

COVID-19 NEWSLETTER

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

Testing

The flowchart included in the attachments folder sent alongside this newsletter explains the current testing programmes and how to access these.

Updated COVID-19 Symptoms

Yesterday the Government updated all of its guidance regarding symptoms of COVID-19 to include 'a loss of, or change in, your normal sense of taste or smell (anosmia).

The updated list of symptoms and Government Guidance can be found here: [Guidance for households with possible coronavirus \(COVID-19\) infection](#)

Useful Resources

Managing a fall that may require an ambulance during the COVID-19 Pandemic

Falls in care and residential homes are common. Fortunately most don't require an emergency ambulance response. Staff are experienced in managing what to do when a person in their care falls and have routine procedures to care for them, which for non-serious injuries may include calling a GP, out-of-hours care provider, falls service (if available) or NHS 111. It is particularly important that the 999 service is used only when someone is seriously ill or injured and their life is at risk, and that care home staff know how they can support residents who have fallen and are waiting for an ambulance.

Please find guidance in the below link which can also be displayed for you nursing and care staff for reference.

Guidance: [Managing a fall that may require an ambulance during the COVID-19 pandemic](#)

If you have any questions or would like a copy of the Trust's local post fall guidance, please contact jane.reddaway@nhs.net

Keeping Connected

NHSX and NHS Digital have negotiated offers with telecom companies to get more care homes and care providers connected to the internet during COVID-19. A series of easily accessible offers to help care homes and care providers get connected to the internet or upgrade existing connectivity has now been published:

<https://www.nhsx.nhs.uk/covid-19-response/social-care/internet-connection-deals-care-homes/>

Vodafone are also offering Care Workers and NHS Staff across the UK 6 months free unlimited data. If you are an existing Vodafone Customer, you can claim the offer here:

<https://keepconnected.vodafone.co.uk/>



Guidance for care of the deceased

We are currently in a period of sustained community transmission of coronavirus (COVID-19). This guidance is for suspected or confirmed coronavirus (COVID-19) related deaths. Where alternative causes of death are clearly known and features are solely consistent with that known cause, care of the deceased should follow usual management practices. Where it is not possible to determine if coronavirus (COVID-19) is suspected, those who come into close contact with the deceased (less than 2 metres) should assume that coronavirus (COVID-19) infection may be present and take account of the precautions described in the below link.

This advice is designed to assist people who are required to manage the bodies of deceased persons during the coronavirus (COVID-19) pandemic. This guidance has been developed to ensure that:

- the deceased are treated with sensitivity, dignity and respect
- people who need to come into contact with the deceased or who work in services providing care for the deceased are protected from infection

Guidance: [Guidance for care of the deceased with suspected or confirmed coronavirus \(COVID-19\)](#)

Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19

This guidance is for people who are clinically extremely vulnerable, including children. It's also for their family, friends and carers. People who are clinically extremely vulnerable should have received a letter telling them they're in this group or been told by their GP. It's for situations where a clinically extremely vulnerable person is living at home, with or without additional support. This includes clinically extremely vulnerable people living in long-term care facilities for the elderly or people with special needs.

Guidance: [Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19](#)

