

COVID 19 : Provider Engagement Webinar

Friday 21st August 2020

Welcome and Introductions

(Ian Crabtree)

Welcome and Introductions

- Purpose of today's webinar:
 - Key messages and updates
 - **Fortnightly webinar** for providers, usually held on Fridays, 1-2/2.30pm

Reminders:

- **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 (Friday or Monday); summary of key messages

Today's Agenda

1-2pm

- Key updates include:
 - Antibody testing for social care staff (Deloitte)
 - Recap on testing and visiting guidance (Lisa Slack)
 - COVID-19 task and finish group update (Cate Short)
- Regular updates

Antibody Testing for Social Care Staff

Jennifer Pope

Oliver Hurley

Deloitte

Testing Update: Recap

Lisa Slack

Head of Quality Contracts and
Safeguarding Adults

DHSC Testing Programme Revised Timescales (as per 4 August email)

- DHSC email to care homes on 4 August to update re: revised timescale for the national repeat home testing programme
- DHSC plans to reach all care homes for older people and people with dementia by 7 September 2020
- If homes have already started regular testing, there may be a wait for their second month's order to be fulfilled until DHSC has reached all care homes for older people and people with dementia
- All other adult care homes will be able to start to place orders for test kits from 31 August 2020
- Any symptomatic person is still able to get a test and care homes with suspected positive cases will be able to access whole home testing via their local Health Protection Team (these are the established pathways that are in place and details are on the provider portal)

DHSC: Coming soon: Bulk registration and Unique Organisation Numbers

- Homes will be able to **bulk register** tests, which will speed up the process and alleviate the administrative burden.
- Guidance will be issued to care homes explaining the bulk registration process and the DHSC will host a series of webinars to introduce the new bulk registration process and Unique Organisation Numbers; look out for invites coming soon.
- Soon all care homes will receive an email from DHSC, informing them of their new **Unique Organisation Number** (UON).
- When launched, you will need to use your UON to access services across all of the DHSC care home testing programme portals. This includes the following portals:
 - Order new test kits (<https://request-testing.test-for-coronavirus.service.gov.uk>)
 - Register completed test kits for results (<https://gov.uk/register-organisation-test>)
 - Book a courier to collect completed kits (<https://carehomecollect.co.uk>)
 - Contact the national testing programme helpdesk (call 119)
- Across these portals, you will no longer need your care home ID, your UON will be how the DHSC identifies you going forward.

Repeat testing progress - LCC update

- 301 eligible care homes (over 65 and dementia cohort)
- As at 14th August 294 care homes had already had at least one delivery.
- 15 care homes have had 3 deliveries, 30 have had 2 and 249 have received 1 delivery thus far.

FAQs

- FAQs released by PHE. Will be uploaded to the LCC coronavirus portal (under the testing section).
- Covers staff refusal to be tested, new outbreak management pathway, who to include as 'visiting staff' as part of the testing regime.

Visiting Guidance for Care Homes: Recap

Lisa Slack

Head of Quality Contracts and Safeguarding
Adults

New government guidance re: visiting care homes published on 22 July

[Visiting care homes during Coronavirus \(link\)](#)

- This guidance is for directors of public health, care providers and others who will be involved in planning to enable visits to care homes and came into effect from 1 August 2020
- . It sets out:
 - the principles of a local approach to visiting arrangements and dynamic risk assessment;
 - guidance for providers establishing their visiting policy;
 - guidance for providers taking decisions on visiting for particular residents or groups of residents;
 - infection control precautions;
 - communicating with relatives and others about the visiting policy and visiting decisions.

New Restrictions from 31 July 2020 affecting North West England

[North West of England local restrictions: what you can and cannot do \(link\)](#)

- From 31st July, new restrictions were implemented in parts of the North West
- The restrictions mean that there are additional infection control and protections measure in place in the following areas/districts in Lancashire:
 - Blackburn with Darwen
- East Lancashire:
 - Burnley
 - Pendle
 - Rossendale
 - Hyndburn
- From 31 July 2020. Care Homes in these affected areas **should not** facilitate visits to residents from friends or family in care homes, other than in exceptional circumstances (care homes should restrict visits to these circumstances).

