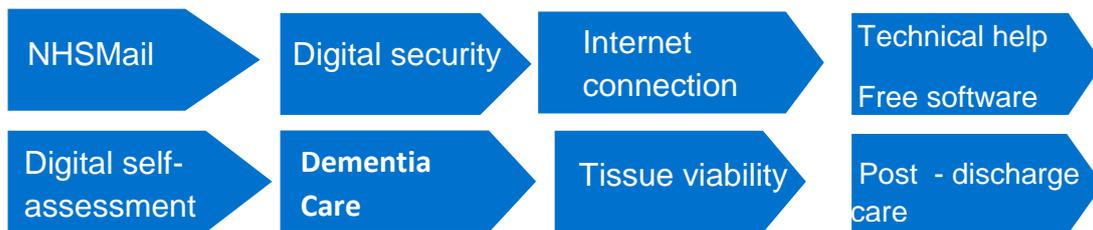


Wednesday 1st July 2020

Care Home Edition 3

Care@Home newsletter

Supporting people living with frailty and experiencing escalating needs during Covid-19



The Care@Home work stream is leading on the organisation of our COVID-19 response for care homes and the frail elderly at home in Bradford district and Craven.

We are working with key NHS, local authority, VCS and independent sector partners to keep as many of these patients at home as possible and are working directly with care homes to support them in a different way for the next few months.

We are introducing practical pathways for managing people that get sick in care homes, and frail elderly who get sick in their own homes - with covid, or non-covid related illness.

If you have any questions or feedback about this newsletter, or suggestions for articles to include, please contact Walter O'Neill - walter.oneill@bradford.nhs.uk

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1. NHSmail and MS Teams

During Covid-19, the requirement to complete Entry Level on the Data Security and Protection Toolkit (DSPT) before accessing NHSmail has been temporarily waived. There is a new, fast track registration process for applying for NHSmail accounts.

The FastTrack Registration Process for NHSmail enables care providers to register for a Shared Mail NHSmail Account plus two members of staff for personal NHSmail accounts with the requirement a DSPT is published to at least Entry Level by 30th September, 2020. The [Social Care Provider NHSmail FastTrack Form](#) can be found here. Once the form has been completed email to – england.dsptnorth@nhs.net.

Microsoft Teams allows you to conduct video & audio calls & sending instant messages. It's free for everyone. If you have an [NHSmail account](#) you can sign in with this email address. This will allow you to quickly find & share documents with anyone who has an nhs.net email account.

You can log in to MS Teams by going to teams.microsoft.com - Log in using your new NHSmail email address and password. This [guide](#) will help you learn the basics of MS Teams.

Also see [Digital Social Website for NHSmail](#) & YouTube [video](#) for staff using secure NHSMAIL at resident care home sites.

2. Priority Connection with internet deals for care homes

As a care provider, you may need to improve your internet connection to use technology more during the coronavirus (COVID-19) pandemic.

Click here for [Information](#) on internet connection deals for care homes

3. Technical helpline for care providers and digital best practice action research

[Digital Social Care](#) has set up a [new helpline](#) to support the adult social care sector with harnessing technology during COVID-19.

Over the coming weeks as the pandemic continues, we expect an increase in people using technology and needing technical help and support. We encourage all

providers who need advice to get in touch with Digital Social Care by calling 0208 133 3430 or emailing help@digitalsocialcare.co.uk.

4. Free software to support care providers during Covid-19

We've compiled a [list of free software](#) to help during Coronavirus. These offers are for social care providers.

5. Digital Self-Assessment Tool

Developed in partnership with [Skills for Care](#), this tool helps social care employer's measure -

- how capable their staff are of harnessing the benefits of digital tools and skills
- whether they have the right infrastructure in place to use more digital tools

The free, online tool will help employers understand where they might have gaps – in areas such as skills, technology or strategy – that could prevent them from working in a more digital way.

If you would like to use the Digital Readiness tool please click on this [link](#).

6. Caring for people with dementia in care homes

Yorkshire and the Humber clinical network have a wealth of information and resources available to support residents with dementia in care homes accessed in the link below

www.yhscn.nhs.uk/mental-health-clinic/Dementia.php#TT

7. BDCFT Tissue Viability Training

From Wednesday 1st July all care homes are invited to join virtual training sessions via Microsoft Teams. The training is free of charge, supported by BDCFT Tissue Viability Service.

