

Dear Provider,

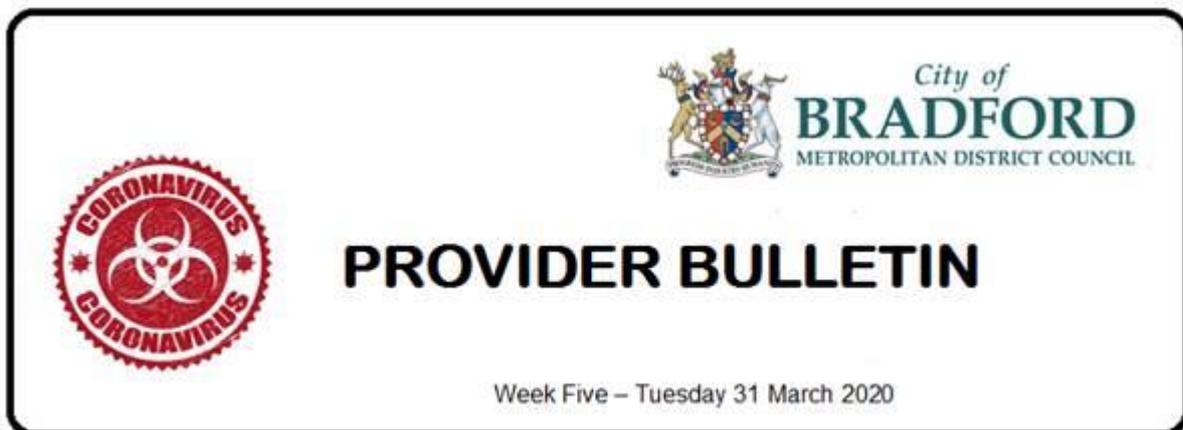
As we head into week five of this Bulletin, it appears we are beginning to better adjust to several new ways of working and delivering support. Your response to this fast moving, ever changing situation has been amazing!

Again, we have deliberately tried to ensure this week's information is as concise as possible.

Officers within the Commissioning Team are in the process of aligning themselves to each of our providers and will be making contact over the coming weeks.

PLEASE CONTINUE TO KEEP SAFE AND WELL!

– The Commissioning Team.



THIS WEEKS MESSAGE: 'FOLLOW GOVERNMENT GUIDANCE'

UPDATED PPE GUIDANCE

Some information in relation to the use of PPE sent out last week was in fact incorrect. Please see the attached updated PPE guidance which now reflects the changes.

Below is a link to a You Tube video about PPE from Public Health England:

<https://youtu.be/eANIs-Jdi2s>

There is also some guidance for care homes which has been provided by the British Geriatrics Society which may be useful (just in case you haven't seen it already).

<https://www.bgs.org.uk/resources/covid-19-managing-the-covid-19-pandemic-in-care-homes>

FAST TRACK TRAINING - UPDATE

All those providers that have expressed an interest in getting staff onto the fast track training will be offered a place either this week – Wednesday to Friday or next week Wednesday to Friday, **free of charge**.

Confirmation letters will be coming to you today. Further details of the continuation of the training and how to access for staff, along with further details of the staff bank will be shared in a future bulletin.

FREE E-LEARNING 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.prescgipp.info/media/4743/prescgipp_managing_medicines_for_adults_receiving_social_care_in_the_community_e_learning_course_overview.pdf

DBS FREE-OF-CHARGE APPLICATIONS AND FAST-TRACK BARRED LIST CHECK SERVICE

Please see attached for more details regarding this service.

The following link provides relevant information on the DBS website:

<https://www.gov.uk/government/publications/covid-19-free-of-charge-dbs-applications-and-fast-track-barred-list-check-service>

There is also a flowchart attached to assist in making the decision as to whether you need to submit the application or not.

WE HAVE GONE LIVE WITH THE SERVICE UPDATE SYSTEM (SUS)

The Service Update System, or SUS, has gone live and some providers have already updated their position with us through this. Please ensure that you check your emails for an email from info@publicconsultinggroup.co.uk early last week as your organisation will have received their log in details.

Should you not have the details to access this, please email connectosupport@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.

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.

