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**NHS South West London CCG**

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

**Information Sharing Infection Prevention and Control Webinar: Tuesday 30th March 2021**

Dear Social Care Colleagues,

Thank you for attending the Webinar for Care Homes this week; we hope that these continue to support you during the Covid-19 pandemic.

Thank you, too, for all your hard work to support your staff to take up the Covid-19 vaccine.

A short video clip on fertility questions can be found here: [COVID-19 Vaccination and My Fertility](https://www.youtube.com/watch?v=Fccd6IeJtY4&t=154s)

**Covid-19 Astra Zeneca (Oxford) vaccine for under 30’s.** We have been advised that all staff under the age of 30 should have a discussion with a clinician prior to have the Astra Zeneca (Oxford) vaccine. Please see further information in the FAQs below on page

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.

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**

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## Covid-19 vaccination for Care Home staff

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

Currently, all Care Home staff can attend national booking sites as walk-ins. The sites and their hours of opening are copied below. If you have any queries please contact [carehome.covidvaccine@swlondon.nhs.uk](mailto:carehome.covidvaccine@swlondon.nhs.uk) if you have not. Staff will be required to take evidence of employment when they attend their appointment; without proof of employment, staff will be turned away.

Any other questions around COVID-19 Vaccines please contact: [Mandy.Lamond@swlondon.nhs.uk](mailto:Mandy.Lamond@swlondon.nhs.uk)

**Walk-in Covid Vaccine Appointments in South West London**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ​ | Saturday 10 April ​ | Sunday 11 April ​ | Monday 12 April ​ | Tuesday 13 April ​ | Wednesday 14 April ​ | Thursday 15 April ​ | Friday 16 April​ | Saturday 17 April ​ | Sunday 18 April ​ |
| Hawks Road ​  KT1 3EW​ | ​ | ​ | 9am to 2.50pm​ | 9am to 2.50pm​ | 9am to 2.50pm​ | 9am to 2.50pm​ | 9am to 2.50pm​ | ​ | ​ |
| Crystal Palace ​  SE25 6PU ​ | ​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | ​ | ​ | ​ | 8am to 6.30pm​ |
| Harlequins​  Twickenham ​  TW2 7SX ​ | ​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | ​ | ​ | ​ | 8am to 6.30pm​ |
| Battersea Arts Centre​  SW11 5TN​ | ​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | ​ | ​ | ​ | 8am to 6.30pm​ |
| Centrale Shopping Centre Croydon​  CR0 1TY​ | ​ | ​ | ​ | ​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | ​ |
| Queen Mary’s, Roehampton​  SW15 5PN ​ | 8am to 6.30pm​ | ​ | ​ | ​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | ​ |
| St Nicholas Shopping Centre ​  SM1 1AY​ | ​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | 8am to 6.30pm​ | ​ | ​ | ​ | 8am to 6.30pm​ |
| Wimbledon Centre Court ​  SW19 8YA​ | ​ | ​ | ​ | ​ | 8am to 7pm​ | 8am to 7pm​ | 8am to 7pm​ | 8am to 7pm​ | ​ |
| AFC Wimbledon ​  SW17 ONR​ | ​ | 8am to 6.30pm​ | 9am to 5pm ​ | 9am to 5pm ​ | ​ | ​ | ​ | ​ | ​ |

|  |  |  |
| --- | --- | --- |
| Please scan QR code or click link below to submit a request for the COVID-19 Vaccine | Please scan QR code or clink link below to access the form to submit any questions on COVID-19 | Second COVID-19 Vaccine Doses |
| [COVID-19 Electronic Booking Form](https://forms.office.com/Pages/ResponsePage.aspx?id=DGhcx-LrMkKFsKNlyJgsSWBHvfq-6KNFiTzZco-HCuRUQzNWSVoxOUpFTTFJMEgyS0dVMDdIOEs0Qy4u) | [COVID-19 Questions](https://forms.office.com/Pages/ResponsePage.aspx?id=DGhcx-LrMkKFsKNlyJgsSWBHvfq-6KNFiTzZco-HCuRUOE5FRlpHU0ZXOENOV09PWk5VMkU2SVNBNC4u) | [PCN 2nd Doses](https://forms.office.com/Pages/ResponsePage.aspx?id=DGhcx-LrMkKFsKNlyJgsSWBHvfq-6KNFiTzZco-HCuRUMEZLSzJGT0xPT0VCUjVNNUVLSzE5UlBGNi4u) |
| 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.  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. | We recognise that information on the COVID-19 virus and vaccine can sometimes be confusing.  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. | For all staff that had their first dose vaccine at either:   * Wilson Hospital * Valley Park Croydon   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. |

## Second doses for Nonsuch Mansion

If you had your first dose at Nonsuch and have not yet received a text message with an invitation to book into a clinic for your 2nd vaccination at Nonsuch Mansion, please complete this form: <https://forms.office.com/Pages/ResponsePage.aspx?id=DGhcx-LrMkKFsKNlyJgsSVbq4rUUQctAukhS5gKyHgZUNFRRNjlBUjVOM1FFSlpON1c3S1k4M0M0Mi4u>

Only patients who received their 1st vaccination at Nonsuch will be eligible to book in.

