



City of  
**BRADFORD**  
METROPOLITAN DISTRICT COUNCIL

## PROVIDER BULLETIN

Week Seven Thursday 16 April 2020

Dear Provider

*This week we are producing one issue of the Provider Bulletin. Our usual Tuesday and Thursday update will resume next week. We will of course ensure that any important information is sent to you via a **Flash Email**, headed **Covid 19**.*

*Can we urge you to please read the new **Department of Health and Social Care Action Plan for Adult Social Care**. We have included a link below together with a PDF attachment for easy printing.*

*We are aware of a number of issues in respect of PPE and are working hard to ensure the supply and distribution is made as quickly as possible. Attached to this bulletin there is a list of PPE suppliers, who at this present time are telling us they have stock.*

*It is vital that you continue to use the **Service Update System (SUS)** as this enables us to respond to you quickly where you have identified an issue.*

*We are finalising plans to afford some additional funding specifically to ensure you are supported in continuing to deliver services. This, along with new initiatives around recruitment and training of new staff for the sector will be available as soon as possible.*

*Work in respect of the Connect to Support Provider Zone has been accelerated this week. The Provider Zone will be a repository of information, guidance and advice. We expect this to be up and running within the next few days.*

*Thank you for your continued support.*

**The Commissioning Team**

## USEFUL INFORMATION

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

- **COVID-19: The Department of Health and Social Care Action Plan for Adult Social Care**
  - Please refer to this link for more information:  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/879639/covid-19-adult-social-care-action-plan.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879639/covid-19-adult-social-care-action-plan.pdf)

- **PPE Suppliers**
  - Please find attached information on PPE suppliers that have recently delivered to local providers.
  - **Note:** we do not endorse any supplier and it will be up to providers to seek their own assurances i.e. certification but this may help in sourcing supplies from alternatives to your main supplier/s.
  
- **Supermarkets and banks supporting people to shop**
  - We understand from Homecare Providers that there are some difficulties with shopping for people. **Please find attached** summary of things we are aware of supermarkets and banks are doing that may help.
  - Next day delivery for vulnerable customers is something that the Bradford based supermarket Morrisons have pursued, please see article for more details:  
<https://www.thetelegraphandargus.co.uk/news/18377986.next-day-delivery-risk-customers-starts-morrisons/>
  
- **Covid-19 End of Life Care**
  - In response to the recent outbreak of Covid-19 and the need to prepare additional front-line staff to care for patients with acute respiratory symptoms, Health Education England have arranged and funded training to be available online.
  - **Please find attached** flyer with new dates.
  
- **Management Of Cardiac Arrest in a care home or in the community during the Covid-19 pandemic**
  - Please find attached.
  
- **Coronavirus (COVID-19): providing unpaid care**
  - Information for people who are caring, unpaid, for friends or family during the coronavirus outbreak.
  - Please refer to this link for more information:  
<https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-care>

## STAFFING LEVELS

Bradford Council have put together a range of resources to help you manage staffing levels during the Covid-19 outbreak:

- **3 day fast-track training induction programme**
  - This short training programme will provide new and returning members of staff with the basic knowledge and understanding required to work in a care setting during Covid-19. If you have recently appointed staff who require training, you can access this training free of charge. For further information, or to book a place **call 01274 437373**
  
- **Manual Handling videos**

- This series of short videos has been designed to provide care workers with guidance to support their learning on how to use specific pieces of manual handling equipment. They are not designed to replace practical training, but have been developed to help staff to understand how to use equipment during the Covid-19 outbreak. We will share the link to the videos with you as soon as they go live.
- **Access to other training resources**
  - The above training, and lots of other useful training resources can be found on the Council's training system.
  - If you work for Bradford Council, click here: [Evolve Learn](#) to view our training & development catalogue
  - If you are an external provider, click here: [Learn & Develop Bradford](#) to view our training & development catalogue
  - Search 'relief care worker online resources' for access to a range of online learning materials for care staff. The package includes free access to various eLearning modules, a selection of learning videos, and links to other websites providing valuable information and additional learning.
  - If you are not a Bradford Council employee you will have to set up a free account if you have not accessed the system before.
  - Help and support guides on how to navigate through the system are available online, if you have any queries our support team will be happy to help, drop them an email at: [evolve@bradford.gov.uk](mailto:evolve@bradford.gov.uk)
- **Place to advertised your job vacancies**
  - We are now providing a free service that can help you to fill job vacancies, this service is provided through Skills House, to tell us about current job vacancies, click on the link: <https://www.skillshouse.co.uk/> and complete the 'employer online form'.
- **Access to the new casual pool of care workers**
  - Bradford Council are setting up a new relief worker casual pool and will start advertising for casual care workers this week. We have set this up to help you with staffing pressures during the Covid-19 outbreak. If you wish to register to access the casual pool, click on the link: <https://www.skillshouse.co.uk/> and complete the 'employer online form'.

