

COVID-19 NEWSLETTER

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

Regular Care Home Testing

Please find as an attachment with this newsletter, the latest care home testing update which you should have received from the Department of Health & Social Care. We have received reports from some care homes in Torbay of **delays in courier collection** of testing kits.

In addition please note the following points around testing:-

- It is essential that you have a courier booked for the day that you are testing. You must book these couriers in advance at <https://www.testkitcollect.co.uk>
- If your courier doesn't arrive you should never discard your test kits. Call 119 the following morning and they will be able to arrange an emergency courier for you which will take the test kits straight to the lab to ensure these do not get voided
- To get straight through to the care home team when you call 119, you should – after confirming your country, language and data preferences – select option 1 “calling about a test” then option 3 “calling from a care setting”
- All test kit registrations should be completed on the day of testing and not in advance. This is to reduce avoidable voids at the labs where it looks like the swab was taken earlier than it was. You can, however, prepare in advance by beginning to populate the record-keeping spreadsheet (available here: <https://organisations.test-for-coronavirus.service.gov.uk/register-organisation-tests>)
- All organisations are assigned an 8 digit unique organisation number (UON) which you must use to access all testing services; you can search for your UON using your CQC ID at <https://organisation-number-lookup.test-for->

Message from Caroline Dimond, Director of Public Health (full letter attached)

I am writing to update you on the current position with regard to Covid-19 infections in Torbay and to highlight ways of ensuring the Test and Trace process works efficiently to support us in keeping our staff and clients safe.

Firstly I would like to say thank you for all your hard work and dedication in keeping the residents in your care as safe and healthy as possible during this difficult time.

Secondly we have become aware that staff who do not have email and telephone details recorded via Pillar 1 or Pillar 2 testing are not able to be followed up by the Test and Trace Service and therefore non-work contacts are not being identified and advised to isolate. This is a critical measure to prevent the spread of infection.

To ensure the system works effectively you need to list (i) email address and (ii) telephone number (preferably mobile) for each staff member when sending samples as part of the Pillar 2 weekly asymptomatic testing programme. This will allow Test and Trace to identify contacts, and it will also enable eligible staff to obtain access to the Test and Trace Support Payment whilst isolating. These are both very important to make the system work to support us locally.

Message from Jo Williams, Director of Adult Social Services

It has come to the council's attention that there have been a number of recent incidents of care home providers denying access to visiting health and social care professional seeking to carry out assessment and review work with Torbay-funded clients.

I am writing to you today to give my assurance that Torbay & South Devon NHS Foundation Trust, as the Council's integrated care organisation, are taking all necessary precautions to ensure that these important client visits are carried out with all due adherence to current infection control guidance.

Please see the attachments folder with this newsletter to read the full letter.

Message from Helen Whately, Minister for Care, Department of Health & Social Care

Today, I am launching the [Adult Social Care Winter Plan](#), which builds upon the excellent work of David Pearson's [Adult Social Care Covid-19 Taskforce](#) which convened this summer. It sets out the actions we are taking at a national level to support those who provide and receive care. It also outlines the actions every local area (local authorities and NHS partners) and every care provider must be taking right now, if we are to maintain our collective efforts to keep the virus at bay. [To read the full letter from Helen Whately, please click here.](#)

Skills for Care Contingency Planning Webinars for Registered Managers

Contingency Planning: Protecting your service from COVID-19 winter demands

Thursday 22nd Oct 11:00-11:30

This webinar is aimed at managers who want to learn practical ways to strengthen their COVID-19 Contingency Plans as we enter a period of increased winter demands.

It will focus on practical approaches to be best prepared for any resurgence of COVID-19 and winter demands. It will look at how to protect your service using service level risk assessments and aligning a COVID-19 specific contingency plan with your business continuity process. The webinar will share learning and best practice from frontline managers and also include access to new practical checklists, recommendations and guidance. To register <https://bit.ly/36OC6Si>

Contingency planning: COVID-19 Maintaining safe staffing levels

Thursday 29th Oct 10:30 – 11:00

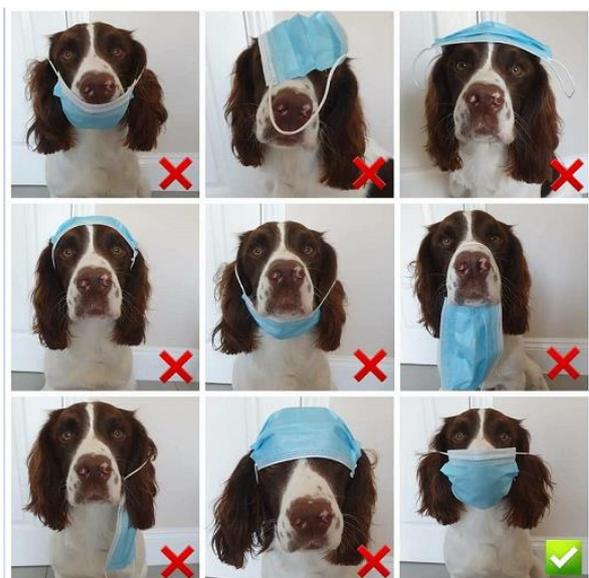
Following on from the first contingency planning webinar, this session is aimed at managers who want to learn practical ways to maintain safe staffing levels in response to COVID-19 and wider winter demands. Combining insight from other managers of how they have successfully managed safe staffing, staff wellbeing and consistency of care in the early stages of the pandemic, the webinar will also share our recommendations to plan for the risk of potential reduced staffing levels as we enter the autumn and winter period. To register <https://bit.ly/30NIWVb>

Think 111 First – webinars for health and social care staff in Devon, Plymouth and Torbay

In line with the rest of the country, Devon's NHS partners are working towards a new model – Think 111 First – this winter. This means encouraging people to contact 111 before attending an Emergency Department for urgent advice, ensuring they are seen in the right place. We are holding webinars for health and care staff in Devon in advance our public campaign in December. To find out more, join one of our webinars led by senior leaders and clinicians in Devon.

There are two opportunities to join to find out more about what this means:

- **Monday 19 October 11.00am-12.00pm** – [Teams Live join link](#)
- **Thursday 22 October 1.00pm-2.00pm** – [Teams Live join link](#)



Please feel free to share this (very cute!) do's and don'ts guide for wearing a face covering.

Remember!

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