When you complete this form, a member of the team will invite you using your patient details.

You will then be sent a text message to book into a clinic. Therefore, please ensure that the mobile phone number associated with your NHS login is up to date. You can find out how to do this here: <https://www.nhs.uk/nhs-services/online-services/nhs-app/nhs-app-help-and-support/managing-your-account/>

To find out more about the NHS App including how to download it, please visit: <https://www.nhs.uk/apps-library/nhs-app/>

If the team are unable to book you in via a text message, you will be sent an email or called to arrange a booking manually.

If you have not heard from us within 5 working days, or if you have any concerns please email [suttoncovidvaccines@swlondon.nhs.uk](mailto:suttoncovidvaccines@swlondon.nhs.uk)

# New Guidance for first dose Astra Zeneca (Oxford) Covid-19 Vaccine

New guidance has just been released that People under the age of 30 years should have a clinical consultation prior to receiving a first dose Astra Zeneca (Oxford) Covid-19 Vaccine. The clinical consultation will assess the level of risk in relation to clotting. The National Booking Systems will cancel all first dose Astra Zeneca appointments for under 30’s to enable clinical consultations to take place.

It remains safe for people under the age of 30 years to have a first dose Pfizer or Moderna Covid-19 vaccination.

If you experienced any of the following symptoms after your first Astra Zeneca (Oxford) Covid-19 Vaccines:

* skin rash,
* blurred vision
* a headache lasting more than 4 days

Then a clinical consultation should be undertaken before the second dose appointment. **If these side-effects were not experienced if is safe to receive the second dose.**

For people over 30 years of age it is safe to use any of the vaccines unless you have a specific clinical allergy or contraindication.

To book a Pfizer first dose, for any queries or to enquire about 2nd doses, please email: [CareHome.CovidVaccine@swlondon.nhs.uk](mailto:CareHome.CovidVaccine@swlondon.nhs.uk) .

# SECTION 1: Updated Guidance

## New and updated Guidance -13/04/21

UK Coronavirus Alert Level is currently at level 3 incident.

[Transition to NHS level 3 incident](https://www.england.nhs.uk/coronavirus/publication/nhs-response-to-covid-19-transition-to-nhs-level-3-incident/)

We continue to remain at tier 4 Further guidance on what this means for area and visiting for care homes can be found at: [Care Home Visiting](https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes)

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)

### 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).

# What’s New?

#### Good thinking website for Wellbeing

There are lots of NHS-approved wellbeing apps available on Good Thinking (many of which are free if you live or work in London) and workbooks written by the Centre for Clinical Interventions. The Good Thinking team has also produced specific advice for health and care professionals related to mental health and COVID-19, including a free [**employers toolkit**](https://www.good-thinking.uk/employers/) to help support employees' mental health.

You can scan the QR code to access the site or click on this link: <https://www.good-thinking.uk/health-and-care-professionals/>



#### 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:



#### 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](https://youtu.be/mo5Bng-ClqI)

[COVID-19 Vaccine Q&A with Dr Agnelo Fernandes, Dr Aditi Shah and COVID-19 experience shared by 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 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 COVID-19 experience shared by Erik Cortez](https://youtu.be/HM4lvFY_N_c)

[COVID-19 Vaccine Q&A with BSL, focusing on Race Religion Background or Beliefs with Dr Vasa Gnanapragasam and Chief Pharmacist Sedina Agama](https://youtu.be/eEsY63EmhmM)

[BSL interpreted FAQs on COVID-19 Vaccine with Dr Paul Riley and COVID-19 experience shared by Lisa Royle](https://youtu.be/mbQczkChffg)

[COVID-19 Vaccine Q&A with a Focus on Women's Health with Dr Aditi Shah and Fiona White](https://youtu.be/_kFI6Cmc86I)

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 2: Frequently Asked Questions

### Can I receive the vaccine during Ramadan?

The British Islamic Medical Association have issued specific advice urging Muslims observing Ramadan and not to delay getting the vaccine, drawing on analysis from Islamic scholars which says that injections for non-nutritional purposes do not invalidate the fast. Further information is available here: <https://britishima.org/operation-vaccination/hub/statements/#FAST>

Ramadan has started on the 12th April and runs through until the 12th May.

