

Dear Provider

Over the past month, we have all been trying to get to grips with the impact and implications of the Coronavirus. This has been challenging, not least due to the regular updates and often daily changes.

In this Bulletin we have attempted to clearly name all attachments in respect of the content. This will hopefully assist in trying to decipher what you need to read, specific to your sector.

The Team continue to 'listen and respond' therefore please use the Commissioning Inbox.

Please sign up to the Connect to Support 'Service Update System' (SUS) this enables us to quickly identify organisations that need support and for us to respond.

It goes without saying, thank you again to you and your staff for your flexible response and adaptability in continuing to deliver services.

The Commissioning Team



FOOD SUPPLIES

Care Homes

Below are a list of suppliers that some Care Homes are using in the district. The Council does not have direct experience of these suppliers and therefore is unable to recommend or endorse them. That said we have contacted these suppliers and they have told us they have supplies and would be able to take orders directly from Care Homes.

Please let us know if you are aware of other food suppliers who may be able to support.

Suppliers		Response	Open	Contact	Payment	Order
Threshfield	www.threshfieldcatering.co.uk	Fresh food - veg, eggs, milk butter, no issues. Dried food – some availability Deliver Tue, Thu, Sat. Order by phone	Mon - Fri 8 - 4	01943 870055	Card on order	Phone
Turner Price	www.turner-price.com	No supply issues - have to register and order on line - order up to 11pm for next day delivery	Online - or phone lines Mon - Fri 8 - 5	01482 577100	Card on order	Online
Appetito	www.apetito.co.uk	Frozen meals to cook at the home - 2 meal pack, or 10 meal multipack	On Line	01225 560 368	On Line, phone	Online or phone - there is a Res Home sales team
Total Food Services	www.totalfoodservices.co.uk	No supply issues - have to register and order on line. Special rates for res homes	On Line	01484 536 688		
Brakes	https://www.brake.co.uk/	No supply issues - have to register and order on line	On Line	0345 606 9090	Card on order	Online
Strawberry Fields	https://www.strawberryfields-fruitandveg.co.uk/	No problems with supply and did not foresee any problems Mainly Fresh fruit & veg - deliver Mon, Wed, Fri		01274 592937		

Home Support and other Providers

We know that there are issues with supermarket restrictions that are making it difficult to shop for the people you are supporting. We have raised this with the Council representative who is liaising with supermarkets to try to ease this difficulty.

ACTION NEEDED: All home support providers will today receive an email asking you to detail any specific people and/or issues where we may be able to help. Please respond as soon as possible to Ben Oxlade-Parker, who is collating this information.

Please also find attached a letter template that you can use in supermarkets to evidence that you are a key worker and are shopping for vulnerable people.

ACTION NEEDED: CARE HOME PROVIDER SURVEY

Care Homes Monitoring base line observations during COVID-19

We are currently conducting a survey to see which homes have access to monitoring equipment (i.e. BP, Temperature etc.), to enable providers to monitor resident's symptoms during COVID-19 if necessary. In order to support you we would like to know if your home requires any equipment and/or training in its use to undertake observations if required, and we will endeavour to support you in accessing this.

The survey was sent via the Commissioning inbox so please look out for it – **deadline 12 noon on Friday 3rd April 2020**

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

On 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)
- **Coronavirus in care home settings training:**
 - Friday 3rd April 11am – 12pm
 - Training session where you will learn about the following:
 - How to protect yourself and your patients from becoming infected with Coronavirus
 - Personal protective equipment- understanding the risks and what you need to wear
 - When patients will need isolating and how to look after a number of patients with the coronavirus infection
 - How to care for patients who have been discharged from hospital with Coronavirus
 - Personal protective equipment and ordering
 - Useful resources for staff
 - Please join the session by clicking on this Microsoft Teams [link](#). If you can join slightly earlier it will help us avoid interruptions.
 - If you have any queries about accessing Teams please see the attached guide or email england.kmrightcare@nhs.net
 - A recording will be available after the session.
- **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

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.

