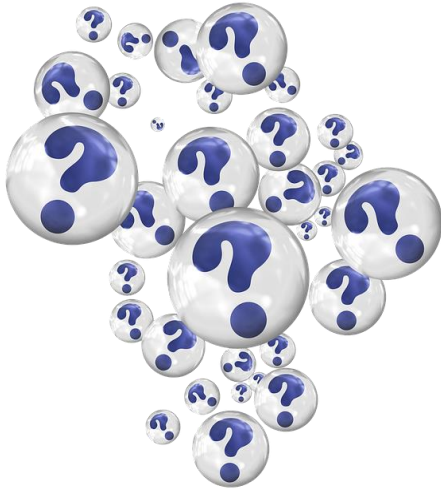


COVID-19 NEWSLETTER

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

Updated Guidance for admission to Care Homes

The note included with this guidance outlines the changes made to 'Admission and care of residents during COVID-19 incident in a care home', originally published on 2 April 2020. [Please click here to access this guidance.](#)



Care Homes: Provider Engagement

Following Covid 19 and with the work started pre Covid with the Enhanced Health in Care Home Framework; we are keen to explore with all Care Homes, how to establish effective, regular, bi directional communications between yourselves, TSDFT, Torbay Council and NHS Devon CCG.

We would like to ask a few questions to support the development of collaborative communications strategy that will work for you. A questionnaire has been attached to this newsletter, we would be grateful if you could complete the questionnaire and return it to savana.lawler@torbay.gov.uk by **24th August 2020**.

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.

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/>