

### NHS South West London CCG

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

**Information Sharing Webinar: Tuesday 23rd 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:

Croydon Olu Odukale olu.odukale@swlondon.nhs.uk Kingston and Richmond Brian Roberts brian.roberts@swlondon.nhs.uk Merton Tayo Fowewe Kudirat.Fowewe@swlondon.nhs.uk

Sutton Lucy Webber Lucy.Webber@swlondon.nhs.uk

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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. The self-booking links are all in appendix 1.

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)

**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)

**Vaccine information for people with a learning disability**

These resources will help ensure people with a learning disability have safe and equitable access to the Covid vaccination.  Please feel free to share within your networks.

COVID-19 vaccination: [easy-read leaflets](https://www.gov.uk/government/publications/covid-19-vaccination-easy-read-resources) (for reading online or to download and print)

COVID-19 vaccination: easy-read video guides (to download and watch or share in social media)

[Easy Read video guide to what is coronavirus](https://www.healthpublications.gov.uk/ViewArticle.html?sp=Swhatiscoronaviruseasyreadstylevideoforpeoplewithalearningdisability)

[Easy Read video guide to what the COVID-19 vaccine is](https://www.healthpublications.gov.uk/ViewArticle.html?sp=Seasyreadvideoguidetowhatthecovid19vaccineis)

[Easy Read video guide to getting the COVID-19 vaccine](https://www.healthpublications.gov.uk/ViewArticle.html?sp=Seasyreadvideoguidetogettingthecovid19vaccine)

[Easy Read video guide to how you will feel after the vaccine](https://www.healthpublications.gov.uk/ViewArticle.html?sp=Seasyreadvideoguidetohowyouwillfeelafterthecovid19vaccine)

[Easy Read video guide to what to do after having your COVID-19 vaccine](https://www.healthpublications.gov.uk/ViewArticle.html?sp=Seasyreadvideoguidetowhattodoafterhavingyourcovid19vaccine)

**COVID-19 vaccination and pregnancy easy-read guides**

[Easy-read guide for women who might get pregnant, who are pregnant or are breastfeeding their baby](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/963184/Easy_Read_guide_to_COVID-19_vaccination_for_women.pdf) (leaflet)

[Easy-read guide on COVID-19 vaccination for women who might get pregnant, who are pregnant or are breastfeeding their baby](https://www.gov.uk/government/publications/covid-19-vaccination-easy-read-resources/easy-read-guide-on-covid-19-vaccination-for-women-who-might-get-pregnant-who-are-pregnant-or-are-breastfeeding-their-baby)(web page)

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

Upcoming Schedule 2nd March 2021 11am

End of Life in Care Homes

SW London Clinical Lead – Catherine Millington-Sanders

* Contacts/Visiting at EOLC
* DNACPR
* Staff and Family Bereavement Support – What’s needed
* CMC Update
* Staff Training Needs – a sense check

Support Available from The Prince’s Trust

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

 Prince’s Trust Presentation by Jack Forrester Operations Executive.

### 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.

* 1. **Is it possible to reduce the staff testing LFDs?**

There is no change to the guidance. PCR testing for staff should be weekly and LFD testing twice weekly. The rationale for this is that if you reduce it down whilst there is local transmission then staff who were incubating covid then become infectious after the test and potentially have a week to spread the virus if they have no symptoms. Testing frequently gives us an early warning that someone is infectious so we can take action to reduce the risk of spread.

* 1. **One of my patients tested positive for covid. After their isolation period they were admitted to hospital and tested on admission. The test came back as positive and the patient was recommended to be isolated once more.**

Once someone has tested positive for covid and has clinically recovered and completed their isolation period they should not be retested for 90 days unless they develop new symptoms. The hospital guidance has not it seems been changed yet for new admissions to hospital. The resident, unless they have had further exposure or developed new symptoms, will not normally require testing or further isolation. If you are concerned then do speak with the clinical lead for the home or their GP for advice.

* 1. **Was Government Funding provided to be used for student placement recruitment?**

There has been funding pledged to recruitment through Plan for Job (£2bn nationally) which includes some recruitment initiatives i.e. Kickstart and Sector Based Work Academy Program (SWAPs.)

* 1. **How do we cover insurance and contracts of students?**

These students come as an undergrad program on placement, not as an employee. The university is responsible for ensuring that the placement is paid for their activity.

* 1. **Is there a standard placement contract?**

If the student is identified as appropriate the lecturer will give an audit. The standard contract currently in place is changing in April.

* 1. **There are student nurses working in care homes and wards with covid. Is there guidance to ensure that there will be a 14 day period of isolation or is this down to employer discretion?**

There is no guidance currently. The recommendation is to go back to individual organisations for guidance. Any concerns regarding this please contact scott.topping@swlstg.nhs.uk

## 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