Making Every Contact Count E-learning

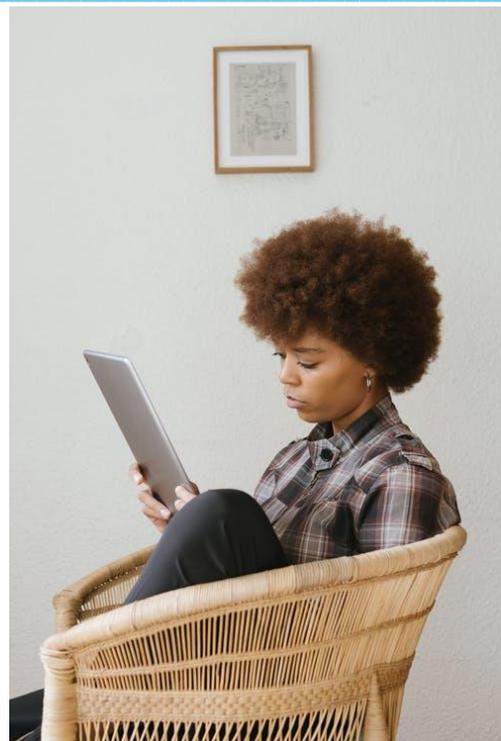
The MECC e-learning programme is designed to support learners in developing an understanding of public health and the factors that impact on a person's health and wellbeing. It focuses on how asking questions and listening effectively to people is a vital role for us all, helping encourage to others to change their behaviour, and directing them to local services that can support them when appropriate.

There are four short online modules to complete:

- Session 1 – what is MECC and why it is important?
- Session 2 – how to have a MECC conversation
- Session 3 – signposting
- Session 4 – Five Ways to Wellbeing

MECC is for everyone, it is not restricted to one person, job role, profession or organisation.

Please find guidance attached with the newsletter about how to access this e-Learning. If you are interested in face to face training opportunities once available again please contact lex.gainsbury@torbay.gov.uk



Suicide Awareness Training

The Zero Suicide Alliance has developed free online suicide awareness training which takes approximately 20 minutes to complete. It aims to provide skills and confidence to help someone who may be considering suicide. It focuses on breaking stigma and encouraging open conversations.

Free training available here: www.bit.ly/zsa-training

Food and Nutrition in care – Live Webinar: 21st May

As NHS Community Dietitians we usually support care homes in Torbay and South Devon with face to face training on malnutrition, both for care and catering staff. We are currently looking into new ways to provide this support more remotely. In the meantime I would like to share this free training webinar with you, kindly sent from Jessie Rettalick, NHS Dietitian in Cornwall.

Aimed at chefs and hospitality staff new to care home catering, as well as existing care home and agency chefs, anyone is welcome to join.

Training includes:

- Dietitian - General introduction to nutrition in care, mostly focused on malnutrition
- Speech and Language Therapy -Dysphagia, IDDSI and texture modification.
- Truro College talking about practicalities, recipe development, menus etc.

Sign up to join here: <https://www.eventbrite.co.uk/e/food-and-nutrition-for-care-tickets-102768236562>

The live webinar is on Thursday 21st May which is fast approaching. If people sign up and they are unable to watch the webinar on the day, they will be sent a link to the recording afterwards and receive the booklet that is sent out with the course.

Please note the training is for 3 hours in total, not 4 hours as stated on Event Brite

Staff Wellbeing

Individual Psychological Support from TALKWORKS

TALKWORKS, which many of you are familiar with, is offering all NHS and social care/care home staff locally priority access to the service. Anyone referring themselves will initially have a brief number of sessions based on the psychological first aid approach from the WHO. This is not therapy, it is for anyone that finds themselves struggling at this difficult time on the frontline, and would appreciate a conversation to help look after themselves. It is confidential and open to all. If the initial session indicates a difficulty that would benefit from a little more input, we can also offer people our usual treatment offer, anyone referring in as an NHS/social care worker will be prioritised throughout the pathway of the service.

This is easy to access by self-referral – either through the website www.talkworks.dpt.nhs.uk and click on the keyworker option, or through calling on **0300 555 33 44**.

Support for Teams from Psychology and Psychological Therapies (PPT) team

PPT is also offering support for social care and care home teams in response to the current COVID 19 situation. This is designed to help teams who are experiencing difficulties following distressing and stressful events arising from COVID 19, recognising that it is sometimes helpful to have an external, objective perspective.

Requests for support from this service can be made by emailing dpt.od@nhs.net

Further information about the support being offered along with posters for you to display for staff are included in the additional folder attached with this newsletter.

