

**NHS South West London CCG**

**Covid-19 and Care Homes - Frequently Asked Questions**

**Information Sharing Infection Prevention and Control Webinar: Tuesday 12<sup>th</sup> January 2021**

Dear Social Care Colleagues,

The COVID-19 pandemic is an extremely challenging situation globally and we recognise that this is the case for staff working in Care Homes of all types. We are offering our support in many different ways, and one of these is through running a weekly Infection Prevention and Control webinar every Tuesday morning at 11am. It is possible to ask questions during the webinar through the Chat function and at the end if you are dialling in via phone. If you have questions in advance, please email your local CCG Care Home Lead.

At the end of the document is an additional information sheet that may be useful during COVID-19, it includes support and bereavement services available.

We understand that the situation is constantly changing, and we are working hard to try to keep you updated with new guidance and information as quickly and clearly as possible. We apologise in advance if messages seem direct; we are trying to support you and your staff in the important role of caring for residents.

We would like to thank you all for your hard work and commitment during this incredibly challenging time.

**Please share this document weekly with all staff in the Care Home.**

The NHS has begun the covid-19 vaccine programme as it has now been confirmed as safe and effective.

The Covid-19 vaccine is the best way to protect the most vulnerable people from coronavirus and this is the biggest breakthrough since the pandemic began. It is a huge step forward in our fight against coronavirus, potentially saving tens of thousands of lives. Further information on the COVID-19 Vaccine and how to book an appointment is on the next page.

**You can watch this week's webinar on the COVID-19 Vaccination. Please share this with your staff, click here:**

[COVID-19 Q&A with Dr Agnelo Fernandes and COVID-19 experience shared by Erik Cortez](#)

**Please join us at next week's information sharing webinar where we will be sharing information on the Lateral Flow Devices and Testing and opening the floor to Questions and Answers. Please invite all staff who may want to know more about the vaccine or are unsure and may want to ask questions. Anyone can ask any question during the webinar and if you would like to submit questions anonymously please email: [jiggy.trivedi-gardner@swlondon.nhs.uk](mailto:jiggy.trivedi-gardner@swlondon.nhs.uk) before Tues 19<sup>th</sup> January 2021**

With best regards

*Viccie Nelson*

**Associate Director of Transformation  
NHS South West London CCG**

Your CCG Care Home Leads are:

|                       |   |
|-----------------------|---|
| Croydon               | Olu Odukale ( <a href="mailto:olu.odukale@swlondon.nhs.uk">olu.odukale@swlondon.nhs.uk</a> )          |
| Kingston and Richmond | Brian Roberts ( <a href="mailto:brian.roberts@swlondon.nhs.uk">brian.roberts@swlondon.nhs.uk</a> )    |
| Merton                | Tayo Fowewe ( <a href="mailto:Kudirat.Fowewe@swlondon.nhs.uk">Kudirat.Fowewe@swlondon.nhs.uk</a> )    |
| Sutton                | TBC January 2021 ( <a href="mailto:jane.pettifer@swlondon.nhs.uk">jane.pettifer@swlondon.nhs.uk</a> ) |
| Wandsworth            | Anca Costinas ( <a href="mailto:Anca.Costinas@swlondon.nhs.uk">Anca.Costinas@swlondon.nhs.uk</a> )    |

**Please note the email address for the Infection Control Team is:**

## Covid-19 vaccination for care home staff

Care Home staff have been given priority for the Vaccine and we are pleased to be able to offer this to care home staff first.

We need to know which care home staff in South West London would like to take up the offer of being vaccinated for covid-19 early so we can help make sure they are offered one of the first vaccines.

Thank you very much to those who have responded. As there has been a high level of response from care home staff requesting the vaccine, there may be a delay of 5-7 working days before the vaccination centre contact you to book an appointment. Croydon hospital has enabled a swift queue system and if you request this site you will be sent a unique link to complete booking. Some GP sites may have walk in clinics available and you will be emailed directly if that is the case.

Any member of care home staff who would like this early opportunity to be vaccinated for covid-19 can email us or use the form attached to this email for multiple names at [carehome.covidvaccine@swlondon.nhs.uk](mailto:carehome.covidvaccine@swlondon.nhs.uk) with their:

|                   |                      |                       |                                |
|-------------------|----------------------|-----------------------|--------------------------------|
| First name        | Surname              | Date of Birth         | Gender                         |
| email address     | contact phone number | NHS number (if known) |                                |
| Name of care home | Borough of Care Home | Postcode of care home | Preferred Site for vaccination |

Attached to the email is the booking form, if staff do not have access to email the Care home manager or clinician get send an email on their behalf and request that individual be contacted by phone. You will receive a response on appointment within 7 working days of request. If you have not received a response, please contact [carehome.covidvaccine@swlondon.nhs.uk](mailto:carehome.covidvaccine@swlondon.nhs.uk) with further details.

We would be grateful if all care home managers share this information with their staff as soon as possible so they can take up this early opportunity.

In the coming weeks we hope to be able to offer a covid-19 vaccine to residents and we will keep you updated as our plans develop.

To find out more about the covid-19 vaccine please go to <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/>

## Useful Links

The link containing Information of digital tools that may be of use:

<https://www.digitalsocialcare.co.uk/covid-19-guidance/free-digital-tools-resources-for-covid-19/>

The phone number for the IT Helpdesk is **020 3880 0268**. Open during 09:00 – 17:00.

**PPE Portal help line number:** 0800 876 6802

<https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment>

### **Swabbing Residents and Staff**

The online care home testing portal is available at

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#care-home>.

