

### NHS South West London CCG

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

**Information Sharing Infection Prevention and Control Webinar: Tuesday 16th February 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 dialing 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 welcome any feedback of suggestions that you have to improve the webinars and FAQs.

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.

With best regards

Viccie Nelson

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

Your CCG Care Home Leads are:

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

infectioncontrol@swlondon.nhs.uk

## Covid-19 vaccination for Care Home staff

### The way you book an appointment is changing!

The Hospital hubs and clinic hubs have now set up online self-booking links so that staff are able to register and book their own appointments. From the 8th February, Care Home managers will be contacted by a member of the Vaccine Team to send the self-booking links through. You will no longer need to register staff through the carehome.covidvaccine email; you will be able to give the self-booking links directly to your staff. Please be aware that these links cannot be shared with staff who do not work in a Care Home. Staff will be required to take evidence of employment when they attend their appointment. This may be a staff ID card, a letter of eligibility signed off by the manager, payslips and photo id such as driver’s licence or passport. Without proof of employment, they will be turned away.

We recognise that some staff may be anxious about attending a hospital or large site; for these staff, please ask them to register on the following link so we can get them booked into a GP clinic or pharmacy: [COVID-19 Electronic Booking Form](https://forms.office.com/Pages/ResponsePage.aspx?id=DGhcx-LrMkKFsKNlyJgsSWBHvfq-6KNFiTzZco-HCuRUQzNWSVoxOUpFTTFJMEgyS0dVMDdIOEs0Qy4u)

We have a series of webinars and drop-in sessions for staff who have questions about the vaccine, the dates are below. There are also links to the previous webinars which were recorded below. Additionally, staff can send their questions to: [COVID-19 Questions](https://forms.office.com/Pages/ResponsePage.aspx?id=DGhcx-LrMkKFsKNlyJgsSWBHvfq-6KNFiTzZco-HCuRUOE5FRlpHU0ZXOENOV09PWk5VMkU2SVNBNC4u)

### Please note there is currently good appointment availability until the 15th February 2021. After this, access to the vaccine will be opened up to the next priority groups and there will be higher demand for vaccine appointments. We encourage you and your staff to book ASAP.

**We have also started a daily Q&A session 3-4pm and 7-8pm where staff can come and raise questions on the COVID-19 Vaccine. Clinicians will be available to help answer questions during those times. These sessions will be running on evenings and weekends too and can be accessed via this link:**

**Daily Q&A sessions 3-4pm and 7-8pm Join on your computer or mobile app** [**Click here to join the meeting**](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_ZmZmYTdkZDgtNDIzZi00MDc0LWE2Y2YtNGM0Zjg4MGM5MGY5%40thread.v2/0?context=%7b%22Tid%22%3a%22c75c680c-ebe2-4232-85b0-a365c8982c49%22%2c%22Oid%22%3a%22fabd4760-e8be-45a3-893c-d9728f870ae4%22%7d)

**Or call in (audio only)**

+44 20 3880 0300,,354457979# United Kingdom, London

0800 026 6146,,354457979# United Kingdom (Freephone)

Phone Conference ID: 354 457 979#

[Find a local number](https://dialin.teams.microsoft.com/d85a2e8c-c5c9-4c0c-b518-e4b69a36da42?id=354457979) | [Reset PIN](https://mysettings.lync.com/pstnconferencing) [Learn more](https://aka.ms/JoinTeamsMeeting) | [Meeting options](https://teams.microsoft.com/meetingOptions/?organizerId=fabd4760-e8be-45a3-893c-d9728f870ae4&tenantId=c75c680c-ebe2-4232-85b0-a365c8982c49&threadId=19_meeting_ZmZmYTdkZDgtNDIzZi00MDc0LWE2Y2YtNGM0Zjg4MGM5MGY5%40thread.v2&messageId=0&language=en-GB)

**You can watch the live webinars here on the COVID-19 Vaccination.**

[COVID-19 Q&A with Dr Agnelo Fernandes and COVID-19 experience shared by Erik Cortez](https://youtu.be/mo5Bng-ClqI)

