



A bumper issue today to make up for our absence over the long weekend. If there's something missing today, it could be because the editor had a local internet outage during compilation, which stirred a teenager from his room.
#workingfromhome

Testing for social care staff

[Testing for social care staff](#) is being rolled out this week and, by the time you receive this, you may well have had an email informing you of your testing site for your staff. At the moment there are 9 pilot testing sites. Services which are within easy reach (5 miles) have been approached by email, offering the chance for staff who meet certain criteria to be tested. CQC are the booking agents, but the sites are run by Deloitte and PHE.

The email will come from covid19response@cqc.org.uk and looks something like this:

The new testing facilities have been established at several locations. [*Your provider name*] is closest to a testing site at [*testing location*].

These tests seek to provide testing for members of your staff who are in the early days of self-isolating due to symptoms of coronavirus. You can use the "Book Test" button below to book COVID-19 test for one or more of your staff members. If the test recipient has a preference for another testing site, you can select from the additional sites available when completing the form. You can continue to use this form to request tests as employees develop symptoms and self-isolate over the coming days and weeks.

Who is eligible for testing?

It is critical that only eligible individuals are sent to test centers for COVID-19 testing. This is to ensure efficacy of the test itself, and to ensure that all tests are being used to help get key workers who are isolating back to work.

Self-isolating because the key worker is symptomatic

In this instance the keyworker is the only eligible person in their household to receive a COVID-19 test. No other members of their household are eligible.

Self-isolating because an adult (over 18) in their household is symptomatic, but the key worker is not

In this instance only the adult household member(s) of the keyworker is eligible to come to a test centre to receive a COVID-19 test. It is that household member(s) whose data must be collected and sent to The National Test Centres – with the key worker's name noted. The key worker will not receive a test. If more than one household member is symptomatic, but not the key worker, then all household members should be tested.

Self-isolating because a child (under 18) in their household member is symptomatic, but the key worker is not

In this instance, only the under 18 household member of the NHS keyworker is eligible to come to a test centre to receive a COVID-19 test. Because the household member is under 18 they can only attend our 'self-test' centres, where a parent or guardian must perform the test on the under 18 year old. For under 18s collect the parent or guardian's data.

Self-isolating for other reasons

If the keyworker is self-isolating for other reasons and is not themselves symptomatic, they are not eligible to be tested.

How to book a test

Please complete our simple form for each recipient using the link below. All fields are mandatory. We are scheduling tests on a first-come, first-served basis. Your staff members will then be contacted with instructions about how to access their test. Please instruct your staff members to bring Photo ID with them to the test (e.g. Driving Licence), a pen, and their smartphone, if they have one. A valid email address must be provided in order for us to send a confirmation email with the details of the appointment.

Please note: The person must drive to the centre. There is no option to use public transport, walk or take a taxi. If you can't drive you should arrange for household member only to drive you through the test site and sit in the passenger seat behind the driver

BOOK TEST [links through to the online booking form]

CQC are working with DHSC to make more slots available in the coming days and you will receive more information on this shortly.

You will know that testing has been a major pressure on Government with the rise in deaths in care homes. This [Guardian article](#) covers some of the issues and **ONS** are building a better picture of [what is happening outside of hospitals](#).

PPE update | New guidance

Over the weekend Government issued [new PPE guidance](#) with a further update today on how they [plan to meet current demand](#):

- being clear who needs PPE and when, and who does not, based on UK clinical expertise and WHO standards.
- making sure those who need PPE can get it and at the right time.
- taking action to secure enough PPE to see us through the crisis.

There appears to be a link between comments made at national level about PPE being a precious resource and this new guidance, as well as [local guidance from Oxfordshire County Council](#) sent out today asking providers to minimise wastage.

OCC have also circulated [a flow chart](#) to help with PPE usage in:

- domestic settings;
- community residential/ overnight settings;
- educational and other non-clinical settings, and;
- dealing with suspected or confirmed COVID-19 cases who are deceased outside of hospital.

You know your services and you will know how much PPE you need. Don't be shy in asking for what you require for your staff safety, your client safety and the sustainability of your business..

Oxfordshire County Council has established [a Provider Hub for COVID-19 related concerns](#).

Remember to claim for **ALL** COVID-19 related additional expenditure from the Sustainability Fund.

The OCC guidance and form can be [downloaded from our webpage](#).

Don't worry too much about the paperwork - OACP will support you if there is a problem with your claim.

If you still have a lovely complexion, here's [some excellent advice on preventing skin damage](#) on your youthful faces when using face masks.

