

# COVID-19 NEWSLETTER

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

## Negative Covid Tests

If your Resident has had any of the symptoms listed below:

- High temperature (37.8oC or above)
- Persistent cough
- New onset shortness of breath
- Not being as alert
- New onset of confusion
- Off their food
- Reduced fluid intake
- Diarrhoea and Vomiting

**And** has a Negative COVID test, and no other Residents or Staff have COVID symptoms, then you should keep the Resident isolated until they have had no symptoms for 48 hours. If symptoms, that do not include cough, persist for more than 7 days, continue to keep the Resident isolated.

**BUT** if other Residents or Staff have COVID symptoms then you should keep the Resident, with the negative COVID test, isolated for 14 days, whether not they still have symptoms. Any deterioration in Residents symptoms should be discussed with the GP.

[Click here to access useful updated guidance](#)

## Test and Trace system: information for staff

Under the new COVID-19 Test and Trace system, anyone who has had a specific 'close contact' with someone who tests positive for COVID-19 will be expected to isolate themselves for 14 days, or for 7 days from developing symptoms of COVID-19.

Broadly, a 'close contact' is spending 15 minutes or more within 2 metres of an infected person, very close specified personal interaction for a shorter period of time or someone who has lived within the same household during a period of potential risk transmission.

For care home staff, it's helpful to distinguish between 3 potential scenarios where 'close contact' occurs in the care home setting:

- A staff member who has been caring for a person who has tested positive for COVID-19 or who has symptoms of COVID-19 while the staff member was wearing appropriate PPE. Staff **will not need** to isolate in these cases, but these contacts will be escalated to the local public health team for further advice if needed
- A staff member who has been caring for a person who has tested positive for COVID-19 or who has symptoms of COVID-19 while the staff member was wearing appropriate PPE but the PPE has been breached. The member of staff **will need to isolate for 14 days** in line with the advice to the general population
- A staff member who has been in contact with anyone else who has tested positive for COVID-19 whether at work (most likely a colleague in communal areas) or in the community. The member of staff **will need to isolate for 14 days** in line with the advice to the general population

## Useful Resources

### WEBINAR: Sharing learning and best practice, and shaping the way ahead

Thank you to the 122 people who tuned in to the care home webinar this week, your input and feedback has been really valuable.

The webinar this week focused on sharing learning including the challenges faced, how we have worked together as a system and how we can continue to collaborate in the future. A short survey was shared during the webinar to gauge provider views. You can [complete the survey here](#).

We also welcomed Louise Arnold, Managing Director at Peninsula Care Homes Ltd, who shared some 'on the ground' learning and useful resources that has helped them across their five sites.

The [video](#) and presentation from 18<sup>th</sup> June are available to [view and download](#).

Next week's session will focus on what the new visiting guidance means for care homes, including a case study from a local home on the measures they have put in place.

Watch the webinar on [25 June from 2 – 3pm](#).

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## SW PHE Health Protection Team- **\*\*New meeting details for weekly Q&A for Social Care**

Until further notice, from week commencing 22<sup>nd</sup> June 2020, we are moving from our daily webinar to A ONCE WEEKLY meeting each Friday at 3pm to answer your questions on how to prevent and manage COVID-19. Please note the new joining instructions:

Please use this link to register for the day/s you would like to attend the webinar

<https://www.eventbrite.co.uk/e/friday-covid-qa-for-care-homes-and-social-care-tickets-110157076782>

Select a date. Register your details to receive an eticket. Tickets are free, there is no cost.

To attend the event:

The confirmation email contains the link for the webinar. Click the 'go to online event' button. This will take you to the Eventbrite website where you may have to register or log in.

Or dial in by phone: 0208 495 3300,

Conference ID: 7950138#

If you have any issues with accessing the meeting please email [swhpt@phe.gov.uk](mailto:swhpt@phe.gov.uk)

Please do continue to call the Health Protection Team on 0300 303 8162 to discuss a potential new outbreak ( a single possible/confirmed case or cases 28 days or more since the last case), an escalation of an outbreak that you have already told us about or any other urgent enquiries.

Your CCG or Local Authority link can advise on how you can access the NHS COVID-19 Infection Prevention and Control training if you have not had this already. We are continuing to see social care settings with cases and outbreaks of COVID-19 and we remain in a period of sustained transmission, which means COVID-19 is circulating in the community and people may have the infection without obvious symptoms. [Please continue to refer to the GOV.UK website for guidance relating to COVID-19 and social care](#)

### **\*\*Important Recent Updates\*\***

Updated 19/6/20: [Admission and Care of Residents in a Care Home during COVID-19:](#)

Updated 15/6/20: [COVID-19: how to work safely in care homes](#) and [COVID-19: how to work safely in domiciliary care in England](#)

### **\*\*Evaluation survey\*\***

To those of you who have previously received an invitation to our daily COVID-19 webinars (even if you didn't attend): I would be very grateful if you would complete this anonymous survey to help us evaluate our input to date. It should take no more than 5 minutes-just click on this link- thank you! <https://surveys.phe.org.uk/TakeSurvey.aspx?SurveyID=96KLn7721>

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## WEBINAR: Delirium and considerations during the Covid-19 pandemic

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 13.00-14.30**.

