

COVID-19 NEWSLETTER

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

Visiting arrangements for Care Homes in relation to local transmission rates

Please see updated local guidance on visiting care homes in Torbay:

<https://www.torbay.gov.uk/health-and-wellbeing/public-health/coronavirus/care-sector/>

We appreciate how very important it is for friends and families to be able to visit care homes and will support this as long as possible while working to keep our residents safe. There is also a new letter to directors of Adult Social Care concerning the national position: [COVID-19 infection rises: letter to care providers from Director of Adult Social Care Delivery](#) Rates in Devon remain significantly lower than England as a whole, although we continue to monitor these daily and will revise our local guidance if there is any change.

NHS Test and Trace service

If the NHS Test and Trace service contacts you, the service will use text messages, email or phone. All texts or emails will ask you to sign into the [NHS Test and Trace contact-tracing website](#). If NHS Test and Trace calls you by phone, the service will be using a single phone number: 0300 013 5000.

All information you provide to the NHS Test and Trace service is held in strict confidence and will only be kept and used in line with the Data Protection Act 2018.

Contact tracers will:

- call you from 0300 013 5000. Local contact tracers will contact you from a local council number. If you're unsure if this is genuine, please contact your local council for advice
- send you text messages from 'NHStracing'
- ask you to sign into the [NHS Test and Trace contact-tracing website](#)
- ask for your full name to confirm your identity, and postcode to offer support while self-isolating
- ask about the coronavirus symptoms you have been experiencing
- ask you to provide the name, telephone number and/or email address of anyone you have had close contact with in the 2 days prior to your symptoms starting
- ask if anyone you have been in contact with is under 18 or lives outside of England

Contact tracers will never:

- ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

When and How to wear a face mask covering

Please click on the links for guidance on [when](#) and [how](#) to wear a face mask. Please display/share this guidance with your staff.

Testing

We encourage care homes that have not yet registered for repeat testing to do so. If for any reason you have not registered to receive the most recent set of tests for which you are eligible, please do so, and please be sure to use tests you have received in line with the guidance.

Please be aware that care homes do not automatically receive their next round of regular testing and so each care home needs to reorder towards the end of each round of testing. Care homes are able to reapply 21 days after their last order.

In response to concerns raised with us about turnaround times, we have taken action to address the issue, including a new process for prioritising care home tests in laboratories. We will continue to monitor this closely and take further action if needed.

[Click here for the full letter to care providers from Director of Adult Social Care Delivery](#)

PPE Stock and Supply

You may or may not be aware that the LRF have decided to cease its activity as of last Friday. In light of this please ensure that as a Provider you are enrolled on the Government portal to acquire PPE stock should you have any issues with your regular supplier.

Order limits through the PPE Portal:

Domiciliary care providers

Domiciliary care providers with fewer than 20 clients can order (per week):

- 200 IIR masks
- 400 aprons
- 800 gloves (400 pairs)
- 2 bottles of hand hygiene (usually 500ml)
- one box of visors (usually 50 per box) per week

Domiciliary care providers with 20 or more clients can order (per week):

- 300 IIR masks
- 600 aprons
- 1,200 gloves (600 pairs)
- 3 bottles of hand hygiene (usually 500ml)
- one box of visors (usually 50 per box) per week

Residential care homes

Residential care homes with fewer than 10 beds can order (per week):

- 200 IIR masks
- 400 aprons
- 800 gloves (400 pairs)
- 2 bottles of hand hygiene (usually 500ml)
- one box of visors (usually 50 per box) per week.

Residential care homes with 10 or more beds can order (per week):

- 300 IIR masks
- 600 aprons
- 1,200 gloves (600 pairs)
- 3 bottles of hand hygiene (usually 500ml)
- one box of visors (usually 50 per box)

Urgent GP support for care homes from Devon Doctors / NHS 111

Urgent GP support for care homes is available throughout the out-of-hours period, ie from 6pm to 8am overnight, as well as at weekends and on bank holidays.

Dial 111. Follow the prompt asking you to 'Press 9 to continue' and, having done so, immediately press the * button TWICE and then press 6. You will be connected to a Call Handler at Devon Doctors who will arrange for you to receive a clinical call back.

A poster has been attached with this newsletter for you to display for staff.

Remember!

You can find previous editions of this Newsletter on the Caring for our Partners in the Community webpage by [clicking here](#).