

# COVID-19 NEWSLETTER

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

## TESTING

It appears that some care providers are experiencing delays in getting swabs carried out and being made aware of the result.

Please be reminded that for symptomatic staff or residents follow the process below as the process is faster.

### FOR SYMPTOMATIC RESIDENTS/CLIENTS IN CARE HOMES & SUPPORTED LIVING SERVICES

All referrals for swabs to go to directly from the provider to:

- [sdhis.carehomeswabrequest@nhs.net](mailto:sdhis.carehomeswabrequest@nhs.net) or 01626 204950 (8am – 5pm 7 days a week) with a completed referral spreadsheet. (see swab template attached with this newsletter)

**Please also ensure you notify:**

- Public Health England [swhpt@phe.gov.uk](mailto:swhpt@phe.gov.uk) 0300 303 8162
- Torbay Quality Assurance & Improvement team (QAIT): [tsdft.torbaycovid19careproviders@nhs.net](mailto:tsdft.torbaycovid19careproviders@nhs.net) 01803 697 390
- You can carry out the above in one email with attached swab referral template (see below) to the swab request team copying in PHE and QAIT. Make it clear within the body of the email that your email is also the notification to PHE. Ensure that you remain GDPR compliant and use your NHS email.

**A swab referral template** has been attached with this newsletter. Requests for the swabs to be undertaken will be sent to the relevant community nursing team who will contact the provider 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 but is often shorter.

### REFERRALS FOR SYMPTOMATIC STAFF

- The staff member will need to contact the staff swabbing hub directly on **01803 655783**.
- The Manager of the Service Provider must ensure that PHE and QAIT (contacts listed above) are notified via email that you have a staff member who is symptomatic.
- The Manager of the Service Provider must notify PHE and QAIT of the results as soon as they are known.

## Principles for Visiting Health & Care Professionals

NHS and Local Authority health & care staff including therapists, who are required to visit care homes across Devon will provide a consistent approach in ensuring the ongoing protection and welfare of residents in care home settings by minimising the infection risks. Guidance has been attached with this newsletter so that you know what to expect from visiting health & care staff.

## 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.

## Webinar: Restore 2 & Digitisation

During the COVID-19 pandemic, NHS Devon CCG and the three local authorities in Devon have been running regular webinars for care homes and out of hospital providers. Many of you have attended these popular webinars, which have covered a range of topics, for example; understanding and implementing national guidance, policy changes and sharing best practice examples.

Over the last few months the pace of change and updates in guidance has started to reduce, this has meant the need for a fortnightly webinar is no longer necessary.

We have therefore agreed to move to a monthly webinar format, starting in September. They will take place on the **2<sup>nd</sup> Thursday of every month, 2pm – 3pm.**

The topic for the **10<sup>th</sup> September** webinar is **“Restore 2 & Digitisation”** and the panel will be joined by colleagues from the Academic Health Science Network, along with providers who have experience in using the model. They will talk about their experience of using it and benefits it can bring. We will also be sharing with you some of the feedback from the recent digitalisation survey and some of our intended next steps.

To join the webinar on **10<sup>th</sup> September at 2pm**, please use the following link - [Join live event](#). *Joining details and agendas will be shared in advance every month.*

We continue to encourage all providers to make topic suggestions for discussion, to ensure we are covering the things of most interest, value and relevance.



[Previous Webinars can be accessed by clicking this link.](#)

## New Portal to access Guidance

A new DHSC online portal has been launched to help adult social care provider's access Coronavirus guidance in a clearly presented way. Information is organised into topics of most frequent concern to providers. [You can access the portal by clicking here.](#)

## *Proud to Care* Online Health & Care Fair

HEALTH AND CARE RECRUITMENT IN DEVON

- **When** – Thursday 10<sup>th</sup> September, 12 noon to 2 pm
- **Where** – On Twitter via [@JCPinDevon](#) page using #DevonHealthCareFair
- **What areas are covered?** – The whole of Devon, including Plymouth & Torbay
- **How can I get involved?** – To register your interest please email [proudtocare@devon.gov.uk](mailto:proudtocare@devon.gov.uk)

**What do I have to do?** – You will need to have a Twitter account, have active vacancies to recruit to and be available for questions from job seekers between 12 noon and 2 pm on the day, via Twitter. Your vacancies will need to be uploaded to the [Proud to Care Jobs Board](#) at least four days in advance and you will need to upload your vacancies during the jobs fair to Twitter @JCPinDevon page from your Twitter account using the #DevonHealthCareFair

**What else would be good?** – It would be great if we can also share more information about the health and care sector during the jobs fair, including any film clips you may have, information about different roles, career progressions opportunities, training and qualifications available to job seekers. Please either send this to [proudtocare@devon.gov.uk](mailto:proudtocare@devon.gov.uk) or upload yourself on the day. We would also need your support promoting this in advance. We have a Twitter banner available which we can share with you, and if we could also like and retweet each other's Tweets for added amplification that would be good.