

Date: Monday, 16 November 2020

## COVID-19 SOCIAL CARE PROVIDER UPDATE

### About this update

Havering Council's Joint Commissioning Unit will be sending regular COVID-19 updates to all social care providers who provide services to Havering residents. We are aware that these are times of great uncertainty and it is more important than ever that we stay in touch and keep you updated as the local and national picture changes. Thank you for all your hard work and commitment since the outbreak began. We are seeing more and more pressure growing on services from the impact of COVID-19 and it is essential that we support each other and our staff in the coming months. Below are the updates for this week.

### European Union Exit

#### Health and care staff can claim immigration health surcharge reimbursement

Overseas NHS and care workers can claim their reimbursement from the surcharge from today, fulfilling a pledge made by the Prime Minister in May.

Please follow this link for more information: <https://www.gov.uk/government/news/health-and-care-staff-can-claim-immigration-health-surcharge-reimbursement>

#### EU Settlement Scheme - Guidance for adult social care providers

This guidance provides information and advice on the EU Settlement Scheme and its implications for the adult social care workforce, people who use social care services and their family and friends in England. It is aimed at all adult social care managers, owners and workforce/HR leads in England.

Please follow this link for more information: <https://careprovideralliance.org.uk/euss-guidance-for-care-providers>

### Adult Social Care Infection Control Fund

#### Adult ICF Grant Round 2 £546m – summary of DHSC detailed conditions issued on 1st October

Guidance on the Adult Social Care Infection Control Fund: round 2 sets out the infection control measures that the new infection control fund will support, including information on the distribution of funds and reporting requirements: [Adult Social Care Infection Control Fund: round 2](#) (1<sup>st</sup> October)

## Capacity Tracker

**The capacity tracker is being used to capture weekly and monthly submissions from providers;** this is a requirement of the ICF fund. This includes completing both the Infection Prevention and Control questions and the Business Continuity questions.

Community care providers, including those with exclusively self-funded clients, will be required to complete the CQC homecare survey on a regular basis for now.

## Having Testing Sites



### Protect yourself and others - get a test

If you have a continuous cough, high temperature, and have lost your sense of smell or taste, you need to be tested for COVID-19. Testing is available in Romford, South Hornchurch and Harold Hill, for people with symptoms of the virus.

There are two walk-through test centres open seven days a week. They are open from 8am to 8pm. One is in Harold Hill, called Dagnam Park Drive, on the multi-use sports pitches located behind Central Park Leisure Centre. The other is at Cherry Tree car park, off Rainham Road, South Hornchurch. You must [book an appointment](#) before attending. The Mobile Testing Unit, at the rear of the Town Hall, Romford, operates a drive and walk through system. Testing, by appointment, will be available between 10.30am and 3.30pm on:

- 13 November
- 14 November

Vehicles and pedestrians should enter via Park End Road, Romford RM1 4AU. Do not try to enter from Main Road.

Get coronavirus (COVID-19) testing kits to test the residents and staff of your care home.

This testing is available throughout the UK. The staff and residents do not need to have coronavirus symptoms for you to get the tests.

For more information follow this link: <https://www.gov.uk/apply-coronavirus-test-care-home>

## Health and Social Care Workers Flu Vaccination Campaign

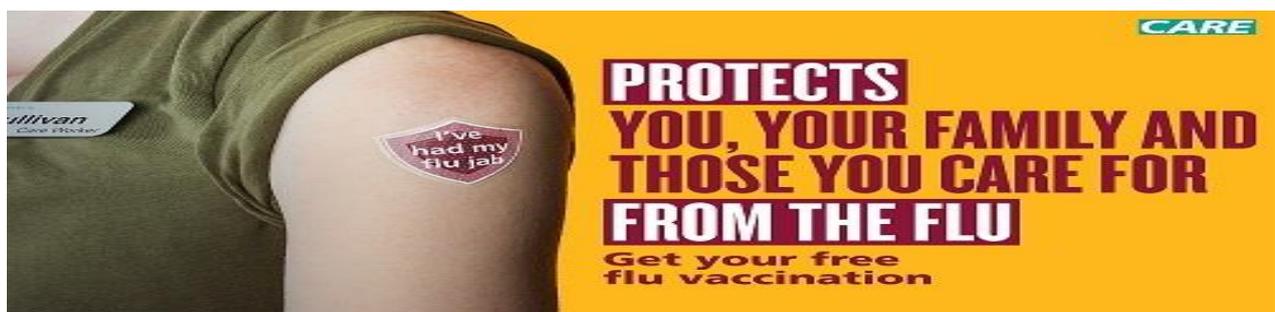
This year's flu season will coincide with the continuing impact of COVID-19. It's really important that you get your flu vaccination to help protect yourself, the people you care for and care about, and the NHS.

