

# COVID-19 NEWSLETTER

NEWS, GUIDANCE & TIPS FOR ADULT SOCIAL CARE PROVIDERS IN TORBAY

## Updates on outbreak reporting and response

For care homes - reporting cases and outbreaks to Public Health England:

Please now report the **first** resident in your home who shows any symptoms of covid-19 to PHE (0300 303 8162) and tell the QAIT team. PHE will log the details, email advice and information, and arrange immediate testing for residents with symptoms. The Torbay and South Devon Hospital Infection Prevention and Control Team will then get in touch with you to offer further advice and support.

Testing of residents and staff – PHE Swab Process

Initial tests for symptomatic residents will be organised by Public Health England (even if there is only one resident with symptoms). Tests for symptomatic staff and further residents who develop symptoms will be arranged via the hospital. If any staff in your home arrange their own tests, please ensure they tell you the result and report any positive tests to the QAIT team as soon as possible. This process will run alongside the Community Nursing swab process detailed below.

Community Nursing Team Testing

If it is felt necessary, we will arrange for the community nursing team to carry out a swab between 3 & 5 days from onset of suspected covid symptoms. The home manager will be notified of the results of the swab within 24 hours. If required, we can arrange for our Infection, Prevention and Control team to contact the care home to talk through current procedures, PPE etc and to offer advice, visit or support if needed.

Please notify PHE (via email or helpline) and QAIT [tsdft.torbaycovid19careproviders@nhs.net](mailto:tsdft.torbaycovid19careproviders@nhs.net) or 01803 697 390 If there is an issue with residents with symptoms of Covid-19 (even if it is only one resident).

For any symptomatic staff please call: 01803 656 590 to book yourself a swab at Torbay Hospital. You will receive your result within 24 hours. In the meantime it is important to self-isolate for 7 days and not to return to work.

We will not offer swabs for anyone who does not have symptoms.

Working in more than one home or care setting

Staff working in a home with cases of COVID-19 should not work in another home at the same time. This is important to prevent the spread of infection. **Anyone with symptoms, or a positive test result, must not come to work.** If **anyone** in your household has symptoms or a positive test result you must also stay at home for 14 days.

## Looking after our mental wellbeing and resilience during covid-19

Support is available for care staff, residents and families during this challenging time:

- The Torbay and South Devon COVID-19 Emotional Wellbeing Helpline, hosted by Rowcroft Hospice, offers a supportive listening and signposting service for relatives affected by COVID-19 and health or care colleagues seeking support in response to the ongoing COVID-19 pandemic. Callers are asked to leave their contact details and will receive a call back within 2-3 working days. Call 01803 217433 or use the online form which can be found at [www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk)
- The national Every Mind Matters campaign: <https://www.nhs.uk/oneyou/every-mind-matters/>



- Healthwatch: Visit [www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk) to find out more about local mental health services for issues such as anxiety, stress, depression and bereavement.
- CRUSE: the national helpline (Freephone 0808 808 1677) is able to take calls from staff who work in health and care and who may be affected by the deaths of patients or clients in their care. The Devon helpline is able to support families who have been bereaved (0300 330 5466, local call rates or email: [devon@cruse.org.uk](mailto:devon@cruse.org.uk))

## Torbay Quality Assurance & Improvement Team (QAIT)

During the COVID19 pandemic QAIT along with Torbay council colleagues, have been calling all care home, supported living and out-reach services within Torbay on a regular basis.

We have been doing these calls for a number of weeks in order to gain data with regards to a number of issues around covid-19. We ask for information around areas such as staffing, levels of PPE, residents and staff with COVID19 or who are experiencing symptoms, whether you have business continuity plans in place etc.

We use this data in order to report to senior management in both Torbay Council, CCG and Torbay and South Devon NHS Foundation Trust (TSDFT). The data helps inform decision making by senior management around issues like testing, staff and resource allocation, support and risk management.

An example of this was testing for COVID19 of people being discharged from Torbay Hospital. We did this in Torbay earlier than happened nationally and before it became Government guidance.

Local swabbing from TSDFT community teams is also occurring, if deemed necessary, in order to get test results sooner than the usual routes. We also have access to the Infection and Prevention Control Team who can offer advice and support.

We provide practical support, general and clinical advice, sign post and send information out to providers. We are here to support and escalate your concerns and will continue calling you over the coming months.

*Please continue to contact us on;*

[gait.torbay@nhs.net](mailto:gait.torbay@nhs.net) for usual business [tsdft.torbaycovid19careproviders@nhs.net](mailto:tsdft.torbaycovid19careproviders@nhs.net) for anything COVID19 related

Telephone 01803 697 390

The above contact details are presently being covered 7 days a week from 9 to 5pm

*We would like to thank all the providers and their staff in the Bay for their hard work, dedication and resilience in these very challenging times*

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## Useful Resources

### Devon CCG weekly Thursday webinars

Previous webinars have covered PPE and testing. The next webinar in the series will cover: advanced care planning, Deprivation of Liberties (DOLS) and we will hear from a care home owner about some of the initiatives they are taking to tackle COVID-19.

These webinars are relevant for **care homes, supported living providers and any out of hospital providers in the community.**

A link to the webinar is [here](#). Presenters include industry experts, local NHS clinicians and local authority officers.

The next Webinar will take place on Thursday 7 May at 2pm.

### South West PHE daily webinars

Please take advantage of all the PHE and other resources available. There is a PHE webinar every weekday at 3pm which includes a slot for staff to ask questions relating to infection control and outbreak management. Details are:

→ [Join Skype Meeting](#)

You can join via Skype even if you do not have Skype installed. Simply click the "Join Skype Meeting" hyperlink above to join via the PHE Skype Web App. Or join by phone 0208 495 3300. Conference ID: 8523562#



### Latest guidance around good outbreak practice and PPE in care homes and home care

Guidance has been developed in partnership with all South West Local Authorities to assist staff with interpreting the national guidance, to determine whether and what type of PPE is required for different job roles within social care settings. *You can find the guidance attached with this newsletter.*