RAG Guidance, as shown on the submission page:

- **Please read the following descriptions of each status**

You will have the opportunity to select your status from the drop down list further down this page under the title 'Attributes'

- **Red - Do you, as a provider, meet any of the following criteria:**

- Insufficient availability of staff to maintain current care rotas for this week due to illness or self-isolation (Monday to Sunday)
- Insufficient personal protection equipment for all staff currently delivering care
- Unable to deliver current planned personal care, medication and nutrition services to some service users, with no alternative provision from e.g. friends and family in place.
- Safeguarding concerns about people you support which you are unable to address
- Safeguarding concerns about people you normally support who have turned down support in the current situation
- Any staff tested positive for Covid 19 or suspected of having Covid 19
- Any people you support who have tested positive for Covid 19 or suspected of having Covid 19

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- **Amber - Do you, as a provider, meet any of the following criteria:**

- Insufficient availability of staff to maintain current care rotas for next week (the week commencing next Monday)
- Unable to deliver current planned personal care, medication and nutrition services to some service users from the start of next week, with no alternative provision from e.g. friends and family in place
- Observed deterioration in health and wellbeing in the people you support as a result of the Coronavirus restrictions (excluding being infected)

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- **Green - Does not meet any of the red or amber criteria. If green please provide details below on how you could help support other providers with:**
 - Temporary availability of staff – numbers, localities, skills
 - Specific tasks with other providers who support people geographically close to people you support Remote support e.g. phone calls

Once the issues has been resolved or a member of the Commissioning Team has contacted you please ensure you change you status back to Green. Using the description box to inform our team why you have, using either “Issue Resolved” or “Contacted by Commissioning Team”.

READ: CAPACITY TRACKER – RESIDENTIAL AND NURSING HOMES

Please register and use the Capacity Tracker to log vacancies. Three webinars are planned to support providers to begin using the system. Please attend a webinar this week.

Wednesday 01 st April 2020	14.00 – 15.00	Join Zoom Meeting https://zoom.us/j/9389263405 Meeting ID: 938 926 3405
Thursday 02 nd April 2020	12.00 – 13.00	Join Zoom Meeting https://zoom.us/j/9389263405 Meeting ID: 938 926 3405
Thursday 02 nd April 2020	14.00 – 15.00	Join Zoom Meeting https://zoom.us/j/9389263405 Meeting ID: 938 926 3405

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/>

ACTION NEEDED: 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.

CARE HOME PROVIDER SURVEY

ACTION NEEDED: We are currently circulating a survey asking which Care Home Providers may be able to offer additional capacity to support people who do not normally reside with them and have been confirmed as having COVID-19. Please

look out for this and complete as urgent – it has been sent by the Commissioning Inbox.

MCA AND SAFEGUARDING PROVIDER CALL - CARE HOME ONLY

On this **Thursday (02/04/2020)** 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. A link will be provided at the bottom of this email 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 it 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.

We understand this is short notice this week, but are treating this initial call as a trial, and including the same information in the call next Thursday (09/04/2020).

<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)

FREQUENTLY ASKED QUESTIONS (FAQS)

Food Supplies

ACTION NEEDED: We know some people have concerns about getting sufficient supplies of food. We now have access to Council food suppliers for us to support you sourcing food. We need to know **precise information on what you need, for example 20 loaves of white sliced bread by a certain date with contact details for your Care Home.** To let us know what you need please email the commissioninginbox@bradford.gov.uk with the subject title 'Food Supplies'.

Also please let us know if you have suppliers who are resourceful and supportive in getting supplies to you.

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.

Prior to emailing the commissioning inbox, also refer to the previous asked questions, as the answer may already be there.

As you can appreciate the volume of enquiries to the Commissioning Inbox is high therefore wherever possible we will be putting responses to questions that are asked frequently into these two 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.

COVID-19 ANTIBODY TESTS

We have been made aware that private Covid-19 antibody tests are being made available via some pharmacies. We **do not** endorse the use of these tests at present as the validity has not been established sufficiently to enable national adoption. A false positive result may introduce additional risks to your service. We are raising this with Community Pharmacy West Yorkshire as an urgent issue.

IMPORTANT MESSAGES

Message from Bradford Care Association (BCA):

Dear Provider

The BCA are continuing to work daily with the council, CCG and other system partners to ensure right support is in place for all care providers. This includes workforce support for the sector, provider guidance for hospital admissions/discharges, medication and food distribution issues. Please continue to raise any concerns or issues with us and we will work through them with our system partners. Thank you to you and your amazing dedicated teams for all your continued hard work supporting the people of Bradford BCA Board.

If you have any queries, please email Louise Bestwick (louise@bradfordcareassociation.org).

