

COVID-19 Information Pack for care providers

The purpose of this pack is to provide regional and local information, guidance and access to support to enable care providers in NCL to respond to COVID-19

Version 15

30 November 2020



Version

Version	Purpose / change	Date
10	Initial guidance pack published and circulated	9 April 2020
11	Guidance pack content updated to: <ul style="list-style-type: none"> • Align with the latest national guidance on COVID-19 • Reflect the latest local developments to support care homes respond to COVID-19 • Align with and compliment the London Care Home Resource Pack (v1.1) produced by NHS England and NHS Improvement 	11 May 2020
12	Guidance pack content updated to: <ul style="list-style-type: none"> • Align with the latest national guidance on COVID-19 • Reflect the latest local developments to support care homes respond to COVID-19 • Align with and compliment the London Care Home Resource Pack (v2) produced by NHS England and NHS Improvement 	29 May 2020
13	Guidance pack content updated to: <ul style="list-style-type: none"> • Align with the latest national guidance on COVID-19 • Reflect the latest local developments to support care homes respond to COVID-19 • Align with and compliment the London Care Home Resource Pack (v2.1) produced by NHS England and NHS Improvement 	8 July 2020
14	Guidance pack content updated to: <ul style="list-style-type: none"> • Be grouped into themes and combined with the London Care Home Resource Pack (v4) produced by NHS England and NHS Improvement • Align with the latest national guidance on COVID-19 • Reflect the latest local developments to support care homes respond to COVID-19 	17 September 2020
15	Guidance pack content updated to: <ul style="list-style-type: none"> • Be grouped into themes and combined with the London Care Home Resource Pack (v5 and v6) produced by NHS England and NHS Improvement • Align with the latest national guidance on COVID-19 • Reflect the latest local developments to support care homes respond to COVID-19 	30 November 2020

Contents

1	Health and wellbeing	8	Pharmacy and medicines
2	Infection, prevention and control	9	Testing
3	Caring for residents during COVID-19	10	End of life care
4	Care home admissions	11	Digital support
5	Care home, extra care and supported housing visits	12	Workforce and capacity
6	Vital signs equipment	13	Financial support
7	Primary care & community services		

[NCL social care provider webpage](#)

- We have developed a dedicated webpage for staff who work in social care settings in NCL.
- The webpage contains the latest COVID-19 updates that are relevant to care providers and links to a range of useful information on topics such as testing; infection, prevention and control; staff health and wellbeing; end of life care; digital support; key guidance...etc. The webpage also contains information on available training and webinars.
- You can access the webpage via the NCL CCG website here <http://www.northcentrallondonccg.nhs.uk/my-health/covid-19/care-homes-support-and-guidance/>

Health and wellbeing

What you will find in this section:

- NCL local and national wellbeing offers
- Supporting residents' health and well-being
- Supporting residents to exercise and get moving
- Supporting wellbeing during and post Covid-19

NCL resource: local and national wellbeing offers

Contents

Resources

Introduction

Local support on offer

Local wellbeing support

Peer support for managers and all staff

One to one support for all staff

Nationally available support

A chance to talk

Training and bereavement

Apps, online tools and resources to help with:

- Depression, worry and anxiety
- Sleep
- Looking after your mental health
- Meditation and mindfulness

Physical Health and Financial support resources

Supporting the mental health and wellbeing of NCL staff is one of our biggest priorities during the COVID-19 pandemic. To support staff through these challenging times we have developed a dedicated NCL wellbeing pack. The pack sets out some of the resources and support that are available locally and nationally to help you during the pandemic. You can find the pack [here](#).



Supporting residents' health and well-being

Your role is important in helping people in your care to enjoy their daily life and take a full part in it as much as they can and is possible. When choosing activities it is important to take in to account, the likes and preferences of your residents.

The **Health Innovation Network (HIN)** has produced an Activities guide which collates a number of activities which are free to use and dementia friendly: activities on tablets, access to online newspapers and magazines, physical activity, film, music and TV and livestreams. The guide can be found [here](#)

Some of your residents may have lost friends that they live with, care staff or family. At a Loss recommends speaking to the bereaved or offering help, listening (ask, don't give solutions), showering them with good things, ensuring others do too, and keeping it up.

Cruse also recommends ways to support someone who is grieving. Be honest. Acknowledge the news by sharing your condolences, saying how sorry you are that their friend or relative has died. Share your thoughts about the person who died (if appropriate), tell your friend or relative how much the person will be missed and that you are thinking of them. Remind them that you are there for them, as much as you can be.

Think

- How it can feel when you have nothing to do all day or no one to talk to?
- How can I engage my resident in activities they like and enjoy?
- How can I enable and support residents to make video calls?
- Have you considered the spiritual needs of residents?

Ask

- “What do you enjoy?” “what do you like to do?”
- Family members about their loved ones preferences
- Check the care plan to learn more about your residents family and social history
- Can the Local Authority and CCG support us?

Do

- Refer to existing material such as the HIN's activity guide
- Use the [NHS live well](#) resources
- Make activities fun and engaging

Resources

Physical activity for adults and older adults [poster](#)

[Faith Action](#) – advice and resources

Managing activities for older adults during COVID-19 (HIN) [link](#)

NHS Live Well [link](#)

Relatives & Residents Association [helpline](#)

At a Loss tips to help someone bereaved at this time [here](#)

Cruse – what to say when someone is grieving [here](#).

Death & Grieving in Care Homes during COVID-19: [Guidance](#)

[Activity ideas for people with learning disabilities](#)

Supporting residents to exercise and get moving

Source: NHSE&I London regional care home resource pack V.5



Exercise and physical activity help residents to keep moving and prevent falls. It can also **improve mood and wellbeing**, prevent constipation, pressure sores, reduce weight gain and improve sleep.

Some people don't like exercise. **Activities such as gardening and walking are also great activities** for those who don't enjoy exercise. Maintaining a **routine** is key

Simple things can help residents **move more** such as

- Walking to the dining room for meals and laying the table
- Sorting laundry
- Going outside to feed the birds

If someone is **isolating in their room** it is really important to encourage physical activity. This can be as simple as practicing standing up and sitting down again or chair based exercises.

Residents who have had coronavirus or other illness may take some time to build up the amount of activity they can do. Healthcare professionals such as physiotherapists and occupational therapists can help – ask at your 'weekly check in'

People with learning disabilities are at increased risk of being overweight or obese compared to the general population. A balanced diet and [keeping active](#) can help reduce obesity levels.

Slight soreness in muscles the day after exercise is common. If you are concerned your resident doesn't look well or is in pain during physical activities – stop and get advice from your resident's physiotherapist or GP.

Think

- Some physical activity is always better than none
- How can we help our residents to sit less and move more
- What group activities can we do whilst maintaining social distancing, for example group chair exercises

Ask

- Your residents what physical activities they enjoy or used to enjoy
- If you have an activities coordinator ask for their advice

Do

- Include exercise/ physical activity in your residents care plan
- Check you resident is wearing supportive, well fitting shoes for exercise
- If using a support for standing exercises use a sturdy chair or wall rail
- Discuss with your residents GP if you have any concerns

Resources

- Simple set of exercises to stay active from the Chartered Society of Physiotherapists - [video](#) and a [poster](#)
- Later life training [you tube exercises](#) including chair based exercises
- Age UK [exercise at home](#) information
- Royal College of Occupational Therapists [living well in care homes](#)

Supporting wellbeing during and post Covid-19

The #OnlyHuman campaign has been developed to positively support health and care staff to prioritise their physical health and emotional wellbeing needs in light of Covid-19 and beyond.

In April, the [Institute for Public Policy Research](#) reported that 1 in 2 workers felt their mental health had declined since the pandemic began and more than 1 in 5 were more likely to leave the profession as a result.

The [campaign materials](#) take on a peer-to-peer approach having found that staff can struggle to identify signs of stress within themselves, but are far better at spotting signs within colleagues.

#Only Human



Resources

The use of the suite of materials is completely flexible. They are editable so you can add your own logo and choose from the five theme(s) listed above which are most relevant to your team. Please visit <https://bit.ly/2OpMC7Q> or scan the QR code using the camera on your phone.



Check in

- It's easier to spot a change – and potentially a problem - in someone else than in yourself. Keep an eye out for changes among your team.
- When asking a colleague how they are, try phrasing it as an open question ("how are you feeling?") rather than closed one ("you okay?").
- Think about how you can set an example for your colleagues by sharing your own challenges and vulnerabilities, whether that's in a huddle or one-to-one.

Managing Uncertainty

- Set aside some time each day to reflect on what you and your team did well today, maybe as you leave the building.
- Encourage discussions about familiar comforts and day-to-day experiences which haven't changed.
- Remember to actively acknowledge the challenges and feelings that change and uncertainty can bring.

Kindness

- Small acts of kindness really matter - make a teammate a cuppa or bring in some biscuits to share.
- You can always send your teammate a message after work to let them know you are thinking of them.
- Thank your teammates for even the smallest thing. Day to day gratitude can make a difference.

Warming up and down

- Encourage a safe safe space for your colleagues to get involved in and speak up ie team huddles.
- Think of someone who rarely gets praised and make an effort to let them know you appreciate them. Specific examples make people feel appreciated and noticed.
- Be mindful that new colleagues or people trying something for the first time will appreciate your support the most.

Recharge

- Even when it feels difficult, try to reinforce the importance of breaks.
- Find a moment every week to share tips about how you switch off and relax at the end of the day.
- Set an example by making use of the wellbeing facilities your department has on offer.

Infection, Prevention and Control

What you will find in this section:

- Support and advice on IPC for NCL care providers
 - PPE supply information
- IPC and PPE guidance for staff providing direct resident care, care home staff and those providing care within a person's own home
- Visiting arrangements and restricting workforce movement
 - Donning & Doffing
 - PPE for Aerosol Generating Procedures
 - Face coverings for residents
 - Zoning

NCL resource: Support and advice on infection prevention and control for care providers



Covid-19:

Guidance for infection prevention and control in healthcare settings

We are in a fast moving, evolving situation and, as with any new strain of infection, there are multiple sources of guidance and information produced for staff.

We recognise that this can be confusing for staff. Therefore, we have set up a dedicated email address and phone number, directing you to published advice and guidance regarding Infection Prevention and Control (IPC).

Contact details

Email address: nclccg.covid-19infectioncontrol@nhs.net

Telephone: 020 3816 3403

The email address and telephone number will be monitored by Dee Malone who has significant experience in IPC, Monday – Friday, 9am – 5pm.

Please note, the team will not provide clinical advice on the management of individual patients.

Care home/independent sector telephone support requirement	Infection control website/telephone line response to care home support requirement
Advice on infection control and management if a resident is admitted with suspected / tested CV19.	IPC email response/call will sign post to current guidance, but will NOT provide clinical advice on the management of residents.
Signposting to relevant guidance, and to 111, GPs, MDTs as relevant.	IPC email response/call will do this.
Helping providers understand and interpret the guidance.	IPC email response/call will do this.

For further information, please visit the [North Central London Infection Prevention and Control webpage](#)

NCL PPE and IPC support



- Health care workers (from primary care or community providers) who are attending a care home should bring their own PPE.
- We can offer a limited solution for partners of 4 core products (FFP3 masks, Surgical Masks, Aprons, Hand disinfectant (500ml bottle)). If you are going to run out today or tomorrow, please contact your normal supply chain. If your normal supply chain is unable to assist, please contact your relevant borough lead below. If necessary, borough leads will be able to escalate your PPE issues to the NCL PPE hub.

Barnet	Hannah Richens: Hannah.Richens@barnet.gov.uk & Sam Raffell: sam.raffell@barnet.gov.uk
Camden	Tim Rising: Tim.Rising@camden.gov.uk
Enfield	Darren Ware: Darren.Ware@iwenfield.co.uk
Haringey	Farzad Fazilat: Farzad.Fazilat@haringey.gov.uk & Rick Geer: Rick.Geer@haringey.gov.uk
Islington	Dan Lawson: ppeascsupplies@islington.gov.uk

When contacting your borough leads

- Outline your concern including the requirement.
 - What your current stock levels are and if you have confirmed or suspected COVID cases within your home.
 - If you do not get a response from your local authority, please ask them to escalate to the STP for mutual aid support.
 - Where issues with local supply exist, this will be escalated to the regional Supply Chain team for support.
- National supply line for face masks: 0800 9159964/ 01912 836543/ email: supplydisruptionsservice@nhsbsa.nhs.uk. We are sorry about the national delays to PPE. We know it has impacted on workers in social care as well as the NHS.

IPC training

- The CCC continue to offer a virtual “train the trainer” programme on Infection Prevention Control (IPC) via Microsoft Teams. The training provides a thorough overview of managing the spread of COVID-19 and correct use of PPE. The training is offered to all care homes, Domiciliary Care and others providers of social care across NCL on a monthly basis. Further details about the training can be obtained from your borough Care Home Lead.



Infection prevention and control



Infection prevention and control:

- Follow the guidance on [handwashing and social distancing](#)
- Follow the [guidance](#) to see if you should be using PPE
- **All staff should wear masks at all times** until you take a break from duties (e.g. to drink, eat, for your break time if stepping outside of the care home or at end of shift when leaving the care home).
- Staff should adhere to social distancing in communal areas, including break rooms.
- Masks can be used continuously, depending on [different scenarios](#)

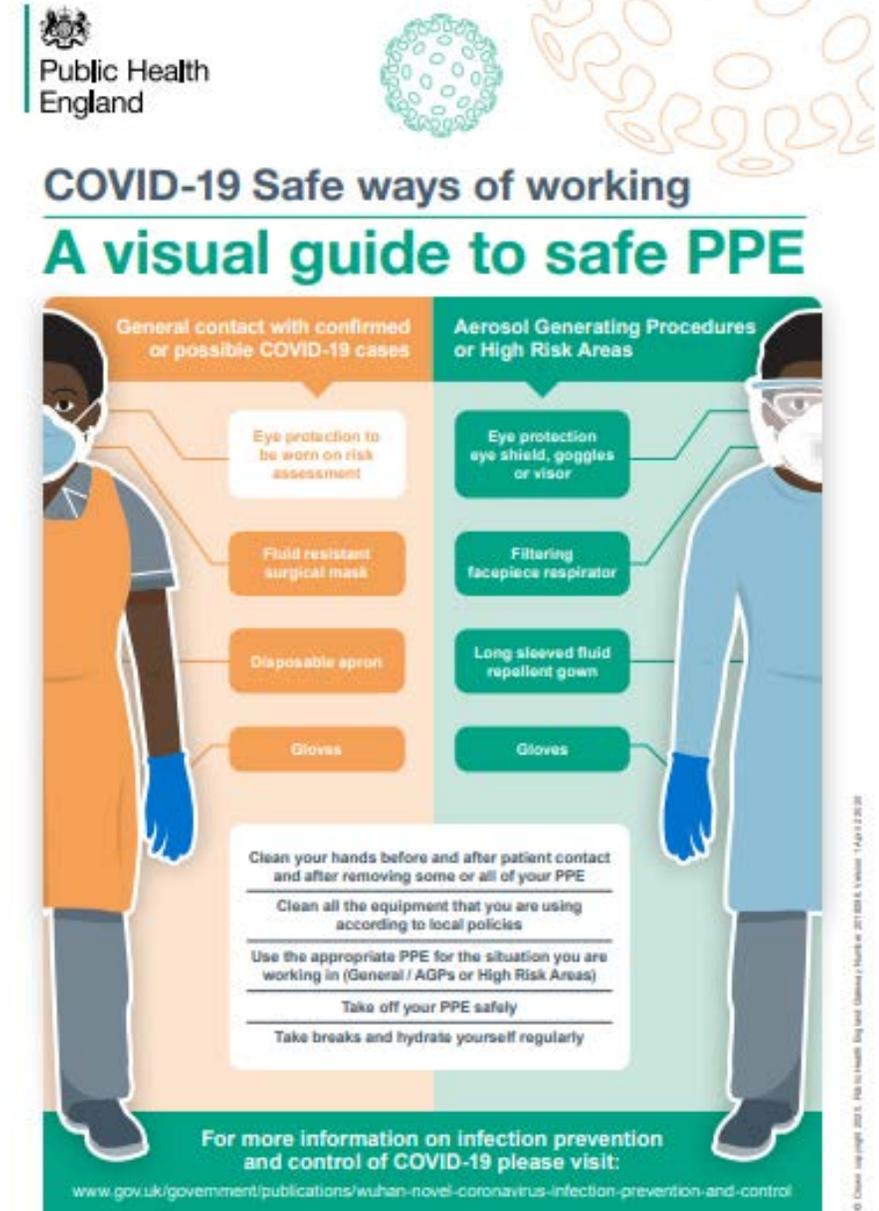
Follow clinical advice on length of isolation for your resident which will depend on clinical symptoms and test results. Use [Infection Control guidance](#).

Care for resident using PPE ([what to use](#) and [how to wear and dispose](#))
Due to sustained transmission PPE is to be used with all patients. Additional PPE is required for Aerosol Generating Procedures as described in the [table](#).

- Use correct handwashing technique ([video](#) and [guidance](#))
- Consider bathroom facilities. If no en-suite available:
 - Designate a single bathroom for this resident only
 - Use commode in room

Resources

- Infection Control: [Guidance](#)
 COVID-19 Personal protective equipment use for non-aerosol generating procedures: [Guidance](#)
 COVID-19 Personal protective equipment use for aerosol generating procedures: [Guidance](#)
 COVID-19 How to work safely in care homes: [Guidance](#)
 Best practice - How to hand wash: [Poster](#)





PPE and escalating your supply issues

Continue to order your usual PPE supplies of gloves, aprons and soap/sanitiser but we also know this has been a challenge and want to support you. COVID-19 has created unprecedented demand on the type and quantity of PPE required by the sector. The Winter Plan identifies that the supply of PPE to the care sector is fundamental to ensuring that care workers can safely provide care to those who need it.