### **Online swabbing competency assessment**

For staff members who will be required to undertake this type of swabbing

<https://www.genqa.org/carehomes>

### **Personal protective equipment (PPE) – resource for care workers working in care homes during sustained COVID-19 transmission in England'**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/902355/How\\_to\\_work\\_safely\\_in\\_care\\_homes\\_v5\\_20\\_July.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/902355/How_to_work_safely_in_care_homes_v5_20_July.pdf)

### **How to correctly don and doff PPE in Care Homes**

<https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes/covid-19-putting-on-and-removing-ppe-a-guide-for-care-homes-video>

### **Admission and care of Residents in Care Homes**

<https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes/coronavirus-covid-19-admission-and-care-of-people-in-care-homes#section-1-admission>

### **Infection Prevention and Control Guidance**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/893320/COVID-19\\_Infection\\_prevention\\_and\\_control\\_guidance\\_complete.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/893320/COVID-19_Infection_prevention_and_control_guidance_complete.pdf)

### **Advice for pregnant health care workers**

<https://www.rcm.org.uk/news-views/news/2020/march/advice-for-pregnant-healthcare-workers-during-covid-19/>

### **List of countries and territories from where you can travel to England and may not have to self-isolate.**

<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>

### **Helping to prevent facial skin damage under PPE**

[https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/04/C0129\\_Preventing-skin-damage-under-PPE\\_9-April.pdf](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/04/C0129_Preventing-skin-damage-under-PPE_9-April.pdf)

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## SECTION 1

### New and updated Guidance -14/01/21

Tier 4 Restrictions came into effect in South West London from midnight on the 19<sup>th</sup> December 2020 Not to be confused with Incident Level 5 alert Level which came into force on 4<sup>th</sup> January 2021

<https://www.gov.uk/government/news/covid-19-alert-level-update-from-the-uk-chief-medical-officers>

Further guidance on what this means for area and visiting for care homes can be found at:

<https://www.gov.uk/guidance/tier-4-stay-at-home>

Tier 4 poster available on this link: [Tier 4 poster](#)

**The updated guidance on policies for visiting arrangements in care homes can be found at:**  
[update-on-policies-for-visiting-arrangements-in-care-homes](#)

### CAPACITY TRACKER WEBINARS

NHS London and North of England Commissioning Support Unit (NECS) are jointly hosting webinar sessions for London Care Home Providers, to talk through recent changes to Capacity Tracker.

These are 30-minute webinar sessions for Care Home Providers specifically focussing on the questions on COVID Vaccination. Given current pressures with Covid-19, we are also keen to understand whether homes are open or closed for admissions and whether homes are experiencing an outbreak.

Please be assured that information submitted into Capacity Tracker is used by NHS and Local Authority colleagues daily, to help plan our response to Covid-19.

Webinars are to be held at 2:00pm on 15th and 22nd January - using the following link:

## Microsoft Teams meeting

**Join on your computer or mobile app**

[Click here to join the meeting](#)

**Or call in (audio only)**

[+44 20 3794 0272,,70481561#](#) United Kingdom, London

Phone Conference ID: 704 815 61#

[Find a local number](#) | [Reset PIN](#)

### The New Adult Social Care – COVID-19 Winter Plan 2020-2021

Please read this guidance to know and understand the role, responsibilities and actions of the NHS, the LAs, PHE and all providers and how it applies to your particular care home.

The guidance contains information about

- Additional £500 million up to March 2021
- Free PPE via PPE portal up to March 2021
- New Chief Nurse for Social Care
- CQC to strengthen monitoring and regulation role for IPC procedures.
- Safe Premises – for positive residents and those awaiting results on discharge from hospital.
- Updated guidance
- Testing capacity

<https://www.gov.uk/government/publications/adult-social-care-coronavirus-covid-19-winter-plan-2020-to-2021/adult-social-care-our-covid-19-winter-plan-2020-to-2021>

Resources for flu vaccination information, leaflets and care home posters can be found at:

<https://www.gov.uk/government/publications/flu-poster-for-visitors-to-hospitals-and-care-homes>

<https://www.gov.uk/government/publications/flu-leaflet-for-people-with-learning-disability>

<https://www.gov.uk/government/publications/flu-vaccination-who-should-have-it-this-winter-and-why>

<https://www.england.nhs.uk/increasing-health-and-social-care-worker-flu-vaccinations/social-care/>

You can access flu immunisations via your GP or local pharmacy. You will need staff Identification or letter confirming you are care home staff. To organise a pop-up clinic, contact your local pharmacy or access via the national portal. A minimum of 10 staff are required and a pharmacist will come to the care home and carry out immunisations on site. To set this up send an enquiry to: <https://myvaccinations.co.uk/Contact>  
My vaccinations website has been updated to make it more accessible, please find further information using this link: <https://myvaccinations.co.uk/>

### **111\*6**

If you are concerned about a resident, please contact a member of your Care Home Support Team (CHST) If out-of-hours, please contact 111\*6. This service is available to all Care Homes across South West London.

The 111\*6 telephone line will enable staff in care homes to speak to a service advisor who will take the patient's details and ask a few clinical questions. They will not have to wait in the same call queue as patients who are calling themselves; this will enable them to have a quicker response.

111\*6 is for all care homes who need fast access to a clinical team who can give advice and medical input needed for residents. If admission is required, hospitals are finding patients are arriving without key information (the Reg Bag should contain key paperwork, medication, and essential personal items).