Message from United Kingdom Homecare Association (UKHCA)

Please see attached, an update provided by Jane Townson, Chief Executive, UKHCA on the key issues which UKHCA has been dealing with on your behalf, up until Friday 27 March 2020.

Message from Alzheimer's Society - Local services update

I am writing to update you about Alzheimer's Society services during the Coronavirus outbreak.

Alzheimer's Society is continually monitoring the evolving situation and following the latest Government advice with regards to our services and events. It is important to stop coronavirus spreading while also ensuring people living with dementia, and those affected by it, continue to be supported.

We are concerned that isolation could also be extremely detrimental for the wellbeing of people living with dementia. We are looking at how to best to stay in touch and support people affected by dementia during this time.

We hope the following information is of use when in contact with local people concerned about the impact of the virus and those affected by dementia. As the situation develops, we will update you with further information about our services and resources. In the meantime, please do not hesitate to get in contact if you have any further questions, or if we can support in any other ways.

If you can share the following within newsletters and across your networks, that would be most appreciated.

Local Alzheimer's Society teams continue to provide information, support and guidance to those who need it. To ensure the wellbeing of our service users, volunteers and staff, we have made some changes to how this support is provided. This may change depending on future government guidance, but at present the following is in place in your area:

Direct support for people affected by dementia:

- All face-to-face and home visits have currently been suspended.
- We will increase the number of keeping in touch telephone calls with service users to help support their wellbeing and guard against isolation.
- We will be extending the operating hours of our national **Dementia Connect Support Line**. Trained advisors can be contacted via **0333 150 3456** for advice and guidance.

Group support:

- All local group sessions have been suspended.
- We are working with our volunteers to develop ways to continue to support group members via other methods.

Online support:

- Advice and guidance on a range of issues is available on [our website](#).
- We would encourage people to join [Dementia Talking Point](#). This is our online community where people affected by dementia can receive valuable support from people in similar situations.

Further support:

- People with questions about what they should be doing and how they should be interacting with people living with dementia at this time can [access this guidance](#).
- Any community groups or individuals that wish to support vulnerable adults during this time can contact Alzheimer's Society for information and guidance. This includes how to access our online [Dementia Friends awareness sessions](#).

Alzheimer's Society contact details:

Website: www.alzheimers.org.uk

Telephone: 0333 150 3456

Message from Dementia Friendly Keighley (DFK)

Due to the Coronavirus outbreak, we have suspended all our groups, drop-in sessions and our public access Information and Support Centre on Towngate, Keighley on a temporary basis. We are providing the following services as emergency cover; once the Government indicate it is safe to do so, we will of course resume all our regular services. The new emergency support services we are running are set out below.

DFK Services:

DFK Telephone Service: 07452 773788

Open 10am-4pm, 7 days a week

On-hand to signpost people to sources of help and information. Also, to be a listening ear if you are feeling anxious, lonely or simply need to hear a friendly voice.

DFK will also send updates on their:

Facebook Page: <http://facebook.com/dementiafriendlykeighley/>

Website: www.dementiafriendlykeighley.org.uk

We will also be phoning our regular group and drop-in users (both carers and people living with dementia) on a regular basis.

USEFUL DOCUMENTS

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

- **Your help to share an easy read letter**
 - You will know that a letter has been sent to a group of people whose physical health conditions mean they are at the greatest risk from Coronavirus. This letter has now been produced and published in **easy read** at the following links:
 - <https://www.england.nhs.uk/coronavirus/publication/guidance-and-updates-for-gps-at-risk-patients/>
 - <https://www.england.nhs.uk/coronavirus/publication/trusts-at-risk-patients/>
 - Please help us to share this with people who work with, support and care for people with a learning disability or autism who may be in the highest risk group and have received the original letter.

- **CQC Query responses on COVID-19, see attached.** For more information for adult social care services during the coronavirus (COVID-19) outbreak, please refer to the following link: <https://www.cqc.org.uk/guidance->

[providers/adult-social-care/information-adult-social-care-services-during-coronavirus-outbreak](#)

- **Letter from the Rt Hon Matt Hancock MP (Secretary of State for Health and Social Care)**
- The Care Provider Alliance, of which UKHCA is a member, have written to the Prime Minister Boris Johnson and Health Secretary Matt Hancock, calling on them to address social care in these trying times as a matter of urgency. **Please find attached a copy of the letter which was sent on 27 March 2020.**
- Advance care planning – message from Dr Chris Mills (Chair Clinical Strategy Group for Frailty) and Dr Eileen Burns (Consultant in Care of the Elderly, Leeds Teaching Hospitals NHS Trust). **See attached for more details.**
- Coronavirus Contingency - Safe Administration of Medicines from Original Packs in Care Homes - March 2020. **See attached for more details.**
- **Prime Minister letter – easy read!**

