

NHS South West London CCG

Covid-19 and Care Homes - Frequently Asked Questions

Information Sharing Infection Prevention and Control Webinar: Tuesday 9th March 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 and Information Sharing webinar Tuesday mornings at 11am. It is possible to ask questions during the webinar. If you have questions in advance, please email your local CCG Care Home Lead, listed below.

At the end of the document is an additional information sheet that may be useful during the COVID-19 pandemic, 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 or 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
Wandsworth	Anca Costinas	Anca.Costinas@swlondon.nhs.uk

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

infectioncontrol@swlondon.nhs.uk

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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. All Care Home managers should have been contacted by a member of the Vaccine Team to send the self-booking links through; please email carehome.covidvaccine@swlondon.nhs.uk if you have not. Staff can be given the self – booking links directly; please do not ask them to register through the email. 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; without proof of employment, staff will be turned away. Any questions around COVID-19 Vaccines please do not hesitate to contact: Dave.williams@SWLondon.nhs.uk

<p>Please scan QR code or click link below to submit a request for the COVID-19 Vaccine</p>	<p>Please scan QR code or click link below to access the form to submit any questions on COVID-19</p>	<p>Second COVID-19 Vaccine Doses</p>
<p>COVID-19 Electronic Booking Form</p> 	<p>COVID-19 Questions</p> 	<p>PCN 2nd Doses</p> 
<p>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)</p> <p>Your details will be logged, and contact will be made within 24hrs to provide the necessary support to access the vaccine.</p> <p>Anyone who has tested positive for COVID-19, will have to wait until 28 days after the onset of the symptoms.</p> <p>All current vaccines require 2 doses, and the second dose will be around 12 weeks after the first.</p>	<p>We recognise that information on the COVID-19 virus and vaccine can sometimes be confusing.</p> <p>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.</p> <p>The questions are reviewed and answered by qualified clinicians, including GP's, nurses and other healthcare professionals.</p> <p>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.</p>	<p>For all staff that attended the:</p> <ul style="list-style-type: none"> • Wilson Hospital • Non-Such Mansion (on 23rd December 2020 only) • Valley Park Croydon <p>For their 1st Vaccine dose - We are currently preparing for the 2nd doses please see the QR code to complete - once completed the Wilson will be able to schedule your 2nd dose – please share with your staff who attended these clinics.</p>

What's New?

Support available from The Prince's Trust

The Prince's Trust has committed to supporting 10,000 young people aged 18-30 into Health & Social Care careers 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:



National Day of Reflection

Since the first lockdown began in 2020, hundreds of thousands of people have died. Too many lives have been cut short and millions have been bereaved. Behind the statistics and whatever the cause, every death has been devastating for the people left behind. On 23rd March, you can join Marie Curie on for the first anniversary of the first UK lockdown. There is a **National Day of Reflection** to reflect on our collective loss, support those who have been bereaved, and hope for a brighter future. There are still tough times ahead, as the death toll continues to rise. This annual day will give us all time to pause and think about this unprecedented loss we're facing and support each other through grief in the years to come.

- ❖ You can Observe one minute of Silence at 12 noon on 23rd March 2021
- ❖ Shine a light at 8pm - At 8pm you can hold a minute's silence and come together to light up the night. Stand outside with a light – a candle, a torch, even your phone - to remember someone who's died and show your support to people going through a bereavement.

Alternatively, you can shine a light in your window for everyone to see.

You can watch recordings of 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](#)

[COVID-19 Vaccine Q&A with Dr Agnelo Fernandes, Dr Aditi Shah and COVID-19 experience shared by Vanessa Vyapooree](#)

[COVID-19 Vaccine Q&As with a Focus on Allergies and Health Conditions with Dr Paul Riley and Dr Vasa Gnanapragasam](#)

[Young Fit and Healthy, why do I need the COVID-19 Vaccine? With Dr Paul Riley, Gassan Yacob and COVID-19 experience shared by Erik Cortez](#)

[COVID-19 Vaccine Q&A with BSL, focusing on Race Religion Background or Beliefs with Dr Vasa Gnanapragasam and Chief Pharmacist Sedina Agama](#)

[BSL interpreted FAQs on COVID-19 Vaccine with Dr Paul Riley and COVID-19 experience shared by Lisa Royle](#)

Below is a video of social worker Marcia Wilson explaining her journey and decision to have the COVID-19 Vaccine

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

SECTION 1: Updated Guidance

New and updated Guidance -11/03/21

UK Coronavirus Alert Level has moved changed from Level 5 to Level 4 as of 25th February 2021.

