DVI,6S2FM,KZRNAI,R4D9P.1

Please ensure any information you do consult is from a reliable sources, including the NHS, or the Public Health England.

Kind Regards,

Commissioning Team
Department of Health and Wellbeing
5th Floor, Britannia House, Hall Ings, Bradford, BD1 1HX
City of Bradford Metropolitan District Council

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