



Information

for adult social care providers

CORONAVIRUS
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& OTHERS**



Issue 3:

Dear Colleague,

Thank you for your dedication to continuing to provide invaluable care and support to our residents under incredibly challenging circumstances.

During this time of uncertainty and unprecedented events it is now more than ever that we all work as team to ensure continuity of service for our vulnerable people receiving services from us.

Survey introduction

With this in mind we have developed a '[Snap Survey](#)' which we are urging all of our providers to complete daily.

The [survey](#) will give us a vital overview of all providers capacity and challenges that you are facing. It will also give you the opportunity to ask us for any support that you feel is required such as training. It is critically important that we are kept aware of these issues so that we can support you as a provider where necessary, in the coming weeks as the situation unfolds further.

We are requesting that all providers complete this daily before 10am. If we do not receive this information we will call providers to see how we can best support them in ensuring that we are able to obtain this data.

In support of answering the survey please find attached a description of RAG ratings to be used by all providers when assessing individuals care requirements, this will ensure we are applying the same principles across all providers. The RAG ratings are also going to be used by internal staff when requesting care.

We are also working on a RAG spreadsheet for providers to use as an ongoing tool to help support the maintaining of essential care, further details in respect of this will be sent out in the coming days.

NHSmail for all care providers

A national decision has been taken to set all care providers up as soon as possible with NHSmail secure email to enable swift and secure communication with health and social care colleagues. NHSmail is accessed as a type of webmail. If you do not already have an NHSmail email addresses (....@nhs.net), you will be contacted shortly by email and phone to collect the information needed to set you up.

For further information, including if you would like to be prioritised for NHSmail, you can contact CareHomeITAdmin@leics-his.nhs.uk, including a time when you would like to be contacted.

Please note, the requirement to obtain NHS Digital Data Security and Protection Toolkit accreditation to access NHSmail has been waived during the Covid-19 emergency. We will support you to gain this accreditation when normal operation resumes. If you have already gained your DSPT accreditation, we will be contacting you to set you up this week.

New Information Sharing guidance

Digital Social Care have published pragmatic [guidance](#) on information sharing and information governance to support providers during the Covid-19 outbreak.

Bed Capacity Tracker – for Care Homes only

In line with the Covid-19 (coronavirus) emergency, all care homes nationally are being asked to use the [NE CSU Bed Capacity Tracker](#) to record their available capacity.

This includes identifying additional capacity such as community beds, which alongside other key information will support the urgent placement of patients being discharged from hospital.

All commissioners and people searching for bed capacity will be directed to use the capacity tracker as a starting point so it is important for care homes to use this to update their vacancies when they happen so people have live information.

Thank You

Once again, I would like to take this opportunity to thank you for your continued support in delivering essential care at this challenging time.

Yours sincerely

Jon Wilson

Director of Adults & Communities