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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 19th October 2021**

Dear Care Home Colleagues,

Thank you for joining the Webinar for Care Homes this week; we hope that these continue to support you during the Covid-19 pandemic.  Whilst the pandemic is progressing, it is important to remain diligent in following guidance, using PPE and supporting staff and residents to be vaccinated; particularly as we go into the winter period.

As we move closer to the 11th November 2021when there is a change in the Health Act making Covid 19 vaccination a condition of deployment to work in a Care Home, for those staff who received their first dose Covid 19 vaccine after the 16th September, Care Home Managers will need to consider how to manage the period between the 11th November and when the employee is fully vaccinated. Options could include: redeployment for that period, annual leave or unpaid leave.

Thank you to those homes who have already achieved this target and we will continue to work alongside homes which have not.   Vaccine information is included in the pack.

Staff who have not received both doses by the 11th November, have not self-certified as exempt or been vaccinated abroad or have medical exemption will not be able to work in a care home beyond this date. If a staff member believes that they are medically exempt, or were vaccinated abroad, need to have completed the temporary self-certification in order to be able to work in a care home.

After the 24th December self-certification is no longer considered valid.

The cut of date to register for the NHS COVID Pass medical exemption is the 11th November and staff need to contact 119, not their GP. The GP decision on medical exemption is final and we are not therefore aware of any appeal process.

Useful links:

<https://www.gov.uk/government/publications/temporary-medical-exemptions-for-covid-19-vaccination-of-people-working-or-deployed-in-care-homes/temporary-medical-exemptions-for-covid-19-vaccination-of-people-working-or-deployed-in-care-homes>

<https://www.gov.uk/government/publications/vaccination-of-people-working-or-deployed-in-care-homes-operational-guidance/coronavirus-covid-19-vaccination-of-people-working-or-deployed-in-care-homes-operational-guidance#guidance-for-registered-persons>

Vaccinated abroad form:

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1017854/20210915_Form__for_people_vaccinated_abroad.pdf>

For staff still considering whether to receive the vaccine it is not too late and they can go to any of the vaccination sites, many of which are walk-in.

Please note that the general enquiries number communicated in previous FAQs is now not available.  If you do have any queries, please feel free to contact:  [carehome.covidvaccine@swlondon.nhs.uk](mailto:carehome.covidvaccine@swlondon.nhs.uk) who can make appointments for you or staff members to speak to a clinician directly.  This may be for general health issues or for specific issues regarding fertility, pregnancy or breastfeeding and the vaccine.

To support access to vaccines, **free taxis are still available for Care Home staff to attend a vaccination centre**.  It may also be possible to arrange pop ups at your home so that staff can be vaccinated there. Please see the “What’s New” section for more information and let your staff know of this offer.

Additionally, Registered Care Home managers will need check and record for all staff attending the Care Home the vaccination or medical exemption status.  There is no requirement to record the clinical reason behind the exemption – only record whether a person is medically exempt or not.

A key message this week is that the government is consulting on whether to extend the requirement for workers in care homes to be vaccinated against COVID-19, to other health and care settings, as a condition of deployment and in addition, whether to introduce a statutory requirement to be vaccinated against the flu, as a means to protect vulnerable people (please see 'What's New' for a link to this open consultation).

The booster programme is now under way and staff can go to the walk in centres to receive their vaccination. Staff will need to show proof of employer ID in the form of a payslip or letter of proof of ID from their employer.

Other news in this week’s FAQ:

* Details of a ‘Mindfulness for Life’ training programme, available to Care Homes in SWL.
* New DSPT webinars available along with a change to the capacity tracker webinar, please look to the Digital section for more information.
* Public Health England has updated the Standard Operating Procedure for care home outbreaks.

Is anyone currently using falls prevention technology, wearable devices, or other equipment?  or are you interested in deploying falls technology in your care home, please contact [paul.harper@swlondon.nhs.uk](mailto:paul.harper@swlondon.nhs.uk) . We have the opportunity to bid for funding.

The SWL COVID-19 vaccination programme established a sizeable temporary workforce. We want to keep people with valuable training and experience, who might be considering substantive roles in health and social care. As a result, we have created a Careers Advisory Team to support temporary workers in the vaccination centres to find substantive employment within South West London.

Do you have vacancies? - as we may be able to help. Please contact [paul.harper@swlondon.nhs.uk](mailto:paul.harper@swlondon.nhs.uk) in the first instance.

We recognise that the COVID-19 pandemic remains extremely challenging for all Care Home staff and residents.  We are continuing the weekly Infection Prevention and Control and Information Sharing webinar Tuesday mornings at 11:00am. If you have questions in advance or any topics that you would like covered, 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**

***Your CCG Care Home Leads are:***

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**Please note email address for the Infection Control Team:** [infectioncontrol@swlondon.nhs.uk](mailto:infectioncontrol@swlondon.nhs.uk)

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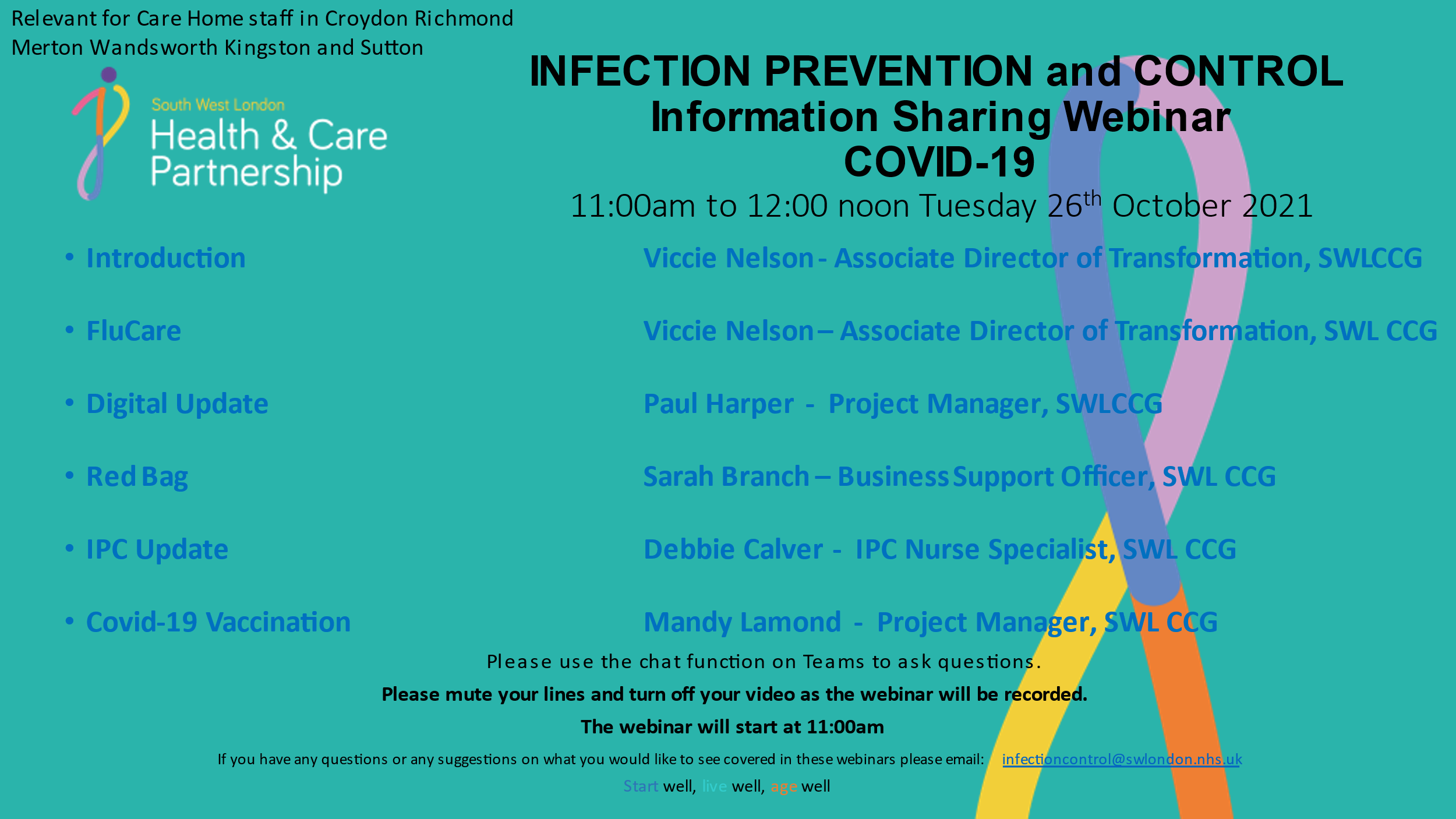
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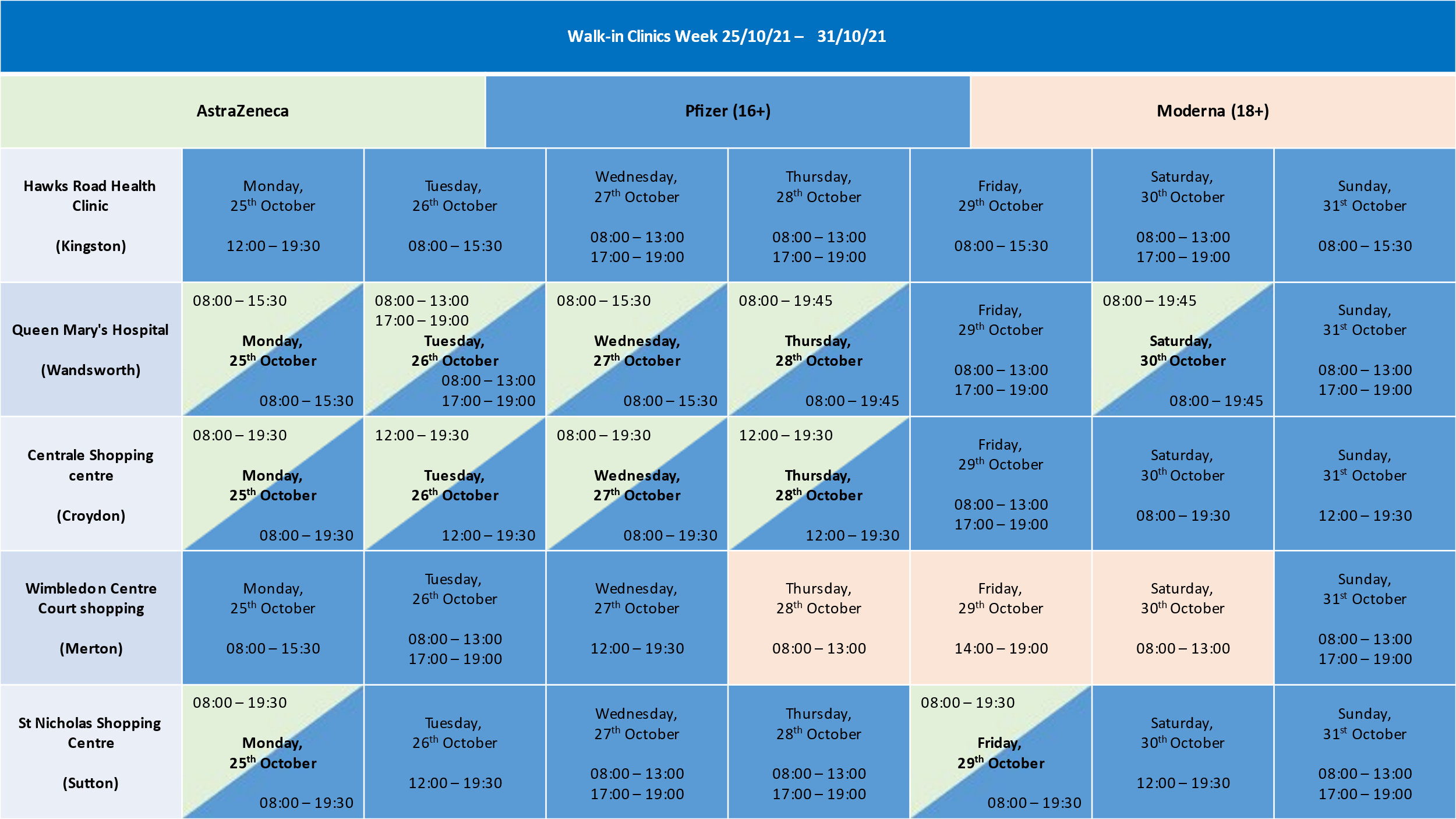
# *Coming up . . .*



