

# Adult Social Care Provider Webinar

Friday 18<sup>th</sup> December 2020

# Welcome and Introductions

## Tony Pounder

### Welcome and introductions

**Purpose of webinar:** key messages and updates, both national and local

### Reminders:

- Fortnightly webinar for providers on Fridays, 1-2/2.30 p.m.
- Provider portal: <https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/>

# Today's Agenda

## • 1-2.30pm

- Brexit Update (Tony)
- Tier System /Christmas bubble (Tony)
- Visiting in care homes (Tony)
- Admissions Policy (Tony)
- Vaccination Update (Tony)
- Designated Settings Update (Tony)
- Fee Settings Update (Tony)
- IPC update (Ellen)
- PPE update (Ellen)
- ICF Grant (Nichola)
- Care Capacity Tracker Update (Nichola)
- Operational hours over the Xmas period (Nichola)
- Retaining Information relating to Covid-19 (Emma Cummings)
- Regular updates; national and local guidance, etc (Kieran Curran)

# Brexit Update

Tony Pounder

# Brexit Update

- 1. Make sure you understand the contingency arrangements your critical suppliers have in place to manage any potential disruption related to the EU transition.**
- 2. There is no need to stockpile any medicines or medical products**
  - DHSC is working with trade bodies, product suppliers, and the health and care system to make detailed plans to help make sure the supply of medicines and medical products continues to the whole of the UK and its Crown Dependencies.
  - There is no need to stockpile any medicines or medical products for the end of the transition period. Local stockpiling hampers national contingency efforts and could jeopardise continuity of care.
  - You can continue to get your free COVID-19 PPE via the COVID-19 PPE [portal](#). Call the customer service team on 0800 876 6802 if you have any questions about using the PPE portal. The team is available from 7am to 7pm, 7 days a week to help resolve queries. Adult social care services not supplied by the PPE portal will be able to access PPE through their local resilience forums or local authorities.
- 3. Allow more time for non-clinical goods to arrive**
  - There is no need to stockpile non-clinical goods. However, where you rely on 'just in time' supply chains, allow an extra 72 hours' lead time in case of any disruption.

# Brexit Update Con't

**4. you experience a problem with supply of a product, follow the business as usual processes first. If you still have problems, the National Supply Disruption Response is there to help.**

- In the first instance, please follow business as usual processes e.g. speak to the supplier or seek an alternative, and consider local arrangements in place via your local authority and local resilience forum where applicable.
- Please ensure you take all appropriate steps before contacting the NSDR.
- If you are still having difficulties then care providers can contact the National Supply Disruption Response (NSDR) on 0800 915 9964 for support with resolving emergency supply issues for medicines, medical devices and clinical consumables (including PPE), or non-clinical goods and services.
- Make sure you have processes in place for monitoring your own stock positions and any supplier issues, so you can identify and escalate issues at the earliest opportunity.
- Make sure all staff are aware of changes to delivery lead times and follow business continuity plans
- If you have technical products in the homes of your community service users or in care home, such as hoists, bathing equipment and elevators, check whether maintenance is up-to-date before 1 January 2021.
- Further detail on actions to take in the event of supply disruption are at Annex B.

# Brexit Update Con't

## 5. Make sure you understand any local contingency plans for potential localised disruption.

- Local disruption may occur, in particular, travel disruption around ports.
- Make sure your business continuity planning is up to date, based on local assessments and shared through local authorities and local resilience forums. Contact your local authority for more information.

## 6. Make sure you understand the impact of transition on personal data transferred from and held in the EU/EEA.

- The Care Provider Alliance and NHSX have produced guidance for adult social care providers on data preparedness. Please visit *[link to go live in coming days]*
- More general information on actions to take regarding data protection and data flows is at <https://www.gov.uk/guidance/using-personal-data-in-your-business-or-other-organisation-after-the-transition-period>