Getting an injection does not break the fast as it’s not nutrition and so there is absolutely no reason why you shouldn’t have it if you are eligible and have been invited for your Covid-19 vaccine and those scheduled for their second dose, should take it.

### What is the updated care home visiting guidance?

The government is asking all care homes to allow every resident to name up to 2 people who can come for regular indoor visits. As far as possible these 2 should remain the same people. Starting from the 12th April 2021. Care homes can only welcome a certain number of visitors a day to ensure social distancing can be adhered to. The visits will need to be arranged by appointment in advance.

The named visitors will need to follow some important steps to reduce the risk of infection to the person they are visiting and to others in the care home.

**Take a rapid lateral flow test**

The named visitors will need to take a rapid (lateral flow) test every time they visit. If the result is negative, the visit can go ahead.

**Wear PPE**

Visitors will need to wear personal protective equipment (PPE) for the duration of the visit.

Please find more information at [Summary of Care Home visiting guidance](https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/summary-of-guidance-for-visitors--2)

### Can a resident who is shielding have 2 visitors in the care home?

Yes, shielded residents should be able to receive visitors in the same way as other residents provided IPC guidance is being followed in line with wearing PPE social distancing and maintaining hygiene and LFD testing. An individual risk assessment should be undertaken to facilitate safe visiting.

### Should full PPE be used for visiting?

Masks and hand hygiene is essential. Gloves and a full-length gown are not necessary, but aprons are advised if close contact is made.

### With care home visiting are the outdoor visits for 6 people or just 2?

Individual risk assessments are needed and ensure that residents are in a well-ventilated area and with a screen. A maximum of 2 visitors either in outdoor or indoors is recommended in the guidance. Babies and very young children may also visit in addition to the two but social distancing must be maintained.

### How long can visitors stay with a resident in their bedroom?

There is no specific limit on time recommended. Care homes are best placed to decide how often and for how long it is possible for visitors to come into the home. This is likely to be determined by practical considerations such as the layout of the home, and the numbers of residents and families who wish to have visits.

### If residents have had both doses of the vaccine do they still need to socially distance in lounge areas?

Social distancing must be maintained where possible with the relevant PPE and hand hygiene. This is to reduce the risk of transmitting COVID-19 Infection including for those who have been vaccinated.

People with dementia or a learning disability, autistic people, and people experiencing serious mental ill health are likely to experience particular difficulties socially distancing This could include difficulty in understanding and following advice on social distancing, and increased anxiety. They may need additional support which can be found at [Care Staff supporting adults with additional needs](https://www.gov.uk/government/publications/covid-19-supporting-adults-with-learning-disabilities-and-autistic-adults/coronavirus-covid-19-guidance-for-care-staff-supporting-adults-with-learning-disabilities-and-autistic-adults)

### Can the 2 named visitors visit together or do they need to visit separately?

Yes, it is possible for 2 visitors to arrive at the same time, regardless of social bubbles or households.

### New PPE guidance states you have to wear a new mask for each resident?

### The new guidance 10th April 2021 appears to be ambiguous. It states “

### Fluid-repellent (Type IIR) surgical mask

A fluid-repellent surgical mask (FRSM) is required. Fluid repellent surgical masks are Type IIR surgical masks and provide additional protection from respiratory droplets produced by residents (for example, when they cough or sneeze). Wearing a Type IIR surgical mask also protects residents by minimising the risk of you infecting them via secretions or droplets from your mouth, nose and lungs.

A new fluid-repellent surgical mask must be used while providing personal care for different residents with respiratory symptoms or with a positive COVID-19 test. You should also remove and dispose of the mask if it becomes damaged, visibly soiled, damp, or uncomfortable to wear”.

It also states that masks are not required for personal care but then states that a fluid resistant mask should be worn when within 2 meters of a resident and delivering care. This guidance appears to be difficult to interpret and understand. We recommend continuing to wear the PPE in accordance with the working safely in care homes guidance that has been followed over the last few month whilst we seek clarification.

We are trying to get clarification from Public Health England and a view from the Infection Prevention Society.