[COVID-19 Vaccine Q&A with Dr Agnelo Fernandes, Dr Aditi Shah and COVID-19 experience shared by](https://www.youtube.com/watch?v=5IesnLadLU8&feature=youtu.be) [Vanessa Vyapooree](https://www.youtube.com/watch?v=5IesnLadLU8&feature=youtu.be)

[COVID-19 Vaccine Q&As with a Focus on Allergies and Health Conditions with Dr Paul Riley and Dr](https://www.youtube.com/watch?v=qNBjiMpKOIM&feature=youtu.be) [Vasa Gnanapragasam](https://www.youtube.com/watch?v=qNBjiMpKOIM&feature=youtu.be)

[Young Fit and Healthy, Why do I need the COVID-19 Vaccine? With Dr Paul Riley, Gassan Yacob and](https://youtu.be/HM4lvFY_N_c) [COVID-19 experience shared by Erik Cortez](https://youtu.be/HM4lvFY_N_c)

Below is a video of social worker Marcia Wilson explaining her reasons for having the vaccine. She was among the first to have her vaccine at the launch of the Selhurst Park centre on Monday she explains very well the journey to her decision.

Twitter - <https://twitter.com/yourcroydon/status/1357041318313263112>

### Please scan QR code or click link below to submit a request for the COVID-19 Vaccine



[COVID-19 Electronic Booking Form](https://forms.office.com/Pages/ResponsePage.aspx?id=DGhcx-LrMkKFsKNlyJgsSWBHvfq-6KNFiTzZco-HCuRUQzNWSVoxOUpFTTFJMEgyS0dVMDdIOEs0Qy4u)

This form is for anyone that has concerns about attending a hospital hub for the vaccine and/or having difficulty with booking a vaccine through swift queue and/or would prefer to attend a local PCN (GP Surgery in South West London)

Your details will be logged and contact will be made within 24hrs to provide the necessary support to access the vaccine.

When you attend your appointment, you will need to take the following items:

1. A face mask/covering;
2. Your NHS number (this will be on any letters you have received from the GP or a hospital). If you do not have it, please have your GP details available. If you have recently moved, please ensure your details with your GP are up to date;
3. Proof that you are a member of staff and are eligible for the vaccine. This may be your I.D. badge and/or a letter provided by you manager etc.

Anyone who has tested positive for COIVD-19, will have to wait until 28 days after the onset of the

symptoms.

All current vaccines require 2 doses, and the second dose will be around 12 weeks after the first.

### Please scan QR code or clink link below to access the form to submit any questions on COVID-19



[COVID-19 Questions](https://forms.office.com/Pages/ResponsePage.aspx?id=DGhcx-LrMkKFsKNlyJgsSWBHvfq-6KNFiTzZco-HCuRUOE5FRlpHU0ZXOENOV09PWk5VMkU2SVNBNC4u)

We recognise that information on the COVID-19 virus can be very confusing.

What the risks are to health, should I / can I have the vaccine and the differences between the vaccines. Here at South West London, we are offering staff a chance to ask questions and receive advice about COVID-19 in general and/or the vaccine.

The questions are reviewed and answered by qualified clinicians, including GP’s, nurses and other

healthcare professionals.

We aim to respond to your questions quickly, but this may take up to 24 hours. Please feel free to submit more than one question.