How to access Personal Protective Equipment (PPE):

- Care homes and domiciliary care providers are eligible to register for the PPE portal and can obtain **free PPE for COVID-19 requirements until March 2021**. You can only log in and place an order if you've received an email invitation to register.
- The PPE portal order limits which are under constant review can be found [here](#)

You should not use the portal to order PPE for non-COVID-19 requirements, you should get this through your normal supplier. If this isn't possible arrangements have been made with seven wholesalers to provide PPE to the social care sector.

- Contact your Local Authority if you are still unable to get PPE provision.
- [PPE guidance for Residential Care Providers](#)

When contacting your Local Authority:

- Outline your concern including the requirement
- Outline what your current stock levels are and if you have confirmed or suspected COVID cases within your home.
- If you do not get a response from your local authority, please ask them to escalate to the STP for mutual aid support
- Where issues with local supply exist, this will be escalated to the regional Supply Chain Team for support.

Resources

Government [PPE Plan](#).

[PPE Strategy](#)

PPE for Residential Care Providers: [Guidance](#)

NCL Guidance: Advice for all staff providing direct resident care



Note direct care in this slide pack refers to any care delivered within 2 metres of a resident

If a member of staff is concerned they have COVID-19 they should follow the [NHS guidance](#)

If they are advised to self-isolate at home they should follow the [PHE guidance](#)

If advised to self-isolate at home, they should not visit or care for individuals until safe to do so

Self isolation guidance for staff:

- **If you have symptoms of COVID-19** (temp $\geq 37.8^{\circ}\text{C}$, or a new continuous cough or loss or change to your sense of smell or taste) **you should: not attend work, immediately notify your line manager, and self isolate for 10 days**
- **After 10 days, if your test was positive, you can return to work on day 11** provided any temperature has resolved without medication for 48 hours and you're medically fit to return. It is noted after 10 days you can return to work on day 11 if a cough or a change/loss in normal sense of smell or taste is the only persistent symptom, and you've been without fever for 48 hours and are medically fit to return.
- **If someone in your household has symptoms of COVID-19 and subsequently test positive for Covid, you must self isolate for 14 days**
- If you are well but then develop symptoms at any point during this 14 day period you should, arrange a Covid test and if it is positive self isolate for **10 days from the first day of your symptoms**. Then you can return to work as outlined above
- If you are symptomatic you can get tested or if a member of your household is symptomatic they can get tested – see [slide 50 onwards](#) for testing information
- If your test is negative, you have no symptoms, are medically fit to do so, and have not been identified as a close contact of a confirmed case you can return to work.
- If the symptomatic household members test is negative you can return to work and everyone can stop self isolation
- **If you have come into [close contact](#) with a person outside of work** who has either recently tested positive to COVID-19 or has a suspected case of COVID-19 you must self-isolate for 14 days.
- **If the you have come into [close contact](#) with a person at work** who has either recently tested positive to COVID-19 or has a suspected case of COVID-19, for example due to a PPE breach, then you must:
 - Report about the PPE breach and close contact to your manager
 - Your manager will conduct a [mini risk assessment](#) of the exposure in conjunction with local IPC policy and decide whether it warrants self-isolation for 14 days.

In the event staff members are supporting and/or accompanying residents to hospital visits, in accordance with [national guidance](#), all hospital visitors and outpatients will need to wear face coverings at all time. Staff working in all areas of the hospital are expected to wear surgical face masks.

For the full latest national guidance on infection control (including personal protective equipment or PPE):
<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>

The national care home visiting guidance continues to be updated and should be **checked at regular intervals**:
<https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes>.

Prior to visits being allowed in a local authority area, local authority public health and social care teams, on behalf of the director of public health, will assess the suitability of a specified level of visiting for that area, taking into account relevant infection and growth rates – **please speak with your local authority commissioning team**. Visiting may need to be restricted again.

Care homes need to develop a local policy based on a local risk assessment including:

- Balance benefits to residents against risk of visitors
- **One consistent visitor** per resident where possible
- Practical measures to reduce risk such as outdoor visits where possible
- Having a **visiting appointment system** to ensure a manageable number of visitors and ensure a record of visitors is kept
- Bringing in **restrictions** if there is an outbreak in the home or a local lockdown
- This policy will need to be **shared with residents and families** so they know what to expect

NCL Guidance: PPE advice for care home staff

When providing close personal care in direct contact with the resident(s) (e.g. touching) (regardless of COVID status) OR within 2 metres of any resident who is coughing you must wear:

- Fluid resistant mask (risk assess for sessional use)
- Single use plastic apron and gloves
- Eye protection (if splash risk)

Use of PPE when within 2 metres of a resident but not delivering personal care or needing to touch them, and there is no one within 2 metres who has a cough:

- Type II surgical mask (Sessional use)

In any other situation when in a care home and at a distance of 2 metres or more away from residents (e.g. when working in staff only areas) you must wear a Type I or Type II surgical mask. This applies to all staff, even if you do not deliver care to residents.

Note: This is not considered PPE as it is not used for protection of the staff member wearing the mask but is to prevent them passing on COVID-19 from their mouth and nose to other people in the care home.

NCL Guidance: Additional advice for home care staff - those providing care within a person's own home

When providing close personal care in direct contact with the client(s) (e.g. touching) (regardless of COVID status) OR within 2 metres of anyone in the household who is coughing :

- Fluid resistant mask (risk assess for sessional use)
- Single use plastic apron and gloves
- Eye protection (if splash risk)

When within 2 metres of a client or household members but not delivering personal care or needing to touch them, and there is no one within 2 metres who has a cough (unless the individual is shielding)

- Type II surgical mask

Any other work situation when in a client's home; or in your work premises; or with other staff members

- Type I or Type II surgical mask

If any member of a household in which direct care is being provided is shielded (also known as the clinically extremely vulnerable group) PPE should be worn:

- Single use gloves, apron and a surgical mask
- Note if any household member has suspected/confirmed COVID-19 the additional PPE as described in the above box is advised

You can find further guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19 [here](#)

Other general interventions include:

- Increase cleaning of hard surfaces
- Keep properties well ventilated by opening windows whenever safe and appropriate
- Good hand hygiene



Putting on (donning) PPE for care homes

In your care home:

Different types of PPE are worn depending on the type of work people do and the setting in which they work. Click on this [link](#) to see the video on how to put on PPE and take it off in your care home. You can also use the poster on the right which can be downloaded [here](#)

Why are people wearing different PPE?

You may see other people wearing different types of PPE, for example, paramedics, district nurses and GPs. This is because some roles will have contact with more people in different procedures and settings, who are possibly infected. In addition, there are a number of styles of PPE made by different manufacturers. You will see, for example, not all face masks will look the same.

Putting on personal protective equipment (PPE)

Before putting on your PPE:

- make sure you drink some fluids before putting on your PPE
- tie hair back
- remove jewellery
- check PPE in the correct size is available

1 Clean your hands using alcohol hand rub/gel or use soap and water.



2 Put on apron and tie at waist.



3 Put on facemask – position upper straps on the crown of your head, lower strap at nape of neck.



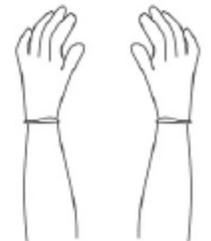
4 With both hands, mould the metal strap over the bridge of your nose.



5 Don or put on your eye protection, if required due to the risk of splashing.



6 Put on gloves.



Resources

PPE in all settings: [Guide](#)

How to work safely in care homes: [Guide](#)



Taking off (doffing) PPE for care homes

In your care home:

Different types of PPE are worn depending on the type of work people do and the setting in which they work. Click on this [link](#) to see the video on how to put on PPE and take it off in your care home. You can also use the poster on the right which can be downloaded [here](#)

Why are people wearing different PPE?

You may see other people wearing different types of PPE, for example, paramedics, district nurses and GPs. This is because some roles will have contact with more people in different procedures and settings, who are possibly infected. In addition, there are a number of styles of PPE made by different manufacturers. You will see, for example, not all face masks will look the same.

Resources

PPE in all settings: [Guide](#)

How to work safely in care homes: [Guide](#)

Taking off personal protective equipment (PPE)

<ul style="list-style-type: none"> • PPE should be removed in an order that minimises the risk of self-contamination 	<ul style="list-style-type: none"> • Gloves, aprons (and eye protection if used) should be taken off in the resident's room or cohort area 	<ul style="list-style-type: none"> • This is the type of PPE is needed when providing personal care which requires you to be in direct contact with the resident(s) (e.g. touching) or within 2 metres of a resident who is coughing
<p>1 Remove gloves. Grasp the outside of glove with the opposite gloved hand; peel off. Hold the removed glove in the remaining gloved hand.</p> 	<p>Slide the fingers of the un-gloved hand under the remaining glove at the wrist. Peel the remaining glove off over the first glove and discard.</p> 	
<p>2 Clean hands.</p> 	<p>3 Apron. Unfasten or break apron ties at the neck and let the apron fold down on itself. Break ties at waist and fold apron in on itself – do not touch the outside – this will be contaminated. Discard.</p>  	
<p>4 Remove eye protection if worn due to risk of splashing. Use both hands to handle the straps by pulling away from face and discard or disinfect before using again.</p> 	<p>5 Clean hands.</p> 	
<p>6 Remove your facemask once your your care task is completed and before you take a break, eat a snack or change activities. Untie or break bottom ties, followed by top ties or elastic, and remove by handling the ties only because the front of the face mask may be contaminated. Lean forward slightly. Discard. DO NOT reuse once removed.</p> 	<p>7 Clean hands with soap and water.</p> 	

NCL guidance: PPE for Aerosol Generating Procedures

Putting on (donning) personal protective equipment (PPE) for aerosol generating procedures (AGPs) – Gown version

A number of you will provide care and support to people with tracheostomies, who require suctioning, residents receiving non-invasive ventilation etc.

These procedures can generate tiny particles from the respiratory tract which might be inhaled by people in the room.

Staff involved in caring for these patients will need a higher level of PPE and will need specific training in its use.

- ✓ Long-sleeved gown
- ✓ Eye protection (visor or goggles)
- ✓ FFP3 respirator

Speak with your manager to arrange for specific training on FFP3 respirators.

If you need support accessing FFP3 masks or fit testing kits / training please contact your [local borough PPE lead](#).

Use safe work practices to protect yourself and limit the spread of infection

- keep hands away from face and PPE being worn
- change gloves when torn or heavily contaminated
- limit surfaces touched in the patient environment
- regularly perform hand hygiene
- always clean hands after removing gloves

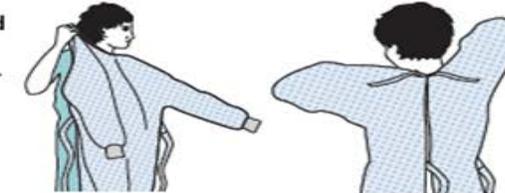
Pre-donning instructions

- ensure healthcare worker hydrated
- tie hair back
- remove jewellery
- check PPE in the correct size is available

Putting on personal protective equipment (PPE). The order for putting on is gown, respirator, eye protection and gloves. This is undertaken outside the patient's room.

Perform hand hygiene before putting on PPE

- 1** Put on the long-sleeved fluid repellent disposable gown - fasten neck ties and waist ties.



- 2** Respirator.

Note: this must be the respirator that you have been fit tested to use. Where goggles or safety spectacles are to be worn with the respirator, these must be worn during the fit test to ensure compatibility



Position the upper straps on the crown of your head, above the ears and the lower strap at the nape of the neck. Ensure that the respirator is flat against your cheeks. With both hands mould the nose piece from the bridge of the nose firmly pressing down both sides of the nose with your fingers until you have a good facial fit. If a good fit cannot be achieved **DO NOT PROCEED**

Perform a fit check. The technique for this will differ between different makes of respirator. Instructions for the correct technique are provided by manufacturers and should be followed for fit checking

- 3** Eye protection - Place over face and eyes and adjust the headband to fit



- 4** Gloves - select according to hand size. Ensure cuff of gown covered is covered by the cuff of the glove.



When residents should consider wearing face coverings



In the context of the coronavirus (COVID-19) outbreak, a face covering is something which safely covers the nose and mouth. You can buy reusable or single-use face coverings.

[In England, you must by law wear a face covering in the following settings:](#)

- Public Transport including Taxi's and Transport Hubs
- Shops, Supermarkets and Shopping centres
- Library's, visitor attractions and entertainment venues
- Premises providing hospitality (bars, pubs, restaurants, cafes), except when seated at a table to eat or drink.
- Places of Worship, community centres and social clubs.
- Hospitals or any NHS Setting either as a visitor or attending an appointment.

And any indoor places not listed here where social distancing may be difficult and where you will come into contact with people you do not normally meet.

Face covering should be applied before entering any of these settings and must keep it on until you leave unless there is a reasonable excuse for removing it.

Resources

[Guidance on Face Coverings to attend health appointments](#)

[Guidance on Face Coverings for other settings](#)

[How to wear Face Coverings Easy read](#)

[Face Coverings Easy Read](#)

[Face Covering Exemption Resources](#)

[PPE- resource for care workers during covid-19](#)

Individuals can be exempt from wearing a face covering if:

- You are unable to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability
- Putting on, wearing or removing a face covering will cause you severe distress
- You are travelling with or providing assistance to someone who relies on lip reading to communicate
- To avoid harm or injury, or the risk of harm or injury, to yourself or others.
- To avoid injury, or to escape a risk of harm, and you do not have a face covering with you
- To eat or drink, but only if you need to
- To take medication
- A police officer or other official requests you remove your face covering

Think

- Are there any circumstances/situations within the care setting where the use of face coverings for residents should be considered?
- Will the resident tolerate wearing a face covering?
- Is the visit to the setting necessary, for health appointments can a virtual appointment take place?

Ask

- Does the individual need to travel on public transport or can alternative forms of transport be considered?
- Does the face covering meet the [PHE](#) recommended minimum of two or three layers?

Do

- Make sure the resident can breathe ok
- Wash your hands when you put it on and take off
- Ensure that residents **do not** keep touching the face covering when wearing it

Dividing the care home into clearly marked **risk zones** should help reduce infection.

Example of zones:

Green

- Residents with negative test or no symptoms and have been in the home for over 14 days
- Areas used prior to full PPE such as offices, food prep and changing room

Amber

- Residents with no symptoms but returned from hospital within last 14 days – after 14 days their room can become green
- Areas such as elevators, visitor entrance, nursing station and laundry

Red

- Residents who are symptomatic, had a positive test or confirmed contact with positive case.
- Their laundry, dirty dishes (for soaking), waste etc.

Key considerations:

- Look at the care home **floor plan** to consider how to implement e.g. separating floors or areas on one floor.
- Staff (including cleaners) only **working in one zone** where possible. Keep staff from different groups separate
- Constant infection prevention control measures when **crossing zones**
- **Vivid signage** on infection prevention at all points **between risk zones**
- **Elevator** plan e.g. one for each zone or using at different times of the day
- **Equipment** –Keep for individual use where possible – when not separate storage areas for different zones

Resource

Download BushProof **infection prevention control signage** and zoning **strategy document** with lots of information including floor plan examples: <http://www.bushproof.com/care-homes-strategy-for-infection-prevention-control-of-covid-19-based-on-clear-delineation-of-risk-zones/>

Caring for residents during COVID-19

What you will find in this section:

- Suspected Coronavirus Care Pathway
- NHS111 Starlines for urgent clinical advice
- Managing respiratory symptoms and recognising when your resident becomes unwell
- Supporting residents with learning disabilities, dementia, confusion or who may require hospital care
 - Managing falls
 - Talking to relatives
- FAQs for families, friends and carers: How is my relative being cared for during the COVID-19 pandemic?

Summary: Suspected Coronavirus Care Pathway - Residential and Nursing Care Residents



Suspected Cases

Consider COVID-19 infection in a resident with any of the following:

- New continuous cough, different to usual
- High temperature ($\geq 37.8^{\circ}\text{C}$), shivery, achy, hot to touch
- Loss or change to sense of smell or taste

Care home residents may also commonly present with non-respiratory tract symptoms, such as new onset/worsening confusion or diarrhea and other subtle signs of deterioration.

Record observations where possible: date of first symptoms, blood pressure, [Pulse](#), [respiratory rate](#) and temperature (refer to thermometer instructions) – Remember to [Maintain fluid intake](#)

For more support, call the residents **GP** in the first instance

Call **111* Star 6** for urgent clinical advice, or if the GP is not available – this will put you in contact with a Clinician in NHS 111



Isolation for people who walk around for wellbeing (dementia, learning disabilities, autism)

Use standard operating procedures for isolating residents who walk around for wellbeing ('wandering'). Behavioural interventions may be employed but physical restraint should not be used.

When caring for, or treating, a person who lacks the relevant mental capacity during the COVID-19 pandemic, please follow [government guidance](#).

Communication with the NHS

- Use [Restore2](#) (a deterioration and escalation tool) if you have been trained to do so
- Where appropriate please ensure that residents are offered advance care planning discussions and that their wishes are recorded on [Coordinate My Care \(CMC\)](#). Make sure you have easy access to the residents CMC or Ceiling of Treatment plan when you call NHS 111 *Star Line (or 999)

Do you have NHS Mail?