### Can visits occur outside of the care home or can residents stay out overnight or visit the pub?

The COVID-19 pandemic has meant that visiting out of the care home has had to stop. We recognise how important this is for residents’ health and wellbeing, their ability to remain at the heart of family and social networks; and in some cases, to deliver the objectives of their care plan.

However, spending time with others outside the care home will increase the risk of exposure to COVID-19 for the resident and potentially to other vulnerable residents on their return. This is the case even as we see community infection rates dropping and vaccine coverage increasing.

This guidance: [Visits out of Care Homes](https://www.gov.uk/government/publications/arrangements-for-visiting-out-of-the-care-home/visits-out-of-care-homes) sets out the approach that care homes should take to planning and supporting visits out of the home where residents wish to make them. It explains the measures that should be taken – by the home, the resident and others taking part in the visit – to manage the risks.

The most significant of these is the requirement that a resident making a visit out of the care home should isolate for 14 days on their return (the day of return is day zero). This is to ensure that – in the event they have unknowingly become infected while out of the home – they minimise the chances of passing that infection on to other residents and staff.

We recognise that in practice, this is likely to mean that many residents will not wish to make a visit out of the home.

In many cases, holding visits in the care home will be the safer, more convenient and preferable way of residents spending time with family and friends. We would encourage residents to take this approach.

### Is there any concerns with receiving the COVID-19 Vaccine if someone has Low Platelets?

The benefits of vaccination continue to outweigh any risks but the MHRA advises careful consideration be given to people who are at higher risk of specific types of blood clots because of their medical condition for the AstraZeneca Vaccine. It is advised to arrange an appointment to your GP or haematologist to talk through specific details. Further information can be accessed at: [Low Platelets and AstraZeneca](https://www.gov.uk/government/news/mhra-issues-new-advice-concluding-a-possible-link-between-covid-19-vaccine-astrazeneca-and-extremely-rare-unlikely-to-occur-blood-clots)

### What is it about AstraZeneca Vaccine increases the risk of blood clots?

Up to March 31, the UK's Medicines and Healthcare products Regulatory Agency (MHRA) has received 79 reports of blood clots accompanied by low blood platelet count, all in people who had their first dose of the vaccine.

Of these 79, a total of 19 people have died, although it has not been established what the cause was in every case.

The risk of someone developing blood clots after receiving a vaccination is 1 in 250,000 or 4 in a million. Covid19increases the risk of blood clots and the benefits of the vaccine outweighs the risk of not having it. If you are health and under 30 or have a medical condition that indicates a risk of blood clots speak with your GP to arrange a different vaccine.

### What are the alternatives to the AstraZeneca Vaccine?

The UK is currently using two vaccines, Pfizer/BioNTech and Oxford/AstraZeneca, while a third coronavirus vaccine, the Moderna has just begun.

### If other countries have stopped or restricted AstraZeneca, why should I trust the UK’s decision to continue administering AstraZeneca?

The decision was made based on extensive research withing the MHRA and NHSE and is determined to be safe provided you are over 30 and do not have a history of blood clots. Both the Europeans Medicines Agency and MHRA emphasise that the overall benefit of the vaccine in preventing illness, hospitalisation and death from Covid-19 clearly outweighs the risks of this rare potential complication; thus, vaccination programmes should continue as planned.

### One of my staff aged under 30 had the first dose of AstraZeneca. She had side effects of shivering, pains in knee joints and a heavy arm. Should she change the vaccine?

These are all common symptoms following the vaccine and do not indicate a need to change the brand of vaccine.

If however the symptoms are more severe and last longer than expected within the guidelines then the second dose should be discussed further with your GP.

### Is the AstraZeneca safe for people with heart conditions?

There is no evidence that the vaccine is not safe for people with heart conditions. You are more at risk of Covid-19 if you do not receive the vaccine.

### I am a manager of a Care Home and I have really tried to encourage my staff to have the vaccine, but I don’t know what else I can do for those staff who won’t have it?

People have many reasons for declining a vaccine; however, we are aware that it has been developed to protect us from the Covid-19 virus and it is important for Care Home staff to have the vaccine.

As a manager, it is good practice to have a 1 to 1 meeting with each staff member who has declined the vaccine to discuss their concerns, ensure they are making the decision based on facts, undertaking a risk assessment and documenting these discussions and actions. To support you as a manager, we have developed a 1 to 1 interview pack for managers to use with staff who are vaccine hesitant. The pack is attached with the FAQs, with details of how to use it.

