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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 27th 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.

The Department of Health and Social Care are seeking views on making vaccination a condition of deployment in care homes, you can access the public survey to submit your thoughts at the link below:

<https://consultations.dhsc.gov.uk/making-vaccination-a-condition-of-deployment-in-older-adult-care-homes> further information about this can be accessed at <https://www.gov.uk/government/consultations/making-vaccination-a-condition-of-deployment-in-older-adult-care-homes>

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**

**Care Home Staff Walk in service**

Currently, all Care Home staff can also attend national booking sites as walk-ins. Staff will be required to take evidence of employment when they attend their appointment; without proof of employment, staff will be turned away. Evidence can be: ID badge, letter from manager with accompanying photo id. If you have any queries, please contact [carehome.covidvaccine@swlondon.nhs.uk](mailto:carehome.covidvaccine@swlondon.nhs.uk)

You can book an appointment via the national booking link; the link will let you know the times and locations of the clinics. The national booking link is: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

**St Georges Hospital** can accept walk ins from Care Home staff – 7 days per week between the times of 11:00-12:00. Please ensure you take along with you your ID badges or a letter of proof of employment. (St Georges Hospital will be offering Oxford AstraZeneca Vaccine as standard, unless there is a clinical reason to offer Pfizer). They will however keep this under review and amend the hours/days if necessary, we will keep you updated with any changes.

Walk in sessions will be available at the following pharmacies

* Ace Pharmacy: 1-3 Acre Parade, Hood Road, Chessington KT9 1DR
* Mayday Community Pharmacy: 508 London Road, Croydon CR7 7HQ
* St Boniface Church: 185 Mitcham Road, Wandsworth SW17 9PG
* Valley Pharmacy: St Aiden’s Church Hall, Chipstead Valley Road, Croydon CR5 3BB

Booked appointments are available at the following site: AFC Wimbledon SW17 0NR for the Moderna vaccine using the national booking link: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Below are the days the Vaccination Centres are open for the rest of this week and next week.

Please note that the w/c 3rd of May AFC Wimbledon will be using Oxford AstraZeneca Vaccine.

|  |  |  |
| --- | --- | --- |
|  | W/C 26th April Days Open | W/C 3rd May Day Open |
| Hawks Road Health Clinic | M T W T F Sun | 7 days |
| Crystal Palace FC | M T W T F Sun | M T W T Sun |
| Harlequins RFC | M T W T F | M T W T sat |
| Battersea Arts Centre | M T W Sun | M W T F Sun |
| Centrale Shopping Centre Croydon | W T F Sat | T W T F Sat |
| Queen Mary's Hospital | W T F Sat | T W T F Sat |
| St Nicholas Shopping Centre | M T W Sun | T W T F Sat |
| Centre Court Shopping Centre | W T F Sat | T W T F Sat |
| AFC Wimbledon | 7 days | M T W T Sun |

If you have any queries please contact [carehome.covidvaccine@swlondon.nhs.uk](mailto:carehome.covidvaccine@swlondon.nhs.uk)

We recognise that information on the COVID-19 virus and vaccine can sometimes be confusing.

In 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 2 working days. Please feel free to submit more than one question.

[Carehome.covidvaccine@swlondon.nhs.uk](mailto:Carehome.covidvaccine@swlondon.nhs.uk)

## Second COVID-19 Vaccine Doses

For all staff that had their first dose vaccine at either:

• Wilson Hospital

• Valley Park Croydon

We are currently submitting 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.

Please follow the link below to arrange a second dose at the above sites.

[PCN 2nd Doses](https://forms.office.com/Pages/ResponsePage.aspx?id=DGhcx-LrMkKFsKNlyJgsSWBHvfq-6KNFiTzZco-HCuRUMEZLSzJGT0xPT0VCUjVNNUVLSzE5UlBGNi4u)



## Second doses for Nonsuch Mansion

The clinic at Nonsuch Mansion is closing from 23 April 2021. You will need to contact [Carehome.covidvaccine@swlondon.nhs.uk](mailto:Carehome.covidvaccine@swlondon.nhs.uk) and they will help with alternative sites. If you expected to have your second dose at NonSuch Mansion they will organise another site for your second dose.