# Covid-19 vaccination for Care Home staff

**Care Home Staff Walk in service**

Currently, Care Home staff can book at the national booking sites or attend as walk-ins. Please see the table below for the venues, addresses, vaccine type and times of the clinics. The national booking link is: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>



The national booking link can also be used to book at pharmacies who are providing vaccinations.

Walk in sessions will also 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

For more information on walk-in centres, please visit: <https://swlondonccg.nhs.uk/covid/where-can-you-get-vaccinated/vaccination-walk-in-clinics/>

For staff who do not have an NHS number or are not registered with a GP please contact [carehome.covidvaccine@swlondon.nhs.uk](mailto:carehome.covidvaccine@swlondon.nhs.uk) who can support access to the clinics above.

# Walk-in vaccination clinics

Please note that for all sites you will need to take proof of employment:

* staff id card with photo
* or letter from manager/payslip plus photo id (e.g. Passport, Drivers Licence)

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

Health and Social Care Workers and people over the age of 50 will now have their second dose vaccines brought forward to 8 weeks. If you have booked on the national booking system this will be done automatically. People under the age of 50 who do not work in Health and Social Care will still receive their second dose vaccine between 77 days – 84 days after the first vaccine. If you do not have a second dose appointment booked within these time frames, then please contact [Carehome.covidvaccine@swlondon.nhs.uk](mailto:Carehome.covidvaccine@swlondon.nhs.uk)  who will support you to book your second dose and can answer any questions.

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

The JCVI has posted their press release on the [new guidance for under 40s](https://www.gov.uk/government/news/jcvi-advises-on-covid-19-vaccine-for-people-aged-under-40) (published 7th May ’21)

Of note, they emphasize this is a precautionary approach and influenced by the lower infection rates in the UK.

The advice provided indicates a ‘*preference for adults aged 30-39 without underlying health conditions to receive an alternative to Oxford/Astra-Zeneca vaccine-where available and only if this does not cause substantial delays in being vaccinated*.’

It remains safe for people under the age of 40 years to have a first dose Pfizer or Moderna Covid-19 vaccination. As a precautionary measure, anyone who has symptoms four days or more after first Astra Zeneca (Oxford) Covid-19 Vaccine’s vaccination is advised to seek prompt medical advice, symptoms include:

* + a new onset of severe or persistent headache, blurred vision, confusion or seizures
  + develop shortness of breath, chest pain, leg swelling or persistent abdominal pain
  + unusual skin bruising or pinpoint round spots beyond the injection site

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 40 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) for more information

# Supporting Staff with Vaccine Hesitancy

A one-to-one interview vaccine hesitancy pack for managers has been developed to support managers to undertake interviews with staff who are vaccine hesitant. This pack will be regularly updated with support material. Please contact your CCG Care Home lead if you do not have a copy of the pack; contact details available on first page. The following recordings of the live webinars on the COVID-19 Vaccination can be accessed below:

* [COVID-19 Vaccine Q&As with Dr Patrick Gibson and Dr Marek Jarzembowski with Polish translation](https://www.youtube.com/watch?v=EDa4O8mH5mk)
* [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
* [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>

# Clinician One to Ones

Care home staff are now able to book clinician one to ones using a link rather than by contacting [heather.taylor@swlondon.nhs.uk](mailto:heather.taylor@swlondon.nhs.uk). Please find link below:

<https://modality.simplybook.it/v2/#client/bookings/ids/1350/status/success>

# Home Champion Meeting

Below is the link for every Home Champion Meeting, which always takes place the first Monday of each month 2-3pm.

Microsoft Teams meeting

**Join on your computer or mobile app**

[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZDg1ZmJhMjEtZTUxZS00NzMxLWJlYmMtY2VmYzhkYTgzMTBh%40thread.v2/0?context=%7b%22Tid%22%3a%22c75c680c-ebe2-4232-85b0-a365c8982c49%22%2c%22Oid%22%3a%221632d5fb-5501-4ffa-99bc-8e438cbe2668%22%7d)

**Or call in (audio only)**

[+44 20 3880 0300,,749835730#](tel:+442038800300,,749835730)   United Kingdom, London

[0800 026 6146,,749835730#](tel:08000266146,,749835730)   United Kingdom (Toll-free)

Phone Conference ID: 749 835 730#

[Find a local number](https://dialin.teams.microsoft.com/d85a2e8c-c5c9-4c0c-b518-e4b69a36da42?id=749835730) | [Reset PIN](https://mysettings.lync.com/pstnconferencing)

[Learn More](https://aka.ms/JoinTeamsMeeting) | [Meeting options](https://teams.microsoft.com/meetingOptions/?organizerId=1632d5fb-5501-4ffa-99bc-8e438cbe2668&tenantId=c75c680c-ebe2-4232-85b0-a365c8982c49&threadId=19_meeting_ZDg1ZmJhMjEtZTUxZS00NzMxLWJlYmMtY2VmYzhkYTgzMTBh@thread.v2&messageId=0&language=en-US)

# SECTION 1: Updated Guidance

## Covid-19 Vaccine Toolkit

Please find a toolkit for the Covid-19 vaccine through the below link:

<https://coronavirusresources.phe.gov.uk/covid-19-vaccine/resources/employer-toolkit/>

## Personal Protective Equipment

This guidance has been updated on Wednesday 19th July 2021 and can be accessed at:

[Personal protective equipment (PPE): resource for care workers working in care homes during sustained COVID-19 transmission in England - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes/personal-protective-equipment-ppe-resource-for-care-workers-working-in-care-homes-during-sustained-covid-19-transmission-in-england)

* to clarify the meaning of sessional use and the difference between source control and PPE
* to clarify the safe use of face masks and when to use them, focusing on the use of:
* the Type I or II face mask which is worn to protect others from you (source control)
* the Type IIR face mask which is used as PPE. Type IIR face masks help to protect you, the wearer, from exposure to COVID-19 but also act as source control, protecting others from you
* to clarify when to change a Type IIR face mask (being worn as PPE) following direct personal care
* to clarify that you should change a Type IIR face mask when providing direct personal care to COVID-19 positive residents or residents that may have symptoms of COVID-19
* to clarify sessional use of a face mask (Type I or II) is acceptable when carrying out domestic duties or other activities more than 2 metres from residents
* new advice on what to do when within 2 metres of a resident or anyone else within your working environment
* an updated section on what to do with waste including disposing of PPE safely

The guidance has been updated to reflect the current COVID-19 situation in England, the latest scientific evidence at this stage of the pandemic and stakeholder and user feedback.

