

COVID-19 NEWSLETTER

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

New guidance on visiting arrangements in care homes

The Department of Health and Social Care has [published new guidance on visiting arrangements in care homes](#). The guidance sets out:

- the principles of a local approach and dynamic risk assessment
- advice for providers when establishing their visiting policy
- advice for providers when taking visiting decisions for particular residents or groups of residents
- infection control precautions
- communicating with family and others about the visiting policy and visiting decisions

Guidance for supported living settings is in development, and guidance for visits out of a care home, for example to a family home, is being considered and an update will be provided soon. [Visit the GOV.UK website to read the guidance in full.](#)

The guidance requires the Director of Public Health to make a risk assessment with regard to visiting a care home in the area administered by Torbay Council.

Currently our COVID-19 incidence, and therefore risk levels in Torbay, are very low and Dr Caroline Dimond, Director of Public Health for Torbay, has stated that there are no restrictions recommended at the moment, providing there is adherence to all the precautions set out in the guidance, including the need for a dynamic risk assessment and adherence to any additional advice or guidance from the local infection-control lead from Devon Clinical Commissioning Group, and the local Public Health England Health Protection Team. We will be reviewing the position regularly in conjunction with our Adult Social Care colleagues in Torbay Council and Torbay and South Devon NHS Foundation Trust, and continue to communicate this through relevant webpages (<https://www.torbay.gov.uk/health-and-wellbeing/public-health/coronavirus/care-sector/>) and regular communications with care homes.

On occasion, a local situation may arise where the advice from Public Health England is that visiting should be suspended. Under these circumstances the Care Home will be notified of this until such time that it is deemed safe to do recommence visits.

We continue to recognise and support the role of care home providers in defining their visitor policies as long as these are in line with government guidance on [visiting care homes](#) and on [working safely in care homes](#), comply with the advice of the Director of Public Health, and result from a dynamic risk assessment. We encourage care home providers to communicate their policy to the family and friends of their residents including through publication on their website, and we ask that visitors conduct themselves accordingly.

Access to information

As there is currently a high volume of communications being circulated, a reminder that the following links can be used to access up to date information, advice and guidance at any time:

- [Caring for Care Homes Webpage](#): These resources have been produced in collaboration with GPs, pharmacists, care homes managers and social care commissioners across Devon. **Previous editions of this newsletter can also be found on this page.**
- [DCC PEN Site](#): An information and engagement tool providing up to date Covid information including PPE, Testing, Online Learning, staff support and specialist services.
- [Torbay Council Website](#): The page is to inform residents, communities, employers and businesses in Torbay about the local response to coronavirus and to signpost useful advice, guidance and resources.

RESTORE2 and RESTORE2 *mini Training*

RESTORE2™ is based on NEWS2 (the national Early Warning Score) and has been a key element of the process of implementing NEWS2 within Care Homes in different parts of the country.

We are aware that some Care Homes and Domiciliary Care agencies are already using RESTORE2™ and RESTORE2*mini*™ and as such, have attended the interactive training sessions with our training partner Wellbeing Solutions. This has been supported by the South West Academic Health Science Network, Torbay Council and Torbay and South Devon NHS Trust.

As of the 30th July, Torbay South Devon NHS Trust will be providing RESTORE2™ training across Torbay and South Devon, including Train the Trainer FREE of charge. The training will be delivered face to face for Train the Trainer and 'virtually' via Microsoft Teams or Zoom for RESTORE 2.

The training for the full RESTORE 2 will include, observation and full assessment of the vital signs, all of which will be certificated, subject to meeting the competencies required. RESTORE2 Mini (Soft Signs only) is used as a pre-diagnostic indicator of concern to facilitate earlier treatment and avoid unnecessary transfers to hospital. Restore 2 Mini is appropriate for, but not limited to Domiciliary and Residential care.



More information on the training and details of how to book can be found attached with this newsletter

Training to support Independent Providers with training relating to infection control and use of Personal Protective Equipment (PPE).

Free nationally sponsored programme to support Independent Providers with training relating to infection control and use of Personal Protective Equipment (PPE). The training is part of the GIRT programme (getting it right first time). The NHS locally is taking this programme forward within Devon.

These will be virtual sessions but they are designed to be interactive and 'live' with the instructors and so you will need to use a device with a working camera and microphone to access the session otherwise the instructors will not be able to sign-off your training.

Due to the level of interest and small cohort sizes, please only to book on to a session if you:

- 1. Are certain you can attend the time slot**
- 2. Can source and have with you the following PPE items:**
 - a. Disposable apron
 - b. Fluid resistant surgical mask
 - c. Eye protection (goggles or full-face visor)
 - d. Gloves
- 3. Are able to complete the pre-training tasks set out**
- 4. That the device (laptop, tablet etc.) you wish to use can access Microsoft Teams either via the website or app and has a working camera and microphone.**

If you cannot fulfil all four criteria, we ask that you wait to book on until you can fulfil all four and join a later session. An email will be sent with joining instructions and if you are able to, please undertake the preparation for practical; links will be attached to the email. The competency document and certificate are emailed to individuals after the training. We will be holding further training sessions and further details will be communicated as soon as possible.

To book your place, please click here: <https://www.eventbrite.co.uk/o/nhs-devon-ccg-30299751896>

Any further queries please contact d-ccg.chctraining@nhs.net

Care home webinar focuses on testing and swabbing

96 people joined the [care home webinar on Thursday 16 July](#) to hear the latest updates on coronavirus testing and swabbing.

Dawn Tomlin (CCG clinical reviewing officer) and Sharon Thompson (CCG testing project manager) outlined the testing arrangements for providers, while Roslynn Azzam (CCG mental capacity lead) explained how to manage testing and consent in relation to the mental capacity act. Eve Carder, the clinical director at Evolve Care Group, led an insightful presentation on how they have implemented testing at their local homes including top tips to increase take up.

The webinar is available to view [online](#).

Purple Angels MP3 players

Message from Norman Mc Namara, Founder of Global Purple Angel Dementia Campaign

Purple Angel runs a campaign to provide those living with dementia with free bespoke MP3 players. Each MP3 player will have a personalised selection of 15 favourite songs. Music has been shown to benefit those living with dementia, with musical memories remaining accessible for longer than other memories. Being able to listen to favourite songs can provide joy and comfort to those living with dementia.

Please read the incredible feedback we have had from care homes, hospitals, and private clients living at home, there is also a link to our website explaining a little more about them, I look forward to hearing from you all very soon

“Resident is nursed in bed due to her poor posture. The resident can become agitated, this has been an ongoing concern. As soon as the resident is listening to music, she immediately relaxes. Having her own MP3 at hand has been brilliant.”

“Resident spends a lot of her time walking around the home. Sometimes making herself very tired, but will continue to walk around. When offered the MP3 player and head set, she immediately will ask to sit down and relax. This has now impacted her wellbeing as she is not tired all the time from walking.”

Purple Angel Website: <https://purpleangel-global.com/>

For more details please email: Norman McNamara: norrms@gmail.com (please note the 2 rr's!)



Staff Support & Wellbeing

- **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.
- **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
- **Alone Together Facebook Support Group:** A Facebook support network developed to support those who have lost loved ones to Covid-19. You can join the group here: <https://www.facebook.com/groups/550762382237414/>