

COVID 19 : Provider Engagement Webinar

Friday 26th June 2020

Welcome and Introductions

(Tony Pounder)

Welcome and Introductions

- **Purpose of today's webinar:**
 - Key messages and updates
 - **Fortnightly webinar** for providers, usually held on Fridays, 1-2pm

Reminders:

- **FAQ document produced:** On the portal and is updated following both webinar and portal questions; please check the FAQs as well as the other portal content for updates
- **Provider portal:** <https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/>
- **Fortnightly newsletter to providers:** sent out by Contract Management via email after the webinar (Friday or Monday); summary of key messages

Today's Agenda

1-2pm

- Regular updates

Finance Update

– LCC Financial Assistance Scheme

- Avoidance of duplication / double funding – redrawing the boundaries
- Developing Transitional / Exit Plans – LCC and Providers

– Infection Control Fund

- Care Homes
- Day Services
- CQC registered non-residential care service

– Insurance issues for providers

- Mini-survey

Finance

There is detailed guidance available under the “**Financial advice and support**” heading on the portal:

<https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/financial-advice-and-support/?page=3>

This needs updating – so useful reference point but doesn't reflect all the current proposals in the pipeline or implemented

Changes to LCC Financial Assistance Programme – Care Homes

- At previous webinar's we proposed some changes to the scheme
- The changes are to help avoid duplicate funding to **care homes** receiving the Infection Control Fund and also claiming financial assistance under the council's won existing scheme
- Cabinet Member approval on 22 June to implement the changes
- Timescales for implementation are as follows:
 - Current financial assistance programme have been paused for care homes with effect of 24 June 2020, **with existing scheduled financial assistance payments stopped from 29 June**
 - Claims can still be made for dates after 24 June, but must be for expenditure not covered by the Infection Control Fund
- 101 care homes scheduled for payments were written to about this in last few days

Pay on plan - reminder

- We proposed a timescale for phasing out the current 'pay on plan' arrangements
- This has now received Cabinet Member approval, so the timescale is as follows:
 - For Domiciliary Care / Supported Living providers
 - Shift from 'Pay on Plan' to 'Pay on Submission' from 20th July

Service Type	Revert from
Framework Homecare & Meals	20 July 2020
Non-Framework Homecare & Shared Lives Day Support	17 August 2020
Supported Living, Mental Health & Substance Abuse Rehab	14 September 2020

Changes to LCC Financial Assistance Programme – Day Services

- Developing a new financial framework for Day Service to replace existing Pay on Plan arrangements
- Detail covered in later slides

Changes to LCC Financial Assistance Programme – CQC Registered Non Residential Care services

- New LCC allocation of Infection Control Grant to these services means need to redraw boundaries to avoid duplication / double funding
- Therefore ceasing schedule of Financial Assistance payments from week - 6 July, for those providers also receiving the non-res infection control fund
- Details will be communicated via letter on Infection Control Fund
- Door not permanently closed – will take stock of new claims and their purpose / rationale

Infection Control Fund (ICF) – Care Homes

- All care homes have been paid the first instalment of the fund by 10th June
- Homes should contact the following mailbox urgently if they think they have not received the grant letter and/or the first instalment: carehomefinance@lancashire.gov.uk
- We have been receiving a high volume of questions on the use of the Infection Control Fund
- We have published the frequently asked questions and responses at the following web link: <https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/residential-and-nursing-care/infection-control-fund/>
- In the grant letter care homes have been asked to send their completed grant returns and invoices by **19 June** to: carehomefinance@lancashire.gov.uk
- Your return is needed to allow us to submit our return to government, and to enable us to make the second instalment payment in a timely way
- Many returns received – but many still awaited – so we are chasing

DHSC Update re: ICF

- The DHSC has confirmed that our approach meets their expectations through advice given to ADASS on the following:
- **Re:** line in the grant circular that payment of the second instalment is contingent on the first being used for infection control measures and being used in its entirety, and what this means in practice.
- **DHSC advice:** We do not expect care home providers to have spent the cash they have received by 26 June, but that they should be able to provide information to the council on what their plans are around the funding received.