## Polyethylene glycol (PEG)

laxatives and starch-based thickeners: potential interactive effect when mixed, leading to an increased risk of aspiration [.Gov Drug safety update](https://www.gov.uk/drug-safety-update/polyethylene-glycol-peg-laxatives-and-starch-based-thickeners-potential-interactive-effect-when-mixed-leading-to-an-increased-risk-of-aspiration) (Updated 27th April ’21)

Public Health England has updated the Standard Operating Procedure for care home outbreaks.

PHE has continuously reviewed data on the impact of outbreaks of SARS-CoV-2 in care homes and has amended advice according to emergent evidence. Following a recent review, PHE have identified that the majority of outbreaks currently are limited in terms of numbers of cases involved and many are linked to cases among staff only. Considering this and reflecting on continuing confidence in our vaccine defences, PHE have advised their Health Protection Teams (HPTs) to amend their response to outbreaks meaning that if whole home testing shows no evidence of transmission of infection beyond first few cases identified, then outbreak control restrictions can be stepped down.

**Specifically, the advice HPTs now receive states:**

If two or more COVID-19 cases are detected in staff or residents, the suspected outbreak must be reported to the HPT and outbreak control restrictions should be implemented. Whole home PCR testing (staff and residents) should occur on day 0 of the suspected outbreak, and should be repeated at day 4-7 for those who test negative. **If the first and second rounds of PCR testing do not detect any further cases in residents or staff, then outbreak control restrictions may be lifted after consideration of**:

* + Level of vaccine coverage in residents (ideally above 90%) and staff (ideally above 80%\*).
  + Levels of participation in routine staff weekly testing, ideally above 75%.
  + Compliance with IPC measures.

**This may mean that outbreak measures may only be in place for around 7 days, depending on PCR turnaround times.** Guidance will be updated to reflect this change over the coming days.

\*Post 11 November all staff deployed in CQC regulated care homes should be double vaccinated

## 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).



**Covid-19 Restrictions - what you can and cannot do**.



Current Coronavirus restrictions: [what-you-can-and-cannot-do](https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do) (guidance updated 28th July ’21)

Further guidance on care home visiting was updated on 21st June 2021 see what this means for your area and visiting for care homes at: [Care Home Visiting](https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes) & [Visits out of care homes](https://www.gov.uk/government/publications/arrangements-for-visiting-out-of-the-care-home/visits-out-of-care-homes) updated 19th July 2021

From 21 June, people admitted to a care home from the community no longer have to self-isolate for 14 days on arrival, so residents will have a less disruptive introduction to their new home. Care home residents will be able to spend more time with family and friends, including overnight stays as part of an easing of visiting restrictions.

Care home residents would still need to isolate for 14 days following a visit out that would be deemed high risk through a risk assessment or after an overnight stay at hospital.

[care home residents can stay overnight](https://www.gov.uk/government/news/care-home-residents-can-stay-overnight-as-visiting-restrictions-ease) (Published 14th June ’21)

**Demonstrating Covid-19 vaccination status when travelling abroad**

People in England who have had a full course of the Covid-19 vaccine will be able to demonstrate their Covid-19 vaccination status for international travel. A full course is currently two doses of any approved vaccine. [Find out more.](https://londoncommunications.cmail20.com/t/d-l-qikhte-ykhtuyiyur-m/) (guidance updated 29th July ’21)

# What’s New

## FluCare

**Looking for older people’s care homes to take part in research to improve staff flu vaccination rates (London, Leicestershire/Rutland and Norfolk)**

FluCare is a research study being run by the University of East Anglia and NHS Norfolk & Waveney Clinical Commissioning Group.

**What is FluCare?**

FluCare is a National Institute for Health Research (NIHR)-funded project exploring whether offering staff flu vaccination clinics in the care home can improve flu vaccination rates. The project will take place this flu season and the 2022 flu season.

**What is involved?**

* The researchers want to see if offering flu vaccination clinics specifically for staff in the care home, along with financial incentives for homes, can increase uptake.
* They are looking for care homes to take part in a small-scale study this Autumn and a large trial next year, again in the flu season.
* Some care homes will receive the flu vaccination clinics and others will not, but **all homes will receive £500 for taking part in the study and providing monitoring information**.
* The researchers will also want to **interview some staff** - **staff who give up their time for interviews will also be paid**.
* Within each care home, staff who complete a short online survey will be entered into a £100 voucher prize draw.

**What types of care homes can get involved?**

* The project is looking for **residential or nursing care homes for people over the age of 65**
* The care homes need to **employ more than 10 staff**
* The care homes need to be **located in London, Norfolk or LLR (Leicester/Leicestershire/Rutland)**.

**When will the project start?**

* This October – see below on how to sign up

**Why should your care home get involved?**

* Your care home will receive £500 for participating
* It will help you to think about your flu vaccination strategy, as you will have sight of early findings
* It will help to build the evidence base for government on what works to improve flu vaccination, beyond the rather blunt instrument of mandatory vaccination and set out the case for more collaboration/ support for care home staff vaccination

**What do I do to take part?**

* Complete a FluCare expression of interest form by following this link:

[https://norwichcrtu.uea.ac.uk/redcap/surveys/?s=FYX344HTRC](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnorwichcrtu.uea.ac.uk%2Fredcap%2Fsurveys%2F%3Fs%3DFYX344HTRC&data=04%7C01%7CAmrish.Patel%40uea.ac.uk%7Ce4f2e398da9840f97de908d97f3bc6cc%7Cc65f8795ba3d43518a070865e5d8f090%7C0%7C0%7C637680716973679812%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=kbprm%2FH5pjYnXA9FWf4fzLZDLDKiAFq8ZqShli9Hi10%3D&reserved=0)

**If you have any questions please contact:** [flu.care@uea.ac.uk](mailto:flu.care@uea.ac.uk)

## Skills for Care London Virtual Roadshow

On the 25th November (10am – 12.30pm) the Skills for Care London & SE team will be running a virtual roadshow. Further information is in the attached flyer, but the event will cover:

* Practical tips and guidance for recruiting and retaining staff (this session will be led by Neil Eastwood, author of 'Saving Social Care' and founder of Care Friends)
* The initiatives and funding available to support workforce development - and how you can use funded initiatives as a way to recruit
* How you can use data to support effective workforce planning and recruitment/retention
* Culturally appropriate care (this session will be led by Jo Wallace, Inspection Manager, CQC)

Places can be booked at <https://events.skillsforcare.org.uk/lonseroadshow2>

## Recruitment & Retention support from Successful Mums Career Academy

[Successful Mums Career Academy](https://successfulmums.co.uk/?sfw=pass1634725157) has secured funding from the Mayor of London to support London care employers with flexible working and diversity – areas that we know can help with both the recruitment and retention of staff.

Free courses can be accessed on: flexible working in practice; managing a flexible workforce; how to advertise to and attract talented mums, and more. Support will also be offered around developing / updating organisational policies on flexible working; equal opportunities, and women’s health and menopause.

By taking part you will also receive free advertising on the Successful Mums’ jobs board for up to two years.

To find out more please e-mail Jane Knight - [jane@successfulmums.co.uk](mailto:jane@successfulmums.co.uk)

## Virtual session for South London & Surrey managers: Vaccinations and Winter Planning

On the 4th November (10am – 11.30am) we will be running a virtual session to offer support to managers in managing the implications of the mandatory vaccination legislation as well as planning for winter pressures.

There will be an update on the latest legislation and guidance, a session on winter planning, and plenty of opportunities to ask questions and discuss concerns and recommendations with other managers.

If you would like to book a place(s) please let [Laura.Anthony@skillsforcare.org.uk](mailto:Laura.Anthony@skillsforcare.org.uk) know and I’ll send you the Zoom link.

