

Integrated Commissioning Provider Bulletin: COVID-19 updates

24 April 2020

This bulletin contains information specific to COVID-19 that may be useful to your staff and service users

Topics covered

As this bulletin has grown, you may like to navigate through it by clicking on the headings below.

- Health
- Adult Social Care
 - Easy Read
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 - Direct Payment recipients
 - Mental Health
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- B&NES Web Resources

The bulletin will shortly be available online here:

<https://www.bathnes.gov.uk/services/care-and-support-and-you/commissioning-future>

Health

Guidance for step-down of infection control precautions and discharging COVID-19 patients

The attached guidance ([document number 1](#)) provides advice on appropriate infection prevention and control (IPC) precautions for COVID-19 patients recovering or recovered from COVID-19 and remaining in hospital, or being discharged to their own home or residential care.

Community health services SOP - now published

NHS England has published its [Standard Operating procedure \(SOP\)](#) for NHS Community Services. This guidance applies to all providers of community health services in England, operating within the NHS Standard Contract. It clarifies the expected approach of community health services to the management of patients, both adults and children, in the community during the COVID-19 pandemic.

Skills for Health

Coronavirus (COVID-19) Awareness course

The course is approximately 2 hours in duration and includes information such as infection prevention, PPE, hand and respiratory hygiene, management and assessment, sampling and testing, patient transfers/managing patients and much more, to support you in your role. <https://www.skillsforhealth.org.uk/covid-19-course>

Care Certificate eLearning Package

The Skills for Health Care Certificate bundle provides a set of high-quality eLearning courses aligned to the Care Certificate standards. The bundle is designed to complement work-based assessment of skills by a competent assessor.

<https://www.skillsplatform.org/courses/2312-care-certificate-elearning-package>

Adult Social Care

Sourcing government guidance for the social care sector

To simplify sourcing information relevant to the social care sector, a new collection page has been created on gov.uk bringing all the guidance relevant to them together into one place

Data gathering During Covid 19 for Care homes and Home care providers

The CCG and Local Authority are working together to:

- Give each provider support
- Ensure if you have problems with PPE that we can draw down provision from national resources
- Support providers with accessing supplementary funding related to Covid 19 as required

Further information is in the document attached ([document number 2](#)) to this email.

BSW PPE Mutual Aid Hub Process

BSW CCG has set up a new PPE Mutual Aid Hub, which can be accessed by all NHS and non-NHS health and social care organisations in BaNES, Swindon and Wiltshire. The Hub became operational on Wednesday 8th April 2020. The guidance is attached to this bulletin ([document number 3](#)).

PPE in Care Homes

Public Health England's guidance on PPE needed in care homes has been updated. Please refer to this document, [How to work safely in care homes](#)

Additionally, Public Health England have brought out a document that outline strategies for optimising the supply of personal protective equipment and considerations for the use

of PPE when in short supply. You can find this document entitled 'Optimising Supplies' ([document number 4](#)) attached.

Homemade scrubs, gowns and uniform bags

The following link is for a local group who have been making scrubs, gowns and uniform bags for the RUH have now asked if care homes need help.

<https://www.facebook.com/groups/536550023916912/?ref=share>

Parking Note

Care and Support West have produced a parking note for carers. Here is a [download](#) if you would like to use it.

Care Badge

If you want to source supplies of the **CARE BADGE**, here are some contact details:

The Care Badge CIC; A1 First Floor, East Wing; Cody Technology Park, Ively Road, Farnborough, GU14 0LX

Enquiries@thecarebadge.org; And this is the link to the web page

<https://www.thecarebadge.org/>

Guides from the Social Care Institute for Excellence (SCIE)

The SCIE have produced the following useful guides:

- [For families and professionals supporting adults with autism or LD during COVID 19](#)
- [Managing infection control for care providers](#)
- [Supporting people who are isolated or vulnerable](#)
- [MCA and coronavirus](#)

Adult Social Care Action Plan Summary

Attached ([document number 5](#)) is an action plan which sets out our approach for all settings and contexts in which people receive adult social care. It applies to people with direct payments and personal budgets, and those who fund their own care.