Health and Wellbeing of the Adult Social Care Workforce

The link below provides adult social care employers with guidance, tools and advice on how to take care of the wellbeing of staff at work, as well as how you can manage your own mental health in the current circumstances.

<https://www.gov.uk/government/publications/coronavirus-covid-19-health-and-wellbeing-of-the-adult-social-care-workforce/health-and-wellbeing-of-the-adult-social-care-workforce>.

The link includes:

- [Guide](#) put together by the British Psychological Society aimed at Leaders and Managers. It provides practical advice on how to respond to how staff may be feeling during difficult phases of working and living through the pandemic.
- A link to MIND, where Managers or employees can register for a [Wellness Action Plan](#)
- [Advice](#) from Skills for Care on maintaining team resilience and reducing workplace stress
- [Advice](#) from Skills for Care on how to support staff who regularly work alone

There are further links in the guidance to the Mental Health Foundation, MIND and NHS. Within this guidance there are also links also to the Guidance for care homes and supported living and home care guidance around infection control and links to the PPE guidance.

Bereavement and Trauma

- Hospice UK have launched an Adult Social Care Bereavement and Trauma line. You can speak to a specialist counsellor at 0300 303 4434. They are available between 8am and 8pm to support you if you have experienced a bereavement, have witnessed traumatic deaths as part of your work or need to discuss any other anxiety or emotional issues you are experiencing as a result of the COVID-19 pandemic.
- [Cruse Bereavement Care](#) offers advice and support on dealing with bereavement and grief during the coronavirus outbreak.
- [At a Loss](#) provides signposting to other services across the UK that can provide resources and support to those that are bereaved.



Healthwatch Torbay Mental Health Support

Healthwatch have collated a comprehensive list of services and resources at a local and national level, which can be found in the link below. The page features signposting for areas including Disabilities, Older people's health, Mental Health Conditions, Staff/Workforce resources, and more.

Link: [Healthwatch COVID-19 Support page](#)

You can also find 'Every Mind Matters' posters which provide contact numbers and helplines for support. Included in this is the contact number for the Torbay and South Devon COVID-19 Emotional Wellbeing Helpline (not crisis line) Hosted by Rowcroft Hospice. 01803 217 433.

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 by 25th 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).

Keeping Active

Below are links to a well evidence strength and balance programme 'Make Movement Your Mission' which can be done sitting or standing. These are 15 minute bite sized exercise 'snacks' accessible to all with seated alternatives and progression for those who can do more.

Make Movement your Mission sets out to:

- give you some simple ideas and resources to show you how easy it can be to move more
- nudge you into regular action a little more than you would have
- help you towards developing your moving habit whilst feeling part of a community
- At 8am, 12pm and 4pm every day until the 20th April, join us for a series of live "Movement Snacks" led by LLT's Bex Townley. These aim to encourage everyone to move more/frequently throughout the day for muscles, mind and wellbeing.

At each session there are always exercises to be done in a chair, sitting on the front third of the seat; it is best to start with the seated options in the first instance, especially if a resident uses a walking aid and build up to the standing ones with a chair in front for a hand hold, initially.

Either on Facebook or You Tube these videos are all about keeping active, independent, strong and steady. Have a look and maybe give it a go:



[Make Movement Your Mission](#)
[Facebook Page](#)



[Later Life Training](#)
[YouTube Channel](#)

Get up and Go Booklet

This booklet is predominantly aimed at those living in the community, however it contains the Super Six exercises Jane Reddaway, Community Falls Prevention Lead, talked about on the Enhanced Care Home study day.

The booklet is attached along with this newsletter, and more information and ideas for activities can be found here - <https://www.rcot.co.uk/about-occupational-therapy/living-well-care-homes-2019/a-z-activities>

If you would like a supply of Get up and Go booklets for staff, residents or service users living in the community, please email jane.reddaway@nhs.net.

If you feel you need specialist advice, do contact your local health and wellbeing teams via 01803 219700. Professional help is still available.