- **Local restrictions implemented in Preston with effect 8 August; North West guidance applies, as for BwD and East Lancs**
- Blackpool Care homes and Lancashire Care homes (excluding those in the identified areas of East Lancashire and Preston) can now continue to follow the government's guidance re: visiting care home with effect from 1 August (i.e. the guidance first published on 22nd July)
- Recording and slides from the interactive provider visiting guidance session on 7 August are available on the portal

ASC Cell: Care Setting Admissions Policy Statement

- The Lancashire Resilience Forum has agreed a revised Care Settings Admissions Policy Statement (this is revised from the 24 June version which has previously been shared with providers).
- The aim of the statement is to support and enable safe admissions into residential care and support living settings during the pandemic and will be kept under review and updated as required.
- Updated to reflect national guidance re: end of an outbreak being declared over.
- On the portal.

LCC Tracker - Update

- With effect from 24 August, Care Capacity Tracker Team callers will start asking questions of homes around whole home testing again

IPC Update

COVID-19 Resource Pack for Care Homes

Has Been Updated - Version 7

One document detailing all current local guidance and arrangements, links to national guidance and information on the terminal clean following an outbreak. **WILL BE UPLOADED TO THE PORTAL ASAP.**

Contents include:

- Key contacts
- Key messages
- Preparedness in care homes
- Management of cases
- Isolation guidance
- Testing information
- PPE guidance
- Environmental cleaning
- Visitors
- Transfers in/out of the home
- Support for care homes
- Ending an outbreak
- National guidance
- Appendices

All in one document



Updated guidance:

Guidance

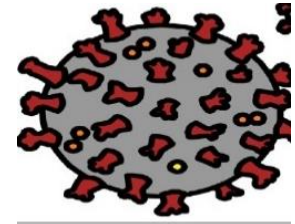
Admission and care of residents in a care home during COVID-19

Updated 14 August 2020

- This guidance on how to protect care home residents and staff during the coronavirus outbreak has been updated to include a new section on testing people moving from the community into a care home (Annex K).

Face masks and staff health

- The IPC Team has received a number of emails querying the use of facemasks with staff who have health conditions such as asthma.
- Full PPE needs to be worn as per guidance. If unable to be tolerated then a risk assessment should be undertaken and alternative duties may be given.



Managing Restrictions under COVID -19 Task & Finish Group Update Cate Short

Purpose / Vision

- **Inform local guidance** to support people to manage government & local restrictions under COVID-19, & to reduce inconsistencies
- **Improve clarity between what is law & what is guidance**, & how it is communicated
- **Share first-hand experience** to inform guidance
- **Learn & gather best practice** from other areas and providers
- **Make recommendations** about supporting people with disabilities, their families & friends in ways that uphold their human rights, & prevent discrimination
- **To redress the balance** in lack of government & local guidance for supporting **people who do not easily fit with current** guidance for residential | care homes

Membership

- Adult Social Care Providers
- Adult Social Care PA Providers
- Self-advocates , carers & patient representatives / supporters
- NHS Provider Trusts
- Pan – Lancs Local Authorities
- Pan Lancs Clinical Commissioning Groups (CCGs)
- Advocacy Providers
- Lancashire Police (proposed)
- VCF Sector
- Co-opted members

Scope

'People ' refers to anyone:

- who identifies as having a disability, condition or circumstances that makes applying restrictions under COVID-19 particularly challenging, or
- in receipt of social care services or eligible for services under the Care Act or
- in receipt of inpatient services
- families, friends and informal carers

Scope

'Human Rights' refers to:

- The Human Rights Act 1998, and key laws underpinned by human rights, including
- The Mental Capacity Act 2005, including DOLS & Court Of Protection
- The Mental Health Act 1983 (amended 2007) and
- Equality Act 2010
- Care Act 2014

(not an exhaustive list)

Not in scope

Professional visiting

- Although not directly in scope, as organisations will have their own visiting policies and procedures informed by LRF guidance, the group will feedback learning & best practice from direct experience and make recommendations
- The group is forming links with an East Lancashire CCG/Blackburn with Darwen CCG group which will be looking specifically at concerns from Care Home managers about footfall into homes, and professionals visiting. This group will be working to understand the issues from all parties

6 Work streams

1. People: self-advocates, families, friends, carers & 1.2 reps
2. Supported living, domiciliary care & personal assistants (PAs)
3. Inpatient services, Section 17 leave
4. Transitions: discharge planning & accommodation moves
5. Residential care settings
6. Attended community services: day services, CMHTs,

Outcomes

Each work stream will produce a set of recommended guidelines on how national & local COVID restrictions should be applied in their setting/ area.