COVID-19 Q&A Information Sheet for frontline staff and workers carrying out home visits

The attached Home Visit Guidance ([document number 6](#)) has been produced in collaboration between the three local authorities of Bath and North East Somerset, Swindon, and Wiltshire; and BSW Clinical Commissioning Group

Coronavirus: Information for people affected by dementia

The Alzheimer's Society have put together the pages below to support people living with dementia and their carers: <https://www.alzheimers.org.uk/get-support/coronavirus-covid-19#content-start>.

Guidance for those who provide unpaid care to friends or family

The Department of Health and Social Care has published [guidance](#) relating to 'anyone who provides unpaid care for a friend or family member who, due to a lifelong condition, illness, disability, serious injury, a mental health condition or an addiction, cannot cope without their support.

Opportunity to join a conference call with other providers in the South West

5 weeks ago, Sophie Chester-Glyn at Coproduce Care created a weekly conference call

for providers in the southwest to encourage providers to cocreate solutions, discuss issues and hear from professionals on combating the COVID19 crisis. This has been hugely successful and every week we have over 100 care providers attend. Our guest speakers include PHE, councillors and MPs Thangam Debbonaire and Darren Jones. The calls are co-chaired by David Smallacombe from [Care and Support West](#). The notes and issues raised from our calls are all [shared on the Coproduce Care website](#). Sign up to the next call here: <https://www.eventbrite.co.uk/e/covid-19-care-provider-conference-call-tickets-103407486576>

Deaf Health Charity, SignHealth and online interpreting company InterpreterNow

In response to some of the challenges of caring for Deaf people, that have been highlighted recently, both organisations have jointly launched [BSLHealthAccess](#) which enables the provision of immediate, on demand access to British Sign Language (BSL) interpreters for communication with Deaf people in health settings free of charge during the current Coronavirus situation.

Safeguarding adults training webinar series

The Department of Health and Social Care has asked SCIE to develop a series of webinars to support you and your team to keep vulnerable adults safe in a variety of settings.

Each week we explore specific aspects of the safeguarding process. Attend one-off sessions to refresh your learning in a particular area or sign up to all six for a complete overview and introduction to safeguarding adults.

Maximising the benefits of remote learning, each webinar will provide:

- a presentation from a safeguarding expert
- a forum for sharing ideas
- Q&A opportunities to discuss the safeguarding challenges that you are facing.

<https://www.scie.org.uk/care-providers/coronavirus-covid-19/virtual-courses/safeguarding-adults-training-webinar-series>

Easy Read

Easy Read PPE poster

The printable poster below has been produced as an easy read guide to explain why health care professionals are wearing PPE.

<https://www.keepsafe.org.uk/resources/why-we-wear-ppe-poster>

Easy Read glossary of coronavirus terms

Easy Read Online have created a list of words to do with coronavirus. It is available online to download here: <https://www.easy-read-online.co.uk/news/glossary/>

Keep safe

The keep safe website has lots of easy read documents and information available:

<https://www.keepsafe.org.uk/>

Easy Read information about Advocacy and rights during the coronavirus crisis.

The document produced by NDTI is attached to this email ([document number 7](#)).

Learning Disabilities and Autism

Hospital Passports

Can providers of services for people with learning disabilities and/or autism please ensure that the people you support have hospital passports in place, they are update to date and where possible laminated. If someone you support is taken to hospital please ensure they are readily available to go with them.

COVID-19: supporting adults with learning disabilities and autistic adults

Guidance for care staff who are supporting adults with learning disabilities and autistic adults during the coronavirus (COVID-19) outbreak.