## BRADFORD CARE ASSOCIATION (BCA)

The **BCA** are working with the Council, CCG and other system partners on a daily basis to ensure the right support is in place for all care providers. This includes the rollout of Immedicare for all Care Homes, local guidance for the providers, PPE and medication processes/issues, emergency workforce pool support for the sector, provider guidance for hospital admissions/discharges and new pathways to support our service users to be cared for within the community.

We have scheduled a **BCA Zoom** call for Bradford care providers on **Tuesday 21 April at 10.30am** so we can provide you with further updates and providers can raise any issues that they would like our support with.

### Join BCA Zoom Meeting

<https://us04web.zoom.us/j/77418607703?pwd=UkQ1TnNIL2pDWnpaSVB1ckhOQ0JSZz09>

**Meeting ID: 774 1860 7703**  
**Password: 011085**

Please continue to email ([Louise@bradfordcareassociation.org](mailto:Louise@bradfordcareassociation.org)) any concerns or issues you are experiencing so we can work through them with our system partners.

Once again a very big thank you to you and your amazing dedicated teams for all your continued hard work supporting the people of Bradford.

## 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](mailto: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 [connectosupport@bradford.gov.uk](mailto: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. **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 follow the guidelines 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.**

## OTHER 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.

- **eLearning for Health have a free eLearning programme:** [https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0\\_45016&programmeld=45016](https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_45016&programmeld=45016) (Th

ese 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](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>
- **CAS Training Ltd:**
  - CAS Training Ltd and our partner colleges are pleased to be able to continue to offer access to our range of 30 fully funded distance learning courses, during the Covid-19 crisis. Delivery can be fully on line, or blended using a workbook and on line assessment, enabling you to sign up and complete the full course in the comfort of your own home.
  - **See full list and booking form attached.**
  - Just fill in the booking form to book a place and they will be in touch directly, with further information and enrolment details.

## **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.

## **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.

## IMPORTANT MESSAGES

### **Message from Community Pharmacy Network**

There is a significant and increasing demand for delivery of medicines in response to Covid-19. To help with this demand Pharmacies have worked with Volunteer Networks and the Council to establish a Community Pharmacy Network. **Only where the patient cannot identify someone to pick up their prescription should a request for delivery be made to the pharmacy.**

If a person is unable to pick up their own prescription and cannot identify a friend or family member to do this the Pharmacy now has a volunteer option offered by the Council, as described in the **attached Flow Chart**. A person should contact the Pharmacy as they normally would and the Pharmacy will now know about this process. Because this Network is very new some Pharmacies may not yet be signed up to it but may already have their own free delivery options.

Where you ordinarily receive your medications dispensed in dosette boxes, pharmacies have been supported to ensure that this service is available. This is to support Providers normal operations during this period of increasing pressure. If you have any problems with this please provide details of this and the impact it is having on your service via SUS and we will escalate this.

### **Message from Care Quality Commission (CQC)**

#### **Updated Regulation 16 (death notification) form**

We would like to understand the numbers of deaths that are occurring due to COVID-19, whether suspected or confirmed. To do this, we have [updated the Regulation 16 \(death notification\) form](#) so you can indicate whether the death was a result of coronavirus (either confirmed or suspected).

Please [use this updated form to provide all Regulation 16 notifications](#) from now on. We are aware that providers may have copies of the form saved locally on their computers – please check to make sure you are using the updated version. You can also bookmark the notification pages, or add them to your favourites, to ensure you are always able to access the most up-to-date form.

The information you provide will help us develop a more accurate picture of the number of deaths due to COVID-19, which in turn will help us to work with system partners to mobilise the right level of support. It will also help the inform the government response, so it can put in place appropriate measures to support the health and social care system during this time.

[Visit our website to access the updated form.](#)

## **Message from United Kingdom Homecare Association (UKHCA)**

### **Beware Covid-19 scams**

Reports are emerging of scams relating to COVID-19, from fake healthcare workers calling on people at home to counterfeit products, such as hand sanitiser, being sold. We urge members to be vigilant, ensure their staff wear appropriate ID, and put in place systems so their service users can check the person visiting them is genuine.

If members have been offered fake products, there is advice on the National Trading Standards website, which includes buying from a reputable provider and checking their credentials carefully. More from: <https://www.friendsagainstscams.org.uk> (England and Wales)

## **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](mailto: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.

## **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:

- **Community Action Bradford & District:**
  - Community Action Bradford & District is issuing a daily COVID-19 bulletin, full of accurate information relevant to the sector. If you would

like to receive the daily VCS coronavirus briefing, please sign up directly using this link <https://t.co/9g1062zcdt?amp=1> . They also have a dedicated web page of information that you can access here [www.cabad.org.uk/covid-19](http://www.cabad.org.uk/covid-19)

- They are asking all VCS organisation to help them understand about the impact of COVID-19 on your activity and long-term outlook. You can contribute by completing this survey: <https://www.surveymonkey.co.uk/r/BfdCOVID-VCS>

## FREQUENTLY ASKED QUESTIONS (FAQS)

### Further Questions

Should you have any questions not answered, please email [CommissioningInbox@bradford.gov.uk](mailto: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.

## 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/>

## 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.ukhca.co.uk/covid-19>

**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**  
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**City of Bradford Metropolitan District Council**

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