

Dear Care and Support Provider,

Care and Support Providers Daily Update Tuesday 14th April 2020.

As a reminder, there is the Sefton website with a dedicated area for Care Providers, that will be regularly updated. <https://www.sefton.gov.uk/social-care/adults/adult-social-care-providers.aspx> You will have been receiving regular telephone calls and emails from the Contract and Commissioning Team to find out from you any issues and to share important information and these will also continue.

Thank you for all that you and your staff are doing in COVID-19 response in this unprecedented time. Below and attached is some information for you to consider and that you may find helpful in dealing with the response.

Preventing Skin Damage underneath PPE

Attached is some guidance from the NHS to help you correctly fit PPE equipment that your organisation uses to help prevent facial skin damage and how to manage damaged skin. A key recommendation is to keep the skin clean and well hydrated is to apply creams at least 30 minutes before applying PPE and that taking breaks every two hours from wearing masks to help relieve the pressure and moisture build up.

National Supply Disruption Response – 12th April 2020

If you have an urgent requirement for PPE, which you are unable to secure through their business as usual channels, or via their Local Resilience Forums, please contact the NSDR via the 24/7 helpline: 0800 915 9964 (Freephone number in the UK), and a Direct Line from overseas: 0191 283 6543

Before calling the NSDR hotline, please ensure you are able to provide the following details to the call handler:

- Name, email and telephone number of the requestor;
- Name, email and telephone number of a contact for the next 24 hours (e.g. out of hours cover if the original requestor will be unavailable);
- Delivery address, including postcode; and named contact for receiving deliveries;
- Confirmation that your organisation is able to receive the delivery outside of normal business hours;
- Number of COVID-19 patients being treated (confirmed and suspected);
- Number of beds in your organisation (if appropriate);
- How long your current PPE stock provides cover for (e.g. <24 hours; 1-2 days, or more than 2 days);
- Which products you are requesting and in what quantity

Please note that raising a request does not guarantee that it can be resolved immediately. They are receiving a very high volume of cases and are working as quickly as possible to resolve priority cases first. They are working in parallel with the Army and other partners to develop systems that can better support efficient distribution of PPE. The full National Supply Disruption response is on the webpage which includes the notes in relation to requests.

Care Home Smart Phones

We are pleased to be able to let you know You will soon receive (in the next day or so) a fully supported Smart Phone funded by the CCG and local authority. This will enable your residents to be reviewed remotely via their GP using AccuRX which provides a secure video service.

Please find attached:

- Quick reference guides for Care Homes
- Care Home join via Phone

To access the phone please use pin number **01011980**.

Please keep the phone on at all times and keep it charged, there is no other set up required. We suggest that the person in charge for the shift keeps hold of the phone.

You will contact the surgery to raise concerns about your residents in the usual way. A telephone appointment will be booked. The GP/ANP will call you, review your resident and may then decide to link up by video. Instructions will appear on the phone re how to connect (see the instructions in the associated annex to this update).

Soon you will also be able to communicate with community services via your Smart phone

- Merseycare community services will use 'Attend Anywhere', individual MCT teams will be in contact with you directly with more information as the solution is rolled out across the services?
- Lancashire Care Foundation Trust will use Skype

Capacity Tracker/NHS Net account

A reminder to register with the Capacity Tracker via <https://carehomes.necsu.nhs.uk> and update daily and please complete the attached NHS Net account registration form and return to moira.harrison@southportandformbyccg.nhs.uk

DoLs Covid-19 Guidance

Guidance for health and social care staff who are caring for, or treating, a person who lacks the relevant mental capacity can be found here:

https://www.gov.uk/government/publications/coronavirus-covid-19-looking-after-people-who-lack-mental-capacity?utm_source=a4a3d322-fbe7-424e-bc47-ed85741782a8&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

The guidance includes a decision-making flow chart which sets out the simple steps you need to take. We have attached for you as you may wish to print off and display.

The link above also takes you to the DoLs safeguarding form 1B – which is a short form to cover you for 7 – 14 days. Please send the form to dols@sefton.gov.uk who will be able to support you with the next steps.