# 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) .

# Supporting Staff with Vaccine Hesitancy

The following recordings of the live webinars on the COVID-19 Vaccination can be accessed below.

[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 1: Updated Guidance

## New and updated Guidance -27/04/21

The 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?

Ways to Reach out to Friends and Neighbours

<http://carehomefans.org/fans_in_action/wishing-washing-line/> Are you are care home wanting to start a Wishing Washing Line? Or are you a community member who could host a Wishing Washing Line in your local area? Either way, please get in touch! [mhl@city.ac.uk](mailto:mhl@city.ac.uk)

#### 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:



# SECTION 2: Frequently Asked Questions

### I am a manager of a Care Home and I have really tried to encourage my staff to have the vaccine, with several supervision sessions 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; if you can talk to your member of staff and find out the reasons they are declining. You can ask the member of staff to speak to a clinician they trust to enable them to make a informed decision. 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 has been sent out with previous FAQs if you have not yet received it please email [carehome.covidvaccine@swlondon.nhs.uk](mailto:carehome.covidvaccine@swlondon.nhs.uk) and it can be sent to you.

**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.**

Staff should be encouraged to speak to someone about the vaccine – they can phone Nurse Fiona White on 07770684842 and she will be happy to answer any of their concerns and questions. There is a consultation about vaccinations and care homes currently in progress. The covid-19 vaccine helps prevent the risk of hospitalisation and decreases the complications to the person, family members and clients, staff you work with. No vaccine is 100% effective so it may not prevent you getting the virus, but evidence is currently showing it can reduce transmission and complications. Fiona has offered to speak to anyone who needs help making a decision.

### 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 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. those scheduled for their second dose, are able to receive the dose.

You can access posters that you can print and laminate for the workplace on Ramadan at [Covid-19 Vaccine during Ramadan Posters](https://www.gov.uk/government/publications/covid-19-vaccination-care-home-and-healthcare-settings-posters?utm_medium=email&utm_campaign=govuk-notifications&utm_source=5cc39bc7-a6ec-4085-ab51-85ac64ab23c8&utm_content=daily)

### Do I have to wear a mask at work at all times?

If you can’t socially distance, then you will need to wear a mask at all times. There is still a risk of Covid-19 transmission. However, if you are in an office alone you can remove your mask, however you must replace it with a clean fresh mask and sanitise the workstation you are using when people enter your office or when you leave the private space. There is a risk of transmitting coronavirus in a shared office, so it is recommended you wear a mask when sharing a workspace. Ventilation will also help reduce the risk, it is preferable to keep all office windows open to ensure proper ventilation. When staff are eating they will need to keep socially distanced and put on a clean fresh mask afterwards.

### Are we still required to ask visitors to sign forms and take temperature tests, despite using LFT testing?

There is no change in guidance for care home visitors, it is important for visitors to follow social distancing and complete LFT and temperature tests and sign in upon arrival.

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

Care homes can 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. 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 and ad hoc visits cannot be enabled.

There is also guidance for essential care givers: The government is advising that care homes should offer the ‘essential care giver’ scheme for these types of situations. It will not be necessary for everyone.

These visitors will be able to visit more often in order to provide this essential care. They will have the same testing and PPE arrangements as care home staff.

Essential care givers can be in addition to the 2 named visitors.

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)

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.

Visits should take place in a well-ventilated room, for example with windows and doors open where it is safe to do so. Providers should consider the use of designated visiting rooms, which are only used by one resident and their visitors at a time and are subject to regular enhanced cleaning and ventilation between visits. Any areas used by visitors should be decontaminated several times throughout the day and providers should avoid clutter to aid cleaning.

### Should full PPE be used for visiting for adults and children?

Masks and hand hygiene is essential. Other PPE is not usually necessary but can be used based on a risk assessment if required. Children aged 11 and over should wear the same PPE as adult visitors. Children under the age of 3 should not wear masks, for safety reasons.

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

Individual risk assessments are needed. Please 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. Any children visiting (apart from babies and very young children) should also be counted towards the maximum number allowed for the visit.