## SECTION 2

### Weekly Questions and Answers

#### 1. How long do the antibodies last after having a vaccination?

We expect these vaccines to work for at least a year – if not longer. This will be constantly monitored.

#### 2. Rather than 3 weeks between doses, it is now 3 months. Is this still as effective?

The UK Chief Medical Officers have agreed a longer timeframe between first and second doses so that more people can get their first dose quickly, and because the evidence shows that one dose still offers a high level of protection after two weeks – 89% for the Pfizer/BioNTech vaccine and 74% for the Oxford/AstraZeneca vaccine.

This decision will allow us to get the maximum benefit for the most people in the shortest possible time and will help save lives.

Getting both doses remains important so we would urge people to return for it at the right time.

#### 3. If I already have antibodies, why should I have the vaccine?

The MHRA have looked at this and decided that getting vaccinated is just as important for those who have already had Covid-19 as it is for those who haven't, including those who have mild residual symptoms.

As a new disease, we are constantly learning more as time progresses. As with all antibody levels after an infection these reduce over time so reinfection can occur.

With the new variants circulating in the population to gain more protection it is ideal to receive the COVID-19 Vaccination.

Where people are suffering significant ongoing complications from COVID-19 should discuss whether or not to have a vaccine now with a clinician.

#### 4. If I have had the vaccine, will this prevent me from carrying or passing on COVID-19 to others?

The evidence on whether COVID-19 vaccination reduces the chance of you passing on the virus is less clear. Most vaccines reduce the overall risk of infection, for some people this will mean they don't acquire the infection but for some vaccinated people, they may get mild or asymptomatic infection and therefore be able to pass the virus on. It is highly likely that any infection in a vaccinated person will be less severe and that viral shedding will be shortened. We therefore expect that vaccinated health and care staff will be less likely to pass infection to their friends and family and to the vulnerable people that they care for. Studies do show that those who have had the vaccine will be likely to have milder symptoms to COVID-19 if they do get the disease.

#### 5. Does either vaccine affect fertility? women or men and if we are still not sure would the doctor recommend not having it?

There is no evidence that the COVID-19 Vaccine affects fertility in men or women. The MHRA have updated their guidance to say that pregnant women and those who are breastfeeding can have the vaccine but should discuss it with a clinician to ensure that the benefits outweigh any potential risks.

[Read the latest COVID-19 vaccine advice if you're pregnant, may get pregnant or are breastfeeding on GOV.UK](#) Those who fit into this bracket for receiving the vaccination and are planning on becoming pregnant or are pregnant should have a conversation with their health care professional (GP) before they give consent.

#### 6. Does the Pfizer vaccine have a side effect of tightening of the chest?

This is not one of the common side effects being reported. Side effects are important details which the MHRA always consider when assessing candidate vaccines for use.

For these vaccines, like lots of others, they have identified that some people might feel slightly unwell, but they report that no significant side effects have been observed in the tens of thousands of people involved in trials.

All patients will be provided with information on the vaccine they have received, how to look out for any side effects, and what to do if they do occur, including reporting them to the MHRA.

More information on possible side effects can be found at <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirusvaccination/coronavirus-vaccine/>

#### **7. There are now three vaccines available which one is most effective and carry less side effects?**

The important point for any vaccine is whether the MHRA approves it for use – if it does then that means it's a worthwhile vaccine to have and people should have it if they are eligible.

All vaccines available are safe and effective and independently approved by reputable bodies across the world.

#### **8. When will the Moderna vaccine be available here?**

The MHRA have now decided – after extensive assessment – that the Moderna vaccines are safe and effective. The Government provisionally ordered several million doses of this vaccine ahead of it being approved, but we don't expect Moderna to be able to make these available until Spring 2021.

#### **9. What can we all do, that we're not already doing to keep our immune system healthy to prevent getting Covid-19?**

When you get an infection however good your immunity, you will still contract the illness, but with a healthier body it helps increase your chances of recovering faster. Staying fit and healthy by eating a balanced diet with plenty of fresh fruit and vegetables, taking regular exercise and maintaining a healthy weight will help you to recover better and increase your bodies strength in fighting off any virus and preventing severity.

#### **10. Can anyone who suffers with any form of allergy receive the vaccine?**

Following close surveillance of the initial roll-out, the MHRA has advised that individuals with a history of anaphylaxis to food, an identified drug or vaccine, or an insect sting **can** receive any COVID-19 vaccine, as long as they are not known to be allergic to any component (excipient) of the vaccine. All recipients of the Pfizer BioNTech COVID-19 vaccine should be kept for observation and monitored for a minimum of 15 minutes.

#### **11. Can people with Sickle Cell Anaemia or Sickle Cell Trait have the COVID-19 Vaccine?**

It is vital that people with haemoglobin disorders get the vaccine as soon as it is offered in order to keep them safe and well.

#### **12. There is a significantly large proportion of Health care staff declining to have the vaccine due to various reasons including scepticism. Are there any national campaign or active steps taken to educate these staff?**

It's not just individual staff, it's what they are exposed to in terms of fake news and conspiracy theories. The simple message to get across: this is a life-threatening disease. Hospitals are full. The COVID wards are becoming full of people with coronavirus and increasing numbers of areas are having to be adapted into COVID areas.

News has showed Croydon University Hospital, and the pressures they are under, health workers feel deflated. You need to make an informed decision as it's easy for things to go viral online that are not accurate or based on facts. The COVID-19 Vaccine cannot change your DNA, they don't have microchips in them and the Vaccine has no relation whatsoever to 5G.