<https://www.gov.uk/government/publications/covid-19-supporting-adults-with-learning-disabilities-and-autistic-adults>

Learning Disabilities and Autism Programme

The Learning Disabilities and Autism Programme has formed a collaborative workspace: [Mental health, learning disability and autism COVID-19 Cell Futures platform](#). It is not intended for the general public, but is a space for organisational partners, commissioners and key networks to develop and share information and resources related to covid-19.

To support collaborative working across the voluntary and independent sector, health and social care there is a weekly webinar to raise and discuss key issues for people with a learning disability and autistic people with representatives from NHS England and Improvement, the Department for Health and Social Care, Public Health England and voluntary and independent sector organisations taking part.

To receive details about the webinar or to suggest agenda items please contact: england.learning.disability@nhs.net.

With many thanks to Gloucestershire for sharing – the following links take you to a series of presentations each lasting approximately 15 minutes aimed at helping providers and care managers prevent and prepare for an outbreak of COVID-19:

Part 1 [Introduction](#)

What is COVID-19, Key guidance, Social distancing, Shielding and self-isolation and Recognising a case

Part 2 [Staff Protection and Wellbeing](#)

Protecting staff health, Hand hygiene, Safe use of PPE, Obtaining PPE

Part 3 [Admissions and Isolation Practices](#)

Transmission based infection control precautions, New admissions, Managing isolation safely and Recognising and reporting an outbreak

Part 4 [Personal Protective Equipment](#)

Putting on and removing PPE

View and share the presentations and if you have any questions please email swhpt@phe.gov.uk marked for the attention of Penny Edwards and Pete Smith.

Learning Disability England

The [Learning Disability England website](#) has useful information about keeping informed and in touch during coronavirus.

Latest coronavirus FAQ and Webinar for learning disability and autism

NHS England has produced its latest set of FAQs for issues relating to learning disabilities and autism, as well the FAQs from the 2nd April and the slides from a webinar on the topic which took place on the 8th April. You can find them [here](#).

There are also weekly webinars to raise and discuss key issues for people with a learning disability and/or autism with representatives from NHS England/NHS Improvement, the Department of Health and Social Care, Public Health England and voluntary and independent sector organisations taking part. To receive details about the webinars please contact: england.learning.disability@nhs.net.

Coronavirus hub from the NAS

The NAS has developed a coronavirus hub on their website where they are collating the latest information and guidance about the virus for people with autism: <https://www.autism.org.uk/coronavirus>

Learning Disability England Webinar – 21st April

Learning Disability England hosted a webinar around 'Mental Capacity and Covid Mythbusting'. This webinar was focused on The Mental Capacity Act and any issues in implementing it and what good decision making and advance planning looks like under current circumstances.

It covers the basic principles of the act, implementing them in practice under the Coronavirus law and wider restrictions and try to clear up myths or misunderstandings around current restrictions and what is possible or expected. The webinar can be watched [here](#).

Direct Payment recipients

Government guidance

This guidance is aimed at people who receive support via direct payments through personal budgets and personal health budgets, and local authorities, clinical commissioning groups (CCGs) and providers who support and deliver care via direct payments.

It sets out key messages to support planning and help slow the transmission of the coronavirus (COVID-19) as the outbreak progresses across the country and can be found here: <https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-people-receiving-direct-payments/coronavirus-covid-19-guidance-for-people->

[receiving-direct-payments.](#)

Testing for PAs

Following earlier government announcement to extend testing for coronavirus to more frontline workers, further specific guidance has been issued today that invites personal care assistants (PAs) -both health and social care - to register for coronavirus testing where they are self-isolating due to experiencing coronavirus-like symptoms or because a member of their household has symptoms.

The guidance includes the following practical documents that you can download here:

- [An invitation for personal care assistant to register for a test](#), if they meet the conditions, to be issued by their employers upon request.
[A slide pack](#) that contains information and detail on the process for employers and personal care assistants on testing.

These and other related documents about testing PAs/key workers are on the Think Local Act Personal (TLAP) website, along with all relevant COVID-19 docs for the social care sector: [COVID-19 social care guidance](#).