Send emails directly to your GP, Community Team and Hospital. Contact hlp.londonchnhsmailrequests@nhs.net to get an **NHS.net email** set up

- Please [register](#) and use **Capacity Tracker** to support hospital discharge planning. User guide is available [here](#) and the business continuity guide is [here](#). You can also access the Capacity Tracker masterclass webinar [here](#).

Isolate and Monitor

Resident to be isolated for **14 days** in a single bedroom. Use [Infection Control guidance](#) Care for resident using PPE ([what to use](#) and [how to wear and dispose](#))

Due to sustained transmission PPE is to be used with all patients. Additional PPE is required for [Aerosol Generating Procedures](#).

Use correct handwashing technique ([video](#))

Consider bathroom facilities. If no en-suite available.

- Designate a single bathroom for this resident only
- Use commode in room

Record observations if concerned to inform health services

If a resident deteriorates at any stage – Escalate to 111* Star 6 or 999
Be explicit that COVID-19 is suspected and ensure you have easy access to the residents CMC plan

If you have two or more new symptomatic residents and these are the first new cases for over 28 days:

Contact the Public Health England London Coronavirus Response Cell

Phone Number: 0300 303 0450

Email: LCRC@phe.gov.uk

LCRC will provide advice and arrange initial testing.

Regularly update: Capacity Tracker, your Local Authority and RIDDOR

Guidance: [Admission and Care of Residents during COVID-19 Incident](#)

How to access Personal Protective Equipment (PPE):

- Order PPE through your normal supplier. If this isn't possible arrangements have been made with seven wholesalers to provide PPE to the social care sector.
- Contact your Local Authority if you are still unable to get PPE provision.
- [PPE guidance for Residential Care Providers](#)

Resources and Support for Care Home Staff

- [Guidance on how to work safely in care homes](#)
- [COVID-19 Care Platform](#)
- Queens Nursing Institute [Facebook Page](#)
- [RIDDOR reporting of COVID-19](#)

Source: NHSE&I London regional care home resource pack V5



NHS 111 Starlines*



Your direct line to urgent clinical advice

The NHS 111 Starline service will provide you with fast access to a clinical team who can give you the advice and medical input you need to care for your resident instead of having to call 999 and transfer your resident to hospital.

This service has been relaunched to ensure that you are receiving an enhanced level of support as care providers.

It is not intended to replace your support locally but when you cannot speak to your GP or Community Support team NHS 111 can help.

There is a national COVID-19 111 service but in London, care home staff concerned about a resident who may have COVID-19 symptoms are being asked to call **NHS 111 Star*6** for faster access to urgent advice from a senior clinician if they cannot get through to the resident's own GP.

Before calling, record observations where possible: Date of first symptoms, blood pressure, [pulse respiratory rate](#) and temperature (refer to thermometer instructions). If there is a care plan for your resident, for example a CMC or DNAR plan, please have access to it.

NHS Diabetes Advice Line provides urgent clinical advice for people who are unwell and manage their diabetes with insulin. It is available by dialling **0345 123 2399 or 111*6, Monday to Friday from 9am – 6pm.**





Urgent clinical advice for Rapid Response, Community and Domiciliary Care teams concerned about a patient displaying symptoms of Coronavirus

There is a national Covid-19 111 service, but in **London**, **community health and domiciliary care teams** concerned about a patient who may have Covid-19 symptoms **are being asked to call NHS 111 Star* 7** for faster access to urgent senior clinical advice if they cannot get through to the patient's own GP.

 DIAL 111	 <i>Thank you for calling NHS 111, please press 9 to continue.</i>
 PRESS 9	 <i>Let's work out where you are.</i>

At this stage, you will be prompted: "If you are calling about coronavirus symptoms, please press 1, or press 2 to continue".
PLEASE PRESS 2 TO ACCESS THE NHS 111 STARLINES

 <i>You'll hear a pause. Then when asked your age...</i>			PRESS *7	
---	---	---	-----------------	---



Managing respiratory symptoms



A **new continuous cough** is one of the symptoms of COVID-19. However, coughing can continue for some time even if the person is getting better. This does not necessarily mean the person is still infectious, especially when other symptoms have settled down.

There are simple things you can do to help **relieve coughing** e.g. drinking honey & lemon in warm water, sucking cough drops/hard sweets, elevating the head when sleeping and avoiding smoking.

Worsening or **new breathlessness** may indicate that the person is deteriorating. However, people can also appear breathless because they are anxious, especially when they are not used to being on their own in a room, or seeing staff wearing PPE. Breathlessness itself can cause anxiety which can lead to increased breathlessness.

50% of people with mild COVID-19 take about 2 weeks to recover. People with severe COVID-19 will take longer to recover.

Resources

The content of this section aligns to the London Primary Care and Community Respiratory Resource pack for use during COVID-19. To receive the latest version please email: england.resp-cnldn@nhs.net

Supporting someone with breathlessness: [Guide](#)

Managing breathlessness at home during the COVID-19 outbreak: [Guide](#)

Think

- Does the resident look short of breath or have difficulty in breathing?
- Is this worse than the day before?
- Has the resident already got an advance care plan or Coordinate my Care (CMC) record for managing these symptoms?

Ask

- Does the resident need another clinical assessment?
- Should observations or monitoring commence?

Do

- Try and reassure the resident and if possible, help them to adopt a more comfortable position, for example, sitting upright might help. Keep the room cool e.g. by opening a window (do not use a fan as this can spread infection)
- Consider increased monitoring
- If this is an unexpected change:
 - Call the GP in the first instance
 - Call NHS 111 Star*6 if concerned, or if GP is not available
 - In emergency call 999
 - Be explicit that COVID-19 is suspected
- If this is an expected deterioration, and there is an advance care plan:
 - Follow the care plan instructions
 - Call GP for further advice if needed
 - Call community palliative care team if they are already involved and further advice is needed



What to do when you suspect someone has Covid-19 symptoms



Source: NHSE&I London regional care home resource pack V.5

The NHS and PHE definition for COVID-19 infection is the following:

- New continuous cough, different to usual
- High temperature ($\geq 37.8^{\circ}\text{C}$)
- Loss or change to sense of smell or taste

Care home residents may also commonly present with **other signs of being unwell** such as being more confused or more sleepy, having diarrhoea, dizziness, conjunctivitis and falls. Residents may also present with **changes in usual behaviours** such as being restless or **changes in abilities** such as walking. ([Testing residents and staff slide](#)).

[PHE guidance](#) states that clinicians should consider COVID-19 testing in older residents or residents with dementia or cognitive impairment who have acute confusion. These residents might not be able to report symptoms.

Record observations where possible: Date of first symptoms, blood pressure, [pulse](#), [respiratory rate](#) and temperature (refer to thermometer instructions) – remember to [maintain fluid intake](#)

For more clinical support, call the residents **GP** in the first instance. Call NHS **111* Star 6** for urgent clinical advice, or if the GP is not available – this will put you in contact with a Clinician in NHS 111

If this is the first new case for over 28 days or you suspect a new outbreak call Public Health England London Coronavirus Response Cell (LCRC) for **infection control advice** and access to **initial testing**. LCRC will provide advice and support along with local authority partners to help the care home manage an outbreak.

Phone Number: 0300 303 0450

Email: LCRC@phe.gov.uk

Update: Capacity Tracker, your Local Authority and RIDDOR

Guidance: [Admission and Care of Residents during COVID-19 Incident](#)

[For PPE information](#)

[For NHS 111* Star 6 information](#)

Resources

COVID-19 Infection prevention and control (IPC): [Guidance](#)

British Geriatrics Society - Managing COVID-19 Pandemic in Care Homes: [Guidance](#)

Recognising when your resident becomes unwell



Whilst we all need to be vigilant for signs and symptoms of Covid-19, we know residents may also become unwell for other reasons. E.g. developing a urinary tract infection, becoming constipated or experiencing a fall. Early identification is important to get residents the right care (taking into account any agreed end of life care plans).

Consider using a **soft signs tool to spot** if a resident is at risk of or becoming unwell (e.g. Restore2, Is my resident well or Significant 7, training is required). This enables staff to compare what is **usual** for their residents with things like mobility, bladder and bowel habits, breathing patterns with what they are seeing in **front of them**. Noticing a change in residents might mean they are unwell or becoming unwell.

If you aren't working with a specific tool it maybe useful for staff to look for changes in:

- **Changes in appetite, sleep patterns, levels of confusion, bladder and bowel habits, energy levels, mobility, as well as reduction in fluid intake, dry lips, evidence of shivering, feeling very hot or cold.**

Once a change is **recognised** staff need to **escalate** their concerns. Some areas may have pathways associated with specific teams or services to support them, whilst others may discuss with a senior member of staff before taking further action. If staff are able to take physiological observations from the resident (e.g. blood pressure, temperature) this may be useful. Using a **structured communication** tool such as SBARD (Situation, Background, Assessment, Recommendation, Decision) can help staff and the person receiving the information understand the nature and urgency of response required.

Think

- How is my resident today?
- Any changes in their soft signs?
- Are they unwell or at risk of becoming unwell?

Ask

- How does what I have found today compare to what is usual or normal for the resident?
- What do I need to do next with this information?

Do

- Follow the relevant pathway if one is available, otherwise discuss with a more senior member of staff, call the GP or 111 *6 (see slide 4 in this pack for further information)
- In an emergency call 999.

Resources

- [Restore 2 and Restore 2 Mini](#)
- [Significant Care](#) and [Significant 7+](#)
- [Is My Resident well?](#) tool and [training videos](#)
- [Health Education England videos](#) - a wide range of short training videos including how to recognise when a resident is becoming unwell, how to measure someone's temperature, blood pressure and more.
- Short video on [SBARD](#)
- [Improving care for deteriorating patients](#)
- [Patient safety resources for care homes](#)



Supporting residents with learning disabilities



People with learning disabilities may be **at greater risk** of infection because of other health conditions or routines and/or behaviours. It is important that staff are aware of the risks to each person and reduce them as much as possible.

This will mean significant changes to the persons care and support which will require an update in their care plan. If the resident needs to exercise or access the community as part of their care plan, it is important to manage the risk and support them to remain as safe as possible.

You may need help or remind the resident to wash their hands:

- Use signs in bathrooms as a reminder
- Demonstrate hand washing
- Alcohol-based hand sanitizer can be a quick alternative if they are unable to get to a sink or wash their hands easily.

Residents that are high risk and were subject [shielding](#), will still need to take appropriate precautions to prevent contracting the coronavirus.

To minimise the risk to people if they need access health care services you should use supportive tools as much as possible such as a hospital passport and/or coordinate my care.

If you are aware that someone is being admitted to hospital, contact your local community learning disability service ([click here](#)) or learning disability nurse within the hospital.

Think ([Consider using the STOP and Watch Tool](#))

- Is something different? Is the person communicating less, needing more help than usual, expressing agitation or pain (moving more or less), how is their appetite
- Does the person need extra help to remain safe and protected?

Ask

- How can we engage the person to ensure that they understand the change in activities.

Do

- Allow time to remind the person why routines may have changed.
- Develop new care plans with the person and their family

Resources

Easy [read poster](#) explaining why staff are wearing PPE

End of Life Care: [guidance](#)

MCA and DoLS COVID 19 [guidance](#) and [summary](#)

Tool to support monitoring for signs of deterioration [STOP and WATCH Hospital Passport](#)

Hospital Visitors [guidance](#)

Protecting extremely vulnerable people: [Government guidance](#)

SCIE COVID-19 Care staff supporting adults with learning disabilities or autistic adults: [Guide](#)

[Easy Read COVID resources](#)



Supporting your residents with dementia



There will be a **significant change in routine** for people living with dementia.

People may behave in ways that are difficult to manage such as **walking with purpose** (wandering). Behaviour is a form of communication, often driven by need. Someone could be hungry, in pain or constipated, they might be scared or bored. Ask someone walking if there is something that they need, try activities they like with them and if possible go for a walk with them.

Some people **ask to go home** – this is often because people want to feel safe and secure. Talking about family that they are missing and looking at photographs can help.

People might find **personal care frightening** (it might seem like they are aggressive). Giving them time to understand, showing them the towel and cloth, encouraging them to do what they can and keeping them covered as much as possible can help.

People with dementia may need help or reminders to **wash their hands**. Use signs in bathrooms as a reminder and demonstrate hand washing. Alcohol-based hand sanitizer can be a quick alternative if they cannot get to a sink or wash their hands easily but remember to store this safely as per your local policy to avoid ingestion.

People may find being approached by someone wearing **PPE frightening** - It may be helpful to laminate your name and a picture of your role and a smileyface.

[People may find having a COVID swab frightening – see the Swabbing residents-top tips slide for practical information and information on capacity](#)

If people with dementia become unwell they might get **more confused, agitated or more sleepy** (delirium). See the *Supporting residents who are more confused than normal* page for further information

Think

- Is my resident unwell or frightened?
- Does my resident need extra help to remain safe and protected?

Ask

- Have I done all I can to understand my resident's needs?
- What activities does my resident like to do?

Do

- Introduce yourself and explain why you are wearing PPE
- Allow time to remind residents why routines may have changed

Resources

- Meeting the needs of people with dementia living in care homes [video](#)
- [Walking with purpose guide](#) for local adaptation
- [Top tips on getting a COVID swab](#) when someone has dementia
- [Reducing anxiety for residents with dementia when wearing PPE](#)
- [Communication cards](#) can help to talk about COVID-19
- HIN activities [resources](#) during COVID-19
- Mental Capacity Act and Deprivation of Liberty Safeguards (DoLs) COVID 19 [guidance](#) and [summary](#)
- British Geriatric Society [short guide dementia and COVID-19](#)
- Social care [dementia in care homes COVID-19 advice](#)
- [Dementia in care homes and COVID-19 – Social Care Institute for Excellence](#)

Supporting residents who are more confused than normal

Delirium is a **sudden change or worsening of mental state and behaviour**. It can cause confusion, poor concentration, sleepiness, memory loss, paranoia, agitation and reduced appetite and mobility.

There are two types of delirium: **Hypoactive** – where someone is more sleepy
Hyperactive – where someone is more agitated

COVID-19 can cause both types of delirium – it might be the only symptom. Delirium can also be caused by infections, hospital admissions, constipation dehydration and medications.

You can help to **prevent delirium** by:

- Stimulating the mind e.g. listening to music and doing puzzles
- Physical activity, exercise and sleeping well
- Ensure hearing aids and glasses are worn
- Ensuring plenty of fluids and eating well
- Addressing issues such as pain and constipation

If you are **concerned that a resident has delirium** speak with their GP or call 111*6 who can try and identify the cause. Delirium in people with learning disabilities may indicate a deterioration in their physical or mental health - contact the individuals lead contact

Reducing noise and distractions, explaining who you are and your role and providing reassurance can help.

Think

- What can I do to help prevent my resident becoming more confused than normal?
- Has my resident changed – are they more confused? Has their behaviour changed?
- What can I do to support my resident who is more confused than normal?

Ask

- The residents GP or call 111*6 for advice and guidance
- Why is my resident more confused than usual?

Do

- Explain who you are and why you are wearing PPE
- Provide reassurance
- Add information on preventing new confusion to your residents care plan

Resources

- Delirium prevention [poster](#)
- Delirium awareness [video](#)
- Delirium and dementia [video](#)



Supporting eating and drinking

Source: NHSE&I London regional care home resource pack V.6



If you are concerned about a residents oral intake speak with their GP/healthcare professional. See the slide on [recognising when your resident becomes unwell](#)

The impact of COVID-19 has affected eating and drinking for some residents – making it even more important to monitor food and fluid intake

- If a resident has/ has had COVID-19 they may lose their sense of taste and smell and have reduced appetite
- Isolation and a lack of sociable meal times can also affect how well people eat and drink

If residents are not eating and drinking enough this can lead to illness and infections, falls, reduced mobility and pressure sores.

Some people reduce their fluid intake due to incontinence **but** reduced fluid intake concentrates urine which irritates the bladder and makes incontinence and frequency worse.

Don't forget about the importance of **good oral health** e.g. people with learning disabilities and people with conditions such as dementia and Parkinson's disease are at greater risk of developing swallowing problems (dysphagia). The signs and symptoms of dysphagia are frequently missed. If you have notice that a resident displays any of the following: coughs/chokes when eating or drinking, brings food back, persistently drools, is unable to chew food or makes a 'gurgly' wet sounding voice when eating or drinking please notify their G.P. or lead health professional

Adding extra calories

Use a food first approach to add extra calories: (sugary food and drink should still be limited for residents with diabetes)

- 1 pint of **fortified milk** per day: 4 table spoons of dried skimmed milk power in 1 pint of full fat milk – use in porridge, mashed potato, milkshakes etc
- High calorie **snacks**: Cheese and crackers, peanut butter toast, full fat yoghurt with fruit, crumpet with jam, homemade milkshakes etc
- Add **calories to meals**: use full fat milk and butter, add cream to potatoes and puddings, add mayonnaise to sandwiches, grated cheese on meals, add olive oil to salads etc.

Reducing impact of isolation

- Where able to (following infection control guidelines) continue **residents eating together** e.g. in smaller groups than usual maintaining distancing
- Talk to residents about food to stimulate appetite, sit with them whilst they eat
- Ask family members to bring in **food they like** – [where non-perishable](#) and external packaging can be wiped down - to maintain infection control
- Relaxing music at mealtimes can sometimes help

Other tips

- Some people loose taste sensations as they get older – you could try stronger flavours (herbs and spices), sweeter foods might be preferred
- Little and often – offer snacks and drinks throughout the day. Some people improve intake with finger foods
- Find out about food likes and dislikes
- Ensure drinks are always in reach, moist soft food it easier to eat

Resources

[MUST tool and resources](#)

Managing malnutrition [webinar](#)

Hydration at home [toolkit](#)

Adding calories to meals [ideas](#)

Identifying and Managing Depression in residents



Source: NHSE&I London regional care home resource pack V.6

Depression and anxiety are common and are not a normal part of growing old. Anxiety symptoms are frequently due to underlying depression in older people.

