Dear Care and Support Provider,

Care and Support Provider Update: 21st May 2020

NHS Mail Webinar Flyer
Below (as an appendix) is a flyer on the NHS Mail Webinars that take place to advise you how to register, set up and how to use your new NHS mail account.
The Webinars run every Tuesday and Thursday, 2pm – 3pm, starting on Tuesday 26th May 2020. To join the webinars – please use one of the links in the flyer.

NEW - **Changes to the Capacity Tracker – action required**
Below is some information and action in relation to the Capacity Tracker. There are new requirements for you to complete additional questions in the template to confirm the actions you are taking. This will also avoid you being asked multiple times to provide the same information. Please complete this information by **26th May 2020** and when changes occur.

Capacity Tracker
Insight for Care

Coronavirus
pandemic
communications

22 May 2020

To: All Care Home Providers

For Information: Local Authority, CCG, System Champions.

Subject: changes to the Capacity Tracker – action required by 26th May 2020

Changes to the Capacity Tracker – action required by 26th May 2020

The [Coronavirus support for care homes support package](#) sets out the support that is available to your care home during the COVID pandemic,that helps to protect your residents and staff.

This support is being provided through access to effective infection control training/support, clinical support and testing for asymptomatic residents and staff. Local authorities are being asked to ensure that this support reaches you directly and to ensure this happens, which includes completing a template confirming the actions you are taking. In partnership with local health partners.

To implement this, and to avoid multiple requests for information, the capacity tracker is now collecting information on:

- Infection prevention and control measures
- Testing
- Personal protective equipment (PPE) and clinical equipment
- Workforce support
- Clinical support.

Please can you ensure you are completing all sections by 26th May 2020 and updated regularly thereafter, when any response changes.

Your answers will help:

- NHS to understand if you have been able to implement the guidance and access the support available
- local authorities to direct support to care homes to manage COVID-19 and
- local authorities, local resilience forums and CCGs to see where support is required and what is needed.

Thank you for your continuing support in providing this information, as part of the national efforts against COVID19.

Please direct any queries about how to respond and how to interpret the new questions to england.bettercaresupport@nhs.net.

For any other queries about capacity tracker, including how to access the Capacity Tracker please contact the NHS North of England Commissioning Support Unit (NECS) as usual – who operate the capacity tracker via necsu.capacitytracker@nhs.net.

To register on the Capacity Tracker please visit: https://carehomes.necsu.nhs.uk/.

Don't forget to access our **Resource Centre on the Capacity Tracker porta**l where you can find a variety of useful guidance and information.

Download a copy of our leaflet aimed at Care Homes

Thank you - stay safe.

The Capacity Tracker Team

Capacity Tracker

CORONAVIRUS
STAY ALERT TO STAY SAFE
Go to gov.uk/coronavirus

STAY ALERT ▸ CONTROL THE VIRUS ▸ SAVE LIVES

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