Infection Control Fund (ICF) – Non-Residential Care Services

- Discretion with the Council how to spend 25% of the ICF Grant
- Cabinet approval now received to disburse £1.5M of that to non – residential care providers (Homecare, Crisis, Reablement, Supported Living, Extracare) working in Lancashire
- Letters been drafted containing details – despatched early next week to 180 providers
- Formula for allocation: number of LCC funded individuals using service as of 27 May 2020 (date LCC received the Grant)
- **£177 – 60 per head**
- Some providers have hundreds of people they are working withsome only a handful – total payments vary accordingly in scale – **money will be received next week**
- Purpose – Infection Control or Workforce Resilience
- Reporting template
- **Should we do special webinar next week on this?**

Provider Insurance – in light of Covid-19

- NW ADASS and DHSC both asking us questions
 - Are any providers experiencing a (big) hike in insurance costs at renewal?
 - Are any providers facing outright refusals to renew insurance?
 - Are providers being told there are exclusions or excesses ?
- If you're facing these problems – email contract management with (email heading ...'Provider Insurance Survey')
 - Your details (name and service type, volume of service)
 - Your insurer
 - Nature and extent of problem
 - Any actions you have taken
 - Confirmation that you would be happy for this information to be shared with national bodies – or if you want it to remain confidential

LCC Auxiliary Staffing

- Currently only taking up residential providers on their offer of shadowing placements.
- Please get in touch if you want to offer a shadowing placement within your home.
- Continuing to deploy the workforce appropriately; undertaking a variety of tasks (personal care, lighter duties)
- Some really positive feedback from the weekly calls to providers who are hosting a placement
- Looking at how we can support homes in a more preventative way, e.g. support to cold homes, homes embarking on whole home testing, etc

Workforce Risk Assessment Tool

- LCC Social Care Cell looking to adopt the All Wales risk assessment workforce tool and encourage providers to also do so
- Current Government guidance (covered in the IPC update): **COVID-19: adult social care risk reduction framework**
- Abdul Razaq (Public Health Consultant) – detailed update at 10th July webinar

Daytime Support Update

- Webinar last week 19th June – positive feedback
- Framework quite near completion – draft versions for comments have been shared with providers
- Work on accompanying financial framework ongoing
- Will then be seeking Cabinet approval for its adoption by LCC
- May be some further advice coming DHSC ...uncertainty about timescales for that
- Infection Control Grant- earmarked a share for this for Day Services and have emailed providers to set that out

Day Time Supports – Indicative Timescales

- Friday 3rd/ Monday 6th July – Release of Framework document
- 10th July - Presentation on a draft Day Services Financial framework (to replace current Financial Assistance Programme and Pay on Plan arrangements)
- 13th July onwards – Financial planning with providers –
- 1st September – possible start of new financial framework ???

Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19

- The government has updated its guidance for people who are shielding taking into account that coronavirus COVID-19 infection rates have decreased significantly over the last few weeks. This guidance remains advisory – [link](#)
- The guidance is for clinically vulnerable people living in their own homes and in long-term care facilities.
- More detailed advice will be updated in this guidance as the changes in advice come into effect on 6 July and 1 August (continue to use the current guidance until 6 July).
- Unless we see a significant rise in cases we expect the shielding programme to be paused on 31 July..
- Those in receipt of centrally provided food boxes and medicine deliveries will continue to receive this support until the end of July if they want it.

From 6 July, the government will be advising:

- you may, if you wish, meet in a group of up to 6 people outdoors, including people from different households, while maintaining strict social distancing
- you no longer need to observe social distancing with other members of your household
- in line with the wider guidance for single adult households (either an adult living alone or with dependent children under 18) in the general population, you may from this date, if you wish, also form a 'support bubble' with one other household.
- all those in a support bubble will be able to spend time together inside each other's homes, including overnight, without needing to socially distance

From 1 August the government will be advising that shielding will be paused

- From this date, the government is advising you to adopt strict social distancing rather than full shielding measures. Strict social distancing means you may wish to go out to more places and see more people but you should take particular care to minimise contact with others outside your household or support bubble.
- In practice this means that from 1 August:
 - you can go to work, if you cannot work from home, as long as the business is COVID-safe
 - children who are clinically extremely vulnerable can return to their education settings if they are eligible and in line with their peers. Where possible children should practise frequent hand washing and social distancing
 - you can go outside to buy food, to places of worship and for exercise but you should maintain strict social distancing
 - you should remain cautious as you are still at risk of severe illness if you catch coronavirus, so the advice is to stay at home where possible and, if you do go out, follow strict social distancing

IPC Update (Tanya Shaw)

Guidance

PPE portal: how to order emergency personal protective equipment

Healthcare providers can order additional personal protective equipment (PPE) through the portal to top up their existing supplies for COVID-19 in an emergency.

