



# Information

for adult social care providers

CORONAVIRUS

PROTECT  
YOURSELF  
& OTHERS



## Working with you during coronavirus

### Issue 19

Dear colleague,

The UK is beginning to adjust its response to the Covid-19 pandemic, and today the government released its [Recovery Strategy](#). However, challenges will remain for some time, and I thank you and your staff for your commitment in these times of ongoing uncertainty.

### Update on the request for home care risk ratings

In Issue 3 of the Provider Bulletin, sent out on 26 March 2020, an update was provided on domiciliary care agencies being asked to risk assess the effect of a reduction in their service using the RAG (Red/Amber/Green) assessment tool in use across LLR.

This request was made of providers prior to Care Act Easements Guidance issued under the Coronavirus Act 2020 and was based on anticipated provider capacity shortages within a crisis situation.

There has now been further opportunity for review and the level of demand for home care is being well managed at the current time. Therefore, whilst it is still appropriate to plan for potential reduced provider capacity, the curve has been lowered and demand dampened so there is no reason to consider removing scheduled care at this time.

Capacity levels will continue to be monitored closely. We are in the process of undertaking reviews for all people where there have been changes in care to ensure that they have all of the support they need.

We are continuing to work to closely with domiciliary care agencies to identify where there may be potential to reduce scheduled calls and other temporary supports for service users. This however this will not be enacted unless the level of crisis requires it and would be subject to human rights based assessment by the Local Authority as directed in the Easements Guidance. Therefore, no further changes in existing packages of care should be made without assessment by the Local Authority.

We also now have some reserves of domiciliary care availability should the level of demand increase quickly as a result of the Covid-19 crisis, which should help to avoid scheduled care being affected going forward. We would like to thank you for

your continued work in partnership with us, and we will keep you updated about our position as a Local Authority.

### **Improvements to the provider area of our website**

To make things as easy as possible for you to access important information on our [website](#), we've been reviewing the information available online. From the communications we are having with providers, we know the areas that you are most interested in, so are trying to make those most accessible.

We've made some early changes and will continue to work on improvements.

Some of the featured topics are:

- Financial support
- Accessing PPE
- E-bulletins
- Provider advice line
- Infection control
- Weekly provider teleconferences – new dates added

If you have any feedback about the [website](#) or would like to see a certain topic on the agenda at the weekly provider teleconference, please email [enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk).

### **Reminder of how to access volunteer support for your organisation**

You can access volunteers through the NHS's volunteering 'GoodSam' service by going to <https://www.goodsamapp.org/NHSreferral> 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.

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 (attached to this email) and email it to Kevin Allen Khimani at VAL at: [kevin.ak@valonline.org.uk](mailto:kevin.ak@valonline.org.uk).

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](mailto: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.

## **Bereavement and Loss Support**

Please find listed below support and resources available to help staff experiencing feelings of loss and bereavement.

The [NHS](#) offer general advice on how to deal with bereavement or loss.

[MindEd](#) has bite size pieces of information for people working with Covid-19 patients and their relatives. It includes a section on how to talk to relatives about the death of a loved one.

Skills for Care has some useful [end of life guidance](#) specifically for Covid-19 patients and support on building [individual and team resilience](#) in order to cope and process the challenging times.

[Cruse Bereavement Care](#) has a dedicated page to discuss loss caused by Covid-19. They also have resources available to print off and a telephone support service 0808 808 1677.

The [Housing Learning and Improvement Network](#) (LIN) have produced a comprehensive bulletin that lists both practical tips and where to go for support and counselling.

## **Medicines Reuse in Care Homes**

The NHSE have issued guidance for [Medicines Reuse in care homes](#).

Locally in LLR this is being reviewed, feedback and questions on the document provided to NHSE and some clarity sought from NHSE regional teams on various details of the guidance. At present the LLR position from the Pharmacy Cell is this **should not be implemented** until the further clarification and information is available.

## **Diabetes Management in Care Homes**

Published on 29 April 2020, [the guide to managing people with diabetes in care homes](#) is designed to support clinical decision-making in care homes. As such, the guidance offers advice on the availability of skilled personnel, access to monitoring of blood glucose (sugar) and ketones, fluid administration limits, and overall level of care likely to be available.

## **Updated ReSPECT guidance available online**

For the latest guidance around the ReSPECT process, a series of new documents have been produced. Providers can now access [Covid ReSPECT FAQs](#) and information on having [Covid ReSPECT crisis conversations](#).

## System Health & Wellbeing update

The latest edition of the [LLR System Health and Wellbeing newsletter](#) highlights the latest support and resources available in supporting your Health and Wellbeing.

### #ThankYouThursday

Hopefully you saw our social media messages, pushed out last Thursday showing our gratitude for all of your support, during the pandemic so far

<https://youtu.be/UI5Wae-NMJw>



### CQC update for adult social care providers

The [weekly update](#) is now available for providers and professionals working in adult social care, sharing the latest guidance on COVID-19 and CQC's approach during this period.

Thank you for your continued support.

Yours sincerely

Jon Wilson  
Director of Adults & Communities