**We strongly encourage you to use this pack with any staff who are refusing the vaccine so that you are protecting the staff and that you are providing evidence as a manager of the support that you have given.**

### Is there any leaflet about the fertility related to vaccine we can share with the team members concerned?

* <http://www.britishfertilitysociety.org.uk/wp-content/uploads/2021/02/Covid19-Vaccines-FAQ-1_3.pdf>
* <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/967208/PHE_COVID-19_vaccination_guide_on_pregnancy_English_V3.pdf>

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](mailto: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](mailto: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](mailto: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

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| --- | --- | --- | --- | --- |
| **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](http://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 |

# Section 3: Additional information

## Infection Control Champions for Care Homes

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

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

The Health and Wellbeing of staff in the care sector is available online at: <https://www.good-thinking.uk/>

This website has links to useful apps quizzes workbooks and advice. There are 4 free apps at present. If you register on the app now you can have lifetime access to meditation sessions, mindfulness, cognition exercises and other podcasts that help with improving wellbeing.

## NHS mail

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

## Support for Managing Residents with Dementia

NHS England have just published a guide for Dementia wellbeing in the COVID-19 pandemic.  This provides single page support pages for supporting people with Dementia. The document is attached and is available via the following links: <https://www.england.nhs.uk/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.

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| SWL Health Protection Team | 0344 326 2052 |
| London COVID-19 Response Cell | 0300 303 0450 / [phe.lcrc@nhs.net](mailto: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](https://www.nice.org.uk/guidance/NG189).

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](https://www.nice.org.uk/guidance/ng189/chapter/Recommendations#induction-and-training-in-care-homes)
* [care home culture and management](https://www.nice.org.uk/guidance/ng189/chapter/Recommendations#care-home-culture-learning-and-management)
* [indicators of individual abuse and neglect](https://www.nice.org.uk/guidance/ng189/chapter/Recommendations#indicators-of-individual-abuse-and-neglect)
* immediate actions to take if you [consider](https://www.nice.org.uk/guidance/ng189/chapter/Recommendations#immediate-actions-to-take-if-you-consider-abuse-or-neglect) or [suspect](https://www.nice.org.uk/guidance/ng189/chapter/Recommendations#immediate-actions-to-take-if-you-suspect-abuse-or-neglect) abuse or neglect
* [how care home safeguarding leads and local authorities should respond to reports of abuse or neglect](https://www.nice.org.uk/guidance/ng189/chapter/Recommendations#responding-to-reports-of-abuse-or-neglect)
* [indicators of organisational abuse and neglect](https://www.nice.org.uk/guidance/ng189/chapter/Recommendations#indicators-of-organisational-abuse-and-neglect)

It includes summary versions of indicators to help practitioners identify abuse and neglect relating to [individuals](https://www.nice.org.uk/guidance/ng189/resources/indicators-of-individual-abuse-and-neglect-pdf-9013017709) and indicators of [organisational](https://www.nice.org.uk/guidance/ng189/resources/indicators-of-organisational-abuse-and-neglect-pdf-9013017710) 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](mailto:SWLcarehomes.admin@swlondon.nhs.uk)

#### CAPACITY TRACKER

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

#### WORKFORCE AND STAFFING

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

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| **Topic** | **Click Links below** |
| 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](https://www.digitalsocialcare.co.uk/covid-19-guidance/free-digital-tools-resources-for-covid-19/) |
| **PPE Portal help line number**: 0800 876 6802 | [How to order COVID-19 PPE](https://www.gov.uk/guidance/ppe-portal-how-to-order-covid-19-personal-protective-equipment)  [PPE resource for care workers](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/931616/How_to_work_safely_in_care_homes_v8_2_11_2020.pdf)  [How to correctly don and doff of PPE in Care Homes](https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes/covid-19-putting-on-and-removing-ppe-a-guide-for-care-homes-video) |
| **Swabbing Residents Staff and Visitors** | [Coronavirus Testing process and how to register LFD Test](https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#care-home)  [Online Swabbing competency assessment](https://genqa.org/carehomes) |
| **Admissions and Care** | [COVID-19 Admission and Care of Residents in Care Homes](https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes/coronavirus-covid-19-admission-and-care-of-people-in-care-homes#section-1-admission) |
| **Infection Prevention and Control Guidance** | [Infection Prevention and Control Recommendations](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/954690/Infection_Prevention_and_Control_Guidance_January_2021.pdf) |
| **Advice for pregnant health care workers** | [Pregnant employees COVID-19 advice](https://www.gov.uk/government/publications/coronavirus-covid-19-advice-for-pregnant-employees/coronavirus-covid-19-advice-for-pregnant-employees) |
| **Travel and self-isolation** | [Travel Corridors](https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors) |