The reality is that as well as the trials, we've now vaccinated 2.8 million people just in this country. People have stayed well. If we can encourage people to have the right information, give them the right facts, it's not just to protect yourselves, it's your colleagues you work with, your families and your clients. At some point we will reach herd immunity through vaccination. 80% of people need to be vaccinated for the virus to stop circulating and mutating. The current variant is impacting a lot on younger people.

### **13. If you have already had your first vaccine will you have to have the same make for the second or will they mix them due to availability?**

The current guidance states that you should preferably receive the same vaccine as was given for the first dose if possible as recommended by the Green Book Chapter 14.

### **14. Staff would like to know what is actually in the vaccine?**

The COVID-19 vaccine is routinely given as an injection into the upper arm. With the Pfizer BioNtech Vaccine this is a 0.3ml dose and the AstraZeneca Vaccine this is a 0.5ml dose. The list of ingredients for the PfizerBioNtech Vaccine is available at:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/948518/Information\\_for\\_UK\\_recipients\\_on\\_PfizerBioNTech.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/948518/Information_for_UK_recipients_on_PfizerBioNTech.pdf)

The list of ingredients for the AstraZeneca Vaccine is available at:

<https://www.gov.uk/government/publications/regulatory-approval-of-covid-19-vaccine-astrazeneca/information-for-uk-recipients-on-covid-19-vaccine-astrazeneca>

Chemicals that help stimulate antibodies to the spike protein of the coronavirus, giving the body the ability to recognise the virus and produce antibodies if encountered in the future.

### **15. Will you advise staff who has taken the vaccine and is suffering from side effects to take a pain killer?**

Yes, painkillers such as paracetamol or nurofen should relieve the symptoms. Take them as prescribed by your clinician or as per instructions on the leaflet included with the medication.

### **16. Staff have asked how long the materials of the vaccine stay in your body and does it affect your DNA?**

The cells of your body are created by DNA and there is DNA within the cells. RNA makes protein there is no way RNA can alter your cells. As DNA produces RNA and not the other way around. Once RNA has done the job of stimulating the cells it becomes denatured and dissipates therefore there are no medium- or long-term effects to the body.

### **17. How long does long covid last after having COVID-19?**

As this is such a new disease research is still ongoing. Long Covid is a term to describe the effects of Covid-19 that continue for weeks or months beyond the initial illness. NICE defines long Covid as lasting for more than 12 weeks, although some other people consider symptoms that last more than eight weeks to be long Covid.

### **18. When will the family members including children of key workers/care home staff will be offered the vaccine?**

There is currently a programme of groupings for priority.

This priority list is as follows:

1. residents in a care home for older adults and their carers
2. all those 80 years of age and over and frontline health and social care workers
3. all those 75 years of age and over
4. all those 70 years of age and over and clinically extremely vulnerable individuals
5. all those 65 years of age and over
6. all individuals aged 16 years to 64 years with underlying health conditions which put them at higher risk of serious disease and mortality.
7. all those 60 years of age and over
8. all those 55 years of age and over
9. all those 50 years of age and over

It is estimated that taken together, these groups represent around 99% of preventable mortality from COVID-19.

**19. Some members of staff may not want to disclose to their colleagues whether or not they have had the COVID-19 Vaccine. Do they have a duty to tell their managers they have had the vaccine? Can they keep this private or should they tell their employer?**

Many of those who have received the COVID-19 Vaccination may not mind sharing with others the fact that they have been vaccinated. At present those who are comfortable to tell their manager are encouraged to do so, as this helps care homes input accurate data on capacity tracker so we can get an understanding nationally of how many staff have been vaccinated as a percentage within the care home. Individuals though, are not duty bound to disclose their vaccination status at present to anybody as this is a private matter and is confidential between themselves and the health professional who have vaccinated them, although it is recorded in their personal health records. Even if you have had the vaccine you still need to be wearing full PPE and following the testing and isolating guidelines.

**20. Some of my staff don't want to tell me they whether they have received the vaccine as they are worried that they will have to deal with more COVID-19 Positive residents do they have to report this?**

It is not compulsory for staff to report this information to their manager however it does help if they can to fulfil their requirements on capacity tracker even if this is done anonymously. We recommend that you talk to your staff and explain the importance of understanding their vaccine status and that it will not impact on their role at work. Explain to the staff that all staff whether COVID-19 vaccinated or not will be treated equally, and they still need to follow all of the guidance in terms of PPE testing and self-isolation.

**21. Can you have the vaccine if you are immunosuppressed?**

Yes, individuals who are immunosuppressed should be offered the COVID-19 Vaccinations. The response to the vaccination in producing antibodies may not be as strong but this needs to be discussed with your health professional further once you are offered the vaccination.

**22. Our service provides care to people in their own homes, staff attend multiple homes. A large number staff are saying they cannot receive the vaccine because of their religion and it violates their beliefs, in this instance the staff are Muslim.**

A lot of information from Islamic communities and organisations including the Muslim Council of Britain <https://mcb.org.uk/resources/coronavirus/#vaccine> have promoted and encourage the use of the COVID-19 vaccine for those of Muslim faith. The Imams are supportive of this vaccination. There are no animal products in the vaccine and there are no religious reasons for declining at the moment for any religion at the moment.

**23. The latest vaccine is the Moderna Vaccine, there was some conversations that this provides 2 years immunity.**

At this stage we do not know for sure as these vaccines are new. There is some evidence emerging and further studies will be conducted but we cannot confirm or deny that this is the case as of yet. Like with the flu vaccine there are multiple strains that are covered in the vaccine there is a possibility this may happen with the Coronavirus as it mutates further but again this cannot be confirmed, whether we will need a different vaccine to cover this. If the spike protein changes further, we may need to have vaccinations more frequently.