# 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/9023](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) [55/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-](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) [putting-on-and-removing-ppe-a-guide-for-care-homes-video](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-](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) [care-homes/coronavirus-covid-19-admission-and-care-of-people-in-care-homes#section-1-admission](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/8933](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/893320/COVID-19_Infection_prevention_and_control_guidance_complete.pdf) [20/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-](https://www.rcm.org.uk/news-views/news/2020/march/advice-for-pregnant-healthcare-workers-during-covid-19/) [covid-19/](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-](http://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 -10/02/21

Tier 4 Restrictions came into effect in South West London from midnight on the 19th December 2020 not to be confused with Incident Level 5 alert Level which came into force on 4th 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](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/946416/COVID-19_Tier_4__19_December_2020_.jpg)

**The updated guidance on policies for visiting arrangements in care homes can be found at**: [update-on-policies-for-visiting-arrangements-in-care-homes](https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes)

### 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-](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) [to-2021/adult-social-care-our-covid-19-winter-plan-2020-to-2021](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)

### 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

## COVID-19 Vaccine -Responses Provided by Dr Vasa Gnanapragasam and Sedina Agama Chief Pharmacist.

### An asymptomatic staff member tested positive with Covid with the PCR test and was subsequently negative with LFD test. Second PCR test again showed a positive result and staff member is in self-isolation. What is your advice going forward?

PCR tests are a lot more sensitive than LFD test. The PCR test is more reliable so continue with the self- isolation for 10 days after this positive result.

### Staff member is in self-isolation for 10 days as their family member has tested positive what tests do I need to do?

You will not need to do the test as the staff member will need to stay in self-isolation at home for 10 days. If they get symptoms within those 10 days they will need a further period of self-isolation from date of onset of symptoms or positive test result; they can apply for a home test or book into a testing centre.

### We have had an outbreak in the Care home recently does that mean I do not need to test the residents for 90 days?

Residents and staff that have tested positive do not need a PCR or LFD retest for 90 days unless they develop symptoms. This is because small insignificant amounts of RNA may be detected for days/weeks after the person is no longer infectious. It is incredibly rare for anyone to become re-infected within 90 days of infection. The guidance has recently changed again and retesting of both PCR AND LFD is NOT required 90 days after a test unless the person develops new symptoms. Residents and staff who have not been infected or had a positive test in the previous 90 days should be routinely tested as normal. Here is a link to the latest guidance for testing <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/961926/care-home-testing-guidance-england-v1602.pdf>

### What do you need to consider before choosing either COVID-19 Vaccine available if you have allergies?

This would encompass anaphylactic reactions, if it is a specific ingredient in one of the vaccines that you know you are allergic to then it is advised to not have that vaccine. If it is unknown allergic reaction, then it is advised to have the AstraZeneca (Oxford) Vaccine as there is an ingredient called PEG (Polyethylene Glycol) in the Pfizer vaccine that some may have an anaphylactic reaction to. When attending the vaccination clinic you should tell the vaccinator of any previous allergic reactions that you have had.

### How do we capture staff declining the vaccine?

When care home managers are updating capacity tracker, if they are aware of staff declining and not going to have the vaccine, they should add them to the “unknown column”. This enables the data to show the numbers of care home staff who are declining.

### Can staff take LFD tests to complete at home?

Following our communications on updated staff testing using Lateral Flow Device (LFD) tests, we are pleased to inform you that we now have approval for care home staff to conduct self-test LFDs. This means your staff are now able to take and register their twice weekly LFD tests at home, before they arrive at the care home to start work.

### Is there a consent form template for residents to have the 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-](https://www.gov.uk/government/publications/covid-19-vaccination-consent-forms-and-letters-for-care-home-residents) [home-residents](https://www.gov.uk/government/publications/covid-19-vaccination-consent-forms-and-letters-for-care-home-residents)

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

You can access the link and QR code on page 4 to submit questions you have on the covid-19 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-](https://coronavirus-yellowcard.mhra.gov.uk/) [yellowcard.mhra.gov.uk/](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/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://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/94123 6/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-recipients-on-pfizerbiontech-covid-19-vaccine#what-you-need-to-know-before-you- receive-covid-19-mrna-vaccine-bnt162b2](https://www.gov.uk/government/publications/regulatory-approval-of-pfizer-biontech-vaccine-for-covid-19/information-for-uk-recipients-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/94056 6/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)

### 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 an A&E attendance.

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

The first step for a care home manager is to discuss with the employee their reasons for refusal and 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 flu, they are not at risk, not believing the vaccination works, or they will be required to access the vaccination outside of working hours.

