

# COVID-19 NEWSLETTER

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

## PPE

### Local Authority PPE Guidance

Torbay Council has published Issue 5 of [PPE for the COVID-19 Pandemic: A guide for staff working in local authority, education, community and social care settings](#). This has been updated to reflect national changes to face coverings policy and to provide further clarity/advice around

- Modes of transmission
- Face coverings
- Transport services
- Clothes laundering in high risk settings
- Risk assessment for staff exposure
- PPE portal for small domiciliary and residential home providers.

A reminder that it is really important at this time to ensure that 100% of the staff teams have completed their infection control, PPE and Covid 19 training in preparation for an outbreak. It is also important that managers undertake regular audits of training and use of PPE and social distancing guidelines to ensure compliance.

### Additional PPE Supplies

Please see below link to guidance for healthcare providers who require additional PPE supplies to top up their supplies. [Click here to access this Guidance](#)



### Guidance: How to work safely in Care Homes

Please find a link below to the most recent guidance on working safely in care homes. The link also has section on how to help those with LD, autism and Dementia, as well as covering supported living and dom care. [Click here to access this Guidance](#)

## Antibody tests

Please be advised that we are experiencing a high demand for the antibody blood tests and you may not get through as quickly as we would hope. We are working on some additional resources to manage this process. Please be patient, we will get to everyone. Be assured we are not prioritising any one staff group over another; it is purely on order of calls taken and availability of appointments.

## SCAM ALERT:

It has come to our attention that there is a scam caller operating in our region, who is making calls to care homes and staff informing them of a positive test result, confirming first that you have recently sent off a swab. They will then advise you that you need to have another swab taken, and at this point request your bank details. We would like to confirm that at no point would we call and request bank details from you. If you receive a box of swabs that you have not ordered or been informed about, please call the government portal, CQC or PHE. If you are at all concerned that it is not genuine, please do not use.

## New admissions

Remember the current guidelines and expectations of residents moving to your home from hospital, another care service or their own homes. You should expect the results of swab before admission.

## Guidance for Mental Capacity Assessment and Care Home Testing Kits

This is a brief statement and explanation around the Mental Capacity Act 2005 and testing for Covid 19, which includes links to the government guidance. The aim is to be able to guide people to the current legislation around the Mental Capacity act 2005 and the Swabbing process, when using the care home testing kits. The reason this guidance has been sent out by the QAIT team is due to the many queries we have received from the care homes about what steps they should be taking before carrying out any swabbing/testing. Care Homes need to ensure that they are fully reading the Governments guidance and adhere to it, as this is only advice for your consideration.

Care home should always seek consent from residents before any testing/swabbing takes place. If the resident cannot consent, then unless there is a health and welfare attorney (LPA) or deputy (COP) who can consent on their behalf, then the relevant professionals/care home staff will have to decide whether they reasonably believe that the test is in the persons best interest by completing a Mental Capacity assessment and best interest decision. Care home providers cannot do a blanket decision that testing is in the best interests of a whole group of residents within the home, this goes against the requirements of the MCA 2005, that it is the best interest of that particular person at that particular time which are determinative.

If the person lacks capacity to provide consent to being tested they should consider all the relevant circumstances and in particular the following:

- Whether it is likely that the person could regain capacity and if so whether the decision can wait
- Ensuring participation if reasonably practicable
- The person's past and present wishes and feelings, and beliefs and values that would be likely to influence their decisions.
- The views of the person's family members and those interested in the person's welfare if it is practicable and appropriate to do so

The Government guidance states it will be sufficient to make a best interest decision in order to provide the necessary care and treatment and put in place the necessary arrangements, for a person who lacks the relevant mental capacity to consent to swabbing/testing

The article attached with this newsletter gives further guidance and considerations to completing the care home swabbing tests and the things which need to be considered before the test is completed. For example, the Mental Capacity assessment and Best interest decision. [Click here to view the article](#) this article can also be found attached with this newsletter.