Guidance updated 22nd June for small residential provider (24 bed or fewer) and domiciliary care providers (99 clients or fewer).

When to use

- PPE Portal – emergency top up system.
- Continue to utilise your business as usual route.
- Only to be used for additional PPE.
- Can order:
 - 200 masks
 - 400 aprons
 - 400 pairs of gloves per week.

Delivery time and cost



48 hours for orders placed before 1pm
72 hours for orders placed after 1pm

Free of charge **£**

Customer Service Team – 0800 876 6802.

Updated Guidance

Guidance

Admission and care of residents in a care home during COVID-19

Updated 19 June 2020

Originally published on 2nd April. Updated on 19th June.

End of Outbreak Update

Recovery from an outbreak of COVID-19 in a care home is defined by a period of **28 days** or more since the last laboratory confirmed or clinically suspected cases was identified in a resident or member of staff in the home.

Please email infectionprevention@lancashire.gov.uk after this period.

Updates include

- This document has been updated throughout in line with the care homes support package announced on 15 May.
- Contains the latest advice on testing, and infection prevention and control.
- The changes are set out in full in the document.

New Guidance

Guidance

COVID-19: adult social care risk reduction framework

Published 19 June 2020

A framework for how adult social care employers should assess and reduce risk to their workforce during the coronavirus pandemic.

Details

- Provides a framework for how to assess and support staff who may be at an increased risk from COVID-19.
- Advises measures to be put into place both for the workforce and individuals.
- Provides links to useful guidance and resources.

NECS Update (Joanne Reed)

- Providers informed on Monday that we had a problem with the NECS upload
- We have continued to collect information via our daily calls
- We are aware that some providers have been directly inputting to NECS
- We are now able to perform the NECS upload (worked last night)
- We would like to ask providers to give us their view on how we should proceed going forward – should we continue to bulk upload or ask providers to individually self input to NECS?
- We will ask providers on Monday for a view via the daily phone call and will make a decision based on the consensus
- We are aware that the IPC grant conditions ask for providers to input regular info into the Capacity tracker (NECS); the guidance is not clear on the frequency of that data submission. The information in the tracker is used for a number of purposes for example information on bed availability, outbreak information in relation to staff and service users, and we have therefore requested that a daily update is helpful however we acknowledge that some providers may not always be able to provide daily updates
- We do not know if there will be any future data requirements in relation to grant monies or other things

Care Home Testing Update

- If there are care homes that have registered and received their whole home testing kits but not yet started testing , please could they attend a DHSC webinar:<https://event.on24.com/wcc/r/2375949/724EF6345473A192F6B9C19334699A29/1077953> and contact LCC if they need support with help to do the swabbing via (infectionprevention@lancashire.gov.uk) **Subject – support with swabbing.**
- Reminder that whole home testing programme has now been extended to cover more service types.

PPE - LCC Phonenumber

From Monday 22 June, the LCC PPE phonenumber will change its operating hours to :

- Mon- Fri 9am - 5pm
- Sat 9am - 1pm
- (NB: this has changed from the operating hours that have been in place since 1st June, which were Mon-Sat, 8am-7pm)

Email address:

CareProviderPPE@lancashire.gov.uk

If providers are self-inputting into the tracker, please use the PPE number to direct your PPE order if needed, within 48 hours.

Update re: school clubs

- Some schools are still offering out of school provision where they can, but this is a decision for each school/governing body to take as it will all depend on numbers of children/staff to ensure they are able to keep children safe within the current guidelines.
- There is an expectation that schools offer the 'normal' school day for key workers, however, there is no guarantee that all schools will be able to continue to offer the out of school provision, due to the numbers/safety issues.
- Now that schools are opening more widely, in some cases, the school cannot offer the out of school hours provision, as they are having to work in 'bubbles' which is taking up all staff and space, therefore they simply have no space or staff to run another 'bubble' for children whose parents may want them to arrive before/stay after normal school day.

