



Information

for adult social care providers

CORONAVIRUS
**PROTECT
YOURSELF
& OTHERS**



Issue 13

Dear Colleague,

The bulletin below will hopefully provide a useful update on the work that we are doing to support you as providers and the people we support. Thank you for your continued support and to all of you who have been involved with our weekly provider calls so far.

Safeguarding guidance

During the COVID-19 crisis, it is particularly important to safeguard adults with care and support needs. They may be more vulnerable to abuse and neglect as others may seek to exploit disadvantages due to age, disability, mental or physical impairment or illness.

We know this is a really difficult time for provider services and we do not wish to add to this, and we are working to support you wherever we can. However, locally we have seen a recent reduction in safeguarding alerts to the Local Authority and through discussion with colleagues, across the country, this appears to be the picture on a regional basis.

The Coronavirus Act 2020 is clear that the duty to safeguard will not change even if there is easement of other Care Act duties. Therefore we need to continue to work in collaboration with our partner agencies to protect adults in need of safeguarding.

Wherever possible we will discuss with you the most proportionate way to undertake a safeguarding enquiry, and this is likely to be with your support in carrying out at least some of the enquiry. We will try to avoid face to face visits, particularly in care homes, unless this is necessary due to risks within the situation and being unable to progress the enquiry in other ways such as using video conferencing. Where visits are necessary this will be in line with social distancing guidance and using PPE where required.

Any potential safeguarding concerns should be reported to our Customer Service Centre on 0116 305 0004.

Residential incident reports should be submitted in the usual way.

If you need support in making a decision as to whether you should be making a referral to the Local Authority, a reminder of the [Leicester, Leicestershire and Rutland Safeguarding Adults Thresholds Guidance](#).

If you remain unsure we would recommend that you contact the Customer Service Centre on the number above to discuss the issue.

Workforce Sharing Agreements

Please be aware of a new workforce sharing agreement being led by University Hospitals of Leicester, which has now come into effect.

The principles of this new arrangement are that sharing can be utilised across different organisations, should the following situations occur:

- There is a workforce demand that cannot be met through internal movements and redeployments
- There is a risk to delivery of patient care as a result of COVID-19
- There is a risk to continuity of service
- Spare capacity exists in organisations, party to the agreement which can be better deployed elsewhere in the system

As you would expect, there are a number of terms and conditions with the agreement and sharing will be subject to agreement and willingness of individual employees. Some of the key considerations are that sharing will only occur if:

- Employees are shared without detriment to their terms and conditions and with their agreement
- Employees identified for sharing have been assessed for suitability by the employing and in most circumstances the host organisation through the appropriate professional lead.
- Employees with known COVID related symptoms or self-isolating will not be permitted to commence an assignment in other organisation.

The Workforce Sharing Agreement could be used for the following organisations (with scope to make additions):

- University of Leicester
- De Montfort University
- Leicester College
- Leicestershire County Council
- Leicester City Council
- Rutland County Council
- Other NHS organisations (LPT, CSU, CCG)
- Spire
- Nuffield

Further information on this will be made available on the provider area of the website.

How to access volunteer support for your organisation (dom care/home care providers)

As we referenced before, we recognise your time is stretched and you are understandably prioritising your staff's time on care necessities and priorities for the people you are supporting and caring for.

In some cases this means we are asking you to de-prioritise some lower priority and less skilled tasks and activities that you may normally be supporting people with as you help them maintain a safe and habitable home.

During the Covid-19 outbreak this may include tasks such as wellbeing checks, collecting shopping and medication, preparing meals, support dealings with other services and support, light housework etc. In many cases these will be picked up by family, friends or others in the community, but if this is not the case then they could be done by Covid-19 volunteers. We want to help you to access this pool of volunteers.

There are two routes for providers to access volunteers depending on if they need one/a few volunteers, or if they need a larger group of volunteers.

For one or a small number of volunteers you should directly use the [NHS's volunteering "GoodSam" service](#) or phoning 0808 196 3382.

You will need to register with the service which may take up to 72 hours and are encouraged to sign up as soon as possible.

For a larger group of volunteers (or if you are unable to access volunteers through the GoodSam service) you should contact VAL (Voluntary Action LeicesterShire).

You will need to complete a [Volunteer Request Form](#) and email it to Kevin Allen Khimani at VAL at: kevin.ak@valonline.org.uk.

Please contact VAL as soon as you know that you will need to make a request as there will be a lead time to securing larger numbers of volunteers.

We ask that you do not duplicate requests to GoodSam and VAL.

If you need any support in accessing volunteers please contact the LCC ASC Volunteer Coordinator Steve Pratt by email at: Stephen.Pratt2@leics.gov.uk or by phone at 0116 305 53048 and please keep Steve informed of your requests for volunteers through both GoodSam and VAL.

Government guidance

You should hopefully be aware that there is a specific web page for updated national government guidance, including the recently published (16 April) [Social Care Action Plan](#).

Read the [latest government guidance](#).

New videos launched

To support people requiring information on how social care and health services are impacted by Covid-19, we have now added videos of our Frequently Asked Questions. This will enable people to access this information in other formats. This information can be viewed on our [FAQs about your or your cared for person](#).

Yours sincerely

Jon Wilson
Director of Adults & Communities