Problems with mental health can be hard to separate from normal everyday stresses and existing health conditions but it is important to identify warning signs such as poor sleep, reduced appetite or altered mood.

People living with long term conditions and chronic pain may be more likely to develop depression. Changes in day to day life and reduced contact with family and friends due to Covid restrictions may trigger or worsen anxiety, low mood and depression

Those with learning disabilities or dementia are more likely than the general population to experience a mental health issue such as depression and may find it difficult to communicate how they are feeling.

Depression is a treatable condition which can respond to lifestyle measures such as healthy diet, [physical activity](#), reduced alcohol intake and increased social activity

People may also benefit from talking therapy or medication.

NHS talking therapy services (often referred to as IAPT) accept self referrals and you can find your local service [here](#)

Resources

[Mental health advice for older people](#)

[Depression in older adults](#)

[Feeling Down: Looking After My Mental Health easyread](#)

Think

- Has my resident's mood been noticeably different for more than 2 weeks?
- Has their sleep pattern (waking early in the morning) or appetite altered?
- Have they shown less interest in their appearance and reduced enjoyment in activities that they previously enjoyed ?
- Are they more anxious ?
- Have they expressed any suicidal thoughts or wishes to be dead?
- Have other people also noticed a change?

Ask the resident

- During the last month have you been bothered by feeling down, depressed or hopeless?
- During the last month have you often been bothered by having little interest or pleasure in doing things?
- If the answer is yes to either question ask more about their mood as they could be depressed

Do

- Talk to your resident about how they are feeling and use “easy read” information to support discussions
- Support the person to engage in distraction techniques such as gentle exercise, singing, art, games, music etc.
- In particular help residents keep in touch with family and those close to them
- Look at options for talking therapies
- Mention your concerns to the GP or health care team as part of the regular care home “check ins”
- Monitor any changes in mood or behaviour.

NCL Guidance: Supporting existing residents who may require hospital care

[Link to full guidance issued on 2.4.20](#)

If you think a resident may need to be transferred to hospital for urgent and essential treatment, consider the following checklist:

A. A resident shows symptoms of COVID-19:

If a resident shows symptoms of COVID-19:

- assess the appropriateness of hospitalisation.
- To do this, the care home may need to contact their local registered GP or the appropriate out-of-hours service for advice. Consult the resident's advance care plan or treatment escalation plan and discuss with the resident and/or their family member(s) or health and welfare attorney and their GP as appropriate, following usual practice to determine if hospitalisation is the best course of action for the resident.

B. If hospitalisation is required:

- follow [infection prevention and control guidelines](#) for resident transport
- inform the receiving healthcare facility as early as possible that the incoming resident has COVID-19 symptoms

C. If hospitalisation is not required:

- follow [infection prevention and control](#) and [isolation procedures](#)
- consult the resident's GP for advice on clinical management, using remote monitoring as needed.

D. Support with general health needs

If a resident requires support with general health needs:

- flag each resident who requires review by the [weekly 'check in'](#) with the clinical lead from the aligned Primary Care Network (PCN) or GP practice
- consult the resident's GP and community healthcare staff to seek advice
- alternatively, contact NHS 111 for clinical advice

E. Review hospital appointments with the healthcare team

- Review appointments (medical and non-medical) that would involve residents visiting a hospital or other healthcare facilities and discuss with the healthcare provider whether these could be delivered remotely.

! Managing falls

Prevention is better than cure and continuing to implement falls prevention interventions such as strength and balance exercises is important – [see the exercise and moving slide](#)

To help prevent falls:

- Complete your local falls assessment and care plan
- Keep call bell and walking aid in reach of your residents
- Ensure residents' shoes fit well and are fastened and clothing is not dragging on the floor
- Optimise environment – reduce clutter, clear signage and good lighting
- Ensure the resident is wearing their glasses and hearing aids
- Ask for a medication review (see [pharmacy slide](#))

Residents do not need to go to hospital if they appear **uninjured**, are well and are no different from their usual self. **People with learning disabilities or dementia may not be able to communicate if they are in pain or injured following a fall - take this into account when deciding on whether or not to go to hospital.**

Going to hospital can be distressing for some residents. Refer to their **advance care plan** to make sure their wishes are considered and take advice e.g. from GP or 111*6. Ring 999 when someone is seriously ill or injured and their life is at risk.

Whilst waiting for an ambulance, keep your resident as comfortable as possible. Offer a drink to avoid dehydration and painkillers such as paracetamol to ease discomfort - tell the ambulance staff what you have given the resident.

Think

- Is an emergency ambulance required?

Ask

- Contact your GP, community team or 111*6 for advice and support
- Follow advice on [NHS website](#) on when to ring 999

Do

- Use assessment and observation to monitor for deterioration or injury in the hours following a fall
- Review medications as part of falls risk assessments
- If available and safe use appropriate lifting equipment
- If it is unsafe to move someone who has had a fall keep them warm and reassure them until the ambulance arrives
- Ensure you have up to date moving and handling training
- Continue to implement existing falls prevention measures

Resources – prevention

REACT to falls resource [videos](#). Available as an app - [Apple](#) & [Android](#)
Greenfinches – [Falls Prevention Resources](#)

Resources – falls

Falls in care homes management [poster](#)
I STUMBLE [falls assessment tool](#) which is available as an [app](#)
What to do [if you have a fall](#)

Resources – falls videos

Assisting someone who is uninjured up from the floor: [Link](#)
Using slide sheets in a confined space: [Link](#)
Using a hoist to move from floor to bed: [Link](#)

[HSE - Moving and handling in health and social care](#)

Talking to relatives

Conversations with relatives about COVID-19 can be challenging.

Think

- What information do I need to tell the relative
- How can I keep the language simple

Ask

- If the relative is ok to talk
- What the relative already understands about their loved one
- If they have any questions or need any other advice or support

Do

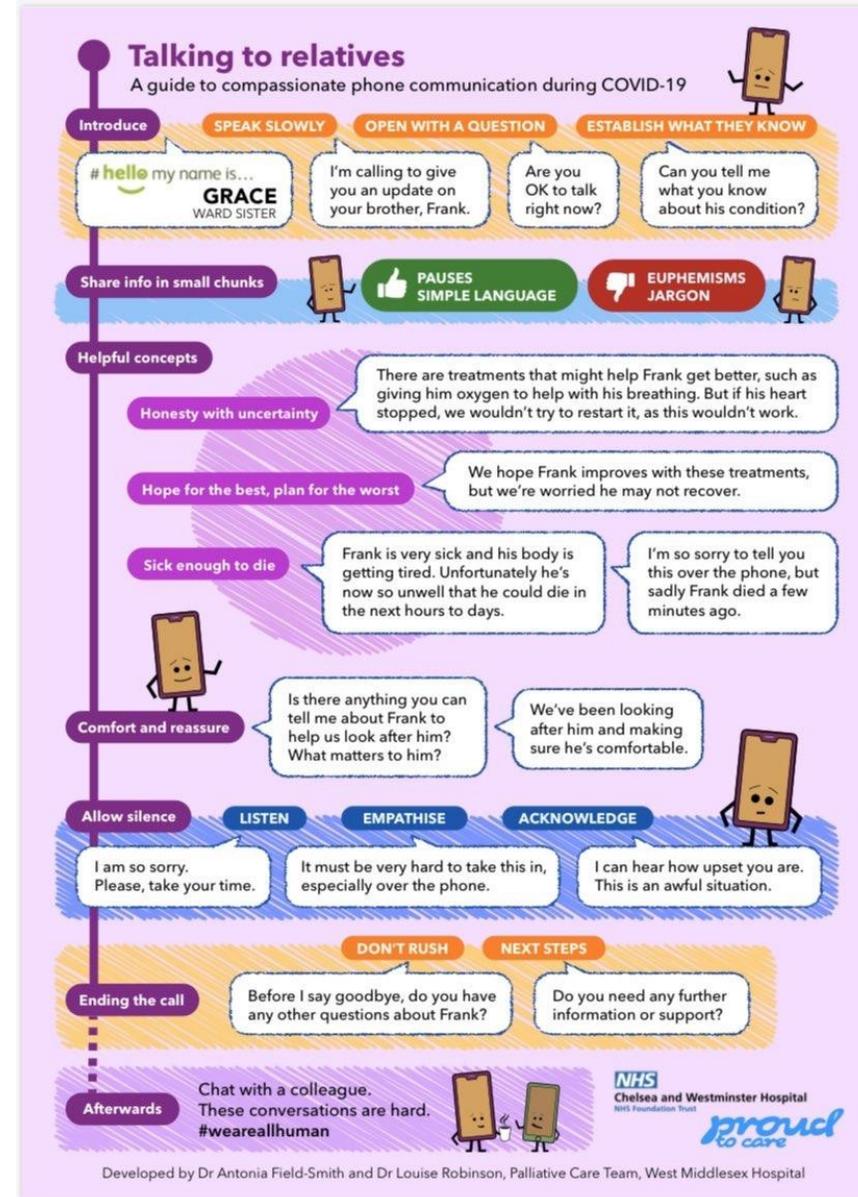
- Introduce yourself
- Comfort and reassure
- Allow for silence
- Talk to colleagues afterwards

Resources

Real Talk [evidence based advice about difficult conversations](#)

VitalTalk [COVID communication guide](#)

Health Education England [materials and films](#) to support staff through difficult conversations arising from COVID-19.



Talking to relatives

A guide to compassionate phone communication during COVID-19

Introduce **SPEAK SLOWLY** **OPEN WITH A QUESTION** **ESTABLISH WHAT THEY KNOW**

#hello my name is... **GRACE** WARD SISTER

I'm calling to give you an update on your brother, Frank.

Are you OK to talk right now?

Can you tell me what you know about his condition?

Share info in small chunks **PAUSES SIMPLE LANGUAGE** **EUPHEMISMS JARGON**

Helpful concepts

Honesty with uncertainty There are treatments that might help Frank get better, such as giving him oxygen to help with his breathing. But if his heart stopped, we wouldn't try to restart it, as this wouldn't work.

Hope for the best, plan for the worst We hope Frank improves with these treatments, but we're worried he may not recover.

Sick enough to die Frank is very sick and his body is getting tired. Unfortunately he's now so unwell that he could die in the next hours to days. I'm so sorry to tell you this over the phone, but sadly Frank died a few minutes ago.

Comfort and reassure Is there anything you can tell me about Frank to help us look after him? What matters to him? We've been looking after him and making sure he's comfortable.

Allow silence **LISTEN** **EMPATHISE** **ACKNOWLEDGE**

I am so sorry. Please, take your time.

It must be very hard to take this in, especially over the phone.

I can hear how upset you are. This is an awful situation.

Ending the call **DON'T RUSH** **NEXT STEPS**

Before I say goodbye, do you have any other questions about Frank?

Do you need any further information or support?

Afterwards Chat with a colleague. These conversations are hard. #weareallhuman

NHS Chelsea and Westminster Hospital NHS Foundation Trust **proud to care**

Developed by Dr Antonia Field-Smith and Dr Louise Robinson, Palliative Care Team, West Middlesex Hospital

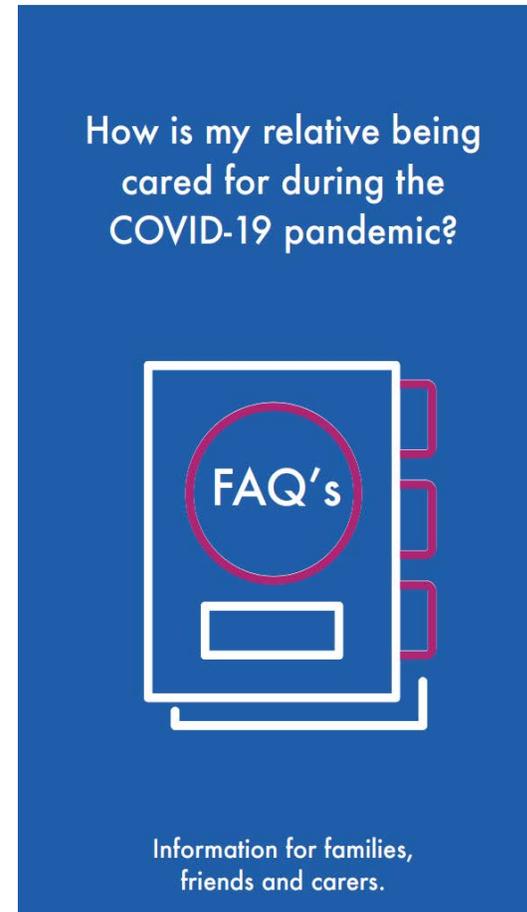
NCL Resource: FAQs for families, friends and carers: How is my relative being cared for during the COVID-19 pandemic?

This leaflet aims to answer some of the common questions relatives have about family members in a care home during the COVID-19 pandemic.

There is both an [online version](#) of the guide (suitable for desktops and mobiles), which can be emailed out to relatives and put on your websites, and a [print version](#) of the guide which can be sent to relatives.

If you would like a print hard copy sent to you please email shani.gray@nhs.net.

To help us improve the leaflet and our communication efforts to relatives please complete this short two minute [survey](#).



Contents

1. How is my relative being kept safe from COVID-19 in the care home?
[skip to section](#)
2. How can I stay in contact with my relative during this time?
[skip to section](#)
3. How is my relative's everyday quality of life being maintained in the care home during COVID-19?
[skip to section](#)
4. What happens if my relative becomes unwell with COVID-19?
[skip to section](#)
5. Am I allowed to visit my relative if they are unwell?
[skip to section](#)
6. What happens if my relative needs to go to hospital?
[skip to section](#)
7. What happens if my relative becomes more unwell and passes away in the care home during this time?
[skip to section](#)
8. Where can I get additional support during this time regarding worries/questions I may have about my relative?
[skip to section](#)

Wound management and pressure ulcers

What you will find in this section:

- Guidance on managing lower limb wounds and preventing pressure ulcers

Managing Lower limb wounds

Leg and foot ulcers (wounds that fail to heal within a few weeks) and cellulitis is common in older, less mobile people with poor blood circulation, diabetes, chronic oedema or other chronic long term conditions that may cause skin healing problems.

Most leg and foot ulcers are due to poor circulation and can be healed if people receive an accurate diagnosis and appropriate treatment. Treating the underlying cause of non-healing will help prevent a wound on the lower leg or foot becoming an ulcer.

To help **prevent lower limb wounds and cellulitis**:

- Avoid injuries
- Regularly apply moisturiser to maintain the skin's elasticity
- Regularly check the skin on legs and feet to spot early signs of damage.
- Prevent/ manage lower limb oedema with elevation/ compression therapy.
- If elevating, raise the legs to at least level with the heart and avoid pressure on the heels.

To help **prevent lower limb wounds becoming an ulcer**:

- For leg wounds, request an assessment from a clinician with expertise in leg and foot ulcer management. The assessment should be completed within 14 days.
- For foot wounds, refer the person within 1 working day to the multidisciplinary foot care service or foot protection service.

Treatment for wounds on the leg will normally include:

- A dressing which will need changing at least weekly, but sometimes more often if the wound is leaking a lot of fluid (exudate).
- When there is an adequate blood supply, support or compression bandaging or hosiery to improve blood return. This bandaging/ hosiery is a very important part of care.

Treatment for cellulitis will normally include:

- Antibiotic therapy

Treatment for wounds on the foot will normally include:

- Regular dressing changes depending on the levels of exudate, offloading (removing pressure from the foot), and maybe debridement which should only be undertaken by a clinician with appropriate skills (e.g. podiatrist)
- Management of any underlying conditions e.g. diabetes.

Think

- Does this person need more care to protect their skin from injury or breakdown?
- Do we have an up to date leg and foot ulcer policy?
- What are our local services to refer to for leg and foot assessments?

Ask

- Has this person with a lower limb wound been referred for a leg or foot assessment?
- Has this person got lower limb oedema, and if so, would they benefit from compression therapy?
- Has this person received a leg or foot assessment within 2 weeks of their wound occurring?
- Is this person receiving the care that has been recommended?

Do

- Contact your local service responsible for undertaking leg or foot ulcer assessments.
 - Assessment should include a vascular assessment (usually using a Doppler)
 - Foot wounds should also be assessed for neuropathy/ sensation.
- Make sure that the recommended care is carried out. If this is difficult, ask for help and advice.

Resources

- NHS England and Improvement: [The Framework for Enhanced Health in Care Homes](#)
- National Wound Care Strategy Programme: [COVID-19 resources](#)
- [Legs Matter: Resources for health care professionals, carers and patients](#)
- Accelerate CIC: [Coronavirus \(COVID-19\) resources](#)

Preventing Pressure Ulcers

- Pressure ulcers also known as “bed sores” are a key indicator of the quality and experience of patient care.
- They can be extremely painful and can range from slight discolouration on the skin which disappears when pressure is relieved to deep painful wounds which can become infected and cause people to become extremely unwell.
- They most commonly occur over bony prominences e.g. sacrum, heels and hips where there is pressure for a period of time or friction/ shear or where devices such as a catheter are trapped/ pressed against the skin on a number of parts of the body.
- They are largely preventable with a few simple strategies which should be in place for all residents/ patients.
- Involve patients/ residents and their carers in the prevention of pressure ulcers by providing information about what to do such as changing position regularly. But healthcare professionals remain responsible for the provision of care.
- There are simple steps which should be followed to help prevent pressure ulcers for all residents/ patients.