Skills for Care – Direct Payments FAQs

Skill for care has produced a set of [FAQS](#) aimed at individuals in receipt of a personal budget from health or social care. This is a working document developed based on questions and concerns raised by members of the public which will be updated regularly.

Mental Health

Update from Oxford Health NHS Foundation Trust – COVID 19 BCP

Due to the service impacts from Covid-19 and the need to invoke Business Continuity Plans for a number of service lines/teams due to significant workforce capacity issues we have had to make the following temporary changes to service provision from Oxford Health NHS Foundation Trust. These changes are required to enable the service to support the delivery of core service functions for vulnerable/priority patients and will be put in place immediately until further notice.

- Across BaNES and Wiltshire all support into schools will be placed on hold and In-reach services into all three Local Authorities will be significantly reduced or paused (details will be communicated to LAs). This is so that these staff can be redeployed to support the delivery of core service functions.
- Due to a reduction in liaison capacity CYP Mental Health Liaison hours will be reduced in all three acutes during the weekdays from 9am-8pm to 9am-6pm. Weekend hours remain unchanged. Another change will be that CYP will be seen when they are medically fit for discharge rather than for assessment. Where possible CYP will be assessed by phone or digitally. These changes will commence from Monday 23 March following communication with the three acutes.
- Parent/Carer referrals online will be temporarily suspended, however self-referral will still be available via phone. CYP will still be able to self-refer online for now, however we are likely to make changes to online self-referral for children and young people

next week as way of reducing preventable referrals further – we will communicate these changes once agreed and ensure that CYP can self-refer in an alternative way if they do feel comfortable to make contact with us by phone. These changes are being made because 60% of parent/carer referrals are preventable and a lot of time is spent screening and triaging these referrals. This time is needed to support core service delivery functions.

- Paper referrals and referrals by letter will no longer be accepted. This is because there could be delays in accessing these when staff are working remotely.
- For BaNES and Wiltshire, the signposting of preventable referrals via opt in calls with a clinician (also referred to as access coordination) will be paused for new preventable referrals with immediate effect (although letters will continue to be sent with information re: local and national sources of appropriate help and support). This change is being made because this clinical time is being redirected to screen urgent, emergency and routine referrals and these preventable referrals do not require a specialist mental health intervention.
- In BaNES and Melksham where workforce capacity is <50%, the service will be prioritising emergency and urgent work. This means routine referrals will be placed on hold with phone check ins provided where possible along with information about how to access help if needs escalate. The priorities for the team will be seeing CYP with the most severe mental health needs and those at risk of admission as well continuing crisis wrap around, hospital liaison and input into safeguarding work with LA Children's Services.

Dorothy House service update

Wellbeing Services

In light of COVID-19, day services at Dorothy House have been re-designed to enable us to continue our support for both existing and new patients and their families. Dorothy House provides timely and regular contact for patients and their families with the right professional at the right time. This might be receiving regular nurse calls to review symptoms / medication or receiving 1:1 online physiotherapy consultations and access to online group exercise sessions.

New eight bedded unit - for reablement and community patients

Our new unit (Ward 2) is open to support 'step down' patients: those from acute hospitals and community patients with care needs where a hospital admission can be avoided. The revised admissions criteria can be accessed here: [Ward 2 Admission Criteria](#)

24 hour Advice Line - 03450 130 555

As usual, we are available to take calls from professionals, patients and families, irrespective of a person's diagnosis, or whether they are known to us. We have already seen an increased call volume and are prepared to support this need in our community. Do not hesitate to ring for advice and support.

Nurse Specialist support

The Nurse Specialist service continues to offer advice and support to patients and primary care colleagues in the community, including nursing and residential homes.

Much of this is via telephone call, however, if a visit is required this will still take place.

Hospice at Home service

This service is fully operational, as normal. Our experienced healthcare assistants are available to support patients and their families, day and night, in their own home.