# Brexit Update Con't

## Resources available

- Care Provider Alliance (CPA) guidance on business continuity, developed in partnership with Government and others: <https://careprovideralliance.org.uk/business-continuity>
- PPE portal guidance - [www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment](http://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment)
- National Supply Disruption Response (NSDR) helpline:
  - 0800 915 9964 (Freephone number in the UK)
  - 0191 283 6543 (direct line from overseas)
- Wider advice on preparing for EU transition is at [www.gov.uk/transition](http://www.gov.uk/transition), including information on the EU settlement scheme, which qualifying individuals need to apply for before 30 June 2021.
- Visit [www.gov.uk/transition](http://www.gov.uk/transition) for wider advice on preparing for EU transition



# Tier System

- [Local restriction tiers: what you need to know](#)
  - sets out the local restriction tier system that have been in place from Wednesday 2<sup>nd</sup> December
- Tiers were reviewed on 16<sup>th</sup> December - we remain in tier 3 across Lancashire
- [Christmas Bubble Guidance](#) – latest Christmas bubble guidance can be found here – updated 16<sup>th</sup> December

# Visiting in Care Homes (1)

- [Guidance](#) on Coronavirus (COVID-19) lateral flow testing of visitors in care homes was published on 9<sup>th</sup> December and updated on 15<sup>th</sup> December
- The Lancashire Resilience Forum via the 3 DPHs and DAS have sent out a letter this week to all care homes re: how the national guidance should be applied in Lancashire, given our Tier status and guidance re: the best use of Lateral Flow Tests
- The letter is on the provider portal – [link](#)
- Providers are urged to attend the DHSC training webinar prior to starting to use the tests within their home

# Visiting in Care Homes (2)

- The national guidance does not impact on the previous LRF visiting policy and guidance, which advises that safe visiting is supported by the LRF, with or without a Lateral Flow Test being performed.
- A Lateral Flow Test/Device is one of a range of tools that may be helpful to inform an individualised person-centred risk assessment.
- LCC is aware that some Lancs homes have not yet received their allocation of lateral flow devices and we have raised this with the DHSC .

# Visiting in Care Homes (3)

- Local guidance is to have at least two negative tests, within 5 or less than 5 days interval between them, and the most recent test being on the day of visit.
- If a visitor has a negative test, is wearing appropriate PPE, and following other infection control measures, then it may be possible for visitors to have physical contact with their loved one, such as providing personal care, holding hands and a hug, although contact should be limited to reduce the risk of transmission which will generally be increased by very close contact.
- If the PPE is inadequate or fails due to poor compliance, supervision, training, support of the visitor there is a risk of transmission and serious complications.
- Visitors should be supported to ensure that the appropriate PPE is always worn and used correctly, and they follow good hand hygiene. They should follow the guidance on how to work safely in domiciliary care in England to identify the PPE required for their visiting situation (e.g. disposable gloves / apron / type IIR mask). Care homes are being provided with PPE to meet these requirements.

# Visiting in Care Homes (4)

- Visitors should be reminded and provided facilities to wash their hands for 20 seconds or use hand sanitiser on entering and leaving the home, and to catch coughs and sneezes in tissues and clean their hands after disposal of the tissues.
- Visitors should have no contact with other residents and minimal contact with care home staff (less than 15 minutes/2 metres). Where needed, conversations with staff can be arranged over the phone following an in-person visit.
- All visitors should be asked if they have symptoms of acute respiratory infection e.g. cough, difficulty in breathing, and/or high temperature, before entering. No one who is currently experiencing, or first experienced, coronavirus symptoms in the last 10 days, should be allowed to enter the premises, nor anyone who is a household contact of a case or who has been advised to self-isolate by NHS Test and Trace, or who is in a relevant quarantine period following return from travel.
- Visitor numbers should be limited to a maximum of 2 constant visitors wherever possible, e.g. the same family member visiting each time to limit the number of different individuals coming into contact.

# Visiting in Care Homes (5)

- Care home managers have discretion to set up their own testing areas and ensure there is enough space to allow visitors to maintain social distancing before, during and after the test, including a waiting area and a one-way system.
- Care home managers should communicate to visitors the purpose of testing; that it does not completely remove the risk of infection in relation to visiting. It is important that care homes are clear to visitors about the expectations placed upon visitors participating in tested visiting (i.e., in respect of PPE use, social distancing, hand hygiene, any physical contact, actions in the event of a positive test).
- These expectations include the requirement for a visitor who tests positive to immediately self-isolate and complete a confirmatory PCR test which they should be accessing via national booking system online.
- If the confirmatory PCR comes back positive, their household must also self-isolate and contacts may also need to self-isolate in line with current government guidance.
- Care homes should obtain consent from visitors prior to participating in testing.