The work stream recommended guidelines will emphasise the importance of applying the law (Human Rights, Mental Capacity, Mental Health, and Equality Acts) to COVID-19 restrictions

The work streams will draw on direct experience of members & also best practice, guidance and learning from other areas

The work stream recommended guidelines **will include Q & As & case scenarios**

The work stream **recommended guidelines will be combined into one over-arching document** and signed off by the group.

The over-arching **recommended guidelines will be submitted to the LRF for discussion and approval.**

Key themes

- **Visitors** - how to balance Government COVID-19 restrictions , LRF guidance, individual and family well-being , residents as a collective group & staff
- **Accessing the community safely** - how to support people with cognitive impairment when following COVID guidelines is a challenge for them. The fear is that this will result in increased risk to themselves, to the people they live with and the staff who support them and also potentially increase the rate of transmission. The recently published guidance for supported living does not provide any further support in relation to this.
- **Legal challenge** - fear of getting it wrong & being taken to court

Next steps

- Weekly Zoom meetings - Thursdays 3.30 pm
- Work streams can use this time slot to meet or make alternative arrangements
- Guidance produced will be shared more widely for feedback
- If you want to be involved as a member or join a work stream please contact cate.short@lancashire.gov.uk

Adult Social Care Funding Arrangements (lan)

Return to 'On Submission' Payments

The timetable for returning payments from the 'Pay-on-Plan' process is as per below:

With effect from	Service Type	Final 'Pay on Plan' Period	First 'Pay on Submission' Period
20 July 2020	<ul style="list-style-type: none"> • Framework Homecare • Meals on Wheels 	22/06/2020 – 19/07/2020	20/07/2020 – 16/08/2020
17 August 2020	<ul style="list-style-type: none"> • Non-Framework Homecare • Shared Lives Day Support 	20/07/2020 – 16/08/2020	17/08/2020 – 13/09/2020
14 September 2020	<ul style="list-style-type: none"> • Day Support Services • Supported Living • Extra Care • Mental Health Rehabilitation • Substance Abuse Rehabilitation 	17/08/2020 – 13/09/2020	14/09/2020 – 11/10/2020

Adult Social Care Funding Arrangements (lan)

Changes to Permissible Frustrated Visits

With effect from 17 August 2020 the current permissible submission of Frustrated visits for visits not provided as a direct result of Covid-19 will cease. From this date, the only Frustrated visits which will be approved will be those that satisfy the definition given below:

Frustrated Visits: where a Service User has cancelled an individual visit (not the whole Care and Support Plan) with less than 24 hours' notice to the Service Provider's office or where the Service User has unreasonably, at the determination of the Authority, refused access to the Service Provider.

Where a service user (or their representative) requests that services not be delivered as a result of Covid-19 where it is otherwise safe to do so, the package of care should be suspended and the a referral issued to Adults Social Care for the package of care to be reviewed.

Where this occurs, your contractual right to claim the appropriate notice period is not affected.

PPE - LCC phonenumber/mailbox reminder (lan)

- A reminder that both the Care Provider PPE team mailbox and telephone helpline are now only manned between 9am - 5pm, Monday through Friday
- Any requests received after lunchtime on Friday are unlikely to be delivered until Monday morning
- Tel: 0300 123 6786
- CareProviderPPE@lancashire.gov.uk

PPE Update

- On 14 August, the LRF received a communication from the DHSC notifying them that the current emergency supply channel of PPE to LRFs via MHCLG will end by the 11 of September.
- The PPE Portal will be expanded and DHSC is considering increasing order limits and working to add other PPE items to the Portal to meet all of the Covid-19 PPE needs of domiciliary and residential care providers.
- Providers, should therefore look in the first instance to source their PPE requirements through their own channels, and then to access the National PPE Portal.
- If, after each of these channels has been exhausted, providers still identify an unmet emergency requirement for PPE, they may still request an emergency PPE supply from the council, which will be considered using the existing arrangements.