Delirium is 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.
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Our speakers have backgrounds in psychiatry, geriatric medicine and mental health nursing and include:

**Host:** Professor Alistair Burns, National Clinical Director for Dementia, NHS England and Improvement

**Chair:** Dr Emma Vardy, Consultant Geriatrician and Honorary Senior lecturer, Clinical Dementia Lead Salford ICO, Associate CCIO for GDE pathway redesign Salford Royal NHS Foundation Trust

#### Speakers:

- **Dr Thomas Jackson:** Consultant Geriatrician, Queen Elizabeth Hospitals Birmingham; Clinician Scientist in Geriatric Medicine, Institute of Inflammation and Ageing, University of Birmingham

**Addressing:** presentation of delirium and detection in the context of Covid-19

- **Dr Mani Krishnan:** Consultant in Old Age/Liaison Psychiatry, Senior Clinical Director TEWV NHS Foundation Trust; Academic Secretary/ Chair Elect of the Faculty of Old Age Psychiatry, Royal College of Psychiatrists, Associate Dean HEE

**Addressing:** management of delirium and follow-up

- **Helen Pratt:** Project Manager, Dementia United, Greater Manchester Health and Social Care Partnership
- Addressing:** delirium community pathways and care

- **Professor Adam Gordon:** Care of Older People, University of Nottingham, Consultant Geriatrician, Derby Teaching Hospitals NHS

**Addressing:** delirium care in the community and care homes

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We will ensure that there is also time set aside for a question and answer session at the end of the presentations.

We look forward to welcoming attendees from clinical and healthcare professions including geriatric medicine, nursing, allied healthcare (mental health), and senior community and care home professionals.

To join this webinar, which will take place on **24 June, from 13.00-14.30**, please click on the link provided below. If you know of other colleagues/persons who might benefit from attending this webinar please ask them to email [ENGLAND.DomainTeam@nhs.net](mailto:ENGLAND.DomainTeam@nhs.net) and we will add them to the distribution list and send out an invite.

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## Caring for Care Homes Webpage

A reminder of the Caring for Care Homes webpage which provides various resources to support care home providers. The resources have been produced in collaboration with GPs, pharmacists, care homes managers and social care commissioners across Devon.

[You can access the webpage by clicking here.](#)

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## Caring for Care Homes Newsletter

[Please click here to view the June edition of NHS Devon CCG's Caring for Care Homes Newsletter.](#)

These newsletters are also sent to community pharmacies and GP practices. Articles published include good practice points, shared learning and new ideas to increase understanding and promote multi-disciplinary working across Devon.

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## SCIE: Covid-19 Advice, resources and insights for social care

Social Care Institute for Excellence (SCIE) improves the lives of people of all ages by co-producing, sharing, and supporting the use of the best available knowledge and evidence about what works in social care and social work. [A range of resources are available and can be found by clicking here.](#)

## Adult Social Care Risk Reduction Framework

The social care workforce is vital in supporting the health and care needs within our communities, and we're incredibly grateful for the work they're doing in the face of significant and ongoing challenge. Keeping people who work in social care settings, and those who use social care services, safe and well is critical.

As an adult social care employer, you have a duty of care to secure the health, safety and welfare of your workers and the people who use your service, as far as possible.

You should have a process in place to assess and reduce risk for everyone in your care, regardless of characteristics or vulnerabilities. This should include:

- the risk to the people who use your service, considering any individual characteristics which may put them at increased risk
- the risk in your workplace, which should include travel to and from, and travel between workplaces
- the risk to your workers, including volunteers, considering any individual characteristics which may put them at increased risk.

Public Health England (PHE) has issued guidance, which is updated regularly, on the [implementation of measures to reduce the risk of infectious disease](#). Employers should always ensure that they adhere to the latest PHE recommendations.

While risks should be reduced in the workplace for all workers, additional mitigation measures should be considered for workers at higher risk because they identify as having certain characteristics, health conditions or are pregnant. This includes all your workers in both direct and non-direct care and support roles, including permanent employees, agency, locum and bank staff and unpaid volunteers. Those at highest clinical risk should be helped to continue to follow the [current advice on shielding](#).

[The full Framework can be found by clicking here.](#)

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### Beat the Heat

During previous heatwaves, people in residential and care settings have been at particularly high risk of illness and death.

During the COVID-19 pandemic, it is especially important that you know what actions to take to keep residents safe from high temperatures. [A poster and checklist can be found here.](#)

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### Scam Alert

**Please be vigilant of scammers.** Measures announced over recent weeks to deal with coronavirus (COVID-19) have seen our day-to-day life drastically changed – we are spending more time at home and online. Unfortunately, criminals will use every opportunity they can to scam innocent people and their businesses. [This guidance explains simple steps you can take to protect yourself and your business against fraud and cyber-crime and where to get help.](#)

An example of a scam test result has been attached with this newsletter for your information.

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- **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).
  - **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