[Click here to access Mental Capacity guidance in relation to Covid-19](#)

Should you wish to speak to a QAIT officer or seek further clarification please send an email to [tsdft.torbaycovid19careproviders@nhs.net](mailto:tsdft.torbaycovid19careproviders@nhs.net)

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## Useful Resources

### Caring for care homes Newsletter

As part of our commitment to improve quality and safety and to share good practice, we have provided the resources in the link below to support care home providers. The resources have been produced in collaboration with GPs, pharmacists, care homes managers and social care commissioners across Devon.

<https://www.torbayandsouthdevon.nhs.uk/services/care-homes/caring-for-care-homes/>

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### Psychological first aid in emergencies training

Staff and volunteers at the forefront of the national coronavirus response across England will now be able to access a new Psychological First Aid training course.

The free online course enables responders to develop their skills and confidence in providing key psychological support to people affected by coronavirus, including on issues such as job worries, bereavement or isolation as they carry out their vital work as part of the ongoing coronavirus response.

It will also help to develop understanding of how emergencies like the coronavirus pandemic can affect us all, how to recognise people who may be at increased risk of distress, and how to offer practical and emotional support.

[The training can be accessed through Future Learn by clicking here](#)

## Delirium and considerations during the Covid-19 pandemic (webinar)

NHS England and Improvement's Dementia Programme is hosting a webinar on specific considerations for delirium during COVID-19, which will take place on **24 June, from 1pm-2:30pm**.

Delirium is a marker of acute illness and is increasingly recognised as being a condition linked to the presentation of COVID-19, particularly in older people. This presents new challenges in terms of recognition and management, especially in the community setting.

This webinar brings together experts in the field to discuss:

- how delirium presents in the context of COVID-19;
- how to care for someone with delirium and COVID-19; and
- how to provide good care in the community, with additional focus on the care home setting.

[For further information please click here](#)

## Staff Wellbeing

### Alone Together Facebook Support Group

A Facebook support network has been developed to support those who have lost loved ones to Covid-19. Liam Meyer, who works for Torbay & South Devon NHS Foundation Trust and founded the group says:

*'Well after Dad passed away I started to think about other families that have lost someone to covid19 and were alone. Grieving is hard at any time, but not being able to grieve with your family and physically hug them is so difficult. I also wanted to do something to honour my Dad, something in his name so that he could help people even in his death. Setting up a support network where people could share their stories and support each other seemed like the perfect solution. I urge people not to grieve alone and join the group on the Facebook.'*

You can join the group here:

<https://www.facebook.com/groups/550762382237414/>

More information about Liam's story can be found here -

[https://www.youtube.com/watch?v=8HkS\\_hssc14&t=1s](https://www.youtube.com/watch?v=8HkS_hssc14&t=1s)

Liam will also be talking about the group on 'The Choir – Singing for Britain' which will air on BBC2 on 7<sup>th</sup> July.



- **The Torbay and South Devon COVID-19 Emotional Wellbeing Helpline:** 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. Call 01803 217433 or use the online form which can be found at [www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk)
- **Mind:** If you're finding things hard emotionally right now, you're not alone, [www.mind.org.uk](http://www.mind.org.uk) can provide information and support to help you.
- **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:** support for staff who work in health and care and who may be affected by the deaths of patients or clients in their care (Freephone 0808 808 1677).
- **TALKWORKS:** Anyone referring themselves will initially have a brief number of sessions based on the psychological first aid approach from the WHO. Self-referral can be made by visiting the website [www.talkworks.dpt.nhs.uk](http://www.talkworks.dpt.nhs.uk) and clicking on the Keyworker option, or by calling 0300 555 33 44.
- **Psychology and Psychological Therapies (PPT) Team:** PPT is offering support for social care and care home teams in response to the current COVID 19 situation. Requests for support from this service can be made by emailing [dpt.od@nhs.net](mailto:dpt.od@nhs.net)
- **Filipino Counselling Service:** A new, dedicated NHS bereavement and trauma telephone support line for Filipino staff impacted by the coronavirus pandemic run by qualified and trained Tagalog speakers. Available 7 days a week between 7am and 11pm, along with a 24 hour text hotline. Helpline: 0300 303 1115 Text: 'Frontline' to 85258