

Dear Care and Support Provider,

Care and Support Providers Daily Update Wednesday 15<sup>th</sup> April 2020.

Please note that there is also 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>.

### **Weekly Skype Calls**

We have started to have the weekly Strategic skype calls with Care Home managers to touch base with you about any issues you may have and to see what support you need. These are scheduled for six weeks and you will have been sent an appointment and it would be great if you can join the call. They will take place on Tuesday afternoons for the North and Thursday afternoons for the South between – all meetings take place between 4.00pm – 5.00pm. If you have any queries regarding these meetings, please contact [Jayne.vincent@sefton.gov.uk](mailto:Jayne.vincent@sefton.gov.uk)

### **Care Home Smart Phones PIN number**

Yesterday we included in the update some information about the smart phones you are being provided by the CCG and I know that these have already started to be delivered to you. Please note that there was an error in the information yesterday in that we didn't include the PIN number to access – please accept our apologies.

To access the phone, please use the PIN Number 01011980.

### **Every Mind Matters Resource Pack**

We are aware that the level of emotional and psychological stress that the care home sector in particular is experiencing is increasing as you respond to the COVID-19 crisis and know that there have already been some offers of mutual support from other care homes. The Local Authority and South Sefton CCG and Southport and Formby CCG are also looking at how best we can support you. You may also find the Every Mind Matters Resource pack helpful for you and your staff at this time. <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/>

### **Government's Personal Protective Equipment Plan – 10<sup>th</sup> April 2020**

This document sets out the three strands of the Government's plan, namely Guidance, Delivery and Supply for the health and care sector.

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/879221/Coronavirus\\_COVID-19\\_-\\_personal\\_protective\\_equipment\\_PPE\\_plan.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879221/Coronavirus_COVID-19_-_personal_protective_equipment_PPE_plan.pdf)

The Council has been able to access limited supplies and is sharing these, however we acknowledge that providers may be able to access the equipment through own supply routes, better than the Council.

Please note that Bootle Town Hall is open for PPE distribution from 9am – 4 pm Monday to Friday and we are also looking at weekend cover and will let you know when this is arranged.