

COVID-19 NEWSLETTER

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

As the number of positive cases of COVID-19 rise across Torbay, Public Health England South West, local Public Health representatives, Torbay and South Devon NHS Foundation Trust and Torbay Council are continuing to work together to support Care Homes who have positive cases of COVID-19 which affects residents and staff.

As we have mentioned before, if you have any concerns about residents or staff who are showing symptoms please make sure you contact the Quality Assurance & Improvement Team (QAIT) 01803 697 390 tsdft.torbaycovid19careproviders@nhs.net where we can discuss your concerns.

If any member of the media make contact with your home in relation to COVID-19, or asking questions if you have positive cases, please let them know to contact Torbay Council who are managing all media enquiries. The contact details for the councils Communication team is communication@torbay.gov.uk.

Aerosol generating procedures (AGP'S)

As you may be aware if a resident is having one of these procedures within your home additional PPE is required including FFP3 masks and gowns. Staff will need to be mask fit tested for the type of FFP3 mask and a supply of masks sourced. If you currently have any resident having an AGP (see list below) please make the QAIT team aware so we can ensure you have everything you need.

- Intubation, extubation and related procedures;
- Tracheotomy/tracheostomy procedures;
- Manual ventilation;
- open suctioning;
- Non-invasive ventilation (NIV) e.g. Bi-level Positive Airway Pressure (BiPAP) and Continuous Positive Airway Pressure ventilation (CPAP);
- High-frequency oscillating ventilation (HFOV);
- High-flow Nasal Oxygen (HFNO)
- Induction of sputum

Register on the PPE Portal

The Government's PPE Portal can be used by eligible social care providers to meet the increased need for PPE that has arisen as a result of the COVID-19 pandemic, free of charge (the portal was previously for 'emergency top-ups'). As of Tuesday 13 October, over 16,000 eligible adult social care providers (residential and domiciliary care providers) have registered on the portal, with the majority of those who registered having also ordered.

The latest guidance on the PPE Portal is available on the [GOV.UK website](https://www.gov.uk).

You can [register with and access the portal here](#), using your email registered with the CQC.

The customer service team is available on 0800 876 6802 if you have questions about using the PPE portal, including about registration, ordering or if you believe you are eligible and have not been invited. The team is available from 7am to 7pm, 7 days a week, to help resolve your queries.



Important information about swabbing and contact tracing

We are still having cases in staff alerted to us where the contact email is a generic care home address or telephone number. This prevents NHS Track and Trace from being able to do contact tracing follow up. Please ensure that all swabs are recorded with a direct telephone (ideally mobile) and direct email **for the staff member being swabbed**.

NHSMail: Are you keeping your account active?

In order to keep your NHSMail account active, simply log in at least every 90 days and send an email, it doesn't matter who to, you can even send one to yourself!

Help guides, videos and resources on how to log in, how to make use of your account, adding users as well as making the most of Microsoft Teams are all easy to access through Digital Social Care: <https://www.digitalsocialcare.co.uk/>

A help guide has also been attached with this newsletter for your information.



Visiting Arrangements for Care Homes

[Please click here to access the most recent guidance.](#)

Shielding

[Please click here to access the most recent guidance](#)

Access to information

- [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.