From the 1st of July there will be 4 sessions available every day; Monday – Friday and will encompass 1st dressings training and React to Red.

The 1st dressings training supports in upskilling carers to deliver first aid to any resident who presents with a skin tear, in the form of applying the first dressing.

The training is evidence based and competency assessed.

Dressing provision is supplied and replenished by your District Nursing team for any resident in a residential bed on successful completion of the training. Dressing use is monitored for audit purposes. The training covers skin integrity, anatomy and physiology and best practice guidance for skin tear management supported by the skin tear protocol, details of protocol requirements and supporting documentation will be supplied.

The scheduled times each day are as follows and sessions will be 1 hour maximum

11am - React to Red	2pm - 1 st Dressings
3pm - React to Red	4pm - 1 st Dressings

All requests to attend should be by return of email to janine.bowshall@bdct.nhs.uk detailing the session, date and time.

Individual staff do not need to apply, one per home per session is adequate, an email invite will then be sent to access the training.

There is no limit to how many sessions you can access, and names of attendees will be collected on the day

8. Care after discharge from A&E or GP consultation

COVID-19 Infection



Discharge from A&E or GP consultation
Patient advice leaflet



After your visit to A&E or GP

You have been identified as having symptoms of COVID-19 infection

You need to go home and self isolate for seven days from the onset of your symptoms. If you live with others they need to isolate for 14 days from the onset of your illness. If anyone else in the household starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period.

What happens after my visit to A&E or my GP?

At this point you are considered well enough to manage your symptoms at home. You will have been prescribed medication if required. If you did not require any prescribed medication then you should be able to manage your symptoms yourself. Ensure you stay hydrated and take paracetamol if you have a temperature. To aid recovery, try to avoid spending long periods of time lying flat in bed, trying sitting up or in a chair, or moving around at home.

You may have a cough or feel tired or breathless for several weeks despite the COVID-19 having cleared, however if the symptoms persist please call your GP for a review.

If you are still struggling to manage your symptoms at home, or your condition gets worse please contact:

Your care team may wish to give you some specific guidance below:

For a medical emergency, dial 999 immediately



Protecting yourself and others from coronavirus



Wash your hands

frequently and thoroughly, for at least 20 seconds. Use alcohol-based hand sanitizer if soap and water aren't available.



Cover your mouth and nose

with a tissue when you cough or sneeze and then throw the tissue in the bin and wash your hands. Alternatively, cough or sneeze into your elbow



Avoid touching

your eyes, nose and mouth with unwashed hands



Avoid close contact

with people who are sick, sneezing or coughing.

9. Care after Discharge from hospital

COVID-19 Infection

Discharge from hospital stay Patient advice leaflet





Protecting yourself and others from coronavirus



Wash your hands

frequently and thoroughly, for at least 20 seconds. Use alcohol-based hand sanitizer if soap and water aren't available.



Cover your mouth and nose

with a tissue when you cough or sneeze and then throw the tissue in the bin and wash your hands. Alternatively, cough or sneeze into your elbow



Avoid touching

your eyes, nose and mouth with unwashed hands



Avoid close contact

with people who are sick, sneezing or coughing.



Leaving hospital after a COVID-19 infection



When you get home

Can I spread COVID-19 to friends and family?

There is a risk that other members of your household or others that you have been in close contact with over the previous 2 weeks have been exposed to the virus but it is possible that they have not. Therefore each of you should follow the government's isolation guidance:

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

Please continue to monitor this guidance as it is updated regularly as more evidence becomes available. This will ensure you have the most up to date information on when it is safe to end your self-isolation (and household isolation if you live with others).

Please note that a persistent cough alone does not mean someone must continue to self-isolate beyond the duration advised by the government.

Can I get COVID-19 again?

If you have tested positive for COVID-19, you will probably have developed some short term immunity to coronavirus. However, if another person in your household develops symptoms and they have not previously tested positive, then they need to isolate along with all other members of the household except for you.

Do I need to wear a facemask?

You may be issued with a mask to wear as you travel home. Find the latest guidance regarding face masks here:

<https://www.gov.uk/government/publications/staying-safe-outside-your-home>

What if I feel unwell again?