**Registered Manager Network meeting 27/10 – focus will be on recruitment and retention**

The next meeting of the Croydon, Wandsworth, Richmond & Merton Registered Manager Network is being held on the 27th October (10am – 11.30am via Zoom). The focus will be on recruitment and retention.

Managers from Kingston and Sutton are also welcome to attend. *If you’re based in Kingston or Sutton and want to find out about the networks in your area please let me know*

If you’d be interested in attending please e-mail [Laura.Anthony@skillsforcare.org.uk](mailto:Laura.Anthony@skillsforcare.org.uk) and she will send you the joining link and invite once they’re available.

## Red Bag

The Red Bag Pathway is intended to improve communication between care homes, ambulance staff and Hospitals and enhance the care for the residents.

It has many benefits for the care homes staff, residents, and hospital:

* All relevant information in one place
* Smooth and easy handover to Hospital Staff
* Saves time
* Better communication between care homes and Hospital Staff
* Better care for the residents

**We are looking for your input on this project to help ensure that it is most affective for you. If you would like to get involved and have your say, please email** [**sarah.branch@swlondon.nhs.uk**](mailto:sarah.branch@swlondon.nhs.uk) **or** [**olu.odukale@swlondon.nhs.uk**](mailto:olu.odukale@swlondon.nhs.uk)**.**

## Booking Phase 3 Booster Covid-19 Vaccinations

The COVID-19 vaccination national booking service will be open for frontline health and social care staff to book a booster vaccine appointment through self-referral from today.

Staff employed by an NHS Trust should follow their Trust’s guidance on booking a booster vaccination in the first instance. We would encourage other staff to also check if their employer has arrangements for offering a booster.

From 24th September, HSCW staff will be able to book their appointment online [here](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/) or by ringing 119. As part of the booking process, they will need to self-declare they are a frontline health or social care worker. When booking, they will be advised on the evidence they will need to provide at the vaccination site as of proof of employment. HSCW will only be vaccinated if official proof is presented. Whilst this guidance is aimed at NBS bookings, the ID requirements also apply to individuals who are vaccinated via local booking services or walk-in clinics.

Vaccination site leads are responsible for ensuring local processes are in place to check-in HSCW and record their booster vaccination.

HSCW should verbally declare at check-in at the vaccination site that:

* they are a frontline health or social care worker, as identified by [the Green Book](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1018444/Greenbook_chapter_14a_16Sept21.pdf) and the SCW SOP, and outlined in the eligibility overview Table 1,
* the type of role/work they do; and
* the name of their employer.

They are asked to provide as proof of employment as a HSCW **one** of the following:

* A workplace photo ID,
* A recent letter from their employer (last 3 months)[[1]](#footnote-1)[1], or
* A recent payslip which shows their employer (last 3 months).

The recipient should be informed that their employment as HSCW will be recorded in the point of care (PoC) system together with their vaccination.

[1] The employer letter is locally implemented. Local Authorities have been asked to produce a letter template for Personal Assistants.

## Capacity Tracker to capture Care Home staff COVID Exemption Information

Following a request from DHSC, work is currently underway for the Capacity Tracker to capture Care Home staff COVID exemption self-certification information.

From the evening of 7 October 2021 Care Homes will be asked to update their Covid vaccination information within Capacity Tracker and record the numbers of staff who have a medical exemption certificate and also those staff that have received a Covid vaccination abroad e.g. Janssen vaccination.

These changes will also be discussed during the National Q&A Sessions with System Champions and Providers, further details and joining instruction can be found at [https://capacitytracker.com/resource-center/category/73/capacity-tracker-weekly-national-q--a-sessions-](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDEsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMTA5MjkuNDY2MzU2MTEiLCJ1cmwiOiJodHRwczovL2NhcGFjaXR5dHJhY2tlci5jb20vcmVzb3VyY2UtY2VudGVyL2NhdGVnb3J5LzczL2NhcGFjaXR5LXRyYWNrZXItd2Vla2x5LW5hdGlvbmFsLXEtLWEtc2Vzc2lvbnMtIn0.-bilX7BjpVjKkLg0KvtJgnKb4A2fjo5nDGzUaNqSkwk/s/1522490283/br/113078846071-l)

Further Capacity Tracker guidance on how to complete the new information will be published shortly within the Resource Centre, What's New Section. A message board notification will be posted on Capacity Tracker when this becomes available for Care Homes users to review.

## Funding for staff development now available

Skills for Care has a pot of money called Workforce Development Funding (WDF) which adult social care employers can access to put towards the cost of staff development. Accredited adult social care qualifications – including the Diplomas in Health & Social Care and Apprenticeships – can be claimed for. You can also claim money towards the cost of leadership programmes and digital learning modules. **If either yourself or a staff member has completed an** [**eligible qualification or programme**](https://www.skillsforcare.org.uk/Documents/Learning-and-development/Funding/Workforce-Development-Fund/2021-22/Funded-qualifications-and-learning-programmes-2021-22.pdf) **since January 2021 – or are intending to complete one before the end of March 2022 - then you may be able to claim money back.**

The money is routed through local employer-led partnerships. There’s a partnership for SW London which is led by Clarendon Care, a domiciliary care agency based in Norbiton. To join you’ll need to get in touch with David from Clarendon Care ([david@clarendonhomecare.com](mailto:david@clarendonhomecare.com)) – he’ll then be able to discuss with you how much funding you would potentially like to access and talk you through the claims process.

Further information can be found at: [www.skillsforcare.org.uk/wdf](http://www.skillsforcare.org.uk/wdf)

## Open Consultation: Making vaccination a condition of deployment in the health and wider social care sector.

On the 9th September 2021, the government published the Open Consultation: Making vaccination a condition of deployment in the health and wider social care sector.

The aim of this consultation is to seek views on whether or not the government should extend the existing statutory requirement for those working or volunteering in a care home to be vaccinated against coronavirus (COVID-19) to other health and care settings, as a condition of deployment, and in addition, whether to introduce a statutory requirement to be vaccinated against the flu as a condition of deployment, as a means to protect vulnerable people.

Read more about the consultation via this link: <https://www.gov.uk/government/consultations/making-vaccination-a-condition-of-deployment-in-the-health-and-wider-social-care-sector/making-vaccination-a-condition-of-deployment-in-the-health-and-wider-social-care-sector#contents>

## Mindfulness for Life

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## Vaccination Guides

Version 4 of [COVID-19 vaccination: women of childbearing age, currently pregnant or breastfeeding - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/covid-19-vaccination-women-of-childbearing-age-currently-pregnant-planning-a-pregnancy-or-breastfeeding) has been published (updated 29th July ’21)

We have also revised the COVID-19 vaccination guide for adults leaflet– [COVID-19 vaccination: guide for adults - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/covid-19-vaccination-guide-for-older-adults) paper copies available to order now (updated 14th June ’21)

What to expect after your COVID-19 vaccination leaflet – [COVID-19 vaccination: what to expect after vaccination - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/covid-19-vaccination-what-to-expect-after-vaccination) (updated 2nd July ’21)

COVID-19 vaccination and blood clotting collection has been revised: [COVID-19 vaccination: what to expect after vaccination - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/covid-19-vaccination-what-to-expect-after-vaccination) (updated 2nd July ’21)

VITT investigation / management HTML is live: [Clinical investigation and management of COVID-19 vaccine induced thrombosis and thrombocytopenia - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/clinical-investigation-and-management-of-covid-19-vaccine-induced-thrombosis-and-thrombocytopenia) (published 23rd April ’21)

[COVID-19 vaccination and blood clotting – patient guide](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fpublications%2Fcovid-19-vaccination-and-blood-clotting%2Fcovid-19-vaccination-and-blood-clotting&data=04%7C01%7CC19guidance.SPOC%40phe.gov.uk%7C2789361d9aca4470575a08d908bd94f1%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637550432602356397%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=3RLe8GDMPL3Nk2EkuaaNVHBEA%2BW%2BevI7PVJsxdH31R4%3D&reserved=0) (**must** be given to anyone offered the AstraZeneca vaccination)

**Also, a range of COVID-19 vaccination programme publications are available to order now**

All immunisation publications are available for free from the Health Publications order line [here](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.healthpublications.gov.uk%2FHome.html&data=04%7C01%7CCherstyn.Hurley%40phe.gov.uk%7C0f44129b8eeb4ba9139908d942d55f27%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637614306446342115%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=Q2KoJ%2BVxSqcKvgOAcchk%2BG%2FfBprUAEVBcvNzXwszUdk%3D&reserved=0) ([https://www.healthpublications.gov.uk/Home.html](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.healthpublications.gov.uk%2FHome.html&data=04%7C01%7CCherstyn.Hurley%40phe.gov.uk%7C0f44129b8eeb4ba9139908d942d55f27%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637614306446352074%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=hS7XR5%2FuP6XmrD3Eu2WwjRNS907vLG8K%2FIiJTKNGN7Q%3D&reserved=0)). Once registered as a provider for this free service, you can also telephone: 0300 123 1002 to place bulk orders.