# Visiting in Care Homes (6)

- In the event of an outbreak in a care home, the home should immediately stop visiting (except in exceptional circumstances such as end of life) to protect vulnerable residents, staff and visitors. There may be local policy and outbreak management arrangements, which will be important to follow. These restrictions should continue until the outbreak is confirmed as over. During the recovery phase (days 14 – 28) of the outbreak the home should do a risk assessment to assess their ability to manage safe visiting using visiting pods and/or PPE. At that point visiting may resume with the usual infection prevention and control measures and any enhancements required due to any risks identified following the recent outbreak.

# Competency for LFT

- Online national lateral flow testing briefing – the message you may get after completion “this document is evidence that the individual named has completed the training and passed the assessment. It does not certify competence in performing a particular role or activity”
- The clinical view is that whilst we can understand the approach ie the training does not automatically mean the person is competent, for the purpose of this training, we would say that if someone has been on the relevant training, from our perspective, they are deemed to be competent to undertake lateral flow testing



# LRF Admissions Policy

- LRF Care Settings Admissions Policy Statement has been updated on 16<sup>th</sup> December 2020 (revised from 9<sup>th</sup> September 2020 version); on the portal – [link](#)

# Vaccination Updates

## Tony Pounder

# Hospital Vaccine Hub SOP

This standard operating procedure (SOP) describes the process hospital hub providers and care home providers should follow in identifying priority staff, providing them with information, scheduling, administering and capturing data in order to safely provide Covid-19 vaccination to them.

Vaccination of care home workers is a top priority according to the Joint Committee of Vaccination and Immunisation (JCVI). This SOP enables these key staff to gain access to the first batches of vaccine, which will be made available from the first tranche of hospital hubs. Over the coming weeks, further hospital hubs, local vaccination services and vaccination centres will open, widening choice and accessibility.

Royal Preston, Blackpool and Blackburn hospitals live are part of the first tranche.

# Care Home staff Vaccination

- Share information with staff. Discuss any concerns they may have about the vaccine. Use information resources to assist with conversations. For example

<https://www.gov.uk/government/publications/covid-19-vaccination-a-guide-for-social-care-staff> and

<https://www.gov.uk/government/publications/covid-19-vaccination-women-of-childbearing-age-currently-pregnant-planning-a-pregnancy-or-breastfeeding> and [Healthier Lancashire and South Cumbria Vaccine Hub FAQs](#)

- Government guidance for care home staff to be vaccinated. Important to help protect vulnerable residents and reduce risk.
- [Record consent](#)
- Provide accurate information on staff vaccination on the daily tracker calls.

# Supporting the Vaccination Programme in Care Homes

- We have had some deliveries of the COVID vaccinations and are still working on plans on how to vaccinate those across the regulated care sector. We absolutely recognise the priority for this to be done and to be done in a structured and safe way. **As part of the planning, we need to ask you as services to support with the preparation for the vaccinations.**
- As care home managers you are uniquely placed to both prepare staff as well as residents and families with all the relevant Information about the COVID vaccination. We appreciate many services have already started this process for which we are extremely grateful for your continued support. **There is a vaccination resource pack which will be made available to care homes.** This will include resources to link to additional information about the vaccine which you can familiarise yourselves with and share with staff and residents.
- The pack also includes guidance around identifying those residents who may lack mental capacity to consent to it and some preparations around the consent form in readiness for someone arriving at the home to vaccinate.