Update re: school clubs

- Current Government guidance does not allow private before/after school clubs and holiday schemes to open more widely, however, after this week's announcement regarding further easing of restrictions we are expecting that from 4 July there will be a wider re-opening of out of school and holiday provision. The Government have said they will be issuing guidance before the 4 July around this.
- LCC is aware of the pressures that this is putting on key workers and other parents of children who are unable to return fully to school at the present time, but until the Government review the current guidance around out of school and holiday provision there is unfortunately very little else that we can do.
- In the meantime, if there are any families that are unable to find childcare to meet their working needs please ask them to contact our Family Information Service (FIS) to provide brokerage support to try to assist in finding alternative provision.
- The link to FIS can be found here: <https://www.lancashire.gov.uk/coronavirus-updates/childcare/>
- The link to complete the form requesting brokerage support can be found here: <https://www.lancashire.gov.uk/media/917692/childcare-brokerage-service-request-form.docx>

National Guidance/Updates

New DHSC Guidance

- [Steps to take following the death of a person who worked in adult social care in England](#) – details actions for local authorities and social care providers following a coronavirus (COVID-19) related death of an employee or volunteer in adult social care. Published 19th June

Updated Testing Guidance

- [Coronavirus \(COVID-19\): getting tested](#) – updated to acknowledge that the DHSC are establishing a network of drive-through and walk-through test sites. Updated 18th June
- [Coronavirus \(COVID-19\): getting tested](#) - the guidance on Randox testing non-Randox testing and how to use Randox test kits has been updated. Updated 17th June

Test and Trace

- New government [Test and trace: how it works guidance](#) has been published to support the NHS test and trace service for England. The additional guidance below clarifies the process if care staff come into contact with someone who has been identified by the NHS test and trace service as a positive case.
- When someone tests positive for COVID-19 (known as a positive case), they will be contacted by the NHS test and trace service and asked to provide information about where they have been recently (in last 48 hours) and who they have been in contact with.
- If the positive case works in or has recently visited a care setting, they will be referred to the local public health experts – currently this is Public Health England (PHE).
- The local PHE team will work to identify whether care staff identified by the case are considered to be contacts or not. The PHE team may need to get in touch with care staff who are identified by the case as possible contacts to find out further information about the nature of the contact. For example, by asking questions about the length of time, type of activity undertaken and whether care staff were wearing the appropriate personal protective equipment (PPE).
- Where a staff member has been wearing appropriate PPE while caring for a person who has symptoms of, or has tested positive for COVID-19, in the overwhelming majority of cases the member of staff will not need to self-isolate.
- Where a staff member has been caring for a person who has symptoms of, or has tested positive for COVID-19 while the staff member was wearing appropriate PPE, but the PPE has been breached; OR
- A staff member has been in contact with anybody else who has tested positive for COVID-19, whether at work (most likely a colleague in communal areas) or in the community without wearing PPE, the member of staff will need to isolate for 14 days in line with the advice to the general population.
- Care staff should engage if they are contacted by the NHS test and trace service or the local PHE team, proactively stating their job role and any PPE used during the period of time they are asked about as part of the contact tracing process.
- Care staff should also inform their manager if they are called by the NHS test and trace service/local PHE team and inform them of the advice they have been given.
- To enable the contact tracing approach to work effectively and avoid unnecessary isolation, it is vitally important that all staff continue to follow social distancing of 1+ metres, hand hygiene and PPE guidance. This includes not taking breaks together in close proximity, not sharing cars to work where possible, and wearing face masks whilst working in communal areas.

Updated Guidance

- [Support for the bereaved](#) - addition of translated versions of 'What to do when someone dies during the COVID-19 pandemic'.
Updated 15th June

Updated Guidance

- [NHS Legal guidance for mental health, learning disability and autism, and specialised commissioning services supporting people of all ages during the coronavirus pandemic](#) - updated to reflect the rapidly changing context and questions/concerns and feedback from the sector.

Alert of the risk of heat stress

- Wearing Personal Protective Equipment (PPE) in warm environments and hot weather increases the risk of heat stress. PHE and HSE have issued an **alert on the risk of heat stress**, which includes measures to control the temperature of working environments and enable staff to make behavioural adaptations to stay cool and well hydrated - [link](#).
- The Government has released advice about **hot weather for shielding and vulnerable groups** – [link](#).

- The [Infection Prevention Society \(IPS\)](#) has a COVID-19 Advice and Guidance web page listing **free resources and online training**. The free training includes the IPS Interactive Training Package, the IPS Care Home Training Package and a link to the Skills for Health COVID-19 Awareness Course – [link](#).

