

# COVID-19 NEWSLETTER

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

## Using the right quality of PPE to keep you and your clients safe

It is important to ensure the PPE being used in care homes offers the right level of protection to your residents and staff. In line with the guidance, masks need to be:

- **Surgical masks** (marked as Type II) for care delivered less than 2 metres away from the resident , but not touching care, and not for coughing patients;
- **Surgical masks** (marked as Type IIR) for care delivered less than 2 metres away from the resident and touching care OR less than 2 metres away from a coughing Resident;

When surgical masks or fluid resistant surgical masks are recommended, cloth masks **are not** an adequate alternative. All stock should be quality assured, usually evidenced by a CE mark and a BS EN number. The [national specification for PPE document](#) provides further information on the essential technical requirements of all PPE recommended by the guidance (see also the PPE tables on our Torbay Council guidance page: [South West Local Authority PPE guidance](#) )

## Testing

The flowchart included in the attachments folder sent alongside this newsletter explains the current testing programmes and how to access these. More information on testing for asymptomatic staff and residents will be shared over the next week.

## Useful Resources

### Care Home Volunteers

We now have availability of trained volunteers available and wishing to help out in care homes with the following:

- Restocking PPE stations and rooms
- 1:1 activity with residents who are confused and cannot be isolated in rooms
- 1:1 activity with residents who are isolated and need company
- Helping with continual drinks rounds
- Helping with mealtimes – getting food out to residents who may be isolated in their rooms
- Acting as contact between residents and their families – facilitating daily telephone calls, letter writing or skype calls

They come with completed checks we can share with you. We would be able to offer up to two volunteers per home (and only with your home, so as to avoid working anywhere else) and can offer anything between the hours of 8am and 8pm.

Please email [savana.lawler@torbay.gov.uk](mailto:savana.lawler@torbay.gov.uk) by **Friday 15<sup>th</sup> May** if you are interested.

## End of Life (EoL) COVID-19 Briefing South West

The briefing includes the latest EoL guidance, resources and upcoming opportunities for care homes, mental health, learning disability, autism, dementia and specialist inpatient facilities.

*\* You will find the most recent NHS England End of Life briefing included in the attachments folder sent alongside this newsletter.\**



## NHS Devon CCG Caring for Care Homes Newsletter

Issue 1 of the NHS Devon CCG Newsletter for Care Home staff, General Practitioners and Community Pharmacists has been included as an additional attachment. This Newsletter includes useful information on:

- Just in Case (JIC) and End of Life (EoL) medicines
- Unwanted medicines
- Changes in drug safety monitoring during COVID-19
- Move from Monitored Dosage Systems to Original pack dispensing

*\* You will find the Caring for Care Homes Newsletter included in the attachments folder sent alongside this newsletter.\**



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## Staff Wellbeing

### Mental Health information and signposting toolkit

Torbay's Public Health team have developed a Mental Health information & signposting toolkit which includes a comprehensive list of local and national support available to *anyone* who needs support with their emotional health and wellbeing. The toolkit has been attached with this newsletter for you to print off and display for staff.

Public Health Torbay have also been working with Independent health and social care champion Healthwatch Torbay and a range of local community wellbeing groups to create a dedicated online COVID-19 information and advice service. Hundreds of different local services and support links have been added to the Healthwatch website, which offers trusted links to National Guidance, Local Information, General Advice, Mental health services & support, Bereavement Services and even links for Parents, Carers, Children and Young People.

The online COVID-19 information and advice service can be found here - <https://healthwatchtorbay.org.uk/information-advice-on-coronavirus-covid-19/>

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## Domestic Abuse and Sexual Violence

Domestic abuse and sexual violence are issues that can affect all corners of society regardless of age, gender, ability or social standing. Older people are just as likely to be living with domestic abuse, or have experienced it at some point, as anyone else but are far less likely to report it or ask for help. Someone with a physical or learning disability may be more vulnerable to the possibility of being financially exploited or sexually abused. We know that during the current COVID-19 lockdown, domestic abuse can escalate for someone living with it and can result in increased physical injury or fatality.

You should follow your own safeguarding policies, but if you suspect domestic abuse or sexual violence there are support services who can help and who remain accessible during lockdown:

- The local commissioned service is Torbay Domestic Abuse Service (TDAS) – [0800 9161474](tel:08009161474).
- If someone needs support following sexual assault the Sexual Assault Referral Centre (SARC) can be contacted on [0300 3034626](tel:03003034626).
- Housing advice (inc emergency temporary accommodation for victims of domestic abuse) - [01803 208723](tel:01803208723).
- Victim Care Unit – [www.victimcaredevonandcornwall.org.uk](http://www.victimcaredevonandcornwall.org.uk)

TDAS and SARC can be accessed by everyone regardless of age or gender. If it is safe to have a discussion with someone, please assure them that help is available and they will be taken seriously. If they need to leave their home because of domestic abuse during lockdown, they can do so.