# Lancashire Designated Settings

- We are continuing to working with providers to establish these setting as soon and as safely as possible.
- Two settings are now open in East Lancashire (**12 bed and 16 bed**)
- Also additional provision in Blackpool
- Three others to follow before Christmas, one in early New Year (**52 beds in total**)
- **Massive thank you for those providers – their managers, staff and owners – who have come forward in response**
- Not looking for further expressions of interest on this

# Local Interim Arrangements

- Until these designated settings are put in place, we will continue with the following:
  - Nobody will be discharged back to their care home or to a new care home placement unless they have had a COVID-19 test in the last 48 hours with a clear outcome prior to discharge
  - All people being admitted to a care home, even with a negative test outcome, will require a period of self-isolation in that setting
  - Anybody testing positive for Covid 19 will only be discharged to a care home if there is absolute agreement from all parties that the home can manage that person and the staff safely using clear infection control procedures and support

# 2021/22 Fee Setting Update

Date	Action
30 October 2020	Provider webinar - context
3 November 2020	Issue questionnaire/survey
17 November 2020	Deadline for return of survey
Nov to mid Dec 2020	Series of online sessions
December 2020	Analysis of feedback / consider funding etc
Jan 2021	Feedback to providers
4 February 2021	Report to cabinet



# IPC reminders

Ellen Smith

# Isolation Update

Guidance to refer to:

[COVID-19: management of staff and exposed patients or residents in health and social care settings - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/covid-19-management-of-staff-and-exposed-patients-or-residents-in-health-and-social-care-settings)

17 December update: included a background section on changes to the contact isolation periods and a section on patients and residents to be exempt from being re-tested for SARS-CoV-2 within 90 days from their initial illness onset unless they develop new COVID-19 symptoms.

Outbreak definition: still 14 days for the incubation period and a period of 28 days without new cases would still be required to declare an outbreak to be over.

# IPC Update - Isolation

The period of isolation for contacts has reverted to 14 days in the following scenarios:

## **Patient exposures in hospital:**

In-patients who are known to have been exposed to a confirmed COVID-19 patient while on the ward (an exposure similar to a household setting), should be isolated or cohorted (grouped together) with other similarly exposed patients who do not have COVID-19 symptoms, until their hospital admission ends or until 14 days after last exposure.

Re designated sites, the 14 days still applies to contacts discharged from hospital.

# Isolation Update

## **Resident exposures in care settings:**

Residents who are known to have been exposed to a confirmed COVID-19 patient (an exposure similar to a household setting), should be isolated or cohorted only with residents who do not have COVID-19 symptoms but also have been exposed to COVID-19 residents, until 14 days after last exposure.

# Isolation Update

- **Staff** who have tested positive by (PCR) in the community or at work should self-isolate for at least 10 days after illness onset. If, however, they have been admitted to hospital they should be isolated in hospital (or continue to self-isolate on discharge) for 14 days from their first positive PCR test result. This is because COVID-19 cases admitted to hospital will have more severe disease and are more likely to have pre-existing conditions, such as severe immunosuppression. For the same reasons, the 14-day isolation rule also applies to other (non-staff) COVID-19 cases admitted to hospital.
- Asymptomatic staff (ie usually not hospitalised) who have tested positive, should self-isolate for 10 days following their first positive PCR test.

# ARI Guidance

- PHE have stepped down COVID guidance and replaced with **Acute Respiratory Infection** Guidance.
- This will be updated locally and issued in due course – please keep checking the care provider updates as it will be available there.

# COVID 19 Fatigue

- It has been a long 9/10 months. We are all exhausted. We hear it when we make our phone calls to you.
- With exhaustion can come complacency.
- It is really important that we keep abreast of the current guidance and draw upon our IPC precautions to break that Chain of Infection.

# COVID 19 Fatigue

- Appropriate donning and doffing of PPE, wearing PPE appropriately, in particular the wearing of masks appropriately. We still receive reports re care home not adhering to PPE guidance.
- Hand Hygiene and environmental cleanliness are key to break the Chain of Infection.
- It is worth reiterating this with your team.



# PPE recap

## Ellen Smith

# Safeguarding and Best Practice around use of PPE

- GP/CSR and WL CCGs have drafted a guidance note re: safeguarding and best practice around use of PPE
- Includes:
  - best practice checklist
  - what happens when a safeguarding alert is made due to poor PPE compliance?
  - Useful resources
- Uploaded to the portal – [link](#)

# Safeguarding and Best Practice around use of PPE

- Preventing service user harm during the Covid-19 pandemic is paramount and at the forefront of all Regulated Care services. Those in receipt of services should expect to be supported and cared for in a safe environment. Neglect through lack of adherence to PPE is considered within the Care Act as 'Organisational Abuse'. Services should ensure that interventions and support arrangements are in place to minimise the risk of abuse resulting from poor PPE use.
- There have been increasing trends as to poor PPE compliance across the Care Home sector and as such, we need to remain vigilant about PPE and the serious nature of Covid-19 into the 2<sup>nd</sup> wave.