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:

- **Ways to Keep Moving**
 - This website pulls together some useful tips, advice, guidance and things you can do to keep moving during this time of physical distancing, as well as guidance for those working within the sector.
 - <https://www.greatersport.co.uk/ways-to-keep-moving>
- **Fuel Poverty Training**
 - Specifically aimed at frontline staff and volunteers. Available free of charge to non-commercial organisations that regularly encounter those in or at risk of fuel poverty – i.e. essentially those on a low income / in a vulnerable situation and who are struggling to manage their household bills.
 - This e-learning module looks at the causes and impacts of fuel poverty with a focus on the health impacts. It aims to help delegates identify those likely to be at risk from fuel poverty and signpost to assistance.
 - Learners will have access to the course for two weeks and be able to study online at a time and location that is convenient to them.

- This course will take approximately 2 hours to complete however each learner is different and e-learning offers the flexibility to study at your own pace.
 - **TO REGISTER YOUR INTEREST FOR A FREE PLACE**, please email: lynsey.thompson@nea.org.uk
 - Further details on NEAs training can be found at: www.nea.org.uk/training

- **Government launches Coronavirus Information Service on WhatsApp**
 - Launched this week, the GOV.UK Coronavirus Information Service is an automated ‘chatbot’ service for the British public to get answers from the Government to the most common questions about Coronavirus. The service will provide information on a range of topics including Coronavirus prevention, common symptoms, the latest number of cases in the UK, advice on staying at home, when to travel and myth busting. The service will also allow the Government to send urgent messages to all users who opt in.
 - This will provide another route to information for the British public and take some of the burden away from care services, unpaid carers and NHS services.
 - To use the free GOV.UK Coronavirus Information Service on WhatsApp, simply add **07860 064422** to your phone contacts and message the word ‘hi’ in a WhatsApp text to get started.

- **Support for people with dementia and their families – Dementia UK**
 - Dementia UK have launched a series of new webpages giving support and advice relating to the coronavirus outbreak. Families don’t need to struggle on alone. If they have any concerns about caring for someone with dementia through the coronavirus (COVID-19) pandemic, they can call the dementia specialist Admiral Nurses on their Helpline, on 0800 888 6678 or email helpline@dementiauk.org. The Helpline is open seven days a week, 9am-9pm Monday to Friday, and 9am-5pm on weekends.

- **Keeping Mentally Well**
 - **SCIE Promoting Positive Wellbeing for Older People: [Click here for webpage](#)** - A quick guide for managers of care homes – published February 2020
 - **Every Mind Matters – how to look after your mental wellbeing while staying at home:** <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>
 - **MIND – Coronavirus and your Wellbeing:** <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/> - Includes: Checklist – are you ready to stay at home, Plan for staying at home or indoors, Take care of your mental health and wellbeing.

- **Keeping Active during the Outbreak**
 - **Sport England - How to stay active at home:**
<https://www.sportengland.org/news/how-stay-active-while-youre-home>
 - The **National Activities Providers Association** have made all of their activities available for free during the Covid-19 crisis: <http://napa-activities.co.uk/membership/free-resources>
 - Look out for **#DrawwithRob** on twitter or Instagram for any budding artists out there. Chance to try your hand at some illustration with children's author and illustrator Rob Biddulph.

- **British Geriatrics Society**
 - **Useful recourses for care homes:** <https://www.bgs.org.uk/resources>

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](#)

IMPORTANT:

We will be sending weekly updates to you every Tuesday and Thursday, including some template documents to support your organisation to assist with any planning you may require over the coming weeks. If you have not already, please confirm contact details of a lead person and the current generic email contacts to ensure all communication is getting through and the Commissioning Team's contact list is up to date.

In order to manage demand in the most efficient way we are changing the way Commissioning Team service is being delivered.

All available resource is being directed to our central email CommissioningInbox@bradford.gov.uk. We are reviewing this as priority and engaging with relevant staff to continue to support providers to operate safe and effective care during this time.

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.

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'.

HINT:

If you do not receive our emails, please check your Junk E-mail folder just in case the email got delivered there instead of your inbox. If so, select the email and click Not Junk, which will allow future messages to get through.

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

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,KZRNI,R4D9P.1

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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