Think: about aSSKING the right questions about preventing pressure ulcers

- **assess risk:** Use a validated risk assessment tool within 6 hours of admission to the home and ensure that it is reviewed regularly to understand the level of risk that the patients/ resident may have e.g. [Waterlow](#), and [Purpose T](#). This will help to determine what actions need to be taken.
- **Skin inspection and care:** Regularly look at areas where pressure ulcers can occur, the frequency dependent on the level of risk. Early Inspection means early detection, tell your residents/patients and carers what to look for. Ask them to tell you if they have any areas that are painful. Ensure that the skin is clean and dry.
- **Surface selection and use:** Make sure your patients/ residents have the right support in terms of equipment they are using. Select the right equipment based on the risk assessment , what will the patients/ resident need ? Remember to consider pressure relief in a chair as well as the bed. This will help relieve pressure.
- **Keep moving:** Keep your patients/ residents moving through changing position e.g. getting up and out of bed, going for a short walk, exercise.
- **Incontinence and increased moisture:** Patients/ residents need to be clean and dry, make sure they are supported to access the toilet at a time which meet their needs. Use creams if skin gets dry. If they are regularly incontinent use barrier creams or wipes which clean to protect the skin.
- **Nutrition and hydration:** Help patients/ residents have the right diet and plenty of fluids. Encourage them to drink each hour and give them food/ snacks which they can reach and give themselves. If they need assistance provide this as required.
- **give information:** Provide residents/ patients with information about how to prevent pressure ulcer damage



Ask

- Your patients/ residents if they feel sore anywhere , if they have moved what would they like to do in terms of how they are positioned.
- Is there any other equipment which I should be providing or checking?
- When did they last eat and drink do they need help to eat and drink? What would they like to eat?
- If devices are properly secured and not trapped underneath the body

Do

- Ensure a risk assessment has been carried out and is up to date
- Explain why changing position is important , check that information given is clear.
- Access training to help your understanding if you are not sure
- Have a Pressure Ulcer Policy that all staff can access
- Know how to obtain and use equipment to help prevent pressure ulcers

Resources

<https://nhs.stopthepressure.co.uk/>

<http://www.reactoredskin.co.uk/>

[Pressure ulcer prevention](#)

[NICE-helping to prevent pressure ulcers](#)

Think #Stopthepressure
#aSSKING

Care home and bedded care admissions

What you will find in this section:

- Guidance on admissions into your home and concerns about accepting a resident

Covid infectious pathway – north central London

This pathway ensures that no-one that is Covid+ is admitted to a bedded care provider until they are tested as Covid- or until a clinical decision confirms that the person is no longer infectious*.

Bedded care providers in north central London (Barnet, Camden, Enfield, Haringey and Islington) must not accept an admission without covid – or non infectious status being confirmed.

This pathway has been developed to increase protection for care home, extra care and supported housing residents. It applies to new admissions and returning admissions.

*** Exception: There are rare occasions where some individuals repeatedly test positive, but will no longer be infectious. This will be confirmed by clinical assessment in hospital or stepdown unit in order to facilitate discharge to a bedded care provider. See appendix b for more detail.**

Care providers in NCL have shaped this policy through the NCL After Action Review and the NCL care providers network. We will continue to work closely with care providers, chiefly on a borough level, to implement this safely and effectively.

Covid infectious pathway – north central London

What we ask of care providers:

- Bedded care providers should confirm Covid - status ahead of all admissions and must not accept an admission from somebody with a covid + test (unless the exceptions policy is followed)
- This pathway will mean that some people will temporarily (av. 7 days) move to an NHS stepdown bed ahead of admission to a bedded care facility. We ask that providers work closely with discharge leads and temporarily hold beds open to provide certainty to the person (and family) and to support NHS capacity.
- We ask that care providers accept referrals from hospital and do not need to visit hospitals to assess residents. We will work with care providers to plan discharges in advance and ask that care providers accept referrals swiftly (on the day) when somebody is ready for discharge. We will inform you of any significant change in need.
- Care providers still need to follow all PPE and IPC guidance. Admissions are only one key risk area. We continue to offer weekly training webinars, an advice hotline and advice from local care quality and public health teams to support good practice.

<https://northcentrallondonccg.nhs.uk/my-health/covid-19/care-homes-support-and-guidance/>

Other key points:

- This policy does not apply for people receiving care in their own home, however, for new packages covid status and any care advice should clearly be communicated to the individual and care provider (e.g. homecare).
- Some boroughs have been practising elements of this guidance previously. However, this is now agreed by all NHS partners and all 5 Councils. We were the first sub-region of London to agree a collective position to protect our bedded care residents in this way.

Covid+ pathway for Nursing, Residential, Extra Care and Supported Housing Facilities

Note, all residents will be tested for COVID-19 following admission to hospital and / or before a community admission to a bedded care facility

1. COVID-19 Negative

Residents can be **safely received** by care facilities.

Facilities to use PPE and IPC with all residents as per guidance.



2. COVID-19 Positive OR Unknown

Residents will not be transferred to care homes until a negative test is received.

They will be transferred to an NCL NHS step-down bed with a Care Home identified and a target date with Care Home for transfer. These patients will be counted as P3 for audit purposes.



Exceptions

1. There are rare cases where an individual is asymptomatic and can repeatedly test positive (up to six weeks from initial diagnosis) beyond an infectious period. Where a senior clinician confirms the resident is medically fit for discharge and highly unlikely to be infectious to others then a discharge to P3 can proceed from acute or P2 (see appendix c clinical guidance).
2. In the event of significant demand for NHS intermediate care beds – for example, due to a 2nd surge of covid-19 – there may be a requirement to change this protocol and to identify some quarantine sites in other settings.



Key questions for hospital, council and community health staff:

When does the resident need a covid test to facilitate admission to care provider?

Do I know how to access tests (e.g. for a community admission) and the turnaround time?

RECEIVE PATIENT?

MANAGEMENT?

14 day isolation following admission within their own room

Close working with the care provider to plan for the transfer, including confirmation of negative test result.

Close work with the IDT to ensure the future care home move is planned early and P2 LOS is minimised.

For more information about support and guidance for care provider during covid-19 please refer to <https://northcentrallondonccg.nhs.uk/my-health/covid-19/care-homes-support-and-guidance/>

Care home, extra care and supported housing visits

What you will find in this section:

- Guidance on how to safely enable care home visits (Note: this guidance is also applicable to other settings, such as extra care and supported housing)



Enabling care home visits



Source: NHSE&I London regional care home resource pack V.5

The national care home visiting guidance continues to be updated and should be **checked at regular intervals**: <https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes>.

Prior to visits being allowed in a local authority area, local authority public health and social care teams, on behalf of the director of public health, will assess the suitability of a specified level of visiting for that area, taking into account relevant infection and growth rates – **please speak with your local authority commissioning team**. Visiting may need to be restricted again.

Care homes need to develop a local policy based on a local risk assessment including:

- Balance benefits to residents against risk of visitors
- **One consistent visitor** per resident where possible
- Practical measures to reduce risk such as outdoor visits where possible
- Having a **visiting appointment system** to ensure a manageable number of visitors and ensure a record of visitors is kept
- Bringing in **restrictions** if there is an outbreak in the home or a local lockdown
- This policy will need to be **shared with residents and families** so they know what to expect

Measures to reduce risk

Prior to each visit check that each visitor does not have [symptoms of COVID-19](#) and they are not self-isolating.

Check if the visitor is bringing a gift – wipeable gifts may be acceptable

Remind visitors to wash their hands or sanitize when they arrive and leave and strongly encourage they **maintain social distancing**

Where possible visits should happen **outdoors** (with visitors going directly to the garden) or via a **ground floor window**. Relevant social distancing, PPE and infection control measures (e.g. wipeable chairs) will apply

If a **indoor visit** is required e.g. for end of life, visitors should be provided with suitable PPE. Where possible use a separate entrance and exit, use a one way system and plan the most direct route to a residents room avoiding communal spaces.

Individual residents

Risks and benefits of visiting each resident need to be discussed with them and their families an individual visiting plan can be created.

For some residents, such as people with dementia or a learning disability there may be a case for allowing a family member to visit in order to **reduce distress**

Some residents may find maintaining social distancing difficult to understand or **distressing** – explain this to the resident and reassure them prior to and during the visit.

Simple language, pictures or social stories may help

Resources:

- Care Home Provider Alliance [visitors protocol](#)
- British Geriatric Society [care home guidance](#)
- MHA booklet on [visiting a relative with dementia](#)
- National Autistic Society [social stories](#) to help someone understand the situation
- NHS guidelines on [visiting at the end of life](#)

Vital signs

What you will find in this section:

- Taking vital signs
- Decontamination of reusable equipment

NCL Guidance: Taking vital signs

[Link to full guidance issued on 2.4.20](#)

Through NHS 'mutual aid' the NHS will be supporting care home professionals to use well evaluated tools such as [NEWS2](#) (supported in current [British Geriatric Society \(BGS\) guidance](#)). This will be accompanied by support and access to specific equipment such as pulse oximeters, which can also help determine whether a resident is unwell. Equipment which is used to support the monitoring of residents vital signs will need to meet [infection control and decontamination standards and guidance](#).

During the [weekly check-in](#), the clinical lead can support the home to understand the NEWS2 scoring system as a way of monitoring residents with symptoms. If a resident's symptoms worsen, it's important to contact 111 or the registered GP to receive a clinical assessment either remotely or face to face. Further advice should be given on escalation and how to ensure that decisions are made in the context of a resident's advance care plan, supporting an escalation to secondary care where appropriate. In a medical emergency the care home should dial 999.

Across North Central London we have delivered a one-off allocation of vital signs equipment (pulse oximeters, blood pressure monitors, thermometers, pen torches) to nursing and residential care home, as well as supported living, extra care and supported housing providers to help support the care and monitoring of residents with COVID-19.

If your home has been allocated equipment your relevant borough PPE or care home delivery lead will be in touch with details about how to receive your equipment.

You can read more about the allocation of vital signs equipment on the [NCL Social Care Provider webpage](#).

North Central London have been awarded funding to support the care homes staff to understand and use NEWS2 scoring system and to use vital signs equipment. We have an ambition to work with 100 care homes to embed NEWS2 using a combination of digital solutions that will make it easier for signs of deterioration to be identified in residents.

To support this work we have established the NCL care provider remote monitoring group to deliver the project by 31st March 2021.

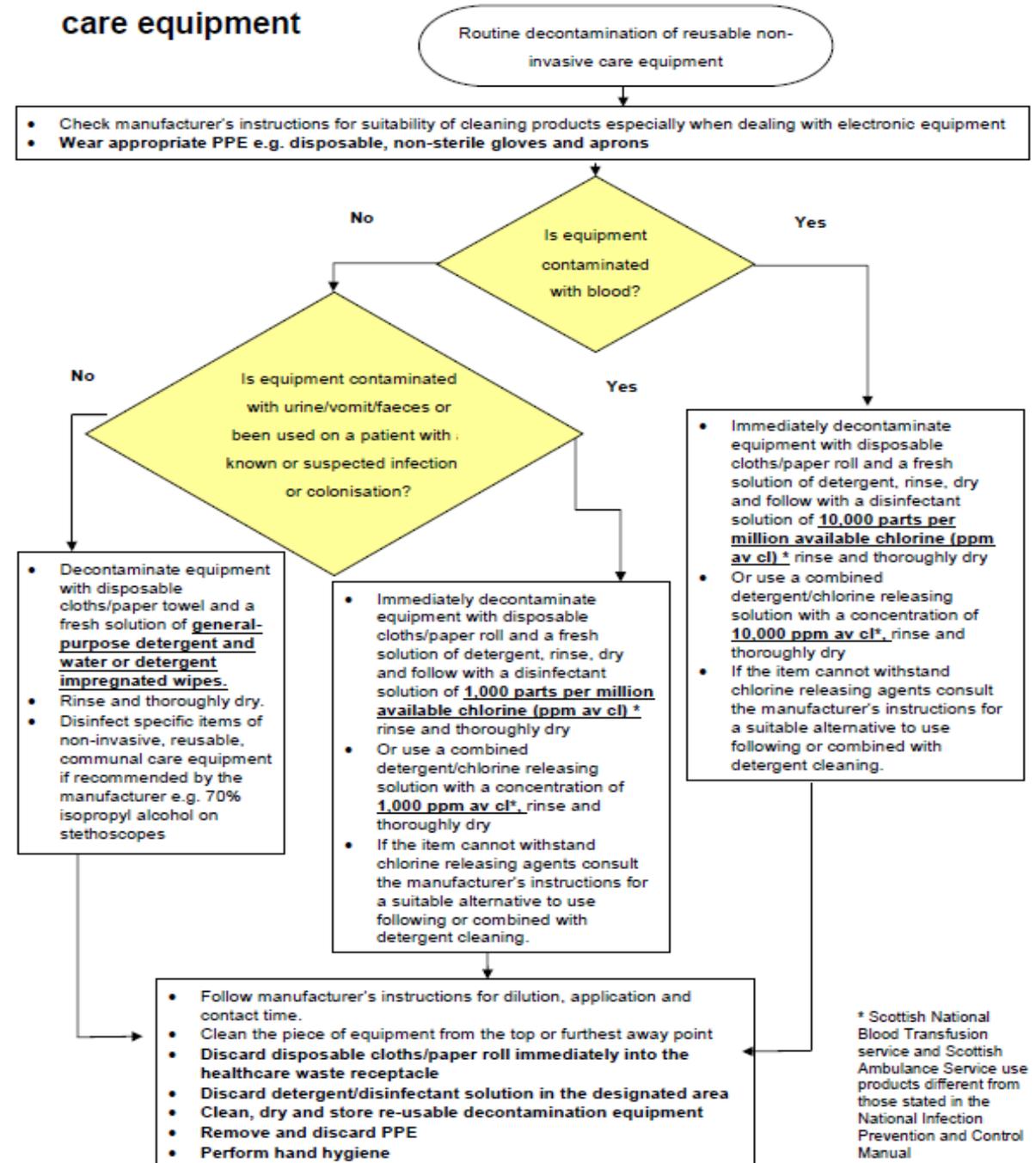
NCL Guidance: Decontamination of reusable equipment

This guide on the routine decontamination of reusable non-invasive patient care equipment has been produced by Public Health England (preview of guide to the right, find high resolution version [here](#)).

The full latest national guidance on infection control can be found [here](#).

You can also find information on decontamination and cleaning processes for care homes with possible or confirmed cases of COVID-19 [here](#).

Routine decontamination of reusable non-invasive patient care equipment



Working with primary care and community services

What you will find in this section:

- Guidance on working with and support provided by primary care and community services



Working with primary care and community services



It is important we work more closely than ever with our colleagues who provide care in the community, as well as GPs. Here are some checkpoints you should consider when working with primary care and the wider multi-disciplinary team:

- Are all residents registered with a GP?
- Are contact details (including bypass numbers) correct for GP, District nurse, pharmacist, hospice and other local services?
- Are all care plans complete and updated regularly with primary care team input?
- Are Advance Care Plans in place for all residents and shared on CMC? If not, can we help our primary care teams achieve this?
- Have we identified any residents who are especially 'at risk' from COVID-19 and implemented plans to 'shield' them?
- Are we ready and able to communicate with our primary care team by video link?
- Keep a record of non urgent concerns and queries to discuss with your primary care team when convenient

Resources

Primary Care and community health support to care homes: [letter](#)

Think

- Do we need to discuss new ways of working with our GPs and community services staff?
- How do we support remote consultations and video links? E.g. access to laptops, tablets, internet access, means for video meetings etc.
- How can we communicate in the most effective way to support our residents?
- What help do we need to keep our residents safe?

Ask

- Which new ways of working with GPs and community services staff will be the most effective?
- Are we prepared for weekly "Check ins" with our Primary care team (see slide 19)?
- Which service should I contact to support my residents and care home staff?
- Can we work together to support proactive planning and Advance care plans for residents?

Do

- Start using NHS mail - if you need help with this please email
- Ask for help when you need it
- Learn to communicate effectively using tools such as [SBAR](#) or other locally approved tools
- Be clear about what support you can expect from your primary care and community services



Support from primary care and community services

Virtual Check-ins:

Starting in May 2020 weekly virtual “check-ins” will be carried out by GPs or other members of the primary care team for residents identified as a clinical priority, in CQC registered homes

From October 1st care homes should have a nominated care home clinical lead and this can be a lead GP/GPs or any clinician who is a senior member of the primary care team

The healthcare team (multi-disciplinary team/MDT) supporting your care home will work on a process to support development of personalised and individually agreed care plans including treatment escalation plans for residents reflecting their needs and wishes

Your home should have direct support from primary care. For example, support could be from GPs, wider MDT, pharmacists, community nurses, geriatricians, community palliative care teams and a variety of other health care professionals, which may vary according to local provision

Primary care pharmacists may be able to provide advice and support regarding medication for residents. This may include administration, provision and storage of medication, as well as medicine use reviews for residents

Technical support will be needed to enable homes and the wider MDT to help deliver care, including Microsoft Teams, video conferencing *etc* (See next slide)

Access to equipment will be helpful in some care home settings, for example, via remote monitoring using pulse oximetry to test oxygen levels, as well as other equipment.

Shielding in care home settings:

The guidance on shielding is absolutely valid to those who are clinically extremely vulnerable and living in long term care facilities, including care home facilities for the elderly and those with special needs. See this [link](#) which details all the actions to be followed.

Pharmacy and medicines

What you will find in this section:

- Pharmacy and medicines support and guidance during COVID-19

General practice, care homes and CCG pharmacists and pharmacy technicians, supported by specialist community health services pharmacists, hospital pharmacists, and community pharmacy, are all working together in multidisciplinary primary and community care teams to support care homes across London.