Monitor your symptoms regularly and if you have any concerns go to:

<https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>

10. Care@Home Discharge to Assess (D2A) Model

The Care@Home workstream, the Digital Care Hub and the super-rota have set up a D2A model for all admissions to care homes from the hospital and the community.

New or recently discharged residents can have a one off assessment by the in-hours super-rota team who will review the records, including medication, PMHx and the reasons around the admission.

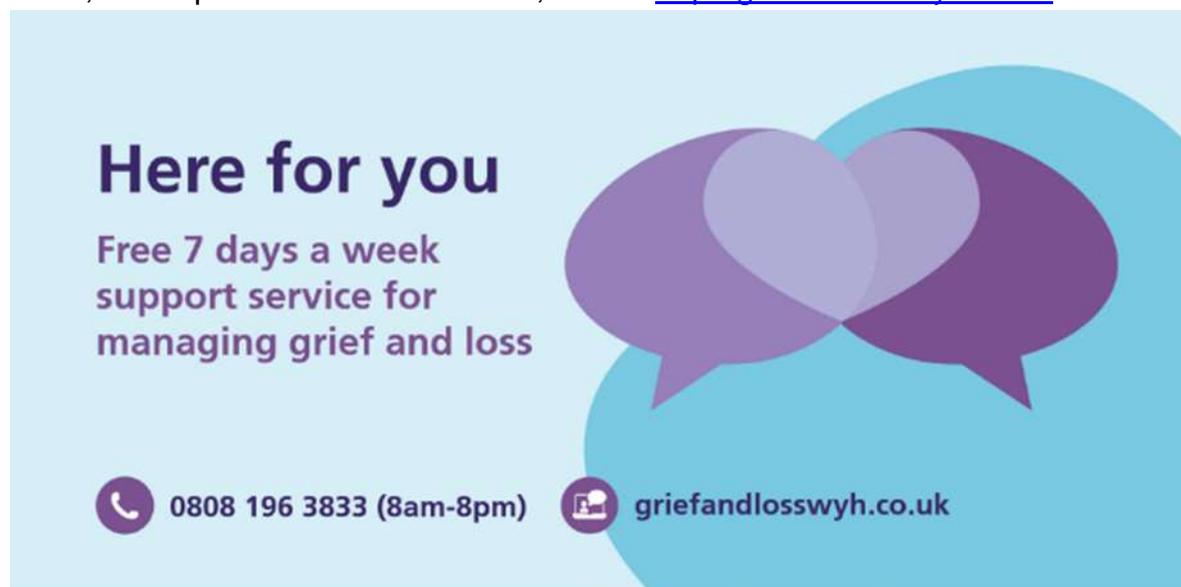
A person-centred Action Plan will be developed for measures that need to be put in place. Some of these actions will be undertaken by the Digital Care Hub e.g. referrals to OPMH, Physiotherapy, dietetics, medication reviews, and some escalation plans. Other actions will be passed back to practices to undertake around Advanced Care Planning and DNAR discussions, changing medications etc.

Most people will then be discharged back to primary care for ongoing review in the 'weekly check ins'. Some patients with ongoing issues that require a more frequent review and will be stepped up to the super-rota until they are stable enough to be discharged.

We hope the new system will enable patients to access the support required as soon as possible after discharge

11. Grief and Loss Support Service

Experiencing grief at this difficult time? You are not alone. The West Yorkshire and Harrogate Health and Care Partnership's new Grief & Loss Support Service is open from Monday 29th July, to provide practical advice, emotional support, 7 days-a-week, 8am-8pm. Call 0808 196 3833, or visit <http://griefandlosswyh.co.uk>

A banner for the Grief and Loss Support Service. It features a light blue background with a large, stylized graphic of three overlapping speech bubbles in shades of purple and blue on the right side. The text is in a dark blue, sans-serif font.

Here for you

Free 7 days a week
support service for
managing grief and loss

 0808 196 3833 (8am-8pm)  griefandlosswyh.co.uk

Open forum – Zoom call reminder

If you have questions, issues, challenges or something to share about 'supporting people with frailty during COVID-19 - the Bradford approach, join Dr Sara Humphrey and the Care @ Home work stream on Tuesdays from 12.30pm to 1.30pm in an open forum Zoom call.

[You can join the Zoom meeting using this link.](#)

- Meeting ID: 829 3087 9157
- Password: 863891