* People being offered a COVID-19 vaccination should also be offered the PHE/NHS patient leaflet which is the adult Phase 2 leaflet, [COVID-19 vaccination: A guide to phase 2 of the programme](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.healthpublications.gov.uk%2FArticleSearch.html%3Fsp%3DSkw-COV2020351V5EN%26sp%3DSreset&data=04%7C01%7CCherstyn.Hurley%40phe.gov.uk%7C0f44129b8eeb4ba9139908d942d55f27%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637614306446352074%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=h7nR%2FQFUaQphlIuidkAuD1TNek%2BMxnNdAR7SeiP12wM%3D&reserved=0) (available to order in a choice of languages and formats including Easy Read, British Sign Language (BSL) videos, braille or large print).
* Women should be given the [COVID-19 vaccination guide for women of childbearing age, pregnant or breastfeeding](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.healthpublications.gov.uk%2FArticleSearch.html%3Fsp%3DSkw-COV2020374V4%26sp%3DSreset&data=04%7C01%7CCherstyn.Hurley%40phe.gov.uk%7C0f44129b8eeb4ba9139908d942d55f27%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637614306446362033%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=eGiFWjWdq1L5Zt6NXdkyJNrgjmN610%2Bzcmm05VMTj14%3D&reserved=0).
* Anyone being offered a first or second dose of AZ vaccine should be given the [COVID-19 guide to blood clotting and vaccination](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.healthpublications.gov.uk%2FArticleSearch.html%3Fsp%3DSkw-COV2021700V2%26sp%3DSreset&data=04%7C01%7CCherstyn.Hurley%40phe.gov.uk%7C0f44129b8eeb4ba9139908d942d55f27%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637614306446362033%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=hyQ%2B6tU6r8%2FooJPw%2FSu%2BDrYMjAPijylOlQOQQHTy4Us%3D&reserved=0) (currently version 2).
* At vaccination patients should be given the [What to expect after your COVID-19 vaccination leaflet](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.healthpublications.gov.uk%2FArticleSearch%2C%24TablePages.linkPage.sdirect%3Fsp%3DAArticleSearch%252CtableView%26sp%3D1&data=04%7C01%7CCherstyn.Hurley%40phe.gov.uk%7C0f44129b8eeb4ba9139908d942d55f27%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637614306446371989%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=u67c0RVgYkSY6DE7a2bUDSqK11frQCRS6x8Bs4IyeBM%3D&reserved=0) as well as the PIL and record card and they should be offered a [COVID-19 vaccination sticker](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.healthpublications.gov.uk%2FViewArticle.html%3Fsp%3DSihavehadmycovidvaccinationstickers&data=04%7C01%7CCherstyn.Hurley%40phe.gov.uk%7C0f44129b8eeb4ba9139908d942d55f27%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637614306446371989%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=eqj8shTZ%2FEET40RbTgLpYllAK0oGhQqGymlto7LsoyQ%3D&reserved=0).

A full list of available publications is available in [Vaccine Update Issue 322](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fpublications%2Fvaccine-update-issue-322-june-2021-covid-19-phase-2-special-edition&data=04%7C01%7CCherstyn.Hurley%40phe.gov.uk%7C0f44129b8eeb4ba9139908d942d55f27%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637614306446371989%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=8OvrbFBVqpZjWZdJmSecKTupIwF0%2FXoqB8SajK%2BzshY%3D&reserved=0) ([https://www.gov.uk/government/collections/vaccine-update](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fcollections%2Fvaccine-update&data=04%7C01%7CCherstyn.Hurley%40phe.gov.uk%7C0f44129b8eeb4ba9139908d942d55f27%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637614306446381944%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=iLqlFXlJItg0OkFuZcr1uMlFmXoeB%2FqaiH5GRfUAMug%3D&reserved=0)) and publications can be ordered for free from [https://www.healthpublications.gov.uk/Home.html](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.healthpublications.gov.uk%2FHome.html&data=04%7C01%7CCherstyn.Hurley%40phe.gov.uk%7C0f44129b8eeb4ba9139908d942d55f27%7Cee4e14994a354b2ead475f3cf9de8666%7C0%7C0%7C637614306446381944%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=n1SqtV5%2FDOXy8Yeeu27B73SMBUgSJMcH4baBtnkJHC4%3D&reserved=0).

## IPC guidance direct to your mobile

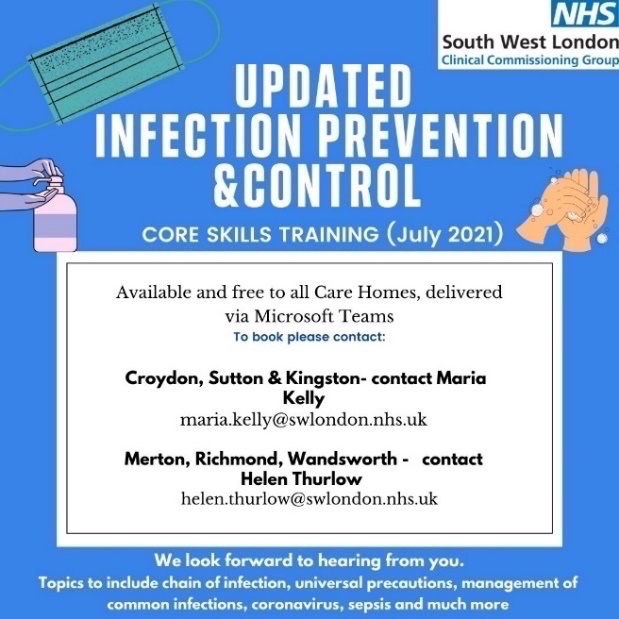


Direct information and Infection Prevention Guidance straight to your mobile.

If you would like to receive this and are an infection prevention and control lead or champion, you can access this service by emailing

[Helen.Thurlow@swlondon.nhs.uk](mailto:Helen.Thurlow@swlondon.nhs.uk)

## IPC Training offers



The South West London infection prevention and control team are offering two types of training to all care homes to choose from:

1. Covid-19 specific training
2. Core Skills Training

For bookings, please contact Maria Kelly for Croydon Sutton and Kingston or Helen Thurlow for Merton Richmond and Wandsworth.

## Uniform Bags

A uniform bag is a fabric bag that carries a staff member’s uniform. When staff travel to and from work, they should wear everyday clothes to prevent work clothes coming into contact with coronavirus.

The staff member then changes into the uniform for their shift. At the end of the shift, staff should change into everyday clothes and the used uniform is placed inside the uniform bag securely. When the staff member gets home, the uniform bag and uniform should be put directly into the washing machine and washed on a hot wash. The bag and uniform should then be tumble dried and/or ironed to ensure all virus particles are eliminated.

If a staff member does not have a uniform bag, pillow slips can be used instead.

If you are interested in receiving a uniform bag, please contact Paul Harper [paul.harper@swlondon.nhs.uk](mailto:paul.harper@swlondon.nhs.uk) with Care Home name, location, number of bags required and a contact.

Local charity, Merton A.R.K. (Acts of Random Kindness) have kindly donated Uniform Bags to South West London Care Homes. Pictured here are staff from Care Homes who have gratefully received bags for staff.

## Pre-Recorded COVID-19 Vaccine Q&A webinars

Please see below the link to the staff Q&A session on the Covid-19 vaccine, fertility and pregnancy:

**Recording: Staff Q&A on the Covid-19 vaccine, fertility and pregnancy**

A recording of the health and social care staff Q&A session on the Covid-19 vaccine, fertility and pregnancy is now available to view via this [YouTube link](https://youtu.be/l2kuAs1_UZ8). Questions were answered by three clinical experts:

* Helene Brown, Medical Director (System Improvement and Professional Standards) for NHS London
* Memuna Sowe, Specialist Midwife for vulnerable and marginalised women at NHS Croydon Health Services
* Garima Srivastava, Consultant Gynaecologist and fertility lead at Homerton University Hospital

## COVID 19 Vaccine Questions and Answers in English and Polish

[COVID-19 Q&A What are your Real Questions? Answers with Dr Paul Riley and Chief Pharmacist Sedina Agama](https://youtu.be/KdtRFRoLqQ0)

## Ways to Reach out to Friends and Neighbours . . .



<http://carehomefans.org/fans_in_action/wishing-washing-line/>

Are you a 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)

## Update from the London COVID-19 Vaccine Clinical Reference Group

**Reminder: Please send clinical queries and report all clinical incidents, including cold chain incidents, to** [**england.london-covid19voc@nhs.net**](mailto:england.london-covid19voc@nhs.net)

We have three clinical updates for local vaccination teams and GPs this week (23.09.2021):

1. **Overseas vaccinations**
2. **Recording of overseas vaccination**
3. **Patients who’ve taken part in clinical trials**

**1. Overseas vaccinations**

CARS are still receiving a number of enquiries where an individual has received a COVID-19 vaccine overseas and wishes to know what vaccine they can complete their course with in the UK.

