



Thank you for thanking us. We appreciate you taking the time to let us know how useful these mailings are. They are a partnership effort and we're mighty glad they're helping. We're mindful you are doing the heavy lifting. All questions welcome - today's item on diabetes was a local request.

Testing | Arrangements for social care staff

Following Monday's news on testing arrangements, we can now confirm the roll out of [PCR testing](#) [read this first], where swabs from the nasal passage and throat are taken - not be confused with antibody tests which are not available yet - is being rolled out across Oxfordshire and Berkshire for adult social care staff. We're trying to find out what is happening in Buckinghamshire - the last we heard was that they did not have enough capacity. BBC News will tomorrow carry an article about testing for social care staff being a postcode lottery. Local arrangements should replace the potential long drive faced by staff to testing centres in Worcester, Wembley or Twickenham as set up through the CQC route. In fact health colleagues do not recommend a 2-3 hours round trip for people feeling unwell with coronavirus.

Berkshire

Three testing sites have been set up: West Berkshire Community Hospital in Newbury / Reading University / Ascot racecourse.

- [Guidance for all Berkshire referrals](#) area and [use this form](#).
- Email requests are asked to be in to the [ICS COVID Quality Inbox](#) no later than 12 midday each day.

Oxfordshire

The testing site will be Thornhill Park & Ride (as [announced in the Oxford Mail yesterday](#)) with a longer article in print media today).

Referrals for testing should follow the following process;

1. *Where staff work for a large organisation with an occupational health department- Staff or line managers will refer themselves or staff members who met these criteria to their individual organisation's Occupational Health service.*
2. *In the event that staff do not have an occupational health department to support them, they should [self-refer to this email address](#) below or request that their line manager does so on their behalf in the event that they do not have an email address.*
3. *In the event that you do not have an email address or line manager you can speak to the community testing team on 01865 222890. Please note that calls will be taken between 08:00 and 16:00 daily. There is no ability to leave messages.*

To be clear, these local testing services are for all social care staff, including personal assistants.

However, the prioritisation process will look at the absence of the referred person through self-isolation and potential impact on the wider system. So a single personal assistant working with one client only is likely to be lower priority than a care at home worker moving between households, or a care home worker working with a number of residents.

Please note that some personal assistants may have seen guidance issued by Skills for Care yesterday, which advised providing confirmation of employment and signposting people through the CQC test centres (the long drive). We advise you not to use those test centres. These new local arrangements should be adequate for all care workers. If you require confirmation that you are a Support with Confidence personal assistant (Oxfordshire), [please contact us](#). Otherwise please contact We are Purple or your nearest local authority.

For testing of people with a learning disability who live in Oxfordshire, who have a heart condition and are showing symptoms, please contact [Steph Ross, Lead LD Liaison Nurse](#).

[VODG have raised concerns](#) that disabled people and their support staff are not getting the support they need as focus has been largely on services for older people.

PPE update

You are all aware that PPE is becoming harder to source. We have asked the Council to take a more strategic view to support providers who are large enough to bulk purchase, but specifically to support smaller providers. Only local government purchasing power can resolve this supply issue on behalf of the whole sector.

In the meantime:

- **UTS** - Cooks of Bedford have [surgical masks](#) and [face shields](#) available | Contact [Alison Alexander](#)
- **Cumberland Packaging Ltd** of Essex have [surgical masks](#), [KN95/ N95 face masks](#) and safe distance tape | [Contact Jeff Witter](#)

And this just in...imported from Portugal via a local importer based in Buckinghamshire.

- Surgical 3-ply
- [KN95 face masks](#) aka surgical masks
- FFP3 (for aerosol generating procedures)
- [Anti-bacterial aprons](#) - 100 per roll
- [Nitrite gloves](#)
- [Coveralls](#)
- **Disposable gowns**
- [Digital thermometers](#)
- Long sleeve gowns
- Body bags
- Hand sanitiser
- Wipes

[Email Ralph Ahern](#) - we have alerted him to considerable interest.

Pricing is changeable and subject to order quantity.

Disclaimer | All PPE supplier information is given in good faith and providers should carry out their own quality and pricing check.

OACP / BCA / MKB Care receive no income through these connections.

Hand Sanitiser | Local Resilience Forum stock via Oxfordshire County Council

If you have not been able to source hand sanitiser from your usual supplier or elsewhere, there is a limited quantity at the NRS depot in Bicester available for your use. As you probably know, NRS are the County Council's community equipment provider. Each provider can pick up a box of 2 x 5L bottles on

either Thursday 23rd, Friday 24th or Saturday 25th April from 10am to 4pm each day. The quantity is limited I'm afraid and please be aware it is first come first served until the quantity is exhausted. There are no smaller bottles I'm afraid – but the solution can be readily decanted into your own smaller soap-dispenser-size bottles. Please be aware of and respect the strict hygiene protocols in place at the NRS depot and be prepared to show your company ID and state your name and organisation.

The address of the Bicester NRS depot is:

NRS Healthcare
Unit 8
Longlands Road
Bicester
OX26 5AH (OX26 5AF works better in sat-navs!)

[Spectrum Supplier update](#) for OACP Members and all Berkshire care providers

Reminder | Home Care webinars

A series of webinars to discuss **Home Care NHS England guidance documents** and other queries and issues relating to the Home Care sector. Same seminar repeated over three days to fit around your schedule. The webinar will consist of short presentations, followed by opportunities for Q&A. This is for anyone working in the Home Care sector, including Personal Assistants.

Times below:

- Thur 23 April 15:00 - 16:30
- Fri 24 April 11:00 - 12:30

[Sign up here](#)

Diabetics | a vulnerable group?