FREQUENTLY ASKED QUESTIONS (FAQS)

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'.

IMPORTANT MESSAGES

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.

Message from United Kingdom Homecare Association (UKHCA)

The Department of Health and Social Care (DHSC) has asked UKHCA to cascade a letter from Steve Oldfield, Chief Commercial Director and DHSC. The letter is intended as an update for health and care sector providers about access to medical supplies and equipment during the current response to COVID-19.

Please see attached DHSC Letter on PPE.

As well as information on the development of a new Parallel Supply Chain (PSC), which is designed to improve speed and reliability of delivery of PPE, the letter also gives information for providers for the interim, whilst the PSC is becoming fully operational.

Specific points for providers include:

- Wholesalers and distributors who have been provided with stock of PPE equipment for social care providers (see page 4 of the letter). These suppliers can be approached where it is not possible to source from your regular ("business as usual") supplier.
- National Supply Disruption Response (NSDR) line

- o Specific information which is required when contacting the NSDR
- o FAQs for circumstances in which providers should contact NSDR and what to expect.

UKHCA comment on the letter from Steve Oldfield:

- Government have said in the letter that they appreciate the challenges providers may have experienced in obtaining PPE supplies over recent weeks.
- Even with the measures outlined in the letter, UKHCA expect the PPE supply situation for providers to remain difficult.
- We will continue to press Government for further action, and work with the industry to explore possible sources of supply – but this is unlikely to deliver a quick fix at scale.

USEFUL DOCUMENTS

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

- **The latest PPE Guidance:**
<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>
 - o **National Supply Disruption Response (NSDR):** Providers who have an urgent requirement for PPE, which they are unable to secure through their business as usual channels, should contact the **NSDR** via the 24/7 helpline: **0800 915 9964** (Freephone number in the UK), and a Direct Line from overseas: **0191 283 6543**.
- **Key Worker Letter TEMPLATE:** Letter to evidence a key worker, please insert organisation letterhead and details, as outlined.
- Information from Bradford Council about School Based Childcare Provision.
- Resources to support families and carers of people with learning disabilities through the Coronavirus restrictions.
- Supporting Carers and Care Staff to Understand and Respond to Changes in Behaviour in People with Dementia During the COVID-19 Pandemic.
- **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:

- Please find attached 5 flyers with the details of the forthcoming open access presentations and bookable Q&A webinars.
 - Topics:
 - 1) **Management of Acute Respiratory Symptoms**
 - 2) **Auscultation and Respiratory Assessment**
 - 3) **Critical Care Skills for Non-critical Care Nurses**
 - 4) **End of life Care**
 - 5) **Transmission and Cross Infection**
 - The platform is now live. All 5 presentations are available on the same platform via the links in the attached flyers. No booking is required.
 - The Q&A webinars are being delivered via Zoom and are bookable on Eventbrite via the links on the flyers.

- **'Stop Loan Shark' Reporting and Helpline Infographics:**
 - At a time of increased activity by loan sharks and the pressure to use their loans, please use these helpline infographics on social media if relevant to your organisation and send this round your networks.
 - 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>
 - Please also note the Credit Union is still open at City Hall from 9.30-12 for vulnerable members until further notice and we are encouraging people to use online and smartphone banking as well as apply for our new debit card to access cash. The Family Loan information can be found here <https://www.bdcu.co.uk/Family%20Loan>

- As we are all being challenged to work in new and different ways, a move towards better digital connectivity can support your services in number of ways. You might want to know that there is guidance on there to support adult social care employers (via a quick new process) free access to NHSmail and MS Teams and Video Calling without the need to complete Data Security and Protection Toolkit (although this will be reinstated after the pandemic is over).
 - <https://www.digitalsocialcare.co.uk/covid-19-guidance/>

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,

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 5th Floor, Britannia House, Hall Ings, Bradford, BD1 1HX
City of Bradford Metropolitan District Council

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