Please refer to the [Covid-19 programme guidance for healthcare workers (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/982605/COVID-19_vaccination_programme_guidance_for_healthcare_workers_29_April_2021_v3.5.pdf) which includes information on individuals who received COVID-19 vaccine overseas (page 15). It states:

“If a person has received a first dose of a COVID-19 vaccine overseas that is also available in the UK, they should receive the same vaccine for their second dose. If the vaccine they received for their first dose is not available in the UK, the most similar alternative should be offered (see table in Appendix 1). If the vaccine received overseas is not listed in the table, a full course of the appropriate vaccine recommended for the individual in the UK (which may depend on their age) should be given. The recommendations in this table will be reviewed regularly as more vaccines and information about the efficacy of these vaccines becomes available.

***The various groups of vaccines are***:

• Adenovirus (ChAdOx) vector: AstraZeneca, Covishield

• mRNA: Pfizer, Moderna

• whole inactivated Coronavirus: Sinopharm, Sinovac, Covaxin

The other adenovirus-based vaccines (Janssen, Sputnik, CanSinoBio) use different vectors and so are not immunologically the same as either the AstraZeneca or Covishield adenovirus vector vaccines. However, as they, and the Novavax vaccine, are all based on a spike protein, the vaccine course can be completed with any of the locally available vaccines as appropriate for the individual’s age.”

Appendix 1 of [Covid-19 programme guidance for healthcare workers (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/982605/COVID-19_vaccination_programme_guidance_for_healthcare_workers_29_April_2021_v3.5.pdf) contains a useful table that healthcare workers can use to determine which vaccine to give a patient who has received a COVID-19 vaccine overseas.

1. **Recording of overseas vaccinations**

We continue to respond to queries concerning the recording of overseas vaccinations. The following update from the London Coronavirus Response Cell (LCRC) on 24.08.21 clarifies the current situation:

“At the moment vaccines administered overseas cannot be recorded in the UK National Immunisation Management system (NIMS) which is the system used to show your vaccination status in the NHS App.  Therefore the ability to show any “overseas” Vaccination Certificate and request a Vaccination Passport is not currently available from the NHS. This issue is being worked on at a national level and an update is expected shortly.  Any queries regarding this issue need to be directed to NHS 119 or to NHS App support rather than the GP practice: <https://www.nhs.uk/contact-us/nhs-app-contact-us/>. If people cannot access online services, and they are due to travel abroad in the near future, they can call 119 to request a letter that will provide evidence of their vaccination status. The NHS Vaccine Resolution Centre has now gone live for those who had COVID vaccinations abroad. This is accessible through 119.”

1. **Patients who’ve taken part in clinical trials**

CARS have been receiving a number of enquiries concerning patients who’ve taken part in clinical trials. The Greenbook states the following regarding this:

“Individuals who are participating in a clinical trial of COVID-19 vaccines who present for vaccination should be referred back to the investigators. Eligible persons who are enrolled in vaccine trials should then be provided with written advice on whether and when they should be safely vaccinated in the routine programme.”

Vaccinations that are currently under development or trial will not be accessible via the certification service. NHSE/I are working to ensure those who volunteered to receive a test COVID-19 vaccine in a clinical trial, where that vaccine has now been approved, can access their vaccine status via the NHS App or by calling 119.

## Good thinking website for Wellbeing

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## Recruitment support through 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 interview them on recruitment day.

**For further information please contact:**

[sunny.chowdhury@princes-trust.org.uk](mailto:sunny.chowdhury@princes-trust.org.uk) or call 07773 002 863

[paul.harper@swlondon.nhs.uk](mailto:paul.harper@swlondon.nhs.uk) or call 07920 815971

## Digital

Please also see PowerPoint slides accompanying this FAQ.

* **Digitising Social Care**

NHSx are aiming ‘to ensure that all CQC registered adult social care providers have access to a digital social care record by March 2024’. Across South West London 60 homes have a care planning system that we can name and a further 122 have indicated that they have some form of digital record system. Approximately 50% of care homes across South West London are either fully paper-based, using both paper and computer for (eg: typing care plans into Word documents), or unknown.

***We want to :***

* Understanding the appetite of care providers to adopt an e-planning system.
* Identify any barriers
* Work with care homes to facilitate access to digital social care records

**We are especially keen to hear from LD / MH care homes as part of this project.**

* **Adopting Digital Care Records – Masterclass Series**

During 2021-2022, Digital Social Care are partnering with NHSX to run a masterclass series for adult social care providers. In this monthly series, we will bring together sector experts, technology companies and care providers to share their experiences in choosing and using digital care records. We will cover:

[**Building the Case for Change**](https://www.digitalsocialcare.co.uk/events/masterclass-adopting-digital-social-care-records-building-the-case-for-change/) – Tues 28th September, 2-3:30pm (will ask is this can be repeated)

[**Getting it Right the First Time**](https://www.digitalsocialcare.co.uk/events/masterclass-adopting-digital-social-care-records-getting-it-right-the-first-time/) – Tues 26th October, 2-3:30pm

[**Bringing People with You**](https://www.digitalsocialcare.co.uk/events/masterclass-adopting-digital-care-records-bringing-people-with-you/) – Tues 23rd November, 2-3:30pm

[**What to Expect at “Go Live”**](https://www.digitalsocialcare.co.uk/events/masterclass-adopting-digital-care-records-what-to-expect-at-go-live/) – Tues 21st December, 2-3:30pm

[**What is a Data Protection Officer and Do I Need One?**](https://www.digitalsocialcare.co.uk/events/masterclass-adopting-digital-care-records-what-is-a-data-protection-officer-and-do-i-need-one/) – Tues 25th January, 2-3:30pm

[**Embedding Tech in the Workflow**](https://www.digitalsocialcare.co.uk/events/masterclass-adopting-digital-care-records-embedding-tech-in-the-workflow/) – Tues 22nd February, 2-3:30pm

[**Contract Management**](https://www.digitalsocialcare.co.uk/events/masterclass-adopting-digital-care-records-contract-management/) – Tues 8th March, 2-2:30pm

[**Retrofitting Tech in Old Buildings**](https://www.digitalsocialcare.co.uk/events/masterclass-adopting-digital-care-records-retrofitting-tech-in-old-buildings/) – Tues 29th March, 2-3:30pm

* **Case Study The impact of a cyber breach on a care service** –

Please see the following link to ‘Digital Social Care’.

[The impact of a cyber breach on care services - Digital Social Care](https://www.digitalsocialcare.co.uk/the-impact-of-a-cyber-breach-on-care-services/)

* **Digital Social Care Records - accredited supplier list.**

Are you thinking of purchasing a digital system for care planning and monitoring? A Digital Social Care Record (DSCR) allows the digital recording of care information and care received by an individual, within a social care setting, replacing traditional paper records. DSCRs are person-centred and enable information to be shared securely and in real-time with authorised individuals across the health and care sector. The following suppliers have been accredited on the Dynamic Purchasing System (DPS). New suppliers will continue to join, creating a vibrant marketplace of solutions to fit the diverse needs of social care providers.

[Accredited Supplier List - Digital Social Care](https://www.digitalsocialcare.co.uk/social-care-technology/digital-social-care-records-dynamic-purchasing-system/accredited-supplier-list/)

. . . . and why not sign up to the Digital Social Care Newsletter : [Newsletter Signup - Digital Social Care](https://www.digitalsocialcare.co.uk/newsletter-signup/)

* **Capacity Tracker - weekly webinars for Care Homes**

**Please note,** Webinars for Care Homes with Capacity Tracker have moved will take place every second Thursday at 2:00pm, joining details are:

**Microsoft Teams meeting**

**Join on your computer or mobile app**

[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDY1MWQ4ZmEtNGU2NS00MGMzLThmNmItNWViY2VmZDk4NGIy%40thread.v2/0?context=%7b%22Tid%22%3a%227894e05b-53c3-43f7-96e0-ee7edf001f4c%22%2c%22Oid%22%3a%22f8c99429-a11b-4699-98f9-6159d8a2f7e4%22%7d)

**Or call in (audio only)**

[+44 20 3794 0272,,474507051#](tel:+442037940272,,474507051)   United Kingdom, London

Phone Conference ID: 474 507 051#

Also, a **Q&A session** for Care Home providers has been arranged every second Tuesday at 10:00am, meaning a weekly ‘Masterclass’ for Care Homes :

**Microsoft Teams meeting**

**Join on your computer or mobile app**

[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MGQyY2M4MTEtZmY0NC00ODc4LTgzODQtMmE0MjM1MTQ3OGJi%40thread.v2/0?context=%7b%22Tid%22%3a%227894e05b-53c3-43f7-96e0-ee7edf001f4c%22%2c%22Oid%22%3a%22f8c99429-a11b-4699-98f9-6159d8a2f7e4%22%7d)

**Or call in (audio only)**

[+44 20 3794 0272,,798723060#](tel:+442037940272,,798723060)   United Kingdom, London

Phone Conference ID: 798 723 060#

* **Capacity Tracker - COVID Medical exemption and COVID Vaccinations received abroad information**

**Medically Exempt (self-certified)**

**Medically Exempt (NHS Covid Pass)**

**Vaccinated Abroad**

Please note that Care Home providers are being asked to review and update their COVID Vaccination information held within the Cost, Vacancies and Business Continuity page, following the addition of COVID Medical exemptions and Vaccinations received abroad data fields for employed and agency staff.

