



# Information

for adult social care providers

CORONAVIRUS  
**PROTECT  
YOURSELF  
& OTHERS**



Issue 8

Dear Colleague,

Please find below, our latest updates, which I hope you will find useful. Thank you for your continued support during these challenging times.

## **New discharge hub**

Working closely with health colleagues, we are now operating a Discharge Hub, in line with the Covid 19 – Hospital Discharge Service Requirement. Key to the success of this hub is the whole system working together to offer support and care to people.

Staff will be operating 8am to 8pm - 7days a week to support people moving out of hospital and into either their own home with a package of care where required, a residential home, or an interim arrangement while they recover or until a package of care is found for them at home.

The ask of you as providers is:

- A decision maker being available from 8am to 8pm - we appreciate this is a big resource requirement, but it will help to facilitate people moving through the system as smoothly as possible in a timely way
- A quick start time for packages or placements, the target is three hours.

## **Reminder to de-escalate calls where possible using the RAG rating tool for Domiciliary care providers**

Further to recent communication in [Issue 5](#), where we asked Domiciliary care providers to start to risk rate your service users and proactively begin to reduce calls, we have now produced a revised spreadsheet for you to capture details of the reduced packages (please find attached).

It is the expectation that we now:

- Start to reduce all Green calls where safe to do so to
- Get in touch with all SUs to identify Red and Amber calls with potential for reduction through alternative forms of support such as friends and family

These steps for reduction of calls will enable us to identify our capacity in the coming weeks when demand is expected to sharply rise from the ongoing rapid hospital discharge.

We have also identified a dedicated team within the authority to provide you support and guidance with doing this where required. This team will be making contact with you over the course of this week to establish what support you require.

### **Updated Personal Protective Equipment (PPE) guidance**

Reflecting on the attached correspondence from the Department of Health & Social Care, issued on 1 April, I too appreciate the enormous challenges faced by providers in obtaining PEE supplies and urge you to familiarise yourself with the [updated national guidance](#) which was released on 2 April.

Our last provider bulletin outlined the process for accessing PPE equipment, identifying 4 designated PPE suppliers for CQC registered social care providers (residential, domiciliary care and hospices).

<b>Careshop</b>	<a href="mailto:steven.lenihan@careshop.co.uk">steven.lenihan@careshop.co.uk</a> <a href="mailto:steve.deakin@careshop.co.uk">steve.deakin@careshop.co.uk</a>
<b>Blueleaf</b>	<a href="mailto:info@blueleafcare.com">info@blueleafcare.com</a>
<b>Delivernet</b>	<a href="mailto:Lee.Morris@delivernet.co.uk">Lee.Morris@delivernet.co.uk</a>
<b>Countrywide Healthcare</b>	<a href="mailto:sales@countrywidehealthcare.co.uk">sales@countrywidehealthcare.co.uk</a>

Stock remains tight but we have been told that deliveries are expected. Registered providers will need to contact these suppliers individually. Orders will need to be by email providing contact person, address, contact telephone and work email.

Please be assured we will continue to work with the sector locally and nationally to further progress matters regarding supplies and will provide updates when we have received any updates.

### **Financial queries**

Thank you for your queries about the information we issued about how we will support providers to maintain financial stability, detailed in bulletins 5 and 7.

To deal with your queries, we are developing a set of Frequently Asked Questions, based on your queries, which will be published online. This approach recognises that due to time restrictions we are unable to respond to individual queries as we need to

ensure we have time to most effectively support providers. We appreciate your patience and understanding and will notify you when the FAQs are available.

### **Updated guidance on admission and care of people in care homes**

You should hopefully have seen the new [Coronavirus \(COVID-19\): admission and care of people in care homes guidance](#), updated on 2 April.

As part of the Coronavirus Act 2020 Local Authorities will not need to undertake detailed assessments of people's care and support needs; however they will:

- Need to respond to requests for care as quickly as possible
- Make a general assessment
- Take into account families/carers

This means assessments may not have as much information but will identify key needs.

We are asking Care homes to continue to work using the trusted assessor model, which has been operational in Leicestershire for more than 12 months and has been very successful.

Care homes should also update the capacity tracker daily, so we have up to date information about vacancies. The tracker link is <https://carehomes.necsu.nhs.uk/?ReturnUrl=%2Fhome> if you have not already signed up.

We are also asking Care homes to accept people on short term stays which may only be two or three days, to enable us to move people out of hospital and then move them back home with a package of care.

An App is now available to help support Home Managers and staff within Care Homes with all latest resources.

It includes:-

- Recognition of deterioration tools and advance care plans
- Training resources
- Infection prevention advice and resources
- Key contact numbers
- Latest news and link to NHS guidance and CAS alerts
- Well being

To download the app, search for HealthZone UK.

### **Reminder about the new provider teleconferences**

We have set up a series of provider teleconferences that we would encourage providers to dial in to:

**Supported Living – Tuesday 7 April, 9.00-10.00**

Dial in details:

Telephone number - 0116 305 1998

Conference ID – 5894672

**Home care – Tuesday 7 April, 11.30-12.30**

Dial in details:

Telephone number - 0116 305 1998

Conference ID – 9991238

Deadline for pre-submitted questions – 9am, Tuesday 7 April

**Residential care – Wednesday 8 April, 11.30-12.30**

Dial in details:

Telephone number - 0116 305 1998

Conference ID – 9991238

Deadline for pre-submitted questions -4pm, Tuesday 7 April

**Community Life Choices – Wednesday 8 April, 11am – 12 midday**

Dial in details:

Telephone number – 0116 3051998

Conference ID – 3803672

Providers are invited to submit questions in advance, before the deadline indicated above, to [enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk) . The dial in details are also available on the [provider](#) area of the website.

Thank you for your continued support.

Yours sincerely

Jon Wilson

Director of Adults & Communities