In general, pharmacy professionals across the system within the borough will be working together to support care homes with:

- Medicines reviews for new residents or those recently discharged from hospital
- Structured medication reviews, via video or telephone consultation
- Support for care homes with medication-related queries
- Facilitating medication supply to care homes, including end of life medication
- Participation in MDTs, as appropriate, to support medicines optimisation

Think

Which patients require an urgent medicines review as a priority? They could include:

- Residents recently discharged from hospital
- New residents
- Residents with COVID-19 symptoms
- Residents with acute illness that may need changes to medicines (e.g. due to renal impairment)
- Residents at end of life
- Residents in high-risk clinical groups (e.g. renal dysfunction, high risk medicines including insulin, anticoagulants and lithium, and falls risk).

Other residents that may need a medicines review:

- Residents with a long-term respiratory condition
- Residents with a learning disability, autism or dementia presenting with early indicators of deterioration such as mood or behaviour changes
- Residents deemed to be at an increased risk of adverse medicine-related effects e.g. those on multiple medicines

Ask

- Does the resident need a review from a pharmacy professional?
- Is this a medicines supply issue?
- What is the advice from my local pharmacy team and how do I contact them?
- Could your medication ordering be set up electronically (if it isn't already)? For example, could proxy ordering be set up? Your local GP practice will be able to help with this.

Do

- Check and familiarise yourself with your local pharmacy team. Different members of the team will be providing different aspects of the service, working collectively as part of local MDTs.
- Check that you have contact details at hand for the local care homes lead pharmacist.
- Contact your usual community pharmacy for supply issues and urgent medicines requests.

Useful Resources

- <https://bnf.nice.org.uk/> (British National Formulary)
- <https://www.cqc.org.uk/guidance-providers/adult-social-care/controlled-drugs-stock-care-homes> (Controlled Drugs in care homes)
- <https://www.sps.nhs.uk/articles/pharmacy-and-medicines-support-to-care-homes-urgent-system-wide-delivery-model/> (overview of pharmacy model)
- [How to stop over-medication: Tips for working with people with learning disabilities, autism or both](#)

Testing

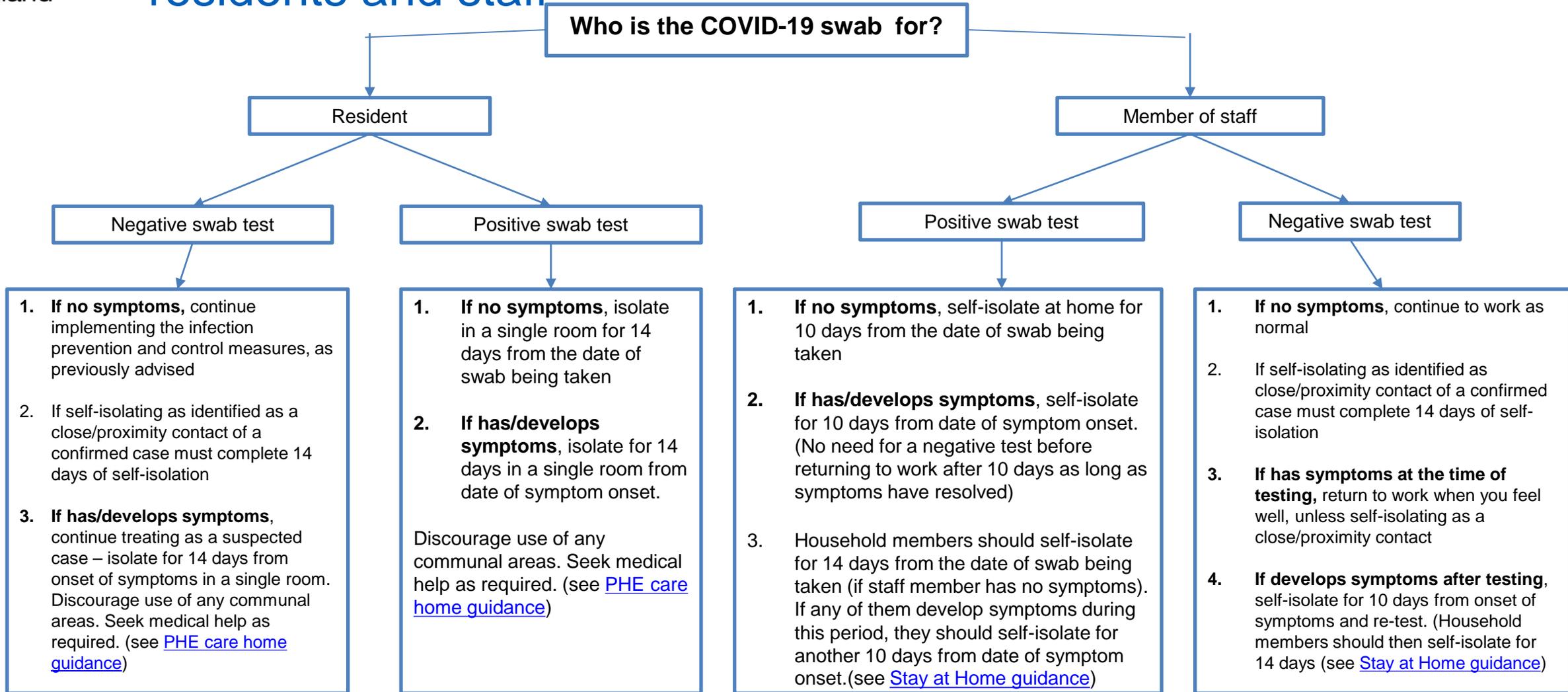
What you will find in this section:

- PHE care home testing results: actions for care home residents and staff
 - Who can get tested for COVID-19?
 - COVID-19 testing residents and staff
- Mass testing, local testing capacity and what to do when you receive test kits
 - Swabbing residents – top tips
 - NHS Test and Trace
 - Cohorting of residents
 - Assessing capacity for COVID-19 testing



PHE care home testing results: actions for care home residents and staff

Source: NHSE&I London regional care home resource pack V.5



Antibody tests are for research purposes only and *should NOT be used to make decisions about your health or behaviour*, either at work or at home. You should continue to take all precautions to avoid COVID-19, following Government advice. This includes the requirement to self-isolate if you are informed by the NHS contact tracing system that you are required to do so.

NCL Guidance: Who can get tested for COVID-19?



The following groups are eligible for testing nationally:

- Anyone, whatever their age, who has symptoms
- If you live with someone who has symptoms

The following groups of people can access priority testing through GOV.UK:

- essential workers in England, Scotland, Wales and Northern Ireland
- anyone in England, Scotland, Wales and Northern Ireland over 5 years old who has symptoms of coronavirus and lives with an essential worker
- children under 5 years old in England and Wales who have symptoms of coronavirus and live with an essential worker (this test must be performed by a parent or guardian)

How can North London care staff access testing?

Care provider staff with symptoms that are self-isolating can book onto testing via the [national website](#) and on [NCL website](#)

Covid-19 staff testing in North Central London

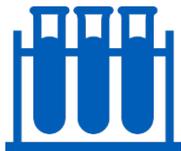
DO YOU WORK IN NORTH CENTRAL LONDON IN HEALTH AND SOCIAL CARE OR OTHER PUBLIC SERVICES?

To ensure we are able to help you access the most appropriate testing facilities please click the appropriate link below.

I work in or directly support frontline health, care and council services. In this role I work with patients, residents and families face-to-face in Barnet, Camden, Enfield, Islington or Haringey

I work in other public services in North Central London and can't work remotely (for example, Local Authority services, Fire, Police and Transport for London)

I manage a care home and want to know more about staff and resident testing



Covid-19: testing residents

You can test residents every 28 days whether they have symptoms or not.

Register at:

- [DHSC portal](#),
- phone 0300 303 2713,
- **or via local arrangements**

Request kits every 28 days.

Carers and nurses who will be swabbing residents in care homes should complete the online care home swabbing competency assessment before carrying out swabbing. Register at

www.genqa.org/carehomes

Please ensure that you talk to and prepare the resident for a test, see testing residents top tips and capacity slide

Residents who have had a positive test result for COVID-19 should not be retested until 90 days after onset of their symptoms or test date (if asymptomatic) except if they develop new symptoms of Covid-19.

Resources

[Care Home Testing](#)

[Government Testing Guidance](#)

[Top tips for swabbing people with dementia](#)

If a resident develops new COVID symptoms/has a new positive test result and there is no ongoing outbreaks at the care home please:

Call PHE London Coronavirus Response Cell (LCRC) Tel 0300 030 0340 email lcrc@phe.gov.uk or phe.lcrc@nhs.net

LCRC will talk through the situation with you and if there is a new suspected outbreak:

- LCRC will provide infection control support and send test kits for all residents and asymptomatic staff on the day (Round 1) depending on when the last “whole home testing” was carried out.
- The results will be sent back to you from LCRC via email (nhs.net email or password protected) along with guidance on what to do next, depending on negative or positive results.
- LCRC will then arrange retesting at 7 days (Round 2) for residents and staff who tested negative or missed testing on Round 1.
- All residents should be retested again 28 days after the last resident or staff had a positive test result or showed coronavirus-like symptoms. This round is arranged by the care home via DHSC or local arrangements.
- If no further cases are identified at this point, the outbreak is considered to have ended.



COVID-19 Testing residents (2)

Source: NHSE&I London regional care home resource pack V.5



If one or more residents are symptomatic and it is more than 28 days since the last case, call PHE London Coronavirus Response Cell (LCRC) Tel 0300 030 0340 email lcrc@phe.gov.uk or phe.lcrc@nhs.net.

- LCRC will provide infection control support and send test kits for all residents and asymptomatic staff on the day (round 1) depending on when the last “whole home testing” was carried out.
- The results will be sent back to you from LCRC via email (nhs.net email or password protected) along with guidance on what to do next, depending on negative or positive results.
- LCRC will then arrange retesting at 7 days for residents and staff who tested negative or missed testing on round 1.
- All residents should be retested again 28 days after the last resident or staff had a positive test result or showed coronavirus-like symptoms. This round is arranged by the care home via DHSC or local arrangements.
- If no further cases are identified at this point, the outbreak is considered to have ended.

If there are no symptomatic residents and for newly symptomatic residents in an ongoing outbreaks

testing can be arranged via the DHSC portal at <https://request-care-home-testing.test-for-coronavirus.service.gov.uk/>

phone 0300 303 2713

or via local arrangements

Currently only care homes caring for over 65s and those with dementia are eligible for retesting via DHSC portal. All other adult care homes registered with CQC will be able to register for regular testing from 31 August. See guidance

Resources

[Home Testing: Fact Sheet](#)

[How can I get the test for our staff and residents/clients?](#)

[Government Testing Guidance](#)

[Top tips for swabbing people with dementia](#)

NCL Guidance: Local testing capacity – care homes and supported living settings



Within NCL, we have some local testing capacity to provide asymptomatic screening to care settings as directed by Public Health

If you are a supported living or care home provider, and you meet the following criteria, you may be able to access tests via your local council.

- Unable to access regular tests via the national portal
- Providing personal care to the majority of residents with a given home / scheme
- Provide care and support in a 'closed community' with substantial sharing of facilities

Contact your local council if you meet the above criteria and they will outline how you can access

What to do when you get test kits and results?

When you receive test kits please contact your local authority.

There is a visual guide to conducting swab testing on the Government website:

<https://www.gov.uk/government/publications/covid-19-guidance-for-taking-swab-samples>

The NCL STP website (<https://northcentrallondonccg.nhs.uk/testing-for-care-home-staff-and-residents/>) also includes a guide on testing which covers:

- What to do when you get your results
- Where to access guidance on infection prevention and control

Swabbing residents - top tips



Swabbing may feel uncomfortable and be frightening for some residents.



You might want to wait for a good moment where someone is engaged and not in distress for another reason



Explain the reasons behind the swab and that there might be some discomfort



Use pictures and simple information to help explain

Example here: https://bnsgccg-media.ams3.cdn.digitaloceanspaces.com/attachments/Easy_Read_swab.pdf



Demonstrate what will happen on yourself, a colleague or a doll/teddy



Asking the person to open their mouth, stick out their tongue and say “ahhh..” can help with understanding



Keep explaining what you are doing during swabbing and give clear instructions



COVID-19 Testing staff

Testing of staff, in combination with effective infection control measures, supports prevention and control of Covid-19 in care homes.

You can test staff every 7 days.

Register at:

- [DHSC portal](#),
- phone 0300 303 2713,
- or via local arrangements

You should include bank and agency staff in your weekly staff testing.

Staff who have had a positive test result for COVID-19 should **not have a coronavirus test or be included in whole home testing until 90 days after** their initial onset of symptoms or, if asymptomatic the date of their test, **except if they develop new symptoms of Covid-19.**

If staff develop symptoms, they should self isolate at home and should order a test through the [self referral portal](#) or use local arrangements for testing where they exist.

What to do if a member of staff has a positive test result:

- Ensure self-isolation process is followed according to national guidelines
- If you have not already been contacted by Test & Trace based at PHE London Coronavirus Response Cell please contact them tel: 0300 030 0340 email lcrc@phe.gov.uk or phe.lcrc@nhs.net for advice on contact tracing.
- LCRC will provide infection control support and advise on any further testing

Test and Trace

The [NHS test and trace service](#) has been established to minimise community transmission of COVID-19. It is designed to:

- ensure that anyone who develops symptoms of COVID-19 can quickly be tested to find out if they have the virus
- help trace [close recent contacts](#) of anyone who tests positive for COVID-19 and, if necessary, notify them that they should self-isolate at home to help stop the spread of the virus

Therefore, if you have had close recent contact with someone who has COVID-19, healthcare workers must self-isolate for 14 days if the NHS test and trace service advises you to do so.

Close contact excludes circumstances where PPE is being worn in accordance with current guidance on infection, prevention and control.

Advice must be followed regardless of previous +ve PCR or antibody test. A positive antibody result signifies previous exposure, but it is currently unknown whether this correlates with immunity, including protection against future infections.

If a staff member has been notified that they are a contact of a co-worker who has been confirmed as a COVID-19 case, and contact with this person occurred while not wearing PPE, the 14-day isolation period also applies.

Symptomatic people

1. Isolate
2. Order a test
3. Act on results (if +ve need to cont to self isolate)
4. Share contacts

Contacts

1. Alerted (email, text, call)
2. 14 days self isolation from last contact
3. Test if you develop symptoms

What constitutes close recent contact?

A '**contact**' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 7 days from onset of symptoms (this is when they are infectious to others). For example, a contact can be:

- people who spend significant time in the same household as a person who has tested positive for COVID-19
- sexual partners
- a person who has had face-to-face contact (within one metre), with someone who has tested positive for COVID-19, including:
 - being coughed on
 - having a face-to-face conversation within one metre
 - having skin-to-skin physical contact, or
 - contact within one metre for one minute or longer without face-to-face contact
- a person who has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes
- a person who has travelled in a small vehicle with someone who has tested positive for COVID-19 or in a large vehicle or plane near someone who has tested positive for COVID-19

Examples that are **unlikely to be considered breaches** include if a health or social care worker was not wearing gloves for a short period of time or their gloves tore, and they washed their hands immediately, or if their apron tore while caring for a resident and this was replaced promptly. This would also apply to other individuals present in a care environment (such as an allied health visitor, visitor or family member) if they are following instructions from that institution.



NHS Test and Trace: what does it mean for care homes?

- Under the new COVID-19 Test and Trace system, anyone, including care home staff and residents, who has “close contact” (see next slide) with someone who tests positive for COVID-19 will be expected to self-isolate for 14 days.
- see [Annex B](#) for example scenarios in a care home setting and how it may affect your care home
- **It is not clear if previous infection gives someone immunity or not, therefore this contact tracing system will apply to anyone (resident or staff) who is a close contact of a confirmed case, whether they have had the virus before or not.**

How can I make this work?

To reduce possible impact on staffing levels if staff need to self-isolate, do look at ways for staff to socially distance with colleagues at all times, even at break times.

Think about how this might work in your care home e.g, staggering breaks or taking breaks outside.

Encourage staff to keep following the PPE and hygiene measure outlined in national guidance and follow the advice of your infection control adviser



NHS Test and Trace: what do I need to do?

London Coronavirus Response Cell (LCRC) test and trace team will contact you when a person with a positive test is identified as a care home resident, staff or visitor through the NHS Test and Trace system.

If you become aware of a resident or staff member with a **confirmed** coronavirus test contact London Coronavirus Response Cell (LCRC) on 0300 303 0450, or LCRC@phe.gov.uk. LCRC will be able to advise on next steps for contact tracing.

Your local authority care home team will be able to provide further advice and support

Close contacts (as per [test and trace](#) processes) are defined as (without wearing PPE or where there has been a breach in PPE):

- having face-to-face contact with someone (less than 1 metre away)
- spending more than 15 minutes within 2 metres of someone
- travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane
- has cleaned a personal or communal area of the home where a confirmed case has been located (note this only applies to the first time cleaning of the personal or communal area)

NHS COVID-19 app features

The **free NHS COVID-19 app** is a vital part of the NHS Test and Trace service in England Test, Trace, Protect service. It is the fastest way to see if you're at risk from coronavirus. The app has a **number of tools to protect you**, including contact tracing, local area alerts and venue check-in. The NHS COVID-19 app is entirely voluntary and you can choose whether or not to download it. You can also uninstall and delete the app whenever you like.

Every person who downloads the NHS COVID-19 app will be helping in the fight against coronavirus (COVID-19).