**DSPT evidence and workplan Webinar**

Please see below an invitation to the **London Region DSPT evidence and workplan webinar hosted by NEL CSU IG team. The Webinar is repeated 10:00am every Wednesday and Friday until 3rd November.** Please join the webinar via the Microsoft Teams link :

**Microsoft Teams meeting**

**Join on your computer or mobile app**

[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZjIwNTJjOWEtZGYyNS00MzJhLTlkMGYtZmYyYjRkY2MyNzFh%40thread.v2/0?context=%7b%22Tid%22%3a%227894e05b-53c3-43f7-96e0-ee7edf001f4c%22%2c%22Oid%22%3a%2217f38ef3-5ab3-4adc-a15a-e1acfe14b434%22%7d)

**Or call in (audio only)**

[+44 20 3794 0272,,42611040#](tel:+442037940272,,42611040)   United Kingdom, London

Phone Conference ID: 426 110 40#

***The Webinar will cover :***

* DSPT evidence requirements – interpreting the Toolkit and looking at practical solutions
* DSPT workplans – designing and delivering the programme of work
* Troubleshooting – allowing an opportunity to pose questions to IG experts

# SECTION 2: Frequently Asked Questions

### If a staff member who has had 1 dose of the vaccine then contracted covid, when is it ok for them to receive the 2nd dose?

The guidance is to wait for 28 days from testing positive or the beginning of symptoms before vaccination. This is not because it is believed that the vaccine will make the infection worse but because we know that some people may develop complications from the infection itself and if they are vaccinated before fully recovered it may be unclear if it is because of the infection or because of the vaccination.

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/999527/COVID-19_vaccination_programme_guidance_for_healthcare_workers_6July2021_v3.9.pdf>

### Are there recommendations for a ‘Digitalised Social Care Record’ system, which is working well in care homes?

I can partly answer this question. ‘Digital Social Care’ have a shortlist of accredited providers (see the digital section above and the following link: [Accredited Supplier List - Digital Social Care](https://www.digitalsocialcare.co.uk/social-care-technology/digital-social-care-records-dynamic-purchasing-system/accredited-supplier-list/)). The link contains a short video on each system and this list will grow as more providers are accredited.

In terms of what works best, we would like to know from providers who already use Digital Social Care Records (we know about 50 homes across South West London are using a digital care planning system). We are also about to start a piece of work to understanding the appetite of care providers to adopt a digital record system, identify any barriers (and I note the point raised during the webinar, that ‘it is hard to make those staff to agree to a digital care planning system when they have worked with conventional systems. Some staff have low computer literacy’). We want to work with care homes to facilitate access to digital social care records and that may well include support with staff awareness and training.

### Can a relative complete a test at home and bring evidence to the care home?

Yes, a relative can complete an LFT test from home, these can be collected from any local pharmacy or ordered online from [Order coronavirus (COVID-19) rapid lateral flow tests - GOV.UK (www.gov.uk)](https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests)

The relative will need to report the result here <https://www.gov.uk/report-covid19-result> and show an email response showing the negative result to the care home.

In some instances, taking a test at home is preferable as this will avoid delays or overcrowding at the home.

### How do we order more Red Bags?

Please contact your locality lead, who will be able to obtain additional Red Bags. Alternatively contact [paul.harper@swlondon.nhs.uk](mailto:paul.harper@swlondon.nhs.uk)

### How can care homes access the MKad link?

The Mad link can be found at: [Make A Difference (MKAD) - South West London CCG (swlondonccg.nhs.uk)](https://swlondonccg.nhs.uk/contact-us/swl-make-a-difference/)

### I have an NHS email for the care home, is there a way to directly open the care home NHS email?

If you would like further support with NHS Mail, please email [SWLcarehomes.admin@swlondon.nhs.uk](mailto:SWLcarehomes.admin@swlondon.nhs.uk) and the team will aid with your queries.

### 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 an 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 deciding.

### Do we register to use the eRedBag? We currently use the passports.

Continue to use your current system. If you would like to participate in the eRedBag and move onto an electronic system, please email [SWLCareHomes.eRedBag@swlondon.nhs.uk](mailto:SWLCareHomes.eRedBag@swlondon.nhs.uk)

### How will our systems cope with so many digital channels entering care homes?

Our digital ‘road map’ helps to explain how we’d like to see care homes progress digitally, with access to equipment and systems which will make a positive difference (DSPT and the IG assurance Checklist are gateways to some systems).

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Over the previous few weeks, I’ve been covering key elements of this road map in the weekly Webinar, including benefits of using NHS Mail, how DSPT fits in, use of iPads, an assured list of digital social care record solutions and we’ve received presentations on proxy ordering, remote monitoring and eRedBag. The vision is to have these systems joined up in the near future.

A new project (Digitising Social Care), aims to support more homes to establish digital care planning (50% of homes in SWL are paper-based) - this will include a critique of barriers identified by care homes (we are looking for care home representatives to join a project group).

Most of our digital projects are pilots and we are keen to receive feedback and find out what works for you. We are also here to support homes with this digital agenda - we want systems to link. These initiatives will make things more efficient and safer for residents and for providers - but I appreciate going ‘digital’, is a big step (in the right direction) - we are here to help.

### Is there the potential to increase the scope of the pilot to include services like Supported Living (not CQC registered) & Extra Care services in future (remote monitoring)?

Yes, hoping that it does continue beyond the 14 months and that other services will be included.

### How does the team onboarding data and information work (remote monitoring)?

There’s a form that is required to be completed by the Care Home to capture resident information and staff who will be using the system. If you’re a larger provider, you may have an administrator who could assist with the completion of this form. All that is required is resident name, DOB, room number and any other personal information you think is relevant and we can upload it for you.  It is securely stored and embedded into the theory behind Restore2 and calculates a risk score 0-3.

### How do residents feel, might they feel they were in a hospital rather than 'home' setting (remote monitoring)?

You use the equipment as per the needs of your residents. You decide what observations are undertaken and how often. Some homes use it for unwell residents only to assist with support from the GP. In addition, it is best practice for baseline monitoring of residents in Care Homes, so you can be sure you are delivering the best care possible. This is just interpreting the data and making it accessible in Real Time to your chosen GP. It will reassure your residents that you are doing everything you can for them, especially in this current climate where Covid will always be a factor for consideration and deterioration of residents.

### What are the timelines for the introduction of the vaccination as a condition of employment regulations?

* The 22nd July was the start if the grace period for staff
* The 16th September is the last date for receipt of the 1st dose of the vaccine
* The 11th November is when the regulations come into force

### How do I record that I have seen evidence without breaching GDPR?

CQC registered managers will need to evidence that they have seen proof of vaccination or exemption. This can be in the form of date evidence seen and status. The CQC will not be prescriptive about how evidence is collected. CQC will want to see a system for monitoring vaccination status. Risk assessments can form part of mitigations

### I have staff on long term leave due to maternity, sabbatical and sickness. Are they exempt?

No, they are not. Full compliance with the regulations is expected on the 11th of November. Managers need to act now and contact those staff members on leave to explain that they will need to evidence that they are fully vaccinated by the 11th of November or before they are due to return to work if the date is after the 11th of November. If they return before the 16th of September, then the 1st dose of the vaccine must be complete by the 16th of September cut off.

### What if staff are planning to become vaccinated but miss the deadline and are not fully vaccinated by the 11th of November?

If there are staff who wish to have the vaccination after the 16th September, Care Home Managers may consider how to manage the period between the 11th November and when the employee is fully vaccinated. Whether this would be through redeployment for that period, annual leave or unpaid absence for example.

### Some staff are absolutely refusing and for non-clinical reasons. Can they stay?

Staff can stay if they can fulfil the regulations and become vaccinated within the timeframe. If not, redeployment may be considered otherwise it may be necessary to go through a dismissal process.

### What about other areas of social care and NHS workers?

It is a recognised that other ‘care’ areas need to be considered.  A further consultation process will commence in the coming weeks similar to the one held for Care Homes and a decision will then be made.

### Do you have to register with PCS or Nourish to use the eRedBag?

The paper-based version of the eRedBag is available for those homes who do not use PCS or Nourish or use another software provider.

### What should we do when a member of staff had a reaction with the first dose of the vaccine and is now refusing to have the second dose?

Advise the member of staff to speak with their GP or they can go back to the vaccination site and speak with a clinician there. It would be very rare that a patient could not receive the second dose and so it is advisable to discuss options with a clinician. Another option is that it may be appropriate that a different second dose is recommended as an alternative.