PPE Update

- A reminder that LCC is not in a position to source specific brands on behalf of providers and that submitting numerous PPE requests over consecutive days does put undue pressure on our driver resources.
- Please be aware that we are not providing a PPE service on bank holiday Monday (31 August).
- All requests requiring delivery before the bank holiday must therefore be submitted to the Care Provider PPE mailbox, by 12 noon on Thursday.
- Any requests received after this date cannot be guaranteed delivery before Tuesday 1st September.

NW ADASS Lessons Learned Review - Place Based Case Study (Ian)

- NWADASS has commissioned a Lessons Learned Review to look at what has taken place during the pandemic and what are the key bits of learning we can take forward into our planning for the medium and long term.
- As part of the work, two place-based case studies will be conducted to provide a richer picture of the learning at a local system level.
- The case studies will comprise of 1:1 interviews and sessions focused on understanding the impact, actions taken and learning within a particular area to give context and structure to the output report and create a local evidence base for good practice.

NW ADASS Lessons Learned

Review - Place Based Case Study

- Working with NW ADASS analyst and consultants, John Campbell and Pat Greenhalgh-Jones from ARCC Consulting, NW ADASS has identified Lancashire as one of the areas in the North West they would like to use as a case study.
- The case study areas will be asked to participate in a series of interviews within the organisation and partnerships. These interviews would last for between 30 and 40 minutes and up to an hour if it's a group session.
- NW ADASS may also request data to test and support observations and hypothesis based on emerging findings. The output of this detailed engagement will inform a place-based case study for inclusion in the wider lessons learned review.

NW ADASS Lessons Learned

Review - Place Based Case Study

- NW ADASS would like several providers to be interviewed as part of this study.
- The proposed interview dates are as follows and if you can confirm your agreement to participate to amanda.hodkinson@lancashire.gov.uk, we can start to slot people into convenient dates / times in conjunction with the consultants timetable. Early morning or evening slots would also be agreeable to the consultants if this fits better with your diary.
 - Week commencing 24th August – every day
 - 2nd Sept from 3pm
 - 3rd Sept all day
 - 4th Sept all day
 - 7th Sept all day
 - 8th Sept all day

National Guidance:

- New Guidance
- Updated Guidance

North West of England: local restrictions: what you can and cannot do *Published 31st July*

- An outbreak of coronavirus (COVID-19) has been identified in parts of Greater Manchester, East Lancashire, and West Yorkshire. The government and relevant local authorities are acting together to control the spread of the virus. This guidance covers what you can and cannot do if you live, work or travel in areas of the north of England from 31st July 2020. The Lancashire areas affected are:
 - Blackburn with Darwen
 - Burnley
 - Hyndburn
 - Pendle
 - Rossendale
 - Preston *(added on 8th August)*
- Information has been added that police can issue fixed penalty notices up to a maximum of £3,200 for people who break the law on meeting in private homes and gardens and for gatherings over 30 people in outdoor public spaces. Also makes clear that the national easements for 15 August will not apply to the affected local areas listed on this page. *Updated on 14th August.*

PPE portal: how to order emergency personal

protective equipment The guidance for social care and primary care providers to order additional emergency personal protective equipment (PPE) through the Department of Health and Social Care portal to top up their existing supplies for COVID-19 has been updated to include hand hygiene being added to the list of items that can be ordered. *Updated 10 August.*

Coronavirus (COVID-19): providing home care This document brings together guidance for social care staff, registered providers, local authorities and commissioners who support and deliver care to people in their own homes in England. The 'shielding and care groups' section (now titled 'clinically extremely vulnerable people and care groups') has been updated along with 'annexes A and B' to reflect wider changes to shielding advice. The 'social care recruitment' section has also been updated to include further details about the new online recruitment platform for social care.
Updated 7 August.