Please encourage people you support to get a flu jab too.

30 million people are eligible for free flu vaccinations this year, including all frontline health and social care workers, personal assistants and social care workers employed through direct payments.

You don't need an ID or voucher to be vaccinated. Just visit a pharmacy or book an appointment with your GP, and self-declare as a social care worker.

<https://twitter.com/DHSCgovuk/status/1308345294493487106>, [Watch Deputy Chief Medical Officer Professor Jo](#)



## Ordering PPE for your Organisation

### **PPE portal: how to order COVID-19 personal protective equipment (PPE)**

Eligible health and social care providers can order PPE through the portal to meet the increased need that has arisen as a result of the COVID-19 pandemic.

For more information and guidance follow this link: <https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment>

### **Who can use the PPE portal**

Register for, and access the portal [here](#), using your email registered with the CQC.

For those not supplied through local authorities or LRFs, the majority of social and primary care providers can now get all of their COVID-19 PPE from the PPE portal.

The following organisations can use the PPE portal:

GPs, residential social care providers, domiciliary social care providers, pharmacies, dentists, orthodontists, optometrists, children's care homes and secure homes, children's residential special schools, community drug and alcohol services and residential drug and alcohol service.

## Reminder for accessing emergency PPE supplies

### Ordering PPE for your organisation

“The Council can help support those not eligible for access via the national PPE portal which includes:

- Personal assistants (commissioned by LAs, CCGs, and funded through personal health budgets);
- Shared lives and day care services;
- Mental health community care;
- Domestic violence refuges;
- Rough sleeping services;
- And all education (and childcare) settings.

Details of delivery of PPE items is still being worked through, please expect communication from the JCU with regard to delivery of items in due course.”

## Local Government Association

### Adult social care: guides for councils

The following may be helpful to your adult social care teams:

- The LGA and NHS England have published a new [step-by-step guide for care homes to quickly and safely order medications](#) online for residents via proxy access to their GP online services account.
- DHSC and the Social Care Institute for Excellence have published a [new quick guide will help home care workers](#) and personal assistants to provide safe care and support to people who have left hospital after having COVID-19.

## Department of Health and Social Care

### New plan to help protect care homes from coronavirus over winter

A new adult social care winter plan will aim to curb the spread of coronavirus (COVID-19) infections in care settings throughout the winter months.

For more information please follow this link: <https://www.gov.uk/government/news/new-plan-to-help-protect-care-homes-from-coronavirus-over-winter>

### Coronavirus (COVID-19): guidance

<https://www.gov.uk/guidance/overview-of-adult-social-care-guidance-on-coronavirus-covid-19>

Find guidance about coronavirus (COVID-19) for health and social care settings, other non-clinical settings, and for the general public.

### **Publication of updated guidance: Coronavirus (COVID-19): guidance for people receiving direct payments**

Please see [updated guidance](#) from DHSC on direct payments, together with their own summary.

“We have now published the updated Covid-19 Guidance for Local Authorities and Clinical Commissioning Groups in the Delivery of Direct Payments and Personal Health Budgets, which can be found via this landing page. This does not yet have a corresponding easy-read, but we will work to produce this as soon as it is possible. As you will know, this guidance does not have new advice – it sets out key expectations of LAs and CCGs to support people’s continuing care and support needs, continue to allow flexibility, and to manage and mitigate the impacts of COVID-19.”

## **Businesses Support**

The Kickstart Scheme provides funding to create new job placements for 16 to 24 year olds on Universal Credit who are at risk of long-term unemployment. Employers of all sizes can apply for funding which covers: <https://www.gov.uk/coronavirus-taxon/businesses-and-self-employed-people>

## **Skills for Care Guidance**

### **Updated: COVID-19 management of staff and exposed patients or residents in health and social care settings**

The updated guidance details the changes to the retesting exemption period for staff from six weeks to 90 days if they have not developed new COVID-19 like symptoms.

<https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings>

### **Support for registered managers**



**Take a look at our web pages** which provide dedicated support and information we recommend for all registered managers and frontline managers during the COVID-19 pandemic.

## Social Care institute for Excellence

### Home care and COVID-19: Advice and best practice

This is a brief update from SCIE, including a new quick guide on supporting people who have had COVID-19 at home, and a recap on our resources for care providers.

Please follow this link for more information: <https://www.scie.org.uk/care-providers/coronavirus-covid-19/home-care/recovering-at-home>

**COVID-19 guide for care staff supporting adults with learning disabilities or autistic adults:** <https://www.scie.org.uk/care-providers/coronavirus-covid-19/learning-disabilities-autism/care-staff>

## Health and Safety Executive

### Protect vulnerable workers during the coronavirus (COVID-19) pandemic

As an employer, you have a legal duty to protect workers from harm. You should make sure you consider the risk to workers who are particularly vulnerable to coronavirus (COVID-19) and put controls in place to reduce that risk.

