



# Information

for adult social care providers

CORONAVIRUS  
**PROTECT  
YOURSELF  
& OTHERS**



## Issue 16

Dear Colleague,

We recognise that the environment for providers remains as challenging as ever and I thank you for your continued engagement with us.

I am writing with our latest update to you on key topics – I encourage you also to join our weekly conference calls which have now been running for a few weeks, and for which details can be found on our [dedicated provider Covid-19 web pages](#).

### **Updated PPE guidance for working safely in domiciliary care and care homes**

Public Health England (PHE) published new [government guidance](#) (PDF) on 27 April 2020 on how to work safely in domiciliary care.

The guidance is aimed at care workers and providers delivering care in an individual's home and focuses on the use of appropriate personal protective equipment (PPE) within the home care (domiciliary care) setting.

The guidance includes recommended PPE usage in different circumstances - for example, it is recommended that a face mask is used in care whether the person under charge has symptoms or not. Eye protection, gloves and aprons are however not always required.

Updated care homes guidance was also issued on 27 April was updated care homes PHE guidance: [how to work safely in care homes](#), providing information on how to work safely during this period of sustained transmission of COVID-19.

### **Outbreak support & Infection Prevention Control (IPC) helpline**

Our Public Health department has launched a helpline and support service to provide COVID-19 specific infection prevention and control (IPC) advice to care homes across Leicestershire, Leicester City, and Rutland.

The scope of the service is to:

- Provide IPC advice relating to the safe management of COVID-19 in Leicestershire, Leicester and Rutland care homes

- Respond to calls and emails from care homes who have a concern or query relating to IPC and COVID-19
- Undertake regular monitoring calls to care homes with an active outbreak following notification from Public Health England (PHE)
- Support the consistent communication of up to date local and national guidance across the three Local Authorities within LLR

All care home staff and associated professionals can access IPC advice and support relating to COVID-19 by phone (0116 305 1525) or email [Infection@leics.gov.uk](mailto:Infection@leics.gov.uk). The service is accessible from 8am to 7pm, 7 days a week. The aim is to extend this service to home (domiciliary) care workers as soon as is reasonably practicable.

### **Discharge support available**

EMCARE is working in partnership with care home providers, Leicestershire County Council and other system partners in working directly to reduce the length of time it takes from a service user/patient being ready for discharge to actual discharge from UHL.

This project is open to all adult care home providers, who are providing a service to the residents of Leicestershire and who generally operate within the boundaries of the county. This may include Leicestershire County Council funded people, self-funding people and out of county local authority funded people.

Milena Borisova is EMCARE's Independent Representative for the Project and will support the project in the following ways:

- Undertaking assessments and reassessments for placements on behalf of residential and nursing care homes in order to facilitate safe and timely discharges
- Independently assess patients, giving care home providers the confidence to accept the trusted assessor's view on assessments and confirmation that the patient is ready for discharge
- Engage with and support care home providers
- Work closely with the County social care team and locality allocated workers
- Act as an interface between the hospital and care home provider

The expected outcomes for care home providers are:

- Reduced time taken from admission to hospital to actual discharge from hospital
- Avoiding the need for the care home to visit the hospital
- Saving care home providers costs and resources

Milena is working with patients at Leicester Royal Infirmary and can be contacted on 07765 557 456 or [milena.borisova@uhl-tr.nhs.uk](mailto:milena.borisova@uhl-tr.nhs.uk).

### **Decision maker reminder**

Providers are reminded to ensure you have a decision maker available during the extending working hours (8am-8pm, Monday to Sunday), so that new packages can be scheduled to ensure individuals are supported back in to their own homes, as quickly as possible.

### **Reuse of medicines in a care home or hospice**

Changes have been made to the standard operating procedure on how to run a safe and effective medicines reuse scheme in a care home or hospice during the coronavirus outbreak. Please see the latest [government guidance](#).

Thank you again for your continued support.

Yours sincerely

Jon Wilson  
Director of Adults & Communities