Supported living services during coronavirus (COVID-19) This new guidance is designed to update and build on the previous advice to supported living providers, which was withdrawn on 13th May.

This guidance sets out:

- key messages to assist with planning and preparation in the context of the COVID-19 pandemic so that local procedures can be put in place to minimise risk and provide the best possible support to people in supported living settings;
 - safe systems of working including, social distancing, respiratory and hand hygiene and enhanced cleaning;
 - how infection prevention and control (IPC) and personal protective equipment (PPE) applies to supported living settings
- *Published 6th August.*

[Coronavirus outbreak FAQs: what you can and cannot do](#)

The FAQs on what you can and cannot do during the coronavirus outbreak have been updated to reflect the latest government guidance. *Updated 13 August.*

[Staying alert and safe social distancing](#)

The guidance on staying alert and safe social distancing during the coronavirus outbreak has been updated to reflect the latest government guidance. *Updated 13 August.*

[Guidance on shielding and protecting extremely vulnerable persons from Covid-19](#)

A new version of the easy-read guidance has been added. *Updated 13 August.*

A paragraph has been added to clarify the position for travelling to work in local lockdown areas. *Updated 10 August.*

[Optional badges/lanyards to promote ongoing social distancing](#) This new guidance introduces optional badges that can be used to show that the carrier may have difficulties or concerns in maintaining social distancing. *Published 4th August.*

Local guidance/updates

SOCIAL CARE PROVIDER SERVICES MCA, DOLS AND COP GUIDANCE DURING COVID-19 CRISIS -

Reminder re: updated (V5) MCA guidance is on
the portal - [link](#)

NW ADASS webinar on managing and mitigating BAME workforce covid-19 risk (11th Sept)

Save the date: 11th Sept 14:00 – 15:30 Webinar on BAME Workforce Covid-19 Risk

- NW ADASS are planning a webinar session for local authorities and adult social care providers on managing and mitigating the covid-19 risk to our BAME adult social care workforce.
- This webinar will be held on 11th September between 14:00 and 15:30, and will include the launch of a related toolkit developed for the sector.
- Please cascade this 'save the date' notification to any colleagues you think will be interested, and we will follow up with further information on the event and how to register shortly.

Central Lancashire Activity Forum

- Central Lancashire Activity Forum for care homes has re-started via Skype. Forums give activity co-ordinators and managers the opportunity to discuss ideas and support each other to provide positive experience for residents in care homes.
- We are also planning on arranging speakers to attend as with our previous face to face meetings.
- These Zoom forums are going to be monthly on the 3rd or 4th Monday of the month and
- For more information by emailing the Contracts Duty email contractmgmt.care@lancashire.gov.uk or Lauren Martland lauren.martland@lancashire.gov.uk or Lillemor Richardson lillemor.richardson@lancashire.gov.uk directly.

Resources for care homes

- The LRF has signed off:
 - Care home visiting guidance for families and friends: key points to consider
 - Visiting guidance poster
 - Online resources to support families/visitors
- Will be uploaded on the portal

Social Care Staff Antibody Testing

- A reminder that staff need to take a printed consent form with them when attending a test

Training, resources and other updates

Data Security and Protection Toolkit (DSPT): comms from NHS England/Improvement

- As you may be aware, the deadline for completing the Data Security and Protection Toolkit (DSPT) which enables you to be compliant with national guidance around Information Governance, has been extended due to the Coronavirus outbreak.
- The national support offer around training is under discussion and the level of support offered will depend on how many care providers register for the DSP Toolkit.
- To be included in this regional training and support specifically for care providers we encourage you to simply register your organisation before 30 September:
<https://www.dsptoolkit.nhs.uk/Account/RegisterOrganisationCode>
- Once you have submitted a registration request you will then receive a 'System Generated' email allowing you to create a password for the account. You need to do this within 24 hours otherwise you will need to re-register. DSPT North as an NHS England regional team (NEY & NW) will shortly be restarting training and support packages to guide you through the process of completing the toolkit, whilst we are waiting to hear what the national offer entails.

PHE illustrative PPE guide for community and social care settings

Public Health England has produced an illustrative guide for community and social care settings re: PPE as a useful resource.