Training Resources | all online of course

- [React to](#): A series of training resources developed by healthcare professionals. Although aimed at care home staff these resources are also relevant to other carers and healthcare professionals.
- **Grey Matter Learning**: free to contracted providers in the Thames Valley:
 - Free access to [Click our online learning](#) system with 35+ courses and assessments, for new accounts, until 1st May 2020;
 - Free [Lead to Succeed webinars](#) until 29th May 2020;
 - Free [COVID-19 eLearning](#) which has just been updated to reflect new RIDDOR and HSE guidance.

[New coronavirus clinics to help patients across Oxfordshire](#)

Several new clinics to support patients with suspected or confirmed coronavirus are now open across Oxfordshire. A home visiting service will also be available for people suffering from coronavirus who are deemed suitable for this. This service is supported by GPs and community staff from Oxford Health NHS Foundation Trust.

Verification of Expected Death

A reminder that in English Law following an expected death, there is no requirement for a GP or other health care professional to see, or examine the body of the deceased. This [NHS guidance](#) provides a pathway for managing this situation.

Updated notification form to record COVID-19 deaths

CQC monitoring of death notifications has shown a significant surge of expected and unexpected deaths in ASC from the middle of March onwards. The National Customer Service Centre team have been able to tag some of these deaths as COVID-19 related where the provider has described the cause of death in the free text box notifications. But not all providers provide this level of detail so their understanding of COVID-19 related deaths needs improving. In order to do this, CQC have made changes in the reporting form to ask providers directly whether deaths are COVID-19 related and will be [updating website guidance](#). The latest form is on the same webpage as the guidance.

Resources on grief for people with a learning disability

- [Lots of resources including the New Books Beyond Words collection](#) and [when someone dies from coronavirus](#).
- [National Bereavement Alliance](#) has a leaflet with lots of practical suggestions including [Keeping in touch when you can't be with someone who may die](#)
- [End of Life Doula have an emergency response if you need to talk to someone](#)

Oxford University Hospitals have excellent resources for [supporting people with a learning disability](#) and here's more [useful stuff from Oxford Health](#).

Business Support

Some [wider advice on keeping your business going](#) during the crisis including:

- [claim back your SSP](#) incurred during the crisis;
- [defer your VAT payments](#);
- get support if you are a [charitable care provider](#)
- [support for self-employed](#)

And a question that we have been asked, but haven't been able to find anything about - *commercial mortgages* - only mortgage holidays for home owners. Please let us know if you find something.

A reminder that the Government Sustainability Fund is available to claim additional cost because of COVID-19. OCC's Sustainability Fund covers all your EXTRA COSTS such as PPE, staffing, overtime, hardware etc. Both the Guidance and the claim forms are on our [dedicated webpage](#).

[UKHCA have pledged to name and shame](#) local authorities which fail to support care providers during this crisis. Jane Townson is due to meet with Oxfordshire home care providers on 2 June - we hope it will be in person, not virtual. We'll send more details nearer the time.

Following on from the recent webinars run by NHSE, NHSI and PHE covering the use of PPE in Care Homes in the South East there is a further webinar, which is to be run for **Care At Home services**. This is on **Monday 20th April 3-4pm** and there will also be an opportunity to submit questions. [Coronavirus and domiciliary care](#) - there is no requirement to book just click the link on the day to join. In the meantime, here's a [PHE slideset for care at home](#).

If you can't make it, the recording will be available after the session and we will aim to circulate the link to this as soon as possible.

And before that on **Thursday 16 April 3.00-4.30pm**, PHE SE, OCCG and OCC are hosting a [Webinar for Care Homes via Skype](#). Or join by phone: 0208 495 3300, PIN: 7545761#.

For those dialling in by phone, please ask for the presentation in advance via [Helena Fahie](#) at PHE. If we can we will distribute it when we have it.

There will be an opportunity to ask questions in the session, but if you can, please email your questions in advance tvphe@phe.gov.uk.

Letter to Home Care clients | Oxfordshire County Council

At the request of leading home care providers, [OCC has written to clients you work with](#) to alert them that you may not be able to deliver the care you normally do at the usual time. Clearly there is a logistical issue in printing and sending letters at the moment, so here's a copy for you to show or give to your clients.

CQC data collection tool for domiciliary care launched on 14 April

From yesterday, CQC are asking home care providers to complete [a short online form](#), daily, about the impact of COVID-19 on their services. The questions cover things like availability of protective equipment and the incidence of COVID-19 in the people they care for and their own staff. This will provide vital information for our inspection colleagues about pressures on the services in their portfolios. CQC will also be sharing the information gathered with Ministers, Regional Command Centres (local resilience forums), local authorities and others to enable them to put the right support in place as part of a wider role of providing an anchor for information about adult social care during the current emergency.

[Email CQC's dedicated team](#) for help with the form.

