

Dear Care and Support Provider,

Care and Support Provider Update: 17th June 2020

Please note that there is also the Sefton website with a dedicated area for Care Providers, that will be regularly updated with information for the public domain.

<https://www.sefton.gov.uk/social-care/adults/adult-social-care-providers.aspx>.

Updates to Guidance

We have been notified that this week there has been updates to the 'How to Work Safely in Care Home Guidance' (updated 15th June)

<https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes>, which includes updates to the [PPE Guidance](#)

The guidance includes:

- PPE recommendations for care home staff
- frequently asked questions on the use of PPE in care homes
- examples which help to identify the correct use of PPE when undertaking activities that require physical contact or activities which do not require physical contact but are carried out in close proximity to residents
- guide to putting on PPE for care homes
- guide to taking off PPE for care homes

These instruction sheets should be used alongside the video guide to putting on and taking off PPE – a guide for care homes.

PPE Portal Order Limits

After considering the stock and demand levels of customers invited to the PPE Portal, DHSC have doubled the order limits for Type IIR masks on the portal.

Healthcare providers on the portal had reported to be the most in need of more Type IIR masks compared to what was previously provided by the portal.

The order limits have been adjusted as of 15/06/20 to the following:

GPs can order:

- **One combined pack**, containing **100** (previously 50) IIR masks, 200 aprons and 400 gloves (200 pairs), **per week** or up to this amount of separate items

Small social care providers can order:

- **One combined pack**, containing **200** (previously 100) IIR masks, 400 aprons and 800 gloves (400 pairs), **per week** or up to this amount of separate items

We are communicating this out to all invited customers of the portal, via an email to their CQC/MHRA registered email account.

As before, if customers have any queries regarding the PPE Portal, please direct them towards our Customer Service team at **0800 876 6802**.

More information on the DHSC PPE Portal Guidance Page, which is currently being updated and will shortly reflect the new limits, at:

<https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment>.

NHS Net Account

- Requesting additional accounts:

If you require additional accounts, you can request these with NH mail via your shared mailbox, as the fast track form only allows you to set up accounts for two named people initially.

You will need to send an email to: careadmin@nhs.net from your shared mailbox and in the body of the email (not as an attachment) state the reason you require additional accounts and provide the name, current email address and mobile number of the person/people requiring the account/s.

An organisation can have up to a total of 10 individual user accounts and one shared mailbox.

- Account set up and log in support:

Welcome Email: The welcome email is only sent to the first person named on your original application form and contains information on setting up your accounts. This includes your two individual email addresses, as well as the shared email address. The emails are sent by NHSmail from an automated system so can sometimes go straight into your junk mail, so can be easily missed. The email will be from: care.mailer@nhs.net and the subject of the email will read: **Welcome to NHSmail - Please Read.**

If you require any support with setting up or logging into your accounts, please contact the Digital Social Care Team on: 0208 133 3430 (Mon-Fri 9-5) and they will be more than happy to assist or email moira.harrison@southportandformbyccg.nhs.uk

Useful videos on the Digital Social Care website can be found here: <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/>

Webinars to support care homes in the use of NHS Net accounts are held every Tuesdays and Thursdays 2pm-3pm (please see the flyer below)

NHS MAIL WEBINARS

WHAT DO THE WEBINARS COVER?

The webinars are designed to advise how to register, set up and how to use your new NHSmail account.

Any Care Providers using NHSmail are encouraged to join the training webinars, these are live sessions, so you'll have the opportunity to ask questions throughout.

Webinar format:

- Registering for NHSmail, including the introductory email
- Logging in for the first time
- Opening a shared mailbox
- Bookmarking and Outlook desktop
- Resetting your password
- NHSmail hints and tips
- Microsoft Teams overview

WHO SHOULD ATTEND?

Care Providers who require guidance on applying or setting up NHSmail accounts, including the opportunity to ask general questions and gain further tips and advice.

WHEN IS THE NEXT WEBINAR?

Webinars run every Tuesday and Thursday, 2pm – 3pm, starting on Tuesday 26th May 2020.

To join the webinars – please use one of the links below:

Tuesday webinar: [Join Microsoft Teams Meeting](#)

Thursday webinar: [Join Microsoft Teams Meeting](#)

Any queries, please contact:
DSPT Team England.DSPTNorth@nhs.net