NW ADASS - Resources

Care Home Infection Control Top Tips

- North West ADASS has produced [this top tips guide](#) to highlight some of the ways in which residential and nursing homes have responded to the current COVID-19 pandemic in order to ensure that residents are safe, needs continue to be met and wellbeing is promoted, in what are very challenging and difficult circumstances. This guide has been compiled from a desktop review of policy and best practice guidance, together with interviews with a selection of providers and commissioners from across the North West region. It's great that three of our Lancashire care homes; Lakeland View Care Home, Sutton Grange Care Home and White Ash Brook Nursing Home are included as good practice case studies!

Care Provider Alliance (CPA) COVID-19 Visitors' Protocol

The Care Provider Alliance (CPA) has produced a [COVID-19 visitors' protocol](#) which provides a set of principles and top tips to help people using care and support to have the opportunity to safely receive visitors during the COVID-19 pandemic, while minimising the risk of its introduction to, or spread within, the care setting. In the protocol the CPA states: “Care providers should take a dynamic risk-based approach to how they facilitate and manage visits to care settings, which will need to consider the safety of all their residents, staff and visitors and minimise the risk of any COVID-19 infection. This will have to balance the risk of harm to residents not having visits, with the risk of harm to residents, staff and visitors. Care providers will need to ensure they take a person centred approach to their visiting policy, taking account of individual needs and capabilities”.

Health Education England Coronavirus Programme

- <https://www.e-lfh.org.uk/programmes/coronavirus/>
- Resources
- Training

CQC updates

- E-bulletin: sign up for the “COVID-19: CQC update for adult social care providers”
- Website: <https://www.cqc.org.uk/guidance-providers/all-services/coronavirus-covid-19-pandemic-information-providers>
- Twitter

CQC Update: Infection, Prevention and Control in Care Homes

- CQC [previously](#) introduced how they are looking at infection prevention and control (IPC) in care homes and have now published their new [IPC inspection tool on their website](#). As [targeted and focused inspections](#) of high risk services increase, this tool will be used to look at how well staff and people who live in the care home are protected by the prevention and control of infection (Key Line of Enquiry S5). Over time, CQC will look to improve and adapt the tool for other types of services. The tool will help CQC to gather information about the strengths of a service and to understand if there are any gaps or concerns around IPC where CQC can signpost to resources which could help. As the sector plans to manage any risk of a second wave of the coronavirus and the impact of winter pressures this helpful tool is something that providers can use to prepare.

CQC Updates

Free flu vaccines for health and social care workers

- Public Health England (PHE) have launched a campaign encouraging staff working across health and social care to get their free flu vaccine. This year, with circulation of coronavirus, flu vaccination is more important than ever, with the largest ever flu vaccination programme being planned. The vaccine protects you, your family and those you care for from the flu.
- Visit the [PHE website](#) to order a range of free resources including flyers, posters and stickers to encourage your colleagues to get vaccinated. If you order as soon as possible delivery will arrive at your service this month.

CQC Updates

Beat the Heat - keep residents safe and well

- During previous heatwaves, people in residential and care settings have been at particularly high risk of illness and death. During the COVID-19 pandemic, it is especially important that you know what actions to take to keep people using services safe from high temperatures.
- Public Health England, the Department of Health and Social Care and NHS England have updated their Heatwave Plan for England and added some hot weather and COVID-19 specific resources. The plan and a number of resources, including a poster, flyer and checklist, can be found [on the GOV.UK website](#).
- You can find specific guidance for care home managers and staff on the [NHS website](#). This includes information on core temperature and heat stroke.
- Hydration is also important in the warmer weather, and providers may wish to remind themselves of guidance relating to [Regulation 14: Meeting nutritional and hydration needs](#)

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: [link](#)
- DHSC CARE: **Wellbeing Support for Social Care Staff**: 1 page profile with quick links; [link](#)

Social Care Institute for Excellence (SCIE) Resources

- Sign up for e-bulletin
- Online COVID-specific resources for health and social care:
[link](#) in Care Homes: [link](#)
- **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](#).

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: [link](#)

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 4th September, 1pm (joining instructions to follow)
- Fortnightly newsletter