Ibuprofen and coronavirus (COVID-19)

The Commission of Human Medicines (CHM) has been asked to review the safety of ibuprofen in patients with COVID-19. The Commission on Human Medicines' Expert Working Group on coronavirus (COVID-19) has concluded that there is [currently insufficient evidence](#) to establish a link between use of ibuprofen, or other non-steroidal anti-inflammatory drugs (NSAIDs), and contracting or worsening of COVID-19.

Patients can take paracetamol or ibuprofen when self-medicating for symptoms of COVID-19, such as fever and headache, and should follow NHS advice if they have any questions or if symptoms get worse.

Taking ibuprofen

Patients should always read the patient information when taking over-the-counter medicines, such as ibuprofen and paracetamol, and follow the instructions on how to take the medicines.

Prescribing ibuprofen

Healthcare professionals should consider a patient's individual risk factors, including any history of cardiovascular and gastrointestinal illness, when prescribing ibuprofen. Additionally, ibuprofen should be used with caution in patients with known renal impairment.

The lowest effective dose of ibuprofen should be used for the shortest duration necessary to control symptoms.

Patients who have been prescribed NSAIDs as a treatment for a long-term condition, such as arthritis, should keep taking these medicines as normal. Adult patients who take low-dose 75 mg aspirin regularly for prevention of heart attacks or for vascular disease should continue to do so.

Registered Manager Network

A reminder that each part of our Thames Valley has Registered Manager Networks with a supporting WhatsApp group. Rachel Reid from Skills for Care is kindly coordinating all three of these.

- Oxfordshire – co-ordinated by Eddy McDowall at OACP
- Bucks – co-ordinated by Nula O Keefe at Bucks Council
- Berks, Ox, Hants and Wilts RM Network – chaired by Ronnie Wright at Hungerford Care Home
- Berkshire RM network chaired - by Sue Kelly at Reading Borough Council
- Berkshire LD Services RM network – formerly chaired by Lucy Dodd at WB Mencap

To join a group email Rachel.reid@skillsforcare.org.uk and state your name, role, service, LA area + your mobile number and which group you would like to be added to.

Aspiring RMs welcome.

NHSmail | Reminder - please act on this opportunity

NEW - daily webinars on signing up for NHS mail: Introduction to NHSmail for Social Care

Please note these sessions do not run on a Saturday or Sunday

These sessions are included in the registration email for new accounts, but all are welcome to join please email HLP.ehchprogramme@nhs.net and the team will forward the invite

Every day from 3 Apr 2020 until 2 May 2020, 14:30 to 15:30

Fast track application for NHS Mail:

- [Social care coronavirus NHSmail form](#) - send to care.registration@nhs.net
- [NHSmail user guide](#)
- [NHSmail set-up](#)

Key contact : [Todd Davidson at South Central and West Commissioning Support Unit](#) who will help you with questions you might have and locating your organisation Code.

(If you already have and use NHS Mail, he would like to know that as well).

Government guidance issued over the last few days:

All links and documents shared through this mailing are at our [shared #Coronavirus page](#).
BCA, MKB Care and OACP working together for you.

A reminder that your very own OACP has a recruitment campaign running to attract people who:

- are being laid off temporarily;

- work for a business which is closing;
- need additional work to meet bills.

We will be reporting back to you on Friday. You can still [register your interest](#).

Care Association Alliance

As well as a constant stream of questions and answers by email from around the country, we are also part of the CAA weekly teleconference - Wednesdays at 10am. This informs us of current concerns and potential solutions and helps inform our local communications.

Oxfordshire Adult Social Care

We have a weekly call with local sector leaders + OCC + Oxfordshire Public Health + CQC Area Inspector on a Tuesday at 1pm. [Local questions to us by noon each Tuesday](#).

Learning Disability/ Autism liaison

There are specific issues that LD/ Autism providers face. We have a call with our local LD/ Autism network every Tuesday at 11am. And a call with commissioners on Thursday pm to provide a feedback loop.

Consistent, quality information

We are mailing out three times a week (Monday, Wednesday & Friday) at around 3pm, so you know when to look out for it. These updates will provide summary advice on emerging issues and signpost providers to government and other statutory agency advice as needed.

Reminder

We are working across the Thames Valley with Berkshire and Oxfordshire. All the government guidance disseminated by us and local templates shared with us is [on one page at Oxfordshire Association of Care Providers](#). Items published since the last mailing are marked **NEW**. We're a little behind, but we'll get to it.

We are always keen to hear from providers, if you have anything you would like to share with provider colleagues, please send to [the usual address](#).

Receiving this newsletter for the first time?

We are adding new colleagues all the time.

[Please let us know](#) if there are other colleagues you would like this mailing sent to.

OACP

OACP works with the following suppliers to bring you market insight, quality products and expert advice. Contact them today.



Citation