### Following a positive PCR test, does an individual require a negative LFD before returning to work following their 10 day isolation?

Section 4.1 - <https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings>

Staff, patients and residents who do not have severe immunosuppression, and who previously have tested positive for SARS-CoV-2 by PCR, should be exempt from routine re-testing, by PCR or LFD antigen tests, if within 90 days from their initial illness onset or test date (if asymptomatic), unless they develop new COVID-19 symptoms.

If they develop symptoms during the 10 days isolation, they should self-isolate for 10 days from the day of symptom onset.

### Do we send Do Not Attempt Resuscitation’s electronically or accessed via CMC?

Normally DNAR CPR should be accessed via CMC as it is the recognised tool for care planning in London. Information should be able to be accessed via CMC and the Ambulance should be able to view this too.

### Has 111\*6 taken over from the tele-med system?

Croydon care homes who are accessing TeleMed should continue to do so. For Croydon homes who have access to TeleMed should continue to do so as it is the first point of contact.

If your home is using Airedale, continue to do so.

### Do A&E and hospital doctors have a link to GP surgery medical records about residents?

In general, they don’t have access to medical records. They have access to Connecting your Care which contains the following information:

* Name, address and NHS number
* Appointments and hospital attendances
* Important social care or clinical history, including diagnoses, medicines and allergies
* Recent results, such as blood tests and x-ray/scan reports.
* Information electronically transferred when a care home resident is taken to hospital in the form of a Care Home Emergency Pack (eRedBag). This includes information relating to both health and social care data and preferences.

More information can be found here: <https://www.swlondon.nhs.uk/ourwork/connectingyourcare/connecting-your-care-faqs/>

### Where does Health Care Hospital Passport fit in?

The Health Care Hospital Passport is paper-based. The eRedBag shares information digitally.

More information can be found here: <https://www.nhs.uk/conditions/learning-disabilities/going-into-hospital/>

### Is there is some overlap with SLT in terms of initial assessment (as a nutritional difficulty may be oral hygiene, swallow, pain etc)?

On the south west guidelines site, there are a number of documents which look at the underlying causes to malnutrition. <https://www.swlmcg.nhs.uk/Clinical/Pages/Oral-Nutritional-Supplements.aspx>

### Do you have a nutrition strategy for frailty?

This crosses over with the strategy looking at falls risk, in terms of frailty it really is looking at malnutrition risk and using the MUST tool is the best way in identifying malnutrition in residents and following the quick reference guide will inform you of next steps.

### Looking at the ROC tool, for example with the medium if a resident is drinking 800ml water and you go back to encouraging them taking sips, what is the next step to get them to drink 1.5l water?

It depends on how much the resident tolerates, it is always important to look at underlying causes to why a resident may be dehydrated.

### Do you think universal BMI scale is still as relevant for the patients who are entering the final stages their lifetime?

The MUST universal tool is based on multiple factors and uses a 5 step scoring system to assess the resident, therefore does not just give a score for BMI. However, those patients who are entering the final stages of life as confirmed by their GP or suitable clinician will likely not need routine weighing however, this should always be confirmed with the suitable clinician or GP involved with the resident and an end of life care plan put in place.

### All visitors have to have an LFD test. Does that include all hospital staff, nurses and everyone?

Everyone that enters your care home should have had been tested. So hospital staff and visiting professionals will be on the same program as your own staff, they will be having their regular PCR tests and their regular lateral flow test. They should be able to give evidence that they've had a test in the last couple of days, so they don't have to wait on site for one. This includes those that have had both vaccines.

### You said that visitors are now allowed into bedrooms. In order to go to the bedrooms for us, they have to go through the main part of our home and our local authority have quite clearly stated that visitors are not allowed to go through our homes.

If you've got people that are restricted to their rooms by choice or because of their needs, they still have the right to have visitors. So what would be an absolute no would be to have various people in one day room or visiting various relatives. But actually when they're going through the care home and wearing the PPE and goes straight into the room that negates the risk right down.

### Do family members and residents have to be double vaccinated?

No, the condition of vaccination of deployment only applies to staff, it doesn't apply to visitors or residents.

### Some relatives are asking why they can't take out their care home Resident out to public places e.g. pubs, restaurants, parties etc?

The current guidance is a bit more cautious for visits out of care homes. People may be able to go on trips out but this will need to be risk assessed and may mean the individual may have to isolate on return to the service. It's not a one page fits all type situation. It will be individual depending on the circumstances for that person where they're going, who they're going with etc.

### Is it only staff who are eligible for the booster? How about the Residents?

Both residents and staff are eligible for the booster from 6 months after their 2nd dose.  Care Homes should be being contacted for NHS staff to vaccinate the residents during the month of October.  There may need to be follow up visits for any residents who are not eligible until after October.  The Pfizer vaccine will be used for boosters.

### The staff that have had the vaccine abroad. Do they have the booster? Do they have to go back home to have the booster abroad?

No, they don't have to go back home, but they need to have the second dose 6 months ago. Currently these staff would not be able to book on the National Booking Service; however they will be able to book into the Hospital Hubs.  If you have any issues booking in the boosters or would like to attend a National Booking Service site please email [carehome.covidvaccine@swlondon.nhs.uk](mailto:carehome.covidvaccine@swlondon.nhs.uk) The vaccine team at this email can make arrangements for a manual booking.

### Is the flu jab and COVID booster also compulsory for staff to have?

At the moment it is the COVID 19 vaccinations that are compulsory.  We will update you if more information becomes available.

### Is there a template maybe for notifying stakeholder visitors that they need to be double vaccinated we could share?

Visitors coming to visit who are family members or friends do not need to have had the double vaccination.  Professionals or other workers coming into the Care Home to work are required to be vaccinated. These staff should present with evidence of their vaccination status (e.g. NHS app or appointment cards); and NHS staff who are medically exempt should present with evidence of this.  However, in the event of an emergency for residents or the Care Home it may be necessary for a  worker that is not double vaccinated to come into the home to manage the emergency.

### I have a member of staff that had a reaction to the flu jab and is hesitant about getting the COVID vaccinations?

If the staff member believes they are allergic to the ingredients in the Covid 19 vaccination, they should self-certify using the certificate which can be downloaded from the website below.  This staff member could discuss their allergy concerns with their GP. More information and the forms for self-certifying can be found here: <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1018537/20210915__Form__for_medical_exemptionsV3.pdf>

### We are currently struggling to find nurses even through agencies with fees, have you got any advice?

You could try looking at hiring overseas nurses, for more information on the process look at this link: <https://www.gov.uk/uk-visa-sponsorship-employers>

### New employees, do they have to have both vaccinations before they start employment?

From 11th November 2021 all staff working in a Care Home will need to have received 2 doses of the vaccine, this includes any new starters.

### If an unvaccinated person tested positive 15th September how tolerant can we be for timings before 11th November?

The National guidance is still that they will need to have both doses of the vaccine by the 11th November, you may want to think about completing a risk assessment for the individual and redeploying the staff member for a few days, potentially take annual leave or unpaid leave until they have both doses.

### If someone has Johnson vaccine abroad, how they can prove they have been vaccinated. Some GP surgery refused to add this vaccine to their record?

Individuals that have received a COVID-19 vaccination abroad can also self-certify as medically exempt. This is because it is not clinically appropriate for them to be vaccinated in the UK if they have already received a partial or full course of vaccination overseas. There is more advice on the link below:

<https://www.gov.uk/government/publications/temporary-medical-exemptions-for-covid-19-vaccination-of-people-working-or-deployed-in-care-homes/temporary-medical-exemptions-for-covid-19-vaccination-of-people-working-or-deployed-in-care-homes>

### If there is a visitor/ contractor who has had two or more doses of the vaccine do we still have to do lateral flow test on them?

Yes they will still need to do a lateral flow test.

### If a resident was taken away from the care home for 2 hours by a family member what is the testing requirement please?

This depends on risk assessment, where did they go and how many people were they around.

### Residents receiving stop shielding letters and would like their family/friend to have a meal with them as winter approaches less able outside due to weather? Visitor vaccinated and tested.

Yes this is allowed but you must think about mitigating the risks by having ventilation in the room, people wearing PPE when they can and having lateral flow tests done before the visit.

### Can you have the flu jab and COVID-19 booster at the same time or do you need to have a gap in between?

Yes you can have both at the same time, if you are unsure it is best to have this discussion with your GP or the person doing the booster/flu jab.

### If a resident does go home to a unvaccinated family and they are not vaccinated as well. How do we keep them safe as they do not understand aspects of self-isolating?

A risk assessment is needed before sending a resident out to a non-vaccinated family.

**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.

## 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> (updated 18th May ’21) 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)

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.

#### 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)

OTHER USEFUL LINKS

|  |  |
| --- | --- |
| **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://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes/personal-protective-equipment-ppe-resource-for-care-workers-working-in-care-homes-during-sustained-covid-19-transmission-in-england)  [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) |

1. [↑](#footnote-ref-1)