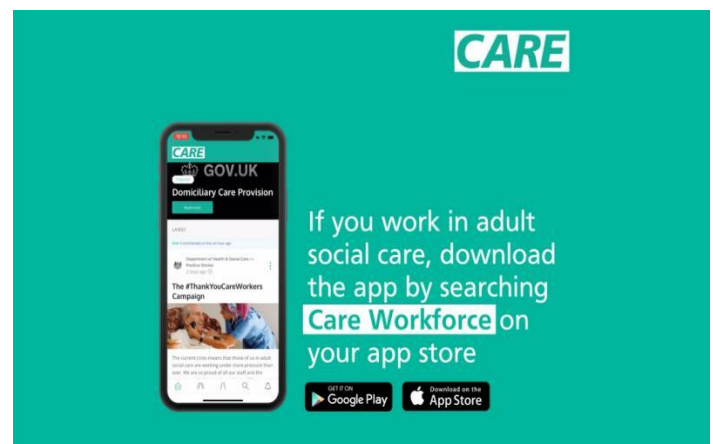


Attached with this newsletter is a leaflet for use by professionals which you can print off and keep, or access [here](#) **Please note that this leaflet is not intended to be given to victims.** In all cases, if someone is in immediate danger, contact the police on 999. If you need any more information, please contact [Sandra.arthurs@torbay.gov.uk](mailto:Sandra.arthurs@torbay.gov.uk) More information and a directory of services is available on the Are You OK website, [www.areyouok.co.uk](http://www.areyouok.co.uk)

## Dedicated App for social care workers Launched

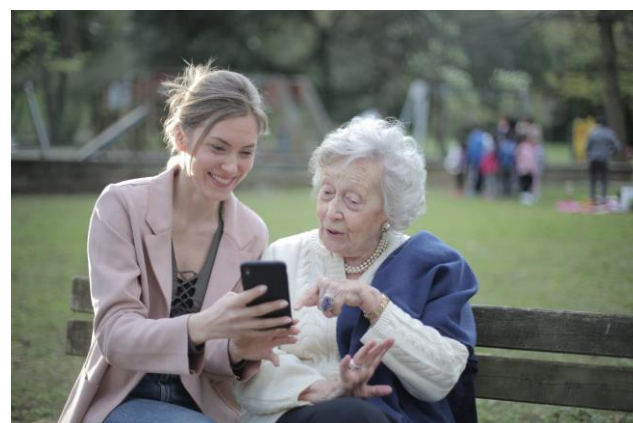
A new dedicated app for the adult social care workforce in England has been launched to support staff through the coronavirus (COVID-19) pandemic. Support is offered for mental health and wellbeing, and care workers can also get access to guidance, learning resources, discounts and other support all in one place. The tool will be the first of its kind provided for the care workforce, and will:

- act as a single one-stop-shop providing the sector with all the latest guidance, wellbeing support and advice they need to protect themselves from COVID-19 and keep themselves well
- provide access to learning resources on crucial areas such as infection control as well as practical advice and support for mental wellbeing
- show how care workers can take advantage of offers available to NHS and social care staff, including free car parking and discounts through organisations and initiatives like Discounts for Carers and the Blue Light Card
- signpost free access to apps like Silvercloud, Daylight and Sleepio, which can help boost users' mental wellbeing through programmes covering sleep, stress and resilience



## We want to hear from you!

### Technology in Care Homes



Technology has become an integral part of keeping in touch with doctors, nurses and loved ones during lockdown. We want to hear about your experiences with adapting to the increase in use of technology in your care home so we can understand what has been working well as well as any difficulties. Please find a questionnaire attached with this newsletter, we would be grateful if you could feedback to [savana.lawler@torbay.gov.uk](mailto:savana.lawler@torbay.gov.uk) by 25<sup>th</sup> May 2020.

If you would prefer to go through the questions over the phone, please feel free to call Savana on [07900 406435](tel:07900406435).

### COVID-19 Experience Survey

Healthwatch want to hear from you about how COVID-19/coronavirus has affected you or your family members, so that we can let health and care services in Devon, Plymouth and Torbay know what they're doing well during the pandemic, and where people feel their care and communication could be improved.

You can complete the survey here - <https://www.surveymonkey.co.uk/r/Healthwatch-Information-and-Advice>