[Supporting workers in higher-risk groups](#)

[Clinically extremely vulnerable workers](#)

[Supporting clinically extremely vulnerable workers returning to work](#)

[Local lockdown areas](#)

[Pregnant workers](#)

## Care Quality Commission Advice

### Infection Prevention and Control

CQC's latest [COVID-19 Insight report](#) explores good practice in infection prevention and control (IPC) across all sectors including adult social care. CQC have been encouraged by IPC findings so far. Full findings will be shared in November, but across the special programme of inspections of IPC in 300 care homes CQC found more than 90% assurance across the areas asked. CQC would like to thank services demonstrating this good practice. However, CQC have identified a small number of adult social care providers where we have concerns around IPC policy and effective use of personal protective equipment (PPE). This includes;

- PPE not being used in line with current government guidance
- No COVID-19 risk assessments in place or being out of date
- Staff not wearing PPE

Following the [letter](#) issued by DHSC last week and with infection rates rising, now is the time to again reflect on IPC in your service and ensure you have the right processes and systems

in place appropriate to your service. It is vital to get this right to ensure that people receive safe, effective and good quality care.

How confident are you that all of your staff follow processes, even when you are not there? How does your auditing process check on staff working evenings, nights and weekends?

Where CQC have concerns, they can and will take swift regulatory action. This could include publicly giving a provider actions that they must take, through to restricting a service's operation, including by issuing requirement notices, warning notices, and in cases of significant concern, placing conditions on a provider's registration. All of these actions are designed to ensure provider's take action quickly.

You can read guidance for social care providers on how to prevent, control and protect care workers and those they care for from COVID-19 infection [here](#).

CQC's [IPC inspection tool](#) is also available for you to understand what CQC look for on inspection in care homes. CQC will be continuing to carry out IPC inspections over the coming months, both to highlight good practice and to take action where improvements are needed.

### **The CQC recognises problems renewing public liability insurance and is requesting feedback**

The CQC are aware that some providers have had difficulty obtaining or renewing employer and/or public liability insurance. This has particularly affected social care providers and appears to be a consequence of the COVID-19. CQC have been notified that some insurance providers are significantly increasing renewal premiums and/or imposing high excess charges or exclusions for COVID-19 claims. A few providers have struggled to renew their insurance where existing insurance providers are withdrawing from the social and health care market.

Therefore, we may ask some extra questions about your insurance cover when we're in contact with you as part of any regulatory activity. This is to help us understand who it is affecting and any impacts. This matter is being looked at across government and the DHSC are working with providers and insurers to understand the breadth and severity of the issue to see if there is any action that Government should take. CQC has an important role to escalate intelligence we are receiving about these concerns to inform this.

If you're having trouble getting suitable insurance cover, we may want to discuss these issues with you. This is because we need to be assured there is no adverse impact on the safety of people using your services and that you will continue to comply with the requirements of the regulations.

## **Safe Care Home Visit Guidance**

### **New guidance to support safe care home visits during lockdown**

Care homes will be encouraged and supported to provide safe visiting opportunities as new national restrictions come into effect.

<https://www.gov.uk/government/news/new-guidance-to-support-safe-care-home-visits-during-lockdown>

- Visits should be tailored to residents and facilities and should prioritise residents and staff's safety to limit the transmission of COVID-19.
- Care homes, especially those who have not allowed visits since March, will be encouraged and supported to provide safe visiting opportunities as new national restrictions come into effect.
- Measures put in place should provide COVID-secure opportunities for families to meet using visiting arrangements such as floor to ceiling screens, visiting pods, and window visits.

 HM Government



**CORONAVIRUS**

# NATIONAL RESTRICTIONS

5 November to 2 December

**National restrictions apply to England:**

**Meeting  
Indoors**



You cannot meet anybody socially indoors unless they are in your household or support bubble.

**Meeting  
Outdoors**



You can meet with 1 person from another household in outdoor public spaces, following social distancing. Children under 5 and anyone dependent on continuous care do not count towards the 2 person limit.

**Weddings  
and Funerals**



Weddings, civil partnership ceremonies can only take place where one of those getting married is seriously ill and not expected to recover. Funerals can take place with up to 30 people in attendance.

**Essential  
Shops**



Open. Essential shops should follow COVID-secure guidelines.

**Non-essential  
Retail**



Closed. Can only open for click-and-collect and delivery services.

**Exercise**



You can exercise outside on your own or with your household; your support bubble; or one person from another household.

For more information and detailed guidance visit:  
**[gov.uk/coronavirus](https://www.gov.uk/coronavirus)**

