
COVID-19 NEWSLETTER

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

ALL COMMUNITY COVID 19 SWABS

As of Monday 29th June, the swab request process is as follows for all community-based swab requests (7 days a week)

All referrals for swabs in the community to go to: sdhis.carehomeswabrequest@nhs.net or 01626 204950 (8am – 5pm 7 days a week) with a completed referral spreadsheet.

If you are a care home, please also ensure you notify PHE as well as your local QAIT team on either:

Torbay QAIT: tsdft.torbaycovid19careproviders@nhs.net

South Devon QAIT: adultsc.adultcarehealthcovid19-mailbox@devon.gov.uk

Requests for the swabs to be undertaken will be sent to the relevant community nursing team who will contact the Care Home or individual to arrange for a swab to be taken.

The swab request line will notify the initial referrer of the result, and it is for the referrer to notify the individual of the result.

Please note this process can take up to 48 hours from referral to result.

Staff referrals for swabs can still be requested for any symptomatic staff members requiring a swab, they will need to contact the staff swabbing hub on **01803 655783**. Where a member of staff refer themselves for a swab, please also ensure that you email your local QAIT team on either of the above email addresses for their awareness.

Useful Resources

Many thanks to those that attended the webinar [Delirium and considerations during the Covid-19 pandemic](#) on 24th June 2020. For those that were unable to attend, please find below:

Webinar slides and recording - [Delirium Webinar Recording and Slides](#) (please note: the link expires on 2nd July)

Additional information:

- Papers from the Greater Manchester Directors of Public Health on visiting care homes, and the Greater Manchester Community Delirium Toolkit, which is referred to in the presentation. This is shared as a 'working draft' - Greater Manchester Health and Social Care Partnership – Dementia United (attached to this Newsletter)
- Yorkshire and Humber Clinical Network '[Think Delirium](#)' resources

The resources above are also available on the OPMH and Dementia section of the Mental Health, Learning Disabilities and Autism COVID-19 Response Cell – Future NHS Collaboration Platform:

<https://future.nhs.uk/MHLDAcovid19/view?objectId=21051152>

If you are not already registered for access, please email england.mhldaincidentresponse@nhs.net to request registration.

Product Alert - Type IIR Masks Cardinal Health Product code AT74535UK

The Trust has received notification that although these masks meet the breathability, filtration and splash resistance requirements of BS EN 14683, there is a risk to staff wearing the mask if the foam strip on the mask flakes and enters their airway or mouth.

In light of ongoing monitoring, further complaints reported and testing from the manufacturer on the masks, the MHRA recommends that **all lots of this product are disposed of locally**.

The Trust did receive stocks of this mask and issued them during early April and May but have not distributed any since.

Please can areas check their masks stocks for any of these older masks and dispose of them if you find any?



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

Until further notice, from week commencing 22nd 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

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****

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>

Webinar for care home and hospice staff – 2nd July 15.00 – 16.00

How to prepare for and receive video consultations for residents and patients

The Covid-19 pandemic has been particularly challenging for staff working in care homes and hospices, who are at the front line of delivering essential care and support to some of the most vulnerable members of our communities.

During this period, we have seen a rapid increase in the use digital technology across health and social care, with a particular emphasis on video consultations providing significant benefits for staff and patients. It is apparent video consultations will form an important element of healthcare in the future, and experience from early adopters across the South West Region and nationally emphasises the importance of effective planning to get the most out this approach.

These technologies also offer new challenges. This short webinar is designed to assist care home managers, nurses and other care home and hospice staff by providing practical guidance on preparing for and receiving a video consultation with a healthcare professional, including advice on appropriate equipment and information governance. There will be opportunities to share experience with other care home and hospice staff, ask questions of our regional panel of experts, and gain access to a collection of useful resources.

Details of the webinar and a link can be found in the attached document to this Newsletter.

Important – Response Required – Care Home Digitalisation Survey

We acknowledge the amount of email and telephone communication that you are currently receiving during the Covid-19 pandemic which often appears to be asking for the same information and we are keen to support you in minimising this as far as possible. Therefore, on behalf of the health and social care system, NHS Devon Clinical Commissioning Group are undertaking a survey with all care homes in Plymouth, Devon and Torbay in order to gather a **baseline assessment** of the IT infrastructure and connectivity that is being used. We are aware a large number of care homes are currently embracing and adding to their digital technologies to assist with remote ways of working, in order to maintain infection control and business continuity in their care homes by:

- Connecting residents with their loved ones
- Holding video consultations with GPs
- Sharing information with other social care and health professionals, local authorities and multi-disciplinary teams.

The information we collate will help health and social care colleagues to understand which technologies they should be using and developing to enable remote consultation, communication and monitoring of your residents at a local level. Some of the questions contained within this survey were also included in the Care Homes Survey that many of you undertook in 2019. These questions are being asked again as some of you may now be using electronic patient records and have signed up for NHS mail accounts. We are keen to get as accurate a record as possible of your current systems and appreciate your co-operation in completing this survey.

[Link to Survey](#)

The survey will take less than 5 minutes to complete (there are 17 questions in total with the majority being tick boxes) and we would appreciate **completion by Friday 3rd July 2020**. Please ensure that you press **'submit'** at the end of the survey. If you have more than one care home please can you submit a separate survey response for each care home?

If you have any queries regarding this email please contact d-ccg.personalhealthbudgets@nhs.net and one of the team will contact you.

Scam Alert

Please be vigilante 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.](#)

- **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
- **Mind:** If you're finding things hard emotionally right now, you're not alone, www.mind.org.uk can provide information and support to help you.
- **Healthwatch:** Visit 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