- The Home Office, in collaboration with a number of other Government departments, has produced information and guidance for those working in the community who may not be trained to recognise the **signs of abuse of neglect**. The guidance covers signs to spot and what to do if there is a concern – [link](#).

Care Provider Alliance Briefing

- The Care Provider Alliance have produced a useful briefing for care providers on **coronavirus visitors protocol** including principles for considering how to enable visitors to care settings and rights and responsibilities – [link](#).

National Volunteer Responders

- While some lockdown measures are being eased, there is still a great need to support and help the most vulnerable people in our communities.
- NHS Volunteer Responders is open for self-referrals from anyone who needs support with their shopping, prescription collection or even just a friendly chat.
- There are 60,000 volunteers ready to help.
- Please let service users and anyone else who may benefit know how to access the service – [link](#).

Local guidance/updates

Test and Trace implications for Staff

- Learning Brief produced by ICS:
- **Royal Lancaster Infirmary's children ward closes after a staff member tests positive for Covid-19**
- On the portal and newsletter

Interpretation of test results for care home residents

- The CCGs are aware that the absence of national guidance around the interpretation of test results of residents has caused significant challenges, particularly regarding the long-term isolation of care home residents.
- Newly agreed North West interim guidance on appropriate isolation for care home residents who test positive for COVID-19 and are symptomatic; asymptomatic; and asymptomatic and immunosuppressed - [link](#)
- In the event national guidance is published on this issue, this will immediately supersede the position of the North West Scientific and Technical Advice Cell (STAC).

Advice for care providers on cohort nursing

- This guidance has been developed by LCC to support care homes to group residents with the same infection within an isolated area, where single room isolation is not practical - [link](#).

LRF Guidance

- The Local Resilience Forum has issued **Guidance for Care Homes and Supported Living Homes - Visits to residents from family and friends**
- The guidance aims to facilitate safe visiting where appropriate and essential to improve the resident's morale, mental and emotional wellbeing; on the portal

Learning Disability Partnership Board

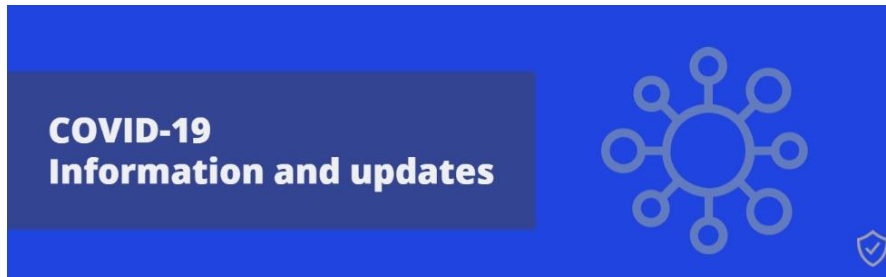
- A virtual Learning Disability Partnership Board took place on 24th June via Zoom 10.30-11.30am
- Updates from:
 - Charlotte Hammond (Head of Service, LCC)
 - Healthwatch
 - Advocacy Focus
 - Trading Standards (Scams)
- Successful meeting with 32 participants
- Next meeting on 22nd July (details to follow)

Keeping People Connected



- At People First we are doing our best to support people in need during this difficult time.
- We want to help people stay safe, healthy and not feel alone. We have set up a new specialist telephone service for people who have learning difficulties and/or autism who need some support.

Keeping People Connected



- Covid-19 UPDATE Symptoms. Coronavirus.

- We will have regular calls with people who need support. We want people to know that we are here to talk to and to offer practical support

An NHS poster with the text "CORONAVIRUS STAY ALERT TO THE SYMPTOMS". It features icons for a fever, cough, and loss of taste/smell. Below the text, it lists symptoms: "HIGH TEMPERATURE OR NEW CONTINUOUS COUGH OR LOSS OF TASTE OR SMELL?". It also includes instructions: "No one in your household should leave home if any one person has symptoms. Find out how to get a test, and how long to isolate, at nhs.uk/coronavirus". At the bottom, a yellow banner reads "STAY ALERT > CONTROL THE VIRUS > SAVE LIVES". To the right of the poster are three smartphone screens showing a text message, a Messenger call interface, and a video call with a man.