Inpatient Unit - Specialist palliative care

Patients can be referred in the usual way for an admission to the Unit.

Therapies

Our Therapies Team continues to provide assessments and support to patients over the phone, in their own home or via the Inpatient Unit or Ward 2. A Lymphoedema service continues as normal for palliative patients across the DH area. We also continue to offer a service for non-palliative patients in East Somerset.

Family Support Team

Working remotely, we continue to provide adult social work, bereavement services, psychological support and spiritual care.

One number to access all of Dorothy House services and make a referral: **0345 0130 555**

Dorothy House Hospice – advice for families and carers

Dorothy House has developed a series of downloadable resources for families and carers who are supporting someone with COVID-19. The are available at:

<https://www.dorothyhouse.org.uk/covid19-public-resources/>

Children's social care

New: Mental Health Helpline for children and young people in Banes, Swindon and Wiltshire

A children and young people's mental health helpline has launched in Bath and North East Somerset, Swindon and Wiltshire. The helpline will operate 24 hours a day, seven days a week, offering advice, guidance and support to children, young people and carers. Anyone concerned about a child or young person's mental health, or a child or young person themselves, can phone the helpline and speak to mental health experts over the telephone.

What time is it?

9am – 5pm on a weekday

5pm – 9am on a weekday or on weekends

Other useful sources of support in your area:

The number to phone:

01865 903777

01865 901000

[Off The Record](#)

<https://www.oxfordhealth.nhs.uk/news/new-mental-health-helpline-for-children-and-young-people-in-banes-swindon-and-wiltshire/>

Safeguarding children and families during the COVID-19 crisis

Updated: 22 April 2020

This quick guide is for practitioners working to safeguard children and families during the COVID-19 outbreak, including social workers and those working in social care settings.

<https://www.scie.org.uk/care-providers/coronavirus-covid-19/safeguarding/children>

Coronavirus resources for children and families from Sheffield

The link below is to Coronavirus resources for children and families from Sheffield Children's NHS Foundation Trust website. The page contains some useful videos and easy read communication boards and social stories, and a specific document for families about supporting CYP with additional needs during COVID-19.

<https://www.sheffieldchildrens.nhs.uk/patients-and-parents/coronavirus-resources-for-children-and-families/>

New HENRY online resources and tips for families

HENRY has updated their website www.henry.org.uk with a tab on the home page called Coronavirus Support for Families. It includes a number of free online resources and tips on topics including:

- Looking after yourself as a parent
- Supporting your children
- Keeping children active
- Tips for healthy family food

<https://www.henry.org.uk/>

Wellchild: the national charity for sick children

In response to families requests for help with getting access to some vital services and supplies;

- Access to food delivery service
- Prescription collection
- Delivery of Personal Protective Equipment for your care team (including handwash, alcohol gel, gloves, aprons, surgical masks and eye protection)
- Scrub style uniforms for care staff

We intend to try and help as many families as possible who care for children and young people with long term serious health needs and/or disabilities. We have made partnership agreements with suppliers and will aim to make more as we progress, we will also try to assist where families are suffering financial hardship in accessing vital supplies.

Families can self-refer or can be referred, using the form on our website:

<https://www.wellchild.org.uk/coronavirus/direct-response/>

Guidance for parents and carers on supporting children and young people's mental health and wellbeing during the coronavirus (COVID-19) pandemic

This has been recently updated. Please keep checking back on the website for further updates.

<https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>

Domestic abuse

Domestic violence and abuse: Safeguarding during the COVID-19 crisis

Updated: 22 April 2020

This quick guide is aimed at professionals and organisations who are involved in supporting and safeguarding adults and children. The importance of safeguarding adults who are experiencing domestic abuse has not diminished during the COVID-19 crisis. Emerging evidence from statutory and voluntary agencies across the UK has emphasised the increased risks of domestic abuse, with [Refuge](#) reporting a 25 per cent increase in calls and online requests since the lockdown began in March 2020. The risks are not unique to the UK and are reported to be affecting society worldwide, including China, Italy and Spain.