# Best practice checklist

- Ensure your service has received available PPE training for trainers
- Ensure you have competent trainers within your service to deliver PPE training and guidance
- Consider use of Infection, Prevention & Control Champions
- Know your Public Health - Infection Prevention and Control support pathway [InfectionPrevention@lancashire.gov.uk](mailto:InfectionPrevention@lancashire.gov.uk)
- Ensure PPE supplies remain at acceptable levels and how to order further supplies <https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment>
- Audit your service around good PPE use and address unsafe practice
- Understand individual accountability when PPE guidance is not adhered to

# PPE Requests to cover the Christmas Holidays (LCC)

- You should have placed your weekly PPE order is placed through the Gov PPE Portal by Monday 14<sup>th</sup> December
- Please check the lead time with your own suppliers and place orders in sufficient time for delivery before the Christmas holidays
- In the event that you require further PPE from the council to supplement your own supplies and those received through the PPE Portal to cover the Christmas period please be advised that all requests need to be submitted by midday on 21<sup>st</sup> December. Requests after this time will not be able to be delivered before Christmas, last deliveries will take place on 23 December.
- [CareProviderPPE@lancashire.gov.uk](mailto:CareProviderPPE@lancashire.gov.uk)./0300 123 6786

# ICF Reminders (Nichola Morris)

- A reminder to complete the e-form spend to the end of November
- It is a cumulative return so when recording actual amounts spent it is the total spent during October and November
- The deadline for the return is **23<sup>rd</sup> December** – but you should aim to return it as soon as possible after the November month end
- Please ensure you submit this form – the Department of Health and Social Care require you to submit monthly returns

# Care Capacity Tracker Update (Nichola Morris)

- The vaccine question has gone live today – they are in the same format as the Flu questions and ask about the first and second dose (not yet applicable but will be in the new year for some)
- The vaccine question will be a daily question in the same way as the Flu one is
- The upload for non-residential providers will be progressed in the new year
- We will continue to offer an upload service for providers who want us to update their information on NECS and are working to offer that service to non-residential providers as well

# Updates and operating arrangements for the festive period

Nichola Morris



# Opening arrangements over Christmas

- Office shut 24<sup>th</sup> – 28<sup>th</sup> December
- LCC office working days: 29<sup>th</sup>/ 30<sup>th</sup> December
- Office shut 31<sup>st</sup> December – 3<sup>rd</sup> January

# Care Capacity Tracker Daily Welfare Calls Christmas Arrangements

- Providers will **NOT** receive a daily welfare call on the following Days:
  - Christmas Day
  - Boxing Day
  - News Year's Day
- Daily welfare calls will take place on the following days: 24<sup>th</sup>, 27<sup>th</sup>, 28<sup>th</sup>, 29<sup>th</sup>, 30<sup>th</sup>, 31<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup>.
- Please continue to report incidents to the PHE as you do now on - 0344 225 0562
- The tracker calls on the 27<sup>th</sup>/28<sup>th</sup> December and the 2<sup>nd</sup> January will also check for any suspected or confirmed cases and update oracle accordingly.

# Care Capacity Admin Team and Quality Team

- There will be no cover on the mail boxes between the 24<sup>th</sup> - 28<sup>th</sup> December and 31<sup>st</sup> December and 3<sup>rd</sup> January, the mailbox will be reviewed for priority requests only on the 29<sup>th</sup>/30<sup>th</sup> December.

# Outbreak Support Team

- PHE Minimum Data Set Information
- Providers with COVID cases will be contacted throughout the whole of the Christmas period to complete the minimum data set information requirement by either PHE on a Saturday or Sunday or the outbreak support team on a Monday to Friday.
- The outbreak support team will be making these calls between 10:00 -12:00 or 3:00 – 5:00pm.