Keeping People Connected



- If you know someone who could benefit from this service please contact us with the name and contact details of the individual in need of support

Keeping People Connected

- keepconnected@wearepeoplefirst.co.uk

- 0300 303 0175



- wearepeoplefirst.co.uk



Healthwatch Lancashire Survey

- [Family of Residents](#)
- [Residents](#)
- [Care Home Staff](#)

Scams Awareness Fortnight

- LCC Trading Standards Service would like to remind all providers that it is **Scam Awareness Fortnight** and this year will be focusing on raising awareness of scams that have emerged as a result of the coronavirus outbreak.
- Posters on the portal
- Social media messages also appear on our Facebook page, Scambuster Stan at <https://www.facebook.com/StanleyDards/>.
- Further information can be found at <https://www.citizensadvice.org.uk/cymraeg/about-us/our-campaigns/all-our-current-campaigns/scams-awareness-campaign-2020/>

Coronavirus Scams

- Lancashire County Council has issued a new update about known scams being operated in connection to Covid-19, including fake Track and Trace calls.
- Please continue to be vigilant – [link](#).

MH map

- Health organisations in Lancashire and South Cumbria have worked together to develop an interactive map of mental health services. The Google Maps based system lists all the organisations working locally, and allows users to search for their closest service or for specific types of support, to help them get appropriate care. The map will be continually updated to highlight new organisations and reflect changes with others, further details can be found at the links below along with an email address which can be used to highlight any missing organisations and provide feedback.
- Map: <https://www.healthierlsc.co.uk/ServiceMap>
- News: <https://www.healthierlsc.co.uk/InteractiveMap>

Blackpool CCG - Reminder for Care Homes

- Reminder to care homes that they must notify expected/regular visiting professionals (e.g. nurse etc.) as soon as they have a positive COVID result in the home; it seems a number of homes have been advising visitors of this only once the visitor is already in the home and therefore not wearing the right PPE for the situation.

Request from Fylde and Wyre Outbreak Group

- The Fylde & Wyre Outbreak Group has requested that providers are reminded again of the need to continue using PPE, as per the PHE guidance.
- Care homes have done a fantastic job in these very difficult and distressing times, but just to remind providers to continue to ensure correct use of PPE.

Training and resources

- Health Education England e-Learning for Healthcare have created a [coronavirus \(COVID-19\) programme](#). The programme is freely available to colleagues working in the NHS, independent sector and social care – [link](#).

Easy Read Resources

- **Easy Read Online** have produced '**What it means: words about Coronavirus (COVID-19) and what they mean**'. It is an easy read glossary of new words for people to learn – [link](#).
- **NW Training and Development/Pathways Team** share a **video update every day** (Monday to Friday) to make sure that people with learning disabilities, autism or both and families have accessible, accurate and up to date information about COVID 19 – [link](#).

Easy Read Resources

- The BILD Learning Disabilities Professional Senate has put together a **collection of resources** that may be useful to support people with learning disabilities during the coronavirus restrictions – [link](#).
- **Keep Safe** have developed a number of easy read posters specifically as part of a **coronavirus series**, which are free to print or share online – [link](#).

- This week's **HSE digest** contains links to advice on using personal protective equipment (PPE), as well as advice on wearing face coverings and face masks, during the coronavirus outbreak. There are also links to advice on stress and mental health, details of a new safety alert eBulletin, as well as information on recent enforcement activity that HSE has undertaken – [link](#).

- ACAS is running several **online training courses** including 'Transition from Lockdown' and the latest on employment law – [link](#).

- NHS England and NHS Improvement are hosting a webinar on 2nd July (3pm – 4pm) for care home and hospice staff that will provide practical guidance on **preparing for and receiving a video consultation** with a healthcare professional, including advice on appropriate equipment and information governance – [link](#).

CQC updates

- E-bulletin: sign up for the “COVID-19: CQC update for adult social care providers”
- <https://www.cqc.org.uk/guidance-providers/all-services/coronavirus-covid-19-pandemic-information-providers>
- Twitter
- CQC have published their second **coronavirus insight report**, which looks at:
 - how providers are working together across systems in response to coronavirus
 - how the care for people from different groups is being managed
 - the changing face of GP and online primary care services.
- The report focuses on the closer working between hospitals, primary care, social care and community services that needs to be supported and built on, and includes three case studies of where this has been done well - [link](#).