The app does all this while protecting [users' anonymity](#). Nobody, including the government, will know who or where a particular user is.

The NHS COVID-19 app only works on smartphones that are compatible with the Exposure Notification framework developed by Apple and Google.

Below are the **key app features**



Trace

Get alerted if you've been near other app users who have tested positive for coronavirus



Alert

Lets you know the level of coronavirus risk in your postcode district



Check-in

Get alerted if you have recently visited a venue where you may have come into contact with coronavirus



Symptoms

Check if you have coronavirus symptoms and see if you need to order a free test



Test

Helps you book a test and get your result



Isolate

Keep track of your self-isolation countdown and access relevant advice

Download the app here



All care home staff should use the NHS COVID-19 app **outside their places of work**, please see [NHS COVID-19 app features](#) slide regarding instructions on how to download the app.

The NHS COVID-19 app only works on smartphones that are compatible with the Exposure Notification framework developed by Apple and Google

Use of app in care environment

Health and care workers **should not use** the NHS COVID-19 app when they are working in care environment, healthcare buildings, including hospitals and GP surgeries.

If you're a health or care worker practising infection prevention and control (IPC), including wearing correct PPE, you should pause contact tracing on your app.

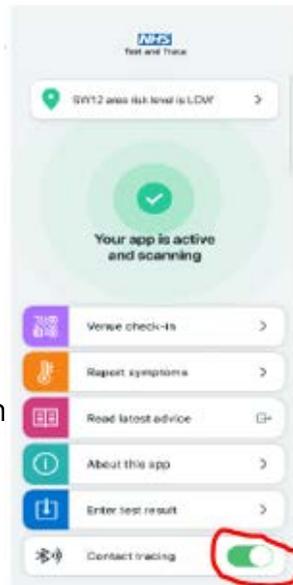
How should health and social care workers pause contact tracing?

Pause contact tracing within the app by scrolling down the home screen to the Bluetooth image and turning the contact tracing button to off as shown in the picture.

You should also pause the app when:

- you're working behind a fixed Perspex (or equivalent) screen
- and are fully protected from other people - you should be adequately protected
- you store your phone in a locker or communal area

Remember to turn contact tracing back on once you leave this situation.



Use of app to protect visitors and staff

Care providers are encouraged to display official [NHS QR code posters](#) at their venue entrances to help support contact tracing.

This should be referenced in visitor's policy and part risk assessment.

This means that if people visit the venue and later test positive for coronavirus, other app users who were there at the same time may be sent an alert, if local public health teams think this is necessary.

The app notification will not mention the name of your venue, it will just let app users know that they may have come into contact with coronavirus and provide them with public health advice.

If staff believe that they've been in contact with coronavirus, or gets an alert telling them that they've been in contact with someone who has tested positive, they should refer to their **local public health risk assessment process**.

Resources

- [How to download the app](#)
- [NHS COVID-19 app video](#)
- [Using COVID-19 app to protect visitors and staff](#)
- [Your data and privacy](#)
- [NHS COVID-19 information](#)
- [Easy Read Test and Trace](#)

Source: NHSE&I London regional care home resource pack V.5

All residents should use the NHS COVID-19 app when they are visiting venues outside their places of residence, please see [NHS COVID-19 app features](#) slide regarding instructions on how to download the app. **The app should be turned off in the care environment**

The NHS COVID-19 app only works on smartphones that are compatible with the Exposure Notification framework developed by Apple and Google.

Using the COVID-19 Test and Trace App

The app can keep a record of where they have been when visiting places outside the home. If other people were at the same venue at the same time as your resident, and later test positive for coronavirus (COVID-19), the resident may receive a notification.

Checking in to venues

- Residents can use the app to check in to venues when they visit.
- Residents can check in to a venue by pressing on the check in section and scanning a QR code (see picture)
The QR for a venue is usually located on a poster near the entrance or service till in a shop.
- You will find QR posters in cafes, restaurants, bars, leisure centres, hairdressers, beauticians, community centres and places of worship.
- Where a QR code poster is not available, Residents may still need to fill out their details.

QR Code



Using the App to check symptoms

- Residents can use the app to check and report their symptoms.
- By clicking on the select symptoms section the resident can choose the symptoms they may feel they are experiencing at the time.
- By clicking the submit symptoms button it will let the resident know if they may need to have a Coronavirus test.
- If the app advises to have a Coronavirus test, resident should **follow local care home guidance for testing and not book test through the app.**
- The app will provide guidance on the number of days the resident will need to self isolate.

Resources

- [How to download the app](#)
- [NHS COVID-19 app video](#)
- [Your data and privacy](#)
- [NHS COVID-19 information](#)
- [Easy Read Test and Trace](#)

Risk assessment for staff exposures in the workplace

If the you have come into close contact with a person at work who has either recently tested positive to COVID-19 or has a suspected case of COVID-19, for example due to a PPE breach, then you must:

- Report about the PPE breach and close contact to your manager
- Your manager will then conduct a mini risk assessment of the exposure and decide whether it warrants self-isolation (i.e. if it was just a torn apron or the staff member's mask actually fell off)

Factors in the risk assessment which should be taken into account include:

- the severity of symptoms the resident has
- the length of exposure
- the proximity to the resident
- the activities that took place when the worker was in proximity (such as aerosol-generating procedures (AGPs), monitoring, personal care)
- whether the health or social care worker had their eyes, nose or mouth exposed

If the risk assessment concludes there has been a significant breach, or close contact without PPE, the workers should remain off work for 14 days.

NCL Guidance: Resident exposure in a care setting

- Residents who are known to have been exposed to a confirmed COVID-19 resident (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.
- If symptoms or signs consistent with COVID-19 occur in the 14 days after last exposure then relevant diagnostic tests, including for SARS-CoV-2, should be performed. These residents should be isolated or cohorted with other suspected cases while results are pending. If they have been cohorted with other individuals, the other residents' follow-up period recommences from the date of last exposure.



Assessing Capacity for COVID-19 Testing



With regular testing for all residents in care home settings for COVID 19, see the below guidance for staff in cases where the relevant person may lack the capacity to consent to this procedure.

If there are doubts about a resident's capacity to consent to a test for COVID 19, this decision should be approached in applying the practice and principles of the [Mental Capacity Act \(MCA\) 2005](#).

- Establish whether the individual does lack capacity to make this particular decision. In doing so you must support them, and take all practicable steps, to help them make their own decision.
- Make sure the person has all relevant information e.g. what the test is for, what the procedure involves and what the risks are of not being [tested and what the benefits would be. This information should be given in an accessible way that is suited to the individual's level of understanding.](#)
- The capacity assessment must be evidenced and recorded in the person's care notes.

Is There An Lasting Power Of Attorney (LPA) For Health & Welfare Or Court Appointed Deputy ?

If the person concerned lacks capacity to consent to the Covid-19 test then you should check whether that individual has a Lasting Power of Attorney (LPA) or deputy for health and welfare who can consent on their behalf. Where an individual does not have an LPA a **Best Interest Decision** approach is required.

Useful Resources

[Testing and Capacity and COVID 19](#)

[Testing someone who lacks the relevant mental capacity without their consent](#)

'Blanket decision making' can not be made on the issue of testing a group of residents This would be breach to the person centred nature of the Mental Capacity Act - capacity is an individual issue and what may be in the best interests of one resident may not be in the best interests of another.

Best Interest Decision Making

In making this best interest decision, you must consider the best interest checklist. This includes:

- trying to ascertain the person's views as much as is possible, encouraging the person's participation in the decision
- consult others involved e.g. family members and carers
- identifying the relevant factors that the person themselves would taken into account if they were able to make the decision themselves. For instance the risk of harm to them should they not be tested
- use your knowledge of the resident to identify whether they would have likely to have wanted the test had they been able to make the decision for themselves
- Taking all these views and factors into account you can then make a best interest decision on behalf of the individual.
- Again, this should be evidenced and recorded in the individual's care notes.

Implementing a Best Interest Decision to be tested

- Try to complete the test in course of daily care routines without the use of restraint.
- If the person is resisting in any way and restraint is required, then you must be satisfied that it is a necessary and a proportionate response to the likelihood and seriousness of the harm that they would suffer should they not be tested.
- If restraint and force is required to perform a Covid-19 test then questions will have to be asked if the risk of harm is actually great enough to justify this and whether testing that individual is really in their best interests given the level of distress it is causing. This can only be decided on a case by case basis and clearly documented.

A Best Interest Decision on Testing Must Be Person Centred

(Content credited to Bath & North East Somerset Council)

End of Life Care

What you will find in this section:

- Advance Care Planning and Coordinate My Care
 - Supporting care in the last days of life
 - Expected and unexpected deaths
 - Verification of death
 - NCL Community Palliative Care Teams
 - Care after death – using PPE and IPC



Advance Care Planning and Coordinate My Care (CMC)

A blanket policy of Advanced Care Planning/Coordinate My Care/Do Not Attempt Resuscitation is **NOT** proposed.

Conversations around end of life are challenging, particularly in these difficult times. Residents may want to express their wishes in relation to what care they want if they become unwell.

Open and sympathetic communication with residents and those important to them enables care wishes to be expressed. It is important that people do not feel pressurised in to such conversations and decisions before they are ready.

Advance care planning discussions should be documented on Coordinate My Care so that urgent care services can view the persons wishes.

Residents can start their own plan through [my CMC](#) with family or staff support. That initiated work is then checked, edited and signed off by an appropriate health care professional making it visible to all appropriate users including Urgent Care Services. Alternatively, Nursing Homes can [register](#) to use CMC directly.

Resources

- MyCMC [Guide for care home staff](#)
- CMC contact: coordinatemycare@nhs.net 020 7811 8513
- Getting a [CMC log on](#)
- CMC [training](#)
- End of Life Care: Support during COVID-19: [Guide](#)
- HIN [guide](#) to support care homes implement CMC

Think

- Does the person have **an ACP** care plan which could be put onto CMC?
- If not, could the resident be supported to start a plan in My CMC?
- Could your care home register to use CMC to help create **CMC** plans for approval by your GPs or other senior clinicians?

Ask

- The resident if they would like to talk about their wishes and preferences if they become unwell. Involve those who matter to them in conversations
- The resident if their advance care planning discussions can be shared through a CMC care plan

Do

- Assist clinicians in creating CMC plans from existing advance care plans
- Help residents (that wish to) complete a My CMC plan to be approved by their GP
- Work with GP/community nurses and palliative care teams to finalise and approve plans
- Have ACP discussions with new residents and their loved ones when they are admitted.



Supporting care in the last days of life

Some residents will have expressed their wishes to not go to hospital and to stay in the care home and made as comfortable as possible when they are dying.

A family member is able to **visit their relative** who is dying. If they are unable to visit, they be can supported to connect using technology.

Common symptoms at the end of life are fever, cough, breathlessness, confusion, agitation and pain. People are often more sleepy, agitated and can lose their desire to eat and drink.

Breathing can sound noisy when someone is dying – due to secretions, medicine can be given to help.

Some people can become agitated or distressed when dying – provide reassurance and things the person would find comforting e.g. music.

Resources

Guidance on visitors for people in their last days of life: [Guide](#)

End of Life Care: Support during COVID-19: [Guide](#)

Key to care: [End of life care](#)

Royal College of GPs COVID: [End of Life Care in community](#)

NICE COVID-19 rapid guidelines [managing symptoms in community](#)

[End of Lifecare for People with Learning Disabilities](#)

Think

- Have we contacted the family?
- Does the resident have a CMC plan? – what are the resident's wishes and preferences?
- Have you considered the spiritual needs of residents and their families?

Do

- Do we have the medication needed to help relieve symptoms (e.g. pain, nausea, breathlessness)?
- Can I make the resident more comfortable - are they in pain (look or grimacing), are they anxious (can make breathlessness worse)
- Can I use a cool flannel around face to help with fever and breathlessness. Sitting up in bed and opening a window can also help. Portable fans are **not recommended**
- If the person can still swallow honey and lemon in warm water or sucking hard sweets can help with coughing
- If having a full wash is too disruptive washing hands face and bottom can feel refreshing

Ask

- The family and resident if they want to connect using technology
- The GP or palliative care team or 111 if urgent for advice about symptom control and medication

NCL Guidance: NCL Community Palliative Care Teams



Barnet Enfield & Haringey

First Contact Centre for all new referrals and patient related calls: **020 8343 8841**

This line is active 24/7

<https://www.northlondonhospice.org/contact/>

South Camden & Islington

South Camden:
[020 3317 5777](tel:02033175777)

Islington ELiPSe:
[020 3317 5777](tel:02033175777)

These lines are active
24/7

<https://www.cnwl.nhs.uk/services/community-services/camden-palliative-care-team>

North Camden

020 7830 2084

The line is active
Monday to
Sunday – 9am to
5pm

<https://www.royalfree.nhs.uk/services/services-a-z/palliative-care/#tab-contact>



Expected and unexpected deaths



What is an Expected Death?

- An expected death is the result of **acute or gradual deterioration in the patient's health and often due to advanced disease and terminal illness**. For example, a person having an expected death due to metastatic cancer and unrelated to COVID-19
- A patient diagnosed with COVID-19 who is being treated in the community with end of life care plans in place, would be an expected COVID-19 death and should be managed according to their end of life care plan. This will include patients with confirmed COVID-19 who have been discharged from Hospital to a Care home with an end of life plan.

✓ **During core practice hours: call the person's registered general practice**

✓ **Outside of core practice hours: call NHS 111*6**

Verification of Death will need to be completed in the home soon after death. This can be done either by suitably trained Health Care Professional, such a registered nurse in the care home who has completed the correct training*, or another suitably trained Health Care Professional available to visit (eg. District/community nurse).

The Learning Disabilities Mortality Review (LeDeR) Programme was set up to review every death of a person with a learning disability over the age of 4. You can find out more about LeDeR and notify the LeDeR that someone has died [here](#).

What is an Unexpected Death?

- These are deaths where the resident has **died suddenly or without the cause being expected** due to illness, or where the cause is unknown. This will include all cases where the death may be due to accident, apparent suicide, violent act and any other death that is not medically expected

✓ **Call NHS111*6**

Resources

*Special Edition of Care After Death: [Registered Nurse Verification of Expected Adult Death \(RNVoEAD\) guidance](#)



Verification of death – national guidance



The national guidance on verification of expected adult death can be found here:

<https://www.gov.uk/government/publications/coronavirus-covid-19-verification-of-death-in-times-of-emergency/coronavirus-covid-19-verifying-death-in-times-of-emergency>

The guidance covers deaths in care homes (under community settings) which are **expected** including confirmed and unconfirmed COVID-19 cases.

The guidance states that “verification of death is performed by professionals trained to do so in line with their employers’ policies (for example medical practitioners, registered nurses or paramedics) or by others with remote clinical support.”

Equipment to assist verification of death includes:

- Pen torch or mobile phone torch
- Stethoscope
- Watch or digital watch times
- Appropriate personal protective equipment (PPE)

Process of verification in this period of emergency:

1. Check the identity of the person – for example photo ID.
2. Record the full name, date of birth, address, NHS number and, ideally, next of kin details.
3. The time of death is recorded as the time at which verification criteria are fulfilled.

For **remote clinical support**:

During core practice hours call the residents GP. Out of hours call NHS111*6 where a clinician will provide remote support to work through the process



Care after death – using PPE and IPC

If the deceased person has suspected or confirmed COVID-19:

- Care after death must be performed according to the wishes of the deceased as far as reasonably possible
- Follow the usual processes for dealing with a death in your care home, ensuring infection prevention and control measures
- [PPE should be used](#), consisting of disposable plastic apron, disposable plastic gloves and a fluid -resistant surgical mask.
- Ensure that all residents maintain a distance of at least two metres, or are in another room from the deceased person and avoid all non-essential staff contact with the deceased to minimise risk of exposure
- Inform those who are handling the deceased when a death is suspected or confirmed to be COVID-19 related. The deceased should be transferred to the mortuary/funeral directors as soon as practicable.

Mementoes/keepsakes (e.g. locks of hair, handprints, etc) should be offered and taken at the time of care after death, as they will not be able to be offered at a later date. Mementoes should be placed in a sealed bag and the relatives must not open these for 72 hours.

Personal care – additional considerations

- Collect all equipment needed prior to undertaking e.g. clean bed sheets, soap, towels, mouthcare equipment etc
- Be cautious when cleaning their mouth
- Any jewellery removed needs to be wiped down with a disinfectant wipe

Personal property – additional considerations

- Contaminated clothes should ideally be disposed (with key contact consent)
- Wipe down hard items with disinfectant wipes. Non wipeable items should be packed, sealed and not opened for 72 hours.

PHE guidance on the care of the deceased with suspected or confirmed coronavirus must be followed. Click on this [link](#) for more information.

Digital support

What you will find in this section:

- Using technology to work with health and care professionals
 - Facebook portals
- Update on the Data Security and Protection Toolkit
 - NHSmail
 - NHSX Ipad offers



Using technology to work with health and care professionals

COVID-19 is changing how we access services, this is particularly relevant to care homes as many healthcare professionals can no longer visit your homes.

Through utilising digital tools you can ensure you can continue to access advice, support and treatment for your residents from a range of health and care professionals. Digital tools can help ensure information on residents is sent and received securely and help facilitate remote monitoring which can support clinical decision about your residents.

To effectively utilise these tools you will need to think about the current technology you have in your organisation:

What you will need:

- Minimum 10mb broadband speed and adequate coverage across your home - click [here](#) to test your broadband speed.
- An email address, preferably NHS mail. Signing up to NHS mail is easy and allows you to share confidential information securely
- A device which can be taken to the resident or a confidential space.