**24. Is it possible to get coronavirus more than once?**

Yes, you can catch coronavirus more than once. With new variants circulating this is increasingly likely. Especially as antibody levels in the body decrease over time.

**25. How long does each vaccine last (shelf life / expiry date) before it's been administered and do we have a choice of the vaccine.**

What vaccine you receive will depend largely on what is available in your local area as well as the conditions they need to be stored in, their shelf life and their portability. The Pfizer vaccines requires certain conditions of very low temperature (-80c to -60C) and restricted movement so will only be available in

certain settings where these conditions can be met. Pfizer shelf life is 6 months at this temperature. Astra Zeneca vaccine can be store at +2C- +8c and has shelf life of 6 months.

Rest assured all vaccines are effective but it is important that you get both doses of the same vaccine.

**26. Relatives are asking, if a resident has had two doses of the vaccine and the relative has had two doses of the vaccine, can they hug seven days after the second vaccine?**

Since we are learning all the time about the protection the vaccines give it is not recommended that any of the Covid safety rules change so until we know more it is still HANDS, FACE, and SPACE. None of these important messages must be relaxed and hugging is NOT advised following two doses of the vaccine.

**27. Some female staff that I have who are of childbearing age are reluctant to get the vaccine as no research has been done around that area yet. There's also a section on the consent form stating that the person signing has read the information on pregnancy and on childbearing aged women.**

The current guidance from 13th Jan 2021 is...

If you are pregnant you should not be vaccinated unless you are at high risk- you can be vaccinated when the pregnancy is over.

If you have had the first dose and then become pregnant you should delay the second dose until after the pregnancy is over ( unless you are at high risk)

If you are pregnant but think you are at high risk, you should discuss with your GP prior to vaccination.

Although the vaccine has not been tested in pregnancy, you may decide that the known risks from Covid are so clear that you wish to go ahead with the vaccination. There is no advice to avoid pregnancy after Covid 19 vaccination.

If you are breastfeeding, you may decide to wait until after you finish you get vaccinated.

Guidance is being reviewed and updated all the time and anyone concerned should consult with their GP.

<https://www.gov.uk/government/publications/covid-19-vaccination-women-of-childbearing-age-currently-pregnant-planning-a-pregnancy-or-breastfeeding/covid-19-vaccination-a-guide-for-women-of-childbearing-age-pregnant-planning-a-pregnancy-or-breastfeeding>

**28. My resident returned from hospital with a neg result. We retested him 2 days later, he tested positive with no symptoms, He was already in isolation. Everyone else in the home is neg. Is there a possibility for false positive?**

If the test was a PCR test then, apart from a communication error, the resident will be positive to COVID and should be isolated for 14 days. PCR tests, taken before discharge are extremely reliable and tests results must be adhered to at all times.

**29. When will the vaccine be rolled out to day services, employment support or training?**

If anyone has any resident contact they can refer themselves to the COVID-19 Vaccination using the booking form attached and send to [CareHome.CovidVaccine@swlondon.nhs.uk](mailto:CareHome.CovidVaccine@swlondon.nhs.uk) or for DOM care staff: [HomeCare.CovidVaccine@swlondon.nhs.uk](mailto:HomeCare.CovidVaccine@swlondon.nhs.uk)

**30. One member of staff tested positive with a PCR the test was repeated a few days later and the PCR test was negative. Will the staff member need to isolate?**

When a positive result comes back the staff member needs to self-isolate for 10 days and can only return to work if they are well and have not had a raised temperature 48 hours before returning. Once a positive result comes through there should not be a follow up test as this is wasting valuable resources for those who need it at the time especially with increasing cases unless they develop new symptoms. This is for 90 days after a positive result.

**31. Following a positive lateral flow test you complete a PCR test. If that is negative can the individual return to work before 10 day isolation period ends?**

Yes, the PCR is a definitive test the LFD will give initial result but so if the PCR comes back negative then they can return to work provided they are not symptomatic.

**32. When a staff member has to isolate due to PPE breach with a positive tested staff member, can they return to work if they receive a negative result with PCR test?**

No the member of staff who has been in contact with someone with COVID-19 will have to self-isolate for 10 days following the exposure, this is due to the incubation period and the time it takes to become symptomatic and the body to start producing antibodies.

**If a PCR test is positive but a LFD test negative. I am right to say that staff must isolate?**

Yes if a PCR is positive the staff member must isolate for 10 days from the date of the test. Positive LFD tests should be checked with a PCR.

**33. Do we need to register the LFDs for those who have tested negative?**

Care homes do need to make sure they begin to register the result from the 15<sup>th</sup> January 2021 if there are any problems registering the result please call 119 Registration of details can be added at:

<https://www.gov.uk/report-covid19-result>

**34. Which face mask do you recommend using in the care home?**

Type 11R Fluid resistant masks except where there are aerosol generating procedures being undertaken where you need an FFP3 mask that MUST be fit tested.

**35. After a negative LFD test of a visitor, can we allow an indoor visit with a sneeze screen in between and PPE on?**

The latest guidance states that indoor visits are not allowed. The only exception is for end of life and critical illness. Otherwise, the guidance is for window visits and pods with substantial floor to ceiling screens.

**36. Can you reiterate please-if you test positive and you isolate for 10 days you cannot retest again until 90 days?**

At present you do not need to test again for 90 days with a PCR test following a positive COVID-19 result, unless however, you begin to develop new symptoms.