Skills for Care Resources for Registered Managers

- <https://www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/support-for-registered-managers.aspx>
- Webinars
- Resources
- Training
- Advice phone line/email

DHSC adult social care CARE workforce app

- The Department of Health and Social Care (DHSC) have launched a new dedicated app for the adult social care workforce. It aims to support staff through the coronavirus (COVID-19) pandemic:
- https://www.gov.uk/government/news/dedicated-app-for-social-care-workers-launched?utm_source=fb2324d5-c22a-4a1a-bae3-ae33db351751&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily

Social Care Institute for Excellence (SCIE) Resources

- Sign up for e-bulletin
- Online COVID-specific resources for health and social care: <https://www.scie.org.uk/care-providers/coronavirus-covid-19>
- Innovation in Care Homes: <https://www.scie.org.uk/care-providers/coronavirus-covid-19/blogs/care-home-innovation>
- **Webinars**
- **Blogs**
- **Guidance**

- **Coronavirus (COVID-19): health and wellbeing of the adult social care workforce** - This guidance is for anyone who works in adult social care. It also provides adult social care employers with guidance, tools and advice on how to take care of the wellbeing of staff at work – [link](#).

Psychological First Aid digital training module

- PHE has launched an updated Psychological First Aid (PFA) digital training module, aimed at all frontline and essential workers and volunteers. The course aims to increase awareness and confidence to provide psychosocial support to people affected by COVID-19.
- Free, and no previous qualifications are required.
- By the end of the course, outcomes will include: understanding how emergencies like the COVID-19 pandemic can affect us, recognising people who may be at increased risk of distress and understanding how to offer practical and emotional support – [link](#).

Wellbeing Support

- Our Provider Portal details of a variety of evidence-based resources, helplines and guidance to steer people through the vast range of offers of psychological assistance that have been developed in recent weeks:
- <https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/workforce-training-and-recruitment-support/?page=5>

Research Projects

- *The National Institute for Health Research have developed the network ENRICH, Enabling Research in Care Homes. If your care home, residents and staff may be interested in becoming involved with research, more information about the Institute and ENRICH are here <https://enrich.nihr.ac.uk/>)*
- *The potential benefits to taking part in research include;*
 - *provide stimulation as residents take part in new activities or have someone new to talk to*
 - *give back control to residents, allowing them to feel like they are contributing to the future*
 - *stimulate residents to take an increased interest in their own health and wellbeing*
 - *lead to professional development opportunities for staff*
 - *enable care home staff to learn of new developments, which can contribute to the home's business and marketing plans*
 - *encourage researchers and funders to address issues that are of interest to care homes such as symptom management, or end-of-life care*
 - *improve contact between care homes and other local health and care services*
 - *provide an effective voice for residents, families and staff whose views may have been previously unheard.*
- *A range of research projects (not just covid-19 related) are underway which you may choose to become involved in. If you would like further information please contact Jill Simpson, Research Operations Manager NIHR Clinical Research Network, jillian.simpson@nihr.ac.uk*

Research Projects

- Researchers at the *University of Liverpool* are developing a project to determine the applicability of *this [online tool](#) to support staff in health and care settings during the COVID-19 pandemic*. The aim is to reduce staff burnout and attrition. They are requesting some feedback on whether this would be something of interest to Care Home staff? If you could send any comments to - stephanie.harrison@liverpool.ac.uk
- Professor Graham Devereux, *Liverpool School of Tropical Medicine, Aintree University Hospital* is currently putting together a study that is looking at the use of an asthma inhaler to reduce the impact of COVID-19 in care homes. We would welcome your feedback on whether this is something you think Care Homes would be interested in taking part in? Please can you send any feedback to - Graham.Devereux@lstmed.ac.uk
- **A research study called PRINCIPLE is looking to find treatments for coronavirus (COVID-19)**. The study team are looking to give Care Home residents the opportunity to take part. If you would like further information please contact Jill Simpson, Research Operations Manager NIHR Clinical Research Network, jillian.simpson@nihr.ac.uk or Jienchi Dorward from the study team (jjienchi.dorward@phc.ox.ac.uk).

Provider Input into Webinars

- Provider input to share best practice, tops tips, good news stories etc., via a slot on the webinar
- Please express your interest via the portal online query form
- Any questions

Next Steps

- Regular Portal Updates
- Fortnightly webinar (usually Friday): the next webinar is Friday 10th July, 1pm (joining instructions to follow)
- Fortnightly newsletter
- Guest speaker to be confirmed
- Collate questions raised today and respond

Thank You!