<https://www.scie.org.uk/care-providers/coronavirus-covid-19/safeguarding/domestic-violence-abuse>

Public Health

SAFE BANES

There is a new Covid-19 page on the SAFE BANES website

<https://www.safebanes.com/covid-19>. This page has all the latest information on sexual health services in BANES.

Attached is a sexual health social media comms plan, for information ([document number 8](#)).

Personal Protective Equipment (PPE) for the COVID-19 Pandemic - Guide for Staff Working in Local Authority, Education, Community and Social Care Settings

This guide has been developed in partnership with all South West Local Authorities to assist staff with interpreting the national guidance to determine whether and what type of PPE is required for different job roles within local authority, education, community and social care settings. It is attached to this email ([document number 9](#)).

General

Attached ([document number 10](#)) is a letter from the Rt Hon Robert Jenrick MP, Secretary of State for Housing, Communities and Local Government, written to social care staff. Please share with your teams.

Support for frontline workers

A number of organisations have developed tools to support the mental health and wellbeing of frontline staff. A few are listed below:

MindEd Covid-19 Resilience Hub

Helping front line staff in the NHS and care services manage your own mental health and wellbeing, whilst looking after others during the Covid-19 crisis.

We have drawn together the best advice and tips from our large panel of international experts to guide you and your team. Created on behalf of Health Education England in partnership with NHS England-Improvement. Supported by Skills For Care, this Hub is for everyone on the front line health and care services. <https://covid.minded.org.uk/>.

COVID Trauma Response Working Group

The COVID Trauma Response Working Group has been formed to help coordinate trauma-informed responses to the COVID outbreak. The group is made of psychological trauma specialists, coordinators of the psychosocial response to trauma and wellbeing leads at NHS Trusts. The website has a number of resources aimed at supporting the wellbeing of frontline health and care staff: <https://www.traumagroup.org/>.

Our Frontline: You support us, we support you

As frontline health, care, emergency and key workers, you put yourself at physical risk as you form our frontline against the coronavirus. You are also putting your mental health under pressure. We want to help make sure you get the right support with your mental health, both now and in the future.

Our Frontline offers round-the-clock one-to-one support, by call or text, from trained volunteers, plus resources, tips and ideas to look after your mental health.

<https://www.mentalhealthatwork.org.uk/ourfrontline/>

Good News Stories!

At this challenging time, we would love to hear about things that are going well or anything you are particularly proud of. We love to see pictures of what people are up to. Please email us at LD&PSI_comms@bathnes.gov.uk if you have anything you would like us to include. Please ensure you have consent for any photos shared.

The SWALLOW Choir (made up of SWALLOW members and staff too) have been busy working on their performance of "You Raise Me Up".

We hope that you enjoy the clip. <https://www.youtube.com/watch?v=08W4RKMUZ6A> **It is bound to put a smile on your face and a tear in your eye!**

With love from all at SWALLOW.



B&NES Web Resources

There is a dedicated coronavirus page on both **1 Big Database bathnes:** <https://www.bathnes1bd.org.uk/pages/coronavirus-covid-19> and **Wellbeing Options:**

<https://www.wellbeingoptions.co.uk/Covid19Info>.

Family Information online and Wellbeing Options Facebook pages complement this resources: <https://www.facebook.com/BathnesFIS>
<https://www.facebook.com/wellbeingoptions/>

There are useful sections on our SEND Local Offer, Rainbow Resource for professionals - <https://www.rainbowresource.org.uk/pages/professional-section> and a wealth of information about autism - <https://www.rainbowresource.org.uk/pages/autism-information>

If anyone would like a resource, activity or other information/signposting to be either added to 1 Big Database bathnes or Wellbeing Options or shared via social media, the People & Communities Comms team would love to help – email P&C Comms @ P_C_Comms@BATHNES.GOV.UK

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