



# Information

for adult social care providers

CORONAVIRUS  
**PROTECT  
YOURSELF  
& OTHERS**



## Issue 42

Dear Colleague,

Please find below a number of updates which I hope you'll find useful and as always, thank you for your continued support during these challenging times.

### **Statement from Director of Public Health, Leicestershire - regarding care home visitor arrangements**

On the 22 July 2020, the Government updated its guidance on policies for visiting arrangements in care homes. It states Directors of Public Health and care providers should ensure policies for visiting arrangements and decisions are based on a dynamic risk assessment and minimise risk wherever possible.

This requires consideration of:

- The circumstances of the individual care home (for example, its employee availability, resident demographics and outbreak status)
- Its local circumstances (local epidemiological risk, presence of outbreaks in the wider community)
- The external COVID environment which includes the prevalence and incidence of infection in the local community and/or outbreaks or hotspots which may increase the risk of infection risks from visitors coming into care homes. More information is available online [update on policies for visiting arrangements in care homes](#).

Leicestershire county does not have high incidence (infection) rates. However, care homes in a lockdown area/intervention area due to higher incidence rates, cannot accept visitors.

If your care home is NOT based in an area with high incidence rates, visiting arrangements should follow the principles below:

- If your care home has an active outbreak, before accepting visitors, the home should be COVID free for 28 days i.e. 28 days since the last suspected or confirmed case of COVID in either staff or residents
- The Care home should have visiting policy in place in line with the guidance above
- Appropriate IPC measures should have been implemented in line with the latest guidance and communicated to relatives/visitors prior to their

attendance at the home. Visiting policies should also include a reminder that relatives with symptoms/positive test result/household member with symptoms should not be visiting

- Scheduling visits so that all residents are not receiving visitors at the same time
- Log kept of all visitors with contact details
- Availability of care staff to escort relatives directly to resident's room and back
- If the location of the care home is in an area of concern due to an increase in rate/rate greater than the national average, then visiting to the care home must stop for the foreseeable future
- Encourage other measures of contact if possible e.g. use of digital communication
- If the number of cases increase in your area, you may be asked to close your care home to visitors under the Health Protection (coronavirus, restrictions) no.3. Regulations 2020.

If you have any queries regarding this statement or the guidance please contact [enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk)

### **Access to PPE eportal widens**

From 1 September 2020, the Department of Health and Social Care (DHSC) PPE Portal will be expanded to provide PPE to the following sectors, and therefore these service providers will not require access to LRF emergency stock once the Portal roll out is complete.

The following services are currently being contacted and invited to register.

- Adult social care homes and domiciliary care settings (including Supported Living)
- Children's social care – including children's residential care and secure care
- Children's residential, special schools
- Primary Care (GP practices, optometrists, dental practices including urgent dental care centres)
- Community pharmacies

The portal stocks:

- Type IIR masks
- Aprons
- Coveralls
- Eye Protection
- Hand Hygiene
- Clinical waste bags
- Gloves
- FFP3 masks

There are weekly order limits, but these limits and the range of PPE stock items are being reviewed to meet all of the Covid-19 PPE needs of the above sectors. Further detail can be found at [how to order emergency personal protective equipment](#).

Queries regarding the e portal should be directed to the PPE Portal Customer Service team on 0800 8766802 (7a.m. to 7p.m. – 7 days per week).

### **Access to LRF PPE**

The following organisations will continue to access PPE through the LRF:

- Local authorities
- Mental health community care
- Local authority-commissioned personal assistants
- Substance misuse centres
- Domestic violence refuges
- Rough sleeping services

Please contact Monday to Friday (office hours) [admin.teamcountyhall@leic.gov.uk](mailto:admin.teamcountyhall@leic.gov.uk) who will register and administer your emergency request. If your service is based in the City or Rutland please contact:

Leicester – email address [icrs.service@leicester.gov.uk](mailto:icrs.service@leicester.gov.uk)

Rutland – email address [ppe@rutland.gov.uk](mailto:ppe@rutland.gov.uk)

Clarification is being sought regarding:

- Hospices
- Personal Health budget holders

Until this clarification has been obtained they should continue to use the LRF facility in an emergency, e-mailing [admin.teamcountyhall@leic.gov.uk](mailto:admin.teamcountyhall@leic.gov.uk).

### **Health and Social Care Protocol Review Training requirements**

Earlier this year, providers were asked to feed into a delegated generic tasks proposal as part of the Health and Social Care Protocol, to identify the most important and significant tasks.

Using the responses received, [the proposal for interim training to support the ongoing implementation of the Health and Social Care Protocol across LLR](#), has now been updated.

To ensure that the content reflects the key issues and what providers see as a priority, please view the updated document, using the link above, providing any feedback for the Task & Finish Group to [enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk).

## **DHSC updates to guidance**

Please be aware of government updates to the following policies:

[Hospital discharge service policy and operating model](#)

[Hospital discharge service action cards](#)

[Reintroduction of NHS continuing healthcare](#)

The Adult Social Care team at the DHSC have also issued the following letters:

[Weekend testing in care homes, and an ask for assistance with promoting its use](#)

[Changes to shielding guidance, and safe return to work for adult social care employees](#)

## **LPT's Community Health Service - new contact details for referrals**

From 1<sup>st</sup> September, LPT's Community Health Services SPA will no longer be contactable by fax.

Care providers with NHSmail secure email accounts (or email systems accredited by the NHS) are instead invited to contact the SPA using this secure NHSmail address: [lptchs.spa@nhs.net](mailto:lptchs.spa@nhs.net).

Please be aware that you **must not** email patient identifiable information to the SPA from a non-secure email account. This is a data protection breach.

Please contact the SPA using the NHSmail address for your organisation (the so-called generic account), rather than your individual account, to ensure that the answer will be seen even in your absence.

The SPA are also contactable by phone (0300 300 1000). This number must be used in the case of urgent referrals between 21:30 and 07:30 as email referrals will not be processed during these hours.

Please submit only one referral per email, ensure that the subject line includes the word 'referral', and request a read receipt. You may attach Word or PDF documents, no photographs please.

The full guidance can be viewed at [adult social care guidance emailing referrals to the SPA](#).

If you are having difficulty activating or using your organisation's NHSmail account, please contact the Leicestershire Health Informatics Service for assistance: [CareHomeITAdmin@leics-his.nhs.uk](mailto:CareHomeITAdmin@leics-his.nhs.uk)

## **Clinical Lead**

All care homes have an allocated clinical lead. If you do not know who your lead is please contact the enquiry line. A & C - Enquiry Line Quality & Contracts  
[enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk)

## **Diabetes care in care homes – for care homes only**

By 2050 the number of people aged 85+ years will be over 8 million in the UK. The number of older people living with diabetes is set to rise, with a growing population requiring care in their older age. One in four people in care homes have diabetes.

DiABETES UK have produced [resources and tools](#) to improve care for people living with diabetes in care homes.

An [Introductory Module for Care Homes](#) is now available. The remaining four modules and Handbook will be completed in the next two weeks.

As ever, thank you for your ongoing support.

Yours sincerely

Jon Wilson  
Director of Adults & Communities