



# Information

for adult social care providers

CORONAVIRUS  
**PROTECT  
YOURSELF  
& OTHERS**



Issue 9

Dear Colleague,

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

### **Manager availability every day including weekends and bank holidays between 8am and 8pm**

As we move towards the peak of Covid-19 (coronavirus) for the NHS and social care, it is especially important that we are able to reach a decision maker within your organisation between the hours of 8am and 8pm, 7 days a week including bank holidays. It would assist enormously in ensuring that people can be discharged promptly from hospital, freeing up beds for those who need them most, if you can please ensure that a manager can be contacted between those times.

### **Fast-track training for nurses wanting to return to work**

The Queen's Nursing Institute has published a [rapid training plan process](#) for nurses who are wanting to return to work in care homes from NHSE to help with fight against coronavirus (COVID-19).

### **Changes to RIDDOR reporting**

Providers are being reminded to make themselves familiar with the changes to RIDDOR reporting.

In relation to coronavirus, providers should only make a report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) when:

- an unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence.

- a worker has been diagnosed as having COVID 19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.
- a worker dies as a result of occupational exposure to coronavirus.

[Read more on the changes and how it affects providers.](#)

### **Financial frequently asked questions**

Thank you for your queries relating to financial matters. The provider conference calls this week addressed a number of these questions and we are developing a set of Frequently Asked Questions which we will release by close of business on Friday 17 April.

The FAQs will address your individual queries, recognising 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.

### **Easy-read guidance on COVID-19 and Shielding published**

Public Health England have published easy-read guidance on [coronavirus \(COVID-19\)](#) and [Shielding](#) to make information more accessible for providers and carers.

### **Updates on verifying deceased in care homes**

Providers are being asked to be made familiar with the process if they need to verify a death within care homes settings. The CQC have issued guidance on [who can confirm a death](#) and the [steps to take regarding death certificates](#).

You may also find the below guidance useful regarding verifying a death within a care setting.

**LHMP Covid-19 Death Guidance** (54kb PDF)

### **Keeping people active together across care homes**

Though there may be many who are socially isolated during this difficult time, we have a responsibility to keep people active with a sense of togetherness.

The Health Innovation Network has published some [information on maintaining activities for older adults during COVID-19](#).

## **Updated information pack for care homes**

Please note the new Public Health England – East Midlands information pack for managing COVID-19 in the care sector, is now available.

The attached document, dated 7 April, covers the following:

- Isolation of residents and staff in care homes
- Infection prevention and control (IPC) checklist for care homes
- Personal Protective Equipment (PPE)
- Outbreak management and admissions in care homes
- Protecting vulnerable staff
- Provision of care in supported living and home care
- Useful resources

## **Information pack for care sector on managing COVID-19 from PHE East Midlands (587kb PDF)**

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

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

Please visit the provider area of the [website](#) for the latest information.

### **Home care – Tuesday 14 April, 10am – 11am**

- Dial in details:
- Telephone number - 0116 305 1998
- Conference ID – 9991238

### **Residential care – Tuesday 14 April, 3pm-4pm**

- Dial in details:
- Telephone number - 0116 305 1998
- Conference ID – 9991238

### **Supported Living – date / time – TBC**

- Dial in details: TBC

## **Community Life Choices – date / time – TBC**

- Dial in details: TBC

## **Online resources and support**

Finally I would like remind you that we do have a dedicated area on our [website](#) for providers and a decided provider communication line available 8.30am to 5pm, Monday to Friday, telephone: 0116 305 7263 or email: [enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk)

Thank you for your continued support.

Yours sincerely

Jon Wilson

Director of Adults & Communities