# Infection Protection and Control Teams operating hours

- *Please note that there is reduced staffing covering this period, the mailbox address is [infectionprevention@lancashire.gov.uk](mailto:infectionprevention@lancashire.gov.uk)*

Date/Day	Service
Christmas Eve (Thursday)	Contact via the IPC team mail box
Christmas Day (Friday)	Contact via the IPC team mail box
Saturday 26 <sup>th</sup> and Sunday 27 <sup>th</sup> December	None Operating Days
Monday 28 <sup>th</sup> December	On call for urgent issues Contact via the COVID-19 mail box
Tuesday 29 <sup>th</sup> December	Usual operating arrangements
Wednesday 30 <sup>th</sup> December	Usual operating arrangements
New Year's Eve (Thursday)	Contact via the IPC team mail box
New Year's Day (Friday)	Contact via the IPC team mail box
Saturday 2 <sup>nd</sup> and Sunday 3 <sup>rd</sup> January	None Operating Days

# PPE Procurement operating hours

- The contact number is 0300 123 6786 – which will be supported on the days the store is open

DATE	HOURS
Monday 21st December	9:00am – 5:00pm
Tuesday 22nd December	9:00am – 5:00pm
Wednesday 23rd December	9:00am – 12:00pm
Thursday 24th December	CLOSED
Friday 25th December	CLOSED
Saturday 26th December	CLOSED
Sunday 27th December	CLOSED
Monday 28th December	CLOSED
Tuesday 29th December	9:00am – 5:00pm EMERGENCIES ONLY
Wednesday 30th December	9:00am – 5:00pm EMERGENCIES ONLY
Thursday 31st December	CLOSED
Friday 1st January	CLOSED
Saturday 2nd January	CLOSED
Sunday 3rd January	CLOSED
Monday 4th January	9:00am – 5:00pm

# Agency/ LTSA Details

- A list of agencies for potential staffing shortages will be uploaded onto the provider portal

If you have an emergency outside of these arrangements, please use the following EDT number - 0300 123 6722



# Retaining Information relating to Covid-19 (Emma Cummings)

- It is expected that there will be a public inquiry about how the UK has responded to the COVID-19 pandemic. No dates have been given for an inquiry so we advise that any information relating to COVID-19 is initially kept for six years until 2026/27.
- Many staff in the organisation will have created, or been in receipt of records, information or data relating to COVID. This information may be held in paper or electronic format and it is important that this data is retained as it could prove to be vital to the council's response to any request for information from the public inquiry.
  - As the terms of a public inquiry are not known, you are advised to keep:
    - service risk assessments
    - contingency planning documents
    - changes to services as a result of COVID
    - recruitment specifically related to COVID to include both internal redeployment and Agency Resourcing
    - procurement specifically, but not exclusively, about PPE, tendering and decision making documents related to COVID projects and any related contracts awarded
    - financial – resources specifically for COVID purposes
    - central Government communications – particularly those relating to Lancashire
    - public Health information
    - documentation/correspondence generated by SLT in relation to COVID
    - information relating to the Lancashire Resilience Forum
    - any emails or correspondence received or sent by elected members relating to COVID from members of the public, MPs or businesses
- This guidance is not exhaustive.

# Retaining Information relating to Covid-19

- The information should be easily accessible and for this reason files should be clearly titled and stored within accessible and obvious named folders on shared drives ensuring that if there is any personal data, confidential and/or commercially sensitive information being saved this is saved to a restricted area on a shared drive.
- Any paper records can be sent to the records management team who will store it securely on your behalf.
- Further advice and guidance on retention will be published once the terms of the inquiry are known
- In the meantime, if you would like any further guidance or advice on what you should be keeping please contact the [Records Management Team](#).
- Records Managers will contact all Heads of Service to discuss in more detail the requirements in their service area.