To advocate the use of the 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 and information to enable the individual to make 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.

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

Firstly, discuss with the employee the reasons for refusing to take the test. Try to understand their reasons and attempt to alleviate concerns or fears. 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.

### 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.

Please contact: paulharper@swlondon.nhs.uk - to pick up any queries on anything digital, capacity tracker, iPads and other devices, 111\*6, flu immunization and CMC.

* 1. **Can the Proxy Order be implemented in care homes that are currently using E-MAR systems?**

Proxy Ordering can be used with EMAR and any practice with vision. (PO) doesn’t work with but they are only small numbers of practices in Richmond and Merton.

* 1. **A student nurse is due to start a placement next month in an Acute Covid Care Ward. Is she allowed to work in the hospital and a care home without isolating?**

There is no national guidance on this apart from the care home support pack which mentions care homes with multiple sites and recommends minimising cross site working. The school of nursing does not dictate to the student nurses where they can work and it is down to the employer to risk assess and embed procedure into their own policy. Obviously working on high risk areas and then working in care homes is a risk and should be discouraged. Some schools of nursing recommend a break of at least 14 days between placements.

* 1. **I have a staff member who has joined the NHS but would like to remain on bank. Should I retain them?**

There is no specific national guidance on this but the Care home support pack guidance talks about homes that have multiple sites and suggests that if possible, consider limiting staff movements within facilities. Staff working across sites and services potentially carry a greater risk of being a harbour of covid infection due to increased exposure to different environments and people. Individual care homes/employers should ensure that they have risk assessed and reduced as far as possible the risk to their vulnerable residents. Where it is known that staff are working on additional sites including hospitals as student nurses employers may consider actions such as ensuring a gap of at least 10-14 days between working on other areas and in the home and the use of LFD testing.

Kingston and St Georges School of Nursing do not currently advise their students regarding this and it is expected that each care home organisation will have this embedded in their individual policy. Some schools of nursing have taken the view that there should be a break of at least 14 days working in hospitals before working with high risk groups such as care homes.

* 1. **We had a service, various staff tested positive. Called ambulance, patient admitted to hospital, no reading proved he was positive until 3rd reading and x-ray on lungs showed he had covid. The staff cannot use the LFD and the PCR for 90 days. This patient will soon be discharged and has not had the vaccine, but peers have. 7 staff tested positive concurrently, will they need further testing?**

Staff who have tested positive will not require further testing for 90 days unless they develop new symptoms. This is because once they have clinically recovered and are ten days from when they tested positive they will be no longer infectious. Repeat testing may show dead non-infectious RNA. It is very rare for anyone to become re-infected within 90 days of original infection. Once the resident has recovered and has completed 14 days of isolation from their positive test they will not need to be tested for 90 days.  They may be offered the vaccine when they have recovered and are 28 days post infection. Discuss this with your clinical lead.

All staff need to continue to take universal precautions, using correct personal protective equipment, sessional use of masks (worn properly) with regular hand hygiene regardless of whether they have previously had covid infection or had the vaccination. Regularly test all other staff and residents, check temperatures and other symptoms. Temperatures are only one indication of COVID, many have had COVID without high temperatures.

## SECTION 3

## Additional information

## Infection Control Champions for Care Homes

Please contact Helen Thurlow (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 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/>

**Covid Vaccine Update**

Covid Vaccine first doses are available to all Care Home staff.  You no longer need to register via CareHome.CovidVaccine@swlondon.nhs.uk.  Self-booking links are available at 8 hub sites and 4 pharmacies across South West London.  Staff may be given the booking link to register and book directly.  If any staff are having technical issues, please email the address above for support. The booking links and full information are given in Appendix 1 and attached in the email. Please ensure that all vaccines are logged on Capacity Tracker.

Second doses are not available until 12 weeks after the first; you should be contact around 9 – 10 weeks by the site to book directly.