Helpful tips:

- Liaise with your GP/HCP to find out how they are delivering remote consultations (AccurX, MS teams, AttendAnywhere)
- Once you have NHS mail you can access MS Teams. Click [here](#) to learn more.
- Digital social care have launched a [technology helpline](#) to support you.

Think

- Do I have at least 10mb broadband speed in place for remote consultations? If you need support with increasing the WiFi speed, please email England.CareHomesDigital@nhs.net
- Do I have the technology in place to take observations and share them with a healthcare professional?
- Do I have a way of sharing resident information with health and social care securely? NHSmail can provide you with a secure way of securely sharing information with the system.
- Do I know how to make a remote consultation using the technology I have? E.g. Teams.

Ask

- What do I need to do to enable remote consultations?
- How do I access NHSmail?
- Can my Local Authority or CCG support me?
- How will you resource the use of technology?

Do

- Access the helpful training resources and webinars produced by Digital Social Care [Link](#)
- Sign up for NHS mail hlp.londonchnhsmailrequests@nhs.net
- Download MS teams
- Ask your Local Authority/CCG/AHSN for support adopting new technology

Resources

[Link](#) to Digital Social Care

Digital Social Care telephone [Helpline](#)

Remote monitoring of care home residents

We are currently running a project across North Central London to implement a Remote Monitoring solution into **100 Care Homes** by the end of March 2021. We are currently developing our engagement approach to identify the 100 Care Homes to rollout this solution too initially.

We are aiming the initial rollout to the largest care homes in NCL (over 26 beds) and have created a comms pack and QR Code to take you to the EOI form where you can register your interest to become one of the 100 homes to have this solution rolled out too.

Below is the QR code for Care Homes to reach the EOI form:



Some of the identified benefits

- ✓ Improved Quality of Care
- ✓ Reduced number of ambulance call outs & non-elective admissions
- ✓ Increased confidence of care home staff in managing unwell residents
- ✓ An increased trust and shared communication channel between health & care professionals.
- ✓ Supports evidence of CQC standards for care homes, particularly around Effective, Responsive & Well-led categories

NCL Resource: Facebook portals

Three hundred Facebook Portals have been distributed to health and care providers in North Central London to help friends and families stay in touch during the Covid-19 pandemic.

The Facebook portal is a new piece of a technology (similar in size to a tablet) that allows people to make video calls to family and friends.

If you have received a tablet, a staff member should be nominated to set up the device. The leading staff member should refer to:

- The [user set up guide](#), which provides further details including background information about the pilot, information on how portals are currently used in care settings, user set-up information, and portal functions.
- The [Facebook Portal Quick Guide](#) which explains how to set up and use the device.

If you have a technical query about the device and setup:

- You may be able to find the answer on the following links <https://portal.facebook.com/gb/help/setting-up-portal/> and <https://portal.facebook.com/gb/help/>.
- There are also many instructional videos available online if you Google your query.
- If you are still unsure, email your query to rachel.falconer@nhsx.nhs.uk - the contact at NHSX who is facilitating this pilot.



Update on the Data Security and Protection Toolkit



Source: NHSE&I London regional care home resource pack V.5

The [Data Security and Protection Toolkit \(DSPT\)](#) is a free, online self-assessment for health and care providers to evaluate and improve their information governance, data and cyber security. The DSPT will help ensure your policies and systems are secure and meet information governance, data security and CQC requirements. It will also help you manage risks and share information with other health and care services securely, appropriately and with peace of mind.

To support the COVID-19 response, NHSX temporarily waived the requirement for social care providers to complete the Data Security and Protection Toolkit (DSPT) before accessing NHSMail.

All social care providers using NHSMail must register with the DSPT (i.e. sign up and provide contact details). This will enable the DSPT team to more easily contact and support providers, including those operating under the waiver. Revised guidance on how to register with the DSPT is available on the Digital Social Care website.

A new version of the DSPT for social care will launch in October that's specifically designed for adult social care providers. This will include useful guidance linked to the Digital Social Care website, relevant for all types of care and support services, including residential and nursing homes, supported living, homecare, extra care, shared lives and day services. If you have any questions ahead of this time please email hlp.londonchnhsmailrequests@nhs.net and one of the team will come back to you.

Think

- Who is your Data Security Champion within your home?
- Is this supported by your head office team?

Ask

- Who is going to register your home on the DSPT? This may be completed on behalf of your home if you are part of a larger organisation.

Do

- All adult social care providers in England who have not already registered with the DSPT should do so **asap**, so that we can let you know when the new version of the DSPT has launched and how to access support.
- To support you with this Digital Social Care have created [guidance how to register](#).



NCL Guidance: Better communication through NHSmail



Why this matters?

- Care providers with access to NHS mail can communicate directly with NHS providers, for example, to receive test results and discharge summaries.
- It also enables video consultations, which will support primary care and virtual MDTs in response to covid-19.

Where are we with NHS mail in NCL?

- Close to 200 care homes have access to NHS mail currently. Some are already working with their local NHS to set up virtual consultations.
- We would like to roll this out to all care homes in NCL and other interested providers, such as extra care and domiciliary care.

What do you need to do to access NHS mail?

1. Complete the NHSmail form (you can find a copy of the form at <https://digital.nhs.uk/services/nhsmail>)
2. Send completed form to the following email address: hlp.londonchnhsmailrequests@nhs.net
3. You will receive your NHS.net e-mail address and password

Additional tools

- Microsoft teams will be available to any care home with NHSmail. Teams will enable video conferencing with Health and Care Partners and the ability for homes to proactively set up video consultations and their virtual MDT.

Support

- There will be webinars taking place daily that will explain how to set up NHSmail once you have received your details and a demonstration on how to use Teams. You can also contact the London team at the following e mail address if you have any queries: hlp.londonchnhsmailrequests@nhs.net



NHSX iPad offer to Care Homes



NHSX, in partnership with the Local Government Association (LGA) and regional NHS teams has begun a programme of work to embed this transformation, which will align with a wider package from Government to support winter pressures. Our work together will be focused on helping to connect care providers by investing in digital infrastructure, and by supporting the implementation of new technologies and improved access to information across health and social care services.

As part of this work, NHSX is investing in up to 11,000 iPads (tablet devices) for care homes to improve access to healthcare services for care home residents. Each tablet device will include a 12-month support package and, for care homes without full access to WiFi, a data-enabled SIM card. The iPads will be ready to use straight out of the box.

How the iPads will help care homes

The iPads will make it possible for all care homes to:

- Hold video consultations with medical and social care professionals.
- Use NHSmail (a secure NHS internal email service).
- Access resident health information.
- Connect residents with loved ones remotely.
- Use any other applications and tools that they feel support the care of their residents.

As well as pre-bundled software, the iPads will have easy-access links to NHSmail, the MS Teams app, the Digital Social Care website and Apple Care (for technical support).

Which care homes will receive an iPad?

Prioritisation of iPads will be to care homes that:

- Receive all or some of their funding for residential care from the NHS or from a local authority.
- Have less than one Apple or Android tablet device per 40 residents.
- Care homes with fewer than 40 residents will qualify for one iPad.
- Care homes with 40 or more residents will qualify for two iPads.

Which care homes will receive iPads with a data-enabled SIM card (for internet access)?

Care homes will qualify for a SIM card, included with the iPad, if they have:

- A poor or patchy WiFi connection.
- No WiFi connection.

Next Steps

NHSX have provisionally released details of care homes who will be provided with a iPad, which is being checked with colleagues locally. The final allocations list will be shared with care providers as will details of when they can expect to take delivery of the iPads and details of how to set them up.

Updates on the NHSX allocation of iPads



Following feedback NHSX have released details of the final iPad allocations.

At this stage, NHSX have only been able to allocate iPads to care homes that applied for our offer by the 23rd October deadline. NHSX are looking at other support options for care homes that did not apply or were ineligible for this offer.

Distribution of the iPads

50 care homes have now received their iPads and have been sharing information about their experience with the NHSX team, to help them refine and improve the distribution process.

We expect distribution of the remaining iPads to take place from w/c 30th November until mid-December. Care homes listed priority one care in the spreadsheet, will receive their devices first.

Successful care homes will be contacted by NHSX on Tuesday (24th November), and their deliveries will be arranged with our delivery partner Jigsaw24. Care homes will be reminded that they must adhere to the iPad terms of use and applicable security and information governance requirements.

The iPad support package

The iPads will be gifted to care homes with a protective, cleanable case. A data-enabled SIM card will also be supplied, along with pre-installed mobile device management software for security and troubleshooting, for an initial 12-month period.

A set up guide will arrive in the iPad box, with contact details for the technical support service desk (see the below FAQs for further information). Care homes will also have access to support resources and set up/troubleshoot webinars via the Digital Social Care website.

If you or any care homes you work with have any queries about this offer, please get in touch at ipad.offer@nhsx.nhs.uk or alternatively see below for an FAQ.



DSPT – support available from Digital Social Care



Digital Social Care, run by social care providers for social care providers, provides **advice** and **support** to the sector on technology and data protection.

As part of this support they are offering you the opportunity to join a series of [free webinars](#) to help you think about how to protect your organisation's confidential information.

We're running the [webinars](#) in partnership with the Institute of Public Care and they are a great opportunity to learn more about data security. Whether you're a complete beginner or looking to follow best practice, these webinars are for you.

The impact of COVID-19 has meant more reliance on technology for all of us, so during these webinars taking you through how to keep information secure.

They'll also be helping you to get started with the Data Security and Protection Toolkit, which is a useful guide and self-assessment tool. It can help you to demonstrate that your organisation meets CQC expectations of good security practice.

Two webinars are scheduled for November and December.

- [How to Register for Data Security and Protection Toolkit \(DSPT\) - 19 November 2020](#)
- [How to Register for Data Security and Protection Toolkit \(DSPT\) - 01 December 2020](#)

[Register for free and find out more about the dates of the webinars](#)

During the webinars you'll have the opportunity to ask our experts any questions you have.

If you can't make the dates, the webinars will be recorded and made available for you to [catch up on demand afterwards](#).



<https://www.digitalsocialcare.co.uk>

Workforce and capacity

What you will find in this section:

- Understanding your service and workforce capacity
 - Changes to discharge / brokering
 - National Capacity Tracker for care homes

NCL Guidance: Understanding your service and workforce capacity

- Each local authority has established regular reporting arrangements around your service and workforce capacity.
- This is vital for us to understand which providers can accept new referrals and where providers are under strain and need support. Thank you for your support in completing this regularly.
- We commit to sharing information between Councils and the NHS, and reducing usual service reporting and quality monitoring visits to the minimum.
- This will enable you to focus on service delivery and us to support providers under strain.

If you have questions around reporting arrangements please contact your local authority.

Recruitment support:

- We will need to provide more care in coming months and pressure will increase with staff self isolating.
- Therefore, our view is that providers will need to increase recruitment.
- Our [Proud to Care portal](#) advertises jobs in care across north London.
- We will increase our marketing, communications and pathways, and work with training and employment providers to raise awareness of the recruitment drive.
- Andrea Johnson is talking to social care recruiters about how we can support you – please contact Andrea.Johnson@hee.nhs.uk to discuss how we can help.

NCL Guidance: Changes to discharge / brokerage



- Over the next few weeks we expect that the number of people needing support in the community after a stay in hospital (both with and without COVID-19 symptoms) will increase.
- What this will mean is that you will (soon) receive referrals from hospital without being able to assess residents prior to discharge. This is in order to support timely discharge from hospital.
- Having [NHS Mail](#) will therefore be very important to ensure that local discharge teams can pass on important information about residents needs to you prior to discharge
- Your local borough will contact you with details of these discharge arrangements and what this will mean for how these services will be brokered. See Covid-19 Trusted Assessor Guidance at Annex C of [COVID-19 Hospital Discharge Service Requirements](#).
- To support boroughs to see whether you have capacity in a timely way to support discharge, you are also being asked to complete the **NHSE capacity tracker**. More information on the **capacity tracker** can be found on the [next slide](#).

NCL Guidance: Implementation of the National Capacity Tracker for care homes



You can log into the capacity tracker at <https://carehomes.necsu.nhs.uk/> (Note: Care homes should use an NHSmail account to register for the Capacity Tracker rather than a private one (e.g. Hotmail, Gmail), as this will speed up the approval process)

- We all hugely appreciate your effort and patience in submitting information to commissioners locally and via the London-wide Market Insight Tool. This information is very important as has been used to feed-in to regional and national efforts to secure much needed PPE, and indicate how the care sector is coping during this difficult time.
- One of the most important tasks in the response to COVID-19 will be to ensure we have the capacity across the system and our patients/residents are cared for in the most appropriate setting depending on their need. To ensure this, and to understand pressure points in real time, we are asking all colleagues **to support the roll-out of the Capacity Tracker across relevant providers in parallel with the Market Insight Tool.**
- The Capacity Tracker will track vacancies at a national level, the Market Insight Tool captures broader information about your supply of PPE, staffing levels and capacity. Both forms of information are essential.
- Discussions between London ADASS and North of England Commissioning Support Unit have been ongoing to understand whether we can merge the Market Insights Tool and the Capacity Tracker. They are continuing to work to ensure care homes only have to fill in one return, but this may take a little time, and they ask for your patience while this is sorted.
- Registration for Capacity Tracker can be completed at <https://carehomes.necsu.nhs.uk/>. Once registered, Providers can access a comprehensive support package (help guides, video walkthroughs, and a support call centre). There is a Contact Centre to support those Providers who are being asked to register and update their information at pace. The number is 0191 691 3729 and operates between 8am and 8pm, 7 days a week. Outside of these hours, or for more general guidance, providers can email necsu.capacitytracker@nhs.net
- Details about the Market Insight Tool can be found via this [link](#) . If you need technical support, then please email londonadassmi@hastec.ltd and a member of the team will be in touch via email to support.

Care home capacity tracker - why register?



What is Capacity Tracker?

- ✓ A secure online tool developed nationally as the single way to report your available beds and staffing or supply needs during the COVID-19 period, so both health and social care partners in your area can respond to help you swiftly and ensure the right resource, in the right place, at the right time to save lives
- ✓ In real time, the Tracker allows you to share the **number of beds** you have available for residents, your **Personal Protective Equipment (PPE)** needs, **staffing levels** and the **number of COVID-19 residents** to help you manage during the COVID-19 incident



How will you benefit by updating Capacity Tracker daily?

- ✓ Your key local partners (e.g. System Champions for Capacity Tracker, Local Resilience Forum, Local Authority and NHS) can quickly understand your needs, and urgently direct appropriate resources to you (e.g. if you need extra PPE or help with staffing)
- ✓ Hospital discharge teams will know if you are open, and if you are closed, the Tracker will support the placement of residents to other care homes – without disturbing you
- ✓ Advertise details of your available beds in just 30 seconds
- ✓ Make Instant updates from your smartphones and tablets via the Capacity Tracker app



How will it benefit residents leaving hospital?

- ✓ Allows residents leaving hospital to return safely and quickly back to you
- ✓ By making the transfer of residents to care homes a lot simpler, this will allow hospitals to admit residents who really do need to come to hospital in an emergency, as there will be available beds



How can you register and get support?

- ✓ It is fast, secure and completely free to care homes, and you will have access within minutes
- ✓ Register your care home here <https://carehomes.necsu.nhs.uk/home>
- ✓ Watch a video on how to register and update bed capacity on Capacity Tracker <https://www.youtube.com/watch?v=qm9kX7tVO08&feature=youtu.be>
- ✓ Your local System Champions can provide additional support, if needed

Financial support

What you will find in this section:

- Financial support – provider and employment
- Local plans to support providers financially

Provider Support – COVID-19 Response Fund

- The government will **fund pressures in the NHS** and support local authorities to manage pressures on social care, support vulnerable people, and to help deal with pressures on other public services.
- Your local borough will decide how to use additional funding to support the COVID-19 response. Further detail will be provided on the use of this additional funding by boroughs in the next iteration of this pack.
- Please contact your local borough if you have immediate concerns about finances due to COVID.

Employment Support – Statutory Sick Pay

- Employees will receive sick pay from **day one** of being off work due to COVID-19.
- Individuals employed on **zero-hour contracts may be entitled to Statutory Sick Pay (SSP)** if their average earnings are at least £118 per week (calculated over an 8-week period). Anyone not eligible to receive sick pay, self-employed people, is able to claim [Universal Credit](#) and or contributory Employment and Support Allowance.
- Providers with fewer than 250 employees may be able to claim for 2 weeks of SSP per employee. Details are still being finalised but in the meantime **providers are asked to retain records of SSP to support claims.**

NCL Guidance: Local plans to support providers financially

Payments

Each council are reviewing how they pay providers to ensure their financial sustainability. This includes considering shifting to payments 'on plan', rather than based on actual care delivered, to give providers greater flexibility. Contact your borough for details.

Cash flow

Councils are committed to ensuring the financial stability of our providers and maintaining service continuity and will take all actions open to them to support this in line with government guidance. Councils are committed to meeting reasonable additional costs identified through open book arrangements.

For the foreseeable, councils will be delaying inflationary uplift decisions until later in the summer, but will backdate any decisions to the start of the financial year.

*It has been reported that some PPE suppliers have begun price hiking on essential PPE items. This is unacceptable, if you notice any suppliers profiteering please report them to the [Competition and Markets Authority](#) or contact your local council trading standards team.

Thank you for your support, commitment and dedication in this period.

Your support saves lives every day and this will be needed more than ever in the coming months. We want to support you and your staff at this difficult time.

We want your feedback on this pack so we can improve it. Please email nclccg.covidpp@nhs.net to advise what further information would help you or if there is anything more we can do to help you boost staff morale.