**37. Is there a consent form template for residents to have vaccine?**

Below is a link for the letters and consent forms for Care Home residents. Within this link there is also guidance for

<https://www.gov.uk/government/publications/covid-19-vaccination-consent-forms-and-letters-for-care-home-residents>

**38. Is there a website or place where staff can ask their question and concern in regards of the vaccine?**

There is further information on specifics of the COVID-19 Vaccination available at the links included below:

You can report any suspected side effect using the Yellow Card safety scheme: <https://coronavirus-yellowcard.mhra.gov.uk/>

- <https://www.gov.uk/government/publications/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-2-december-2020/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-2-december-2020>
- <https://www.gov.uk/government/publications/covid-19-vaccination-women-of-childbearing-age-currently-pregnant-planning-a-pregnancy-or-breastfeeding/covid-19-vaccination-a-guide-for-women-of-childbearing-age-pregnant-planning-a-pregnancy-or-breastfeeding>
- [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/941236/COVID-19\\_vaccination\\_programme\\_guidance\\_for\\_healthcare\\_workers\\_December\\_2020\\_V2.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/941236/COVID-19_vaccination_programme_guidance_for_healthcare_workers_December_2020_V2.pdf)

- <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/>
- <https://www.gov.uk/government/publications/regulatory-approval-of-pfizer-biontech-vaccine-for-covid-19/information-for-uk-ipients-on-pfizerbiontech-covid-19-vaccine#what-you-need-to-know-before-you-receive-covid-19-mrna-vaccine-bnt162b2>
- [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/940566/Information\\_for\\_UK\\_recipients\\_on\\_Pfizer\\_BioNTech\\_COVID-19\\_vaccine.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940566/Information_for_UK_recipients_on_Pfizer_BioNTech_COVID-19_vaccine.pdf)

### **39. When is 20 minutes COVID-19 test is starting for care home visitors?**

The test is called the lateral flow device (LFD) test. Care homes will receive test kits in December, directly from the Department of Health and Social Care.

There is important preparation for homes to put in place and the guidance in the link below and attached documents are key material we would recommend to homes to start to read and understand before the testing commences. <https://www.gov.uk/government/publications/coronavirus-covid-19-lateral-flow-testing-of-visitors-in-care-homes/care-home-lfd-testing-of-visitors-guidance#register-record-results>

### **40. We are still waiting for antibody test results how can we follow this up?**

Antigen testing is carried out by Public Health England not the NHS, so at present there is a limited local capacity to respond to the issues being raised. Where you have any problems regarding testing, please contact the following:

Testing Helpline Phone: 0300 303 2713 Email: [COVIDCareHomeTesting@dhsc.gov.uk](mailto:COVIDCareHomeTesting@dhsc.gov.uk) or contact [swlcarehomes.admin@swlondon.nhs.uk](mailto:swlcarehomes.admin@swlondon.nhs.uk)

### **41. Are residents/patients swabbed at A&E?**

No, under current guidance there is not a requirement to test patients who have been to A&E. There is also no requirement to isolate these residents for 14 days following and A&E attendance.

### **42. Some of my staff are still refusing to have flu jab despite having one to one discussion.**

In all instances the first step that a care home manager should take is to discuss with the employee the reasons for refusal and try understanding their reasons and to attempt to alleviate concerns or fears. Historically there are a number of reasons why an individual may refuse - including, believing that the vaccine will give them the flu, they are not at risk of flu, not believing the flu vaccination works, or they will be required to access the vaccination outside of working hours.

To advocate the use of the flu vaccine a senior member of staff should provide information on the benefits of having the vaccination and eliminate the myths surrounding it by sharing reliable and up to date resources of information to educate the individual support them in making an informed choice. You can discuss how it protects the individual, the workforce, vulnerable residents, and their own family members. You can share this video to show the impact and serious implications that flu can have.

<https://www.youtube.com/watch?v=cyrYR1z-oRI>

Please be aware that this video was produced before Covid-19 and PPE and face masks are not worn.

### **43. How do we handle staff who do not consent to a coronavirus test?**

In all instances the first step that a care home manager should take is to discuss with the employee the reasons for refusing to take the test and try to understand their reasons and to attempt to alleviate concerns or fears. They can watch the webinar [COVID-19 Q&A with Dr Agnelo Fernandes and COVID-19 experience shared by Erik Cortez](#) to help answer any question they have.

Government guidance requires anyone with Covid-19 symptoms to arrange a test. As employers have a duty to protect the health and safety of their employees and residents it is likely that they can reasonably instruct an employee exhibiting symptoms to be tested. If the employee tests positive, the employer will be alerted to the risk of transmission at the workplace and can take action to mitigate that risk. If the employee fails to follow the employer's instruction to arrange a test, the employer may be justified in

taking disciplinary action against them. Where testing is considered necessary and proportionate, the Care Home may seek to make testing a contractual obligation. If the obligation to be tested is validly incorporated into the employee's contract, failure to comply would be a breach, which may entitle the Care Home to take disciplinary action.

**44. I have received the iPad but the spelling function does not work**

Care Homes can contact the Jigsaw24 service desk on 03332 409 234 or by email at [carehomesupport@jigsaw24.com](mailto:carehomesupport@jigsaw24.com) The service desk is open Monday to Friday 08:30 – 18:00 (excluding bank holidays). If care homes call the helpline, please can they have their CQC ID location number to hand, as this may be required to be given details of the passcode over the phone.