<https://www.gov.uk/government/news/covid-19-alert-level-update-from-the-uk-chief-medical-officers-25-february-2021>

We continue to remain at tier 4 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](#)

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>

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: Frequently Asked Questions

- 1. When a resident is admitted and nursed in isolation, has tested negative and is at the end of life, is it necessary to serve food and drinks on disposable plates, or can we have a separate container with chlorine to wash separately from other residents?**

Residents who are admitted and cared for in isolation can use normal crockery and cutlery. The virus will be removed and killed by running it through the dishwasher at a high temperature. It makes sense to collect crockery and wash last if possible. Disinfect trays and if possible, dedicate salt and pepper pots or condiments to stay in the room. This will include residents who are COVID-19 Positive, Cutlery and Crockery will not need to be treated differently just make sure it is all cleaned at a high temperature after use.

- 2. Can I confirm that if a visitor tests positive on an LFD they go home and order a PCR testing themselves. Does the care home does not have to do it?**

If an LFD is positive, then the visitor should take a complimentary test on site at the care home then return home and self-isolate. This can be sent via special Royal Mail Service or arrange a courier to the home.

- 3. Do we need to register online the LFD result for visitors?**

Please refer to page 15 of guidance on link below.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/967207/on-site_testing-for-adult-social-care-services.pdf

- 4. If you allow visitors to hold hands how would you maintain 2 meters distance?**

Hand decontamination and hand hygiene is key, preventing transmission involves washing hands, covering the nose and mouth with a mask and keeping two metres distance where possible. Hand holding increases the risk of transmission, this needs to be balanced with the benefits and comfort this may bring to both the resident and the visitor. It is advisable to make them aware of the risks but also give them an opportunity to spend good quality time together and ensure that they wash their hands before and after contact. This can be mitigated by holding hands for a short period of time, suggested to be at the beginning and end of the visit. Be in a location with good ventilation, wear PPE with a plastic apron if coming into close contact, and for the majority of the visiting period keep the two metres distance. Keep windows open if possible.

- 5. How about residents who want to go home to visit the relatives?**

Outward visits are an important part of life for many in residential care. Outward visits should happen in agreement with the home and subject to individual and whole-home risk assessments. While on the visit out of the home, residents must also follow all [national restrictions](#) that apply at the time. This includes those relating to leaving your home, and those relating to gathering and household mixing. Further information can be accessed at:

<https://www.gov.uk/government/publications/arrangements-for-visiting-out-of-the-care-home>

- 6. All residents in our home have been sent a letter to shield, they have all been vaccinated, what is your take on this with regards to visiting?**

This should be based an individual assessment; each situation will have a different risk. Risks can be mitigated by taking all appropriate precautions if it is deemed that the resident and visitor will benefit from an indoor visit. If the visit is deemed necessary and not suitable to be indoors then this can be done through a window visit, in a pod or behind a screen to create a barrier for protection. It would be good practice to involve the resident and the visitor in the discussion and decision on suitable and safe visiting.

7. Can the one named family visitor take a snack in when visiting e.g. cake for a cup of tea?

This is not appropriate as the visitor would then need to remove their mask for drinking and this creates more of a risk of spread and exposure to the COVID-19 Virus.

8. Is there any leeway on the Government guidance of the one only constant visitor as we are being challenged by families?

Government guidance at present states Indoor visiting by a 'single named visitor' for every resident. Opportunities for every resident to see more people than just their single named visitor, by enabling outdoor visiting and 'screened' visits.

In all cases visitor numbers should be limited wherever possible. (with 2 visitors the maximum at any one time outdoors). This is to limit the overall number of visitors to the care home and/or to the individual, and the consequent risk of disease transmission from multiple different routes.

To access further information please click link below:

<https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes#section-2-3>

This government guidance will be reviewed no sooner than the 12th April 2021.

9. A resident in the care home has a mother in End of Life Care, he visits her, if the LFD comes back positive what do we do?