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

### The guidance has been clarified since this Tuesdays Information Sharing Session:

Following a review of the UK-wide IPC Guidance (published on 21st January 2021) and a review of the current evidence base on new and emerging Covid-19 variants, PHE have worked collaboratively with the PPE Task & Finish Stakeholder Group to review and update the existing ‘How to Work Safely’ guidance for care homes and domiciliary care. This included updating the guidance to reflect:

* Sessional use of masks is no longer recommended when giving personal care.  At the end of each client contact when giving personal care, the facemask should be disposed of and fresh PPE, including a new facemask, will need to be donned before entering the next client’s room
* If a resident has respiratory symptoms compatible with recent COVID-19 infection or has tested positive for COVID-19 it is recommended that eye protection (visor or goggles) is worn (along with a Type IIR mask, which is already required).
* The eye protection and facemask should be removed and disposed of after completing personal care. If the eye protection is not labelled as single use only, it needs to be decontaminated before reuse.

Following discussion with the PPE Task & Finish Stakeholder group, a 2-step process was agreed:

1. As an interim measure, we will revert to the 16 April version of the guidance. PHE have advised the 16 April version is now live [COVID-19: how to work safely in care homes - GOV.UK (www.gov.uk)](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fpublications%2Fcovid-19-how-to-work-safely-in-care-homes&data=04%7C01%7CSusie.Singleton%40phe.gov.uk%7C39426a9090824bc11ccb08d900f9945d%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637541894190476872%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=MWIWVfnYOzbGrVMz7p1VxeXNdl5MlCpR3ZVyqZHKI9g%3D&reserved=0)
2. A revised version of the How to Work Safely care homes guidance has been shared with the stakeholder group which includes additional clarifications that reflect feedback from the sector since 16 April. We hope to publish this amended version soon.

Please note that we are also reviewing this waste part of the Guidance at the same time.

### 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.

### Can visitors share lunch or hot drinks outside?

This should be discouraged as it increases the risk significantly, they would have to remove their masks to eat and drink and they may touch their mouths and shed the virus. Sharing food also increases the risk as it may become inadvertently contaminated. Removing your mask will increase the risk of spreading coronavirus. If a drink is necessary, the visitor will need to be outside and far away from residents whilst mask is removed. Discuss the reasons for this with the visitor so they understand the risks and reasons for not allowing this.

### Is there any guidance on the duration of a visit?

There is no specific guidance on duration that visitors can meet with residents, the care home managers are best placed to discuss this with residents and their visitors. Visitors should have no contact with other residents and minimal contact with care home staff (less than 15 minutes/2 metres). Where needed, conversations with staff can be arranged over the phone following an in-person visit.

### Are there any leaflets about fertility related to the vaccine that we can share with the team members who are concerned? A staff members partner won’t allow them to have the vaccine as they are trying for a baby.

JCVI announcement regarding COVID-19 vaccination during pregnancy and for those wanting to become pregnant.

“There have been no specific safety concerns identified with any brand of coronavirus (COVID-19) vaccines in relation to pregnancy.”

Real-world data from the United States shows that around 90,000 pregnant women have been vaccinated, mainly with mRNA vaccines including Pfizer-BioNTech and Moderna, without any safety concerns being raised.

Based on this data, the Joint Committee on Vaccination and Immunisation (JCVI) advises that it’s preferable for pregnant women in the UK to be offered the Pfizer-BioNTech or Moderna vaccines where available. There is no evidence to suggest that other vaccines are unsafe for pregnant women, but more research is needed.

The PHE advise for pregnant women to discuss the risks and benefits with their clinician before receiving COVID-19 Vaccination.

* <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>
* <https://www.gov.uk/government/news/jcvi-issues-new-advice-on-covid-19-vaccination-for-pregnant-women>

### What are the ingredients in the Vaccines so staff members can research what they are?

At The below links you can find the ingredients included in the astrazeneca, Pfizer biontech, and Moderna COVID-19 Vaccines.

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

<https://www.gov.uk/government/publications/regulatory-approval-of-pfizer-biontech-vaccine-for-covid-19/information-for-healthcare-professionals-on-pfizerbiontech-covid-19-vaccine>

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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.

|  |  |
| --- | --- |
| 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) |