**45. On Capacity tracker, If we make any mistakes it states "correct the highlighted section" but I could not see any highlights anywhere despite spending 20 minutes to find any errors.**

My e-mail address is: [paulharper@swlondon.nhs.uk](mailto:paulharper@swlondon.nhs.uk) - happy to pick up any queries on anything digital, capacity tracker, iPads and other devices, 111\*6, flu immunisation and CMC.

## SECTION 3

### Additional information

#### Infection Control Champions for Care Homes

Please contact Helen Thurlow ([infectioncontrol@swlondon.nhs.uk](mailto:infectioncontrol@swlondon.nhs.uk)) with the details of any individual who would like to become an IPC Champion.

#### Contact details for advice and support for mental health and wellbeing

The Health and Wellbeing of staff in the care sector is available online at: <https://www.good-thinking.uk/>  
This website has links to useful apps quizzes workbooks and advice. There are 4 free apps at present. If you register on the app now you can have lifetime access to meditation sessions, mindfulness, cognition exercises and other podcasts that help with improving wellbeing.

#### NHS mail

Most of you will have your NHS mail account now and we really want you to use your NHS shared mailbox now as this is the way the NHS will now contact you using the shared mailbox. We will be setting some deadlines for that with your local leads. The shared mailbox does keep your data secure and accessible and everything is in one place. We are sending out certificates so you can email your care home email lead or [SWLcarehomes.admin@swlondon.nhs.uk](mailto:SWLcarehomes.admin@swlondon.nhs.uk) from your shared mailbox, we will send you a certificate.

#### Support for Managing Residents with Dementia

NHS England have just published a guide for Dementia wellbeing in the COVID-19 pandemic. This provides single page support pages for supporting people with Dementia.

The document is attached and is available via the following links:

<https://www.england.nhs.uk/coronavirus/community-social-care-ambulance/mental-health/>

<https://www.england.nhs.uk/mental-health/resources/dementia/>

#### Questionnaire for Care Homes

SWL CCG has been running the Infection Prevention Control and Information sharing webinars since March 2020. Our aim is to support care home staff with specialist information as well as providing a welcoming forum for care home staff to ask questions and receive tailored advice, guidance, and support.

As we head in to the winter with the coronavirus pandemic, we would like to hear your views about the information sharing webinars we run each week as we want to make sure that we are supporting you and your care home through the winter. We will use your feedback to evaluate the webinar and the FAQs and make changes in response to your feedback.

This survey has 10 questions and will take you approximately five minutes to complete.

<https://www.surveymonkey.co.uk/r/6YXDRSE>

## SECTION 4

### ONGOING ADVICE AND SUPPORT

#### Support for EOLC from Hospice UK

Hospice UK have this week released a support pack. You can access the guidance at:

<https://www.hospiceuk.org/what-we-offer/clinical-and-care-support/clinical-resources>

*The care we provide to people who have died has never been more important. With restricted visiting of the dying and viewing of the deceased in hospitals, hospices and care homes, those dear to the deceased will require additional reassurance that all has been done to care for the deceased, and to maintain their dignity. This guidance is written to support the care of the deceased adult during the time of the COVID-19 pandemic.*

#### What to do if a resident has coronavirus symptoms

Isolate the resident and keep them isolated in their own room and away from other residents for 14 days. Close the door if possible or consider moving the resident's bed 2m away from the door. The resident should preferably have a room with an en-suite. If this is not possible then the resident will need to use a commode. Contact the resident's GP, or access 111 services online. **For a medical emergency dial 999.** If ONE resident displays COVID symptoms you need to contact the South London Health Protection Team/London COVID Response Cell (LCRC) to advise them of a suspected outbreak.

COMPLETE THE CAPACITY TRACKER

|                               |  |
|-------------------------------|--|
| SWL Health Protection Team    | 0344 326 2052  |
| London COVID-19 Response Cell | 0300 303 0450 / <a href="mailto:phe.lcrc@nhs.net">phe.lcrc@nhs.net</a> |

#### If PPE is running low in your Care Home

We are writing to all requestors who have previously accessed mutual aid via the South West London Procurement Partnership as

From the 6th November 2020 it has been agreed that CQC registered organisations in primary and social care should access the national PPE portal for their stock requirements.

The PPE portal can be found at <https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment> and we have attached an FAQs document which has been shared with us for your information. You will need to register on this portal first.

From this week social care organisations, including Care Homes, should utilise the national PPE portal as its primary supply of PPE. If organisations have difficulty in securing PPE stocks the steps they should take are:

- (1) PPE Portal
- (2) Local Resilience Forum
- (3) BAU Suppliers
- (4) South West London Mutual Aid via <http://swlpp.uk> online access.

South West London Mutual Aid will be updating their agreement with you and will contact you directly.

## APPENDIX 1: Useful Information

### NHS MAIL

NHS Mail is available free to all Care Homes allowing personal identifiable information to be sent securely to NHS services. NHS Mail also allows access to Microsoft Teams which has video conferencing facilities, to connect with GPs, Health Care staff and the resident's family.

If you need help to access, please contact: [SWLcarehomes.admin@swlondon.nhs.uk](mailto:SWLcarehomes.admin@swlondon.nhs.uk)

### CAPACITY TRACKER

All Care Homes are being asked to submit **daily** information on staffing, bed vacancies, number of COVID cases and PPE or when the situation changes so that the NHS can support your homes more effectively. If you are not yet set up, or have more questions, please contact your local lead listed on the front of the FAQ. Please complete the ASC fund questions **weekly**. Contact 03005550340 or 01916913729 8am to 8pm if you have any questions or need support with this.

