

Dear Care and Support Provider,

Care and Support Providers Update 30th April 2020

In this email bulletin you will find key information including:

- Swabbing of residents being admitted from the community and telephone numbers for infection control
- Support contact details for the Employer Referral Portal

Swabbing of residents being admitted from the community.

Please note that we are working to develop an offer for testing care home residents with COVID-19 symptoms where there are 2 or more COVID-19 cases in a care home. If you have any residents with a positive COVID-19 result or any residents with symptoms of COVID-19 please contact the community infection control team on 0151 -295-3036 -or if out of hours Public Health England Health Protection Team Cheshire and Merseyside –out of hours on-call 0151 434 4819 for advice.

Additionally, people being discharged from hospital to a care home will have a COVID-19 test in hospital regardless of symptoms.

Whilst there are plans to increase community testing there are currently no pathways or protocols to test asymptomatic people who are moving to a care home from their own home. As a result, people in the community who need to be placed in a care home will not be in receipt of a negative test result as there has been no requirement to test them.

Please note that all residents transferred into a care home must be isolated in their room for a period of 14 days, regardless of a previous negative COVID-19 test result.

COVID-19 Employer Referral Portal Support

Following the information, we sent out this week about the Employer Referral Portal, we understand that some people have had issues. The Contacts for help/ support on the portal are as follows:

- For technical help: please call the Coronavirus Testing Helpdesk on **0300 303 271** (option 3 for Employer Portal)
- For further guidance on the process/support: please contact DHSC at opshub@dhsc.gov.uk
- To request an account or new login: please email portalservicedesk@dhsc.gov.uk with the organisation name, sector, as well as the name and email address of up to two people who will use the portal

If you have an issue with logging into the web portal or are unable to submit employee details, please let us know; we can use our portal login to submit your booking requests if required.

Remember that in the meantime you can use the current process through sefton.covid19@nhs.net or staff can self-refer through <https://self-referral.test-for-coronavirus.service.gov.uk/>