If the resident tests positive, it is unlikely to be due to the recent contact or visit, as it takes time for the virus to incubate. This visiting needs to be done on an individual risk assessment and cannot be continued if the test result is positive as he will need to be in self-isolation for 14 days and take a PCR, if the PCR is negative he can come out of isolation.

10. A 24 year old resident's parent has declined consent for the COVID-19 Vaccine, but the resident is regularly in the community. He is being tested every week like staff but is not wearing PPE. The parents want the resident to take part in activities where other residents will be present what can we do?

It is important to discuss with the family what the barriers are to having the COVID-19 Vaccine. All adults are being offered the vaccine in the UK according to their priority group for dates and Care Home residents and staff are within the first cohorts to be offered this. This decision to refuse the vaccine will impact on the resident and those who are around them, as staff ensure the safety aspects with risk assessments. It is useful to contact the GP to run through detailed information about the vaccine to enable them to make an informed decision. If further support is required to facilitate those discussions, please contact:

infectioncontrol@swlondon.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/mental-health/resources/dementia/>
<https://www.england.nhs.uk/coronavirus/community-social-care-ambulance/mental-health/>

SECTION 4: ONGOING ADVICE AND SUPPORT

Support for EOLC from Hospice UK

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

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

What to do if a resident has coronavirus symptoms

Isolate the resident 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.

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

From the 6th November 2020 it had 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.

NICE guidelines on Safeguarding adults in care homes

This final guideline has now been published on the [NICE website](#).

The guideline is for care home providers, commissioners of care homes, safeguarding practitioners, local authorities and safeguarding boards. It may also be useful to anyone who lives, works or visits care homes.

- [induction and training](#)
- [care home culture and management](#)
- [indicators of individual abuse and neglect](#)
- immediate actions to take if you [consider](#) or [suspect](#) abuse or neglect
- [how care home safeguarding leads and local authorities should respond to reports of abuse or neglect](#)
- [indicators of organisational abuse and neglect](#)

It includes summary versions of indicators to help practitioners identify abuse and neglect relating to [individuals](#) and indicators of [organisational](#) abuse and neglect.

APPENDIX 1: Useful Links and Contacts

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

<u>Topic</u>	<u>Click Links below</u>
The phone number for the IT Helpdesk is 020 3880 0268 . Open during 09:00 – 17:00.	Information for free digital tools from Digital Social Care
PPE Portal help line number: 0800 876 6802	How to order COVID-19 PPE PPE resource for care workers How to correctly don and doff of PPE in Care Homes
Swabbing Residents Staff and Visitors	Coronavirus Testing process and how to register LFD Test Online Swabbing competency assessment
Admissions and Care	COVID-19 Admission and Care of Residents in Care Homes
Infection Prevention and Control Guidance	Infection Prevention and Control Recommendations
Advice for pregnant health care workers	Pregnant employees COVID-19 advice
Travel and self-isolation	Travel Corridors

BEREAVEMENT AND WELLBEING SUPPORT FOR STAFF

Borough	Name of Service	Contact Details
All SWL	Marie Curie	Call 020 7091 3656 for emotional and bereavement support. Monday – Friday, 08:00 – 18:00 Saturday – Sunday, 11:00 – 17:00
Sutton	Sutton Uplift	Telephone hotline (8 am – 5 pm): 020 3513 4044 Self-referral: https://www.suttonuplift.co.uk/psychological-therapies Email: ssg-tr.suttonuplift@nhs.net
Merton	Merton Uplift	Telephone hotline (9 am – 5 pm): 020 3513 5888 Self-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 Wellbeing Service	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

Provider Service	Borough	What is 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 09:00-17:00 Monday-Sunday 17:00-09:00	Central Hospice Switch: 020 8099 7777 Ask 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	Central Hospice Switch: 020 8099 7777 Ask for CNS triage team. Ask for inpatient unit.
Marie Curie	All SWL Boroughs	Professional Information and Support	Monday – Friday 08:00 – 18:00 Saturday – Sunday 11:00–17:00	Tel: 020 7091 3656 www.mariecurie.org.uk/southwestlondon
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	Professionals' helpline for clinical support Patient support line	24 hours a day, 7 days a week	Professionals: 020 8767 4582 Patients: 020 8767 4500