**Staff Recruitment**

**Support available from The Prince’s Trust**

The Prince’s Trust has committed to supporting 10,000 young people aged 18-30 into careers within Health & Social Care over the next four years. To take part in this programme all The Princes Trust needs is entry level roles for young people to interview for and someone to interview them on the recruitment day.

# Student Placements

# Are you interested in hosting a placement student (Nurses and AHPs in training) ? Individual placements run for a minimum of 3 weeks, we can establish a regular rotation, supervision is required (training and is provided).

# Recruiting staff

# The Work and Health Programme is an employment support programme, seeking to find long term sustainable employment opportunities for people in South London.

# Please let us know about your recruitment needs,we may be able to help - please complete our survey :

#

# 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 / phe.lcrc@nhs.net |

### 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-](https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment) [personal-protective-equipment](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](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

### Covid Vaccine Self Booking Links

### [Care Home Staff Vaccination Booking Information](file:///C%3A%5CUsers%5CECalver%5CDocuments%5CCare%20Home%20Staff%20Vaccination%20Booking%20Information%20v3.docx)

### 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

### 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

### 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.Monday – Friday, 08:00 – 18:00Saturday – Sunday, 11:00 – 17:00 |
| Sutton | Sutton Uplift | Telephone hotline (8 am – 5 pm): 020 3513 4044Self-referral: [https://www.suttonuplift.co.uk/psychological-](https://www.suttonuplift.co.uk/psychological-therapies) [therapies](https://www.suttonuplift.co.uk/psychological-therapies)Email: ssg-tr.suttonuplift@nhs.net |
| Merton | Merton Uplift | Telephone hotline (9 am – 5 pm): 020 3513 5888Self-referral: <https://www.mertonuplift.nhs.uk/> Email: ssg-tr.mertonuplift@nhs.net |
| Wandsworth | Talk Wandsworth | Telephone hotline (8 am – 5 pm): 020 3513 6264 Self-referral: <https://www.talkwandsworth.nhs.uk/>Email: ssg-tr.WANIAPT@nhs.net |
| Kingston and Richmond | Bereavement Support iCope (Kingston only) Richmond WellbeingService | [https://www.kingstonbereavementservice.org.uk/contact-](https://www.kingstonbereavementservice.org.uk/contact-us/) [us/](https://www.kingstonbereavementservice.org.uk/contact-us/)<https://www.icope.nhs.uk/kingston/><https://www.richmondwellbeingservice.nhs.uk/> |
| 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 | Clinical Advice from Clinical Nurse Specialist on triage team.Access to Medical team advice.Clinical Advice from Palliative Care Nurses covering inpatient wards. | Monday - Sunday 09:00-17:00Monday-Sunday 17:00-09:00 | Central Hospice Switch: 020 8099 7777Ask for CNS triage team. Ask for inpatient unit. |
| Royal Trinity Hospice | Wandsworth | A Clinical Nurse Specialist to provide expert advice and support for GPs, HCPs, patients and carers.Medical on call cover (Registrar and Consultant) | 24 hours a day, 7 days a week | Single Point of Access: 020 7787 1062 |
| Marie Curie | All SWL Boroughs | Professional Information and Support | Monday – Friday 08:00 – 18:00Saturday – Sunday 11:00–17:00 | Tel: 020 7091 3656[www.mariecurie.org.uk/southwes](http://www.mariecurie.org.uk/southwestlondon) [tlondon](http://www.mariecurie.org.uk/southwestlondon) |
| Princess Alice Hospice | Richmond and Kingston | Careline which has a triage process with access to senior staffand Community Nurse’s | 24 hours a day, 7 days a week | Tel: 020 8744 9414 |
| St Christopher’s Hospice | Croydon | Professionals helpline for clinical supportPatient support line | 24 hours a day, 7 days a week | Professionals: 020 8767 4582Patients: 020 8767 4500 |

## APPENDIX 2- Cleaning Instructions for the RED BAG