### WORKFORCE AND STAFFING

COVID is a challenging time for maintaining staffing levels in Care Homes. We have a project running with Princes Trust to provide Care Support Workers, Domestic and administrative staff into Care Homes. If you would like some support, please contact Paul Harper at: [paul.harper@swlondon.nhs.uk](mailto:paul.harper@swlondon.nhs.uk)

### END OF LIFE CARE SUPPORT FOR RESIDENTS

If you need support to manage residents at the End of Life due to COVID-19 or non-COVID-19 conditions, there are currently 24 hours clinical support lines available - listed on the next page.

### BEREAVEMENT AND SUPPORT FOR STAFF

This is a difficult time for staff, residents and family members. There are free services available for South West London staff and residents. Please share these services with your staff and families.

| Borough               | Name of Service  | Contact details   |
|-----------------------|--|---|
| All SWL               | Marie Curie  | Call 020 7091 3656 for emotional and bereavement support.<br>Monday – Friday, 08:00 – 18:00<br>Saturday – Sunday, 11:00 – 17:00   |
| Sutton                | Sutton Uplift  | Telephone hotline (8 am – 5 pm): 020 3513 4044<br>Self-referral: <a href="https://www.suttonuplift.co.uk/psychological-therapies">https://www.suttonuplift.co.uk/psychological-therapies</a><br>Email: <a href="mailto:ssg-tr.suttonuplift@nhs.net">ssg-tr.suttonuplift@nhs.net</a>   |
| Merton                | Merton Uplift  | Telephone hotline (9 am – 5 pm): 020 3513 5888<br>Self-referral: <a href="https://www.mertonuplift.nhs.uk/">https://www.mertonuplift.nhs.uk/</a><br>Email: <a href="mailto:ssg-tr.mertonuplift@nhs.net">ssg-tr.mertonuplift@nhs.net</a>   |
| Wandsworth            | Talk Wandsworth  | Telephone hotline (8 am – 5 pm): 020 3513 6264<br>Self-referral: <a href="https://www.talkwandsworth.nhs.uk/">https://www.talkwandsworth.nhs.uk/</a><br>Email: <a href="mailto:ssg-tr.WANIAPT@nhs.net">ssg-tr.WANIAPT@nhs.net</a>   |
| Kingston and Richmond | Bereavement Support<br>iCope (Kingston only)<br>Richmond Wellbeing Service | <a href="https://www.kingstonbereavementservice.org.uk/contact-us/">https://www.kingstonbereavementservice.org.uk/contact-us/</a><br><a href="https://www.icope.nhs.uk/kingston/">https://www.icope.nhs.uk/kingston/</a><br><a href="https://www.richmondwellbeingservice.nhs.uk/">https://www.richmondwellbeingservice.nhs.uk/</a> |
| Richmond              | Cruse  | Tel: 0749 5776 401  |

## EOLC CLINICAL SUPPORT FOR STAFF DURING COVID

| Provider Service         | Borough               | What's on offer  | Operating Hours   | Contact Details   |
|--------------------------|-----------------------|--|---|---|
| St Raphael's Hospice     | Sutton and Merton     | <p>Clinical Advice from Clinical Nurse Specialist on triage team.</p> <p>Access to Medical team advice.</p> <p>Clinical Advice from Palliative Care Nurses covering inpatient wards.</p> | <p>Monday - Sunday<br/>09:00-17:00</p> <p>Monday-Sunday<br/>17:00-09:00</p>       | <p>Central Hospice Switch:<br/>020 8099 7777</p> <p>Ask for CNS triage team.</p> <p>Ask for inpatient unit.</p>                   |
| Royal Trinity Hospice    | Wandsworth            | <p>A Clinical Nurse Specialist to provide expert advice and support for GPs, HCPs, patients and carers.</p> <p>Medical on call cover (Registrar and Consultant)</p>                      | 24 hours a day, 7 days a week   | Single Point of Access:<br>020 7787 1062  |
| Marie Curie              | All SWL Boroughs      | Professional Information and Support   | <p>Monday – Friday<br/>08:00 – 18:00</p> <p>Saturday – Sunday<br/>11:00–17:00</p> | <p>Tel: 020 7091 3656</p> <p><a href="http://www.mariecurie.org.uk/southwestlondon">www.mariecurie.org.uk/southwestlondon</a></p> |
| Princess Alice Hospice   | Richmond and Kingston | Careline which has a triage process with access to senior staff and Community Nurse's  | 24 hours a day, 7 days a week   | Tel: 020 8744 9414  |
| St Christopher's Hospice | Croydon               | <p>Professionals helpline for clinical support</p> <p>Patient support line</p>   | 24 hours a day, 7 days a week   | <p>Professionals: 020 8767 4582</p> <p>Patients: 020 8767 4500</p>  |

## Cleaning Instructions for the RED BAG

On arrival back to the care home the red bag should be unpacked and all documentation removed



Is there any evidence of contamination with blood or body fluids?

No

Clean inside and out thoroughly with warm water and detergent using a disposable cloth.  
Dry thoroughly with paper towels

Yes

Clean thoroughly with warm water and detergent to remove the visible soiling and then wipe with a freshly prepared solution of a chlorine-releasing agent e.g. bleach (concentration of 10,000ppm of available chlorine)

Place the clean bag in a designated clean storage area  
**DO NOT**  
Leave in the resident's room

Each time the bag is cleaned it should be examined for any damage e.g rips/tears.  
All damage should be reported to the manager



right care  
right place  
right time  
right outcome