# National and Local Updates

**Kieran Curran**

**All new and updated national  
adult social care guidance  
available on the Portal under:  
Government, NHS and NW  
ADASS advice and guidance**

# COVID-19 Online Resources

- [Care Quality Commission info for providers](#)
- [Social Care Institute for Excellence](#)
- [Health Education England coronavirus programme](#)
- [ADASS Best Practice Tips on Mental Health](#)

# Updated Vaccination posters and leaflets

- [COVID-19 vaccination: care home and healthcare settings posters](#) – information and poster to support the COVID-19 vaccination programme. This first phase priority groups poster is suitable for all care home and healthcare settings
- [COVID-19 vaccination: guide for older adults](#) – this leaflet explains about the vaccination, who is eligible and who needs to have the vaccine
- [COVID-19 vaccination: a guide for social care staff](#) – a leaflet for frontline health and social care workers being offered the COVID-19 vaccine

# Vaccination leaflets

- [COVID-19 vaccination: what to expect after vaccination](#)  
– a leaflet to give to individuals who have had their first COVID-19 vaccination
- [COVID-19 vaccination: why you are being asked to wait](#) –  
a leaflet to help answer questions on the eligibility, availability and further rollout of the COVID-19 vaccine

# Updated National Guidance

- [Coronavirus \(COVID-19\) testing service for extra care and supported living settings](#) – updated with details on when additional test kits can be applied for. Updated 9 December
- [PPE portal: how to order COVID-19 personal protective equipment \(PPE\)](#) – the order limits for the Christmas period have been updated and a video has been added about using the portal. Updated on 9 December
- [COVID-19: letter to clinically extremely vulnerable people](#) – an audio version has been added. Updated on 9 December



# Health and wellbeing support for professionals

- [lancashire.gov.uk](http://lancashire.gov.uk) web pages on looking after your mental and physical health and wellbeing, with lots of resources and support offers
- [Able Futures](#) – free, 9-month confidential support for mental health at work while coping with stress, anxiety or depression

# Next steps

- The first webinar of the new year will take place on Friday 8<sup>th</sup> January
- We now have a permanent joining link for our webinars
- and recording from today will be shared on the portal – [link](#)
- Review and respond to any queries/questions, as appropriate

**Thank you!**

**Merry Christmas and a Happy New Year!**

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- The outbreak support team will be making these calls between 10:00 -12:00 or 3:00 – 5:00pm.

# Infection Protection and Control Teams operating hours

- *Please note that there is reduced staffing covering this period, the mailbox address is [infectionprevention@lancashire.gov.uk](mailto:infectionprevention@lancashire.gov.uk)*

Date/Day	Service
Christmas Eve (Thursday)	Contact via the IPC team mail box
Christmas Day (Friday)	Contact via the IPC team mail box
Saturday 26 <sup>th</sup> and Sunday 27 <sup>th</sup> December	None Operating Days
Monday 28 <sup>th</sup> December	On call for urgent issues Contact via the COVID-19 mail box
Tuesday 29 <sup>th</sup> December	Usual operating arrangements
Wednesday 30 <sup>th</sup> December	Usual operating arrangements
New Year's Eve (Thursday)	Contact via the IPC team mail box
New Year's Day (Friday)	Contact via the IPC team mail box
Saturday 2 <sup>nd</sup> and Sunday 3 <sup>rd</sup> January	None Operating Days



# PPE Procurement operating hours

- The contact number is 0300 123 6786 – which will be supported on the days the store is open

DATE	HOURS
Monday 21st December	9:00am – 5:00pm
Tuesday 22nd December	9:00am – 5:00pm
Wednesday 23rd December	9:00am – 12:00pm
Thursday 24th December	CLOSED
Friday 25th December	CLOSED
Saturday 26th December	CLOSED
Sunday 27th December	CLOSED
Monday 28th December	CLOSED
Tuesday 29th December	9:00am – 5:00pm EMERGENCIES ONLY
Wednesday 30th December	9:00am – 5:00pm EMERGENCIES ONLY
Thursday 31st December	CLOSED
Friday 1st January	CLOSED
Saturday 2nd January	CLOSED
Sunday 3rd January	CLOSED
Monday 4th January	9:00am – 5:00pm

# Agency/ LTSA Details

- A list of agencies for potential staffing shortages will be uploaded onto the provider portal

If you have an emergency outside of these arrangements, please use the following EDT number - 0300 123 6722