People with diabetes are not on [NHS England's list of vulnerable groups](#), but there is emerging evidence that diabetics may be at higher risk of developing a severe illness from COVID-19 with a higher risk of death. There is suspected altered or reduced effectiveness of the immune system for people with advanced diabetes and [this short Science Weekly podcast from The Guardian discusses evidence](#) for adding diabetes to the list of vulnerable conditions. Type II diabetics have increased abdominal fat, which is linked to increased inflammation in turn linked to people suffering severe illness. Reports from ICUs state that people in intensive care tend to have a higher level of BMI.

[EASD e-learning has a range of videos](#) with additional information.

New guidance for people using Direct Payments | useful for DP services

[Government guidance is aimed at people who receive support via direct payments](#) through personal budgets and personal health budgets, and local authorities, clinical commissioning groups (CCGs) and providers who support and deliver care via direct payments.

It sets out key messages to support planning and help slow the transmission of the COVID-19 as the outbreak progresses across the country. The guidance also contains:

- [a Q and A](#)
 - a template contingency plan and,
 - example documentation.
-

Royds Withy King have [provided an update](#) on the Coronavirus Job Retention Scheme.

1. Extension of CJRS to 30 June 2020
2. Statutory Sick Pay extended to shielding employees
3. Can shielding employees be furloughed?
4. Can holiday be taken during furlough leave?

Plus what's old and still unresolved.

Counting the numbers

Following Vic Rayner's comments last Sunday [of around 4,000 deaths in care homes](#) backed up by evidence from MHA, but a continued lag in reporting, [Community Care published an article](#), essentially advocating mass action by social workers to get residents out of care homes and into shared lives and homeshare services. If we leave the confusion by a legal representative aside (confusing care home residents with 'detained people'), this feeling was built on by BBC Breakfast this morning where they covered deaths in care homes amongst other topics. Jonathan Ashworth, Shadow Health Secretary, [was interviewed and said](#) [>2:11:43]: "let's move [care home] residents into those [empty hospital beds]". Aside from local issues around delayed transfers of care that usually try and move people, rightly, the other way, this statement does not fit with good end of life care.

In response to both the Community Care article and Mr Ashworth's comment, OACP reflects overall feeling within the sector through this statement written by Fidelma Tinneney, Berkshire Care Association on behalf of the [Care Association Alliance](#), which includes all three Thames Valley care associations:

Covid-19 - EoLC in care homes and domiciliary care

"There have been suggestions recently from pundits and politicians that during the Covid-19 pandemic, people should be kept out of care homes because they are not safe. Sadly, the people spouting these opinions appear to be totally misinformed about the care sector.

"It is long established that care organisations deliver excellent end of life care to patients with complex needs and multiple comorbidities. (45% of people die in care homes and at home according to gov.uk each year) People do not receive care services because they are well and care homes are expert at supporting people during the end stages of their lives. It is part and parcel of our job and something we spend a lot of time on to ensure we get it right.

"Staff in these services are trained, skilled, competent and knowledgeable, more over knowing the people they look after very well, their lives and loves intimately, and being able to deliver holistic, personalised care in the way people want and need during and at the end of their lives.

"With Covid-19 hitting the elderly and those with long term conditions so hard, and the most vulnerable to these receiving care services, it is hardly surprising that we've witnessed a number of deaths. What is incredible, and not reported, is the number of organisations who have had this virus, but have not had many (or indeed any) people die, and/ or have not had it spread to other patients and staff.

"There are dreadfully sad, heart-breaking scenarios of care homes where multiple deaths have occurred. Their staff, other patients and families will undoubtedly need emotional support on an ongoing basis, for some time, and our thoughts and deepest sympathies go to them all.

"This virus has killed 90,000 across the world. There are approximately 400,000 people in care homes in UK. Given the vulnerability of people who care homes and domiciliary care agencies look after, it's important to remember that many do much right – unfortunately, we only hear the negatives."

How people die lingers in the memories of those who are left behind (Dame Cicely Saunders).

"Never truer words or more important than now. Dying with people you know understand you, in an environment where you have chosen to be, with your family if they wish to be there, has and will always be, the right thing for every one of us.

"To suggest that people should be moved to hospital, or any other setting, unless THEY wish to be moved (or the environment cannot meet their needs) is inconsiderate, contrary to their rights to make decisions for themselves, and evidence of the lack of recognition of the immense skills of an already under-appreciated workforce. Our greatest privilege is to know and care for others, and to be with them ensuring a comfortable, dignified and good death in a place of their choice.

"Please DO NOT allow politicians, finances or others' perceptions to undermine any further our staff's confidence in their outstanding contribution, allowing people to live and to die well in the place of their choice. This virus is here and we need to manage it as best we can, without blame, without pain, and in the comfort and dignity that every one of us deserve. It's not easy, but it is possible. The suggestion that we move everyone out of care homes demonstrates a complete lack of understanding of the health and social care system and is totally unnecessary and harmful to our care workforce, care home residents and those who love them."

To support good end of life care in the current crisis, particularly where services are not used to this, or are managing it on a larger scale or more frequently than previously experienced, OCCG and OUH in partnership with OACP through EoL specialist, Liz Clements (Henley Manor) are hosting a special EoL session on Monday 27 April - time to be confirmed. We will obviously let you know asap. This will replace our quarterly face to face End of Life Network scheduled for tomorrow.

Thank you to Cleeve Lodge for pointing out that the NSDL phone number as stated on the slideset used and circulated on the **national Care Homes webinar** on Friday was incorrect. It should read 0800 915 9964. [We have amended the PHE slides accordingly.](#)

Apologies for not linking registration details for Laing Buisson's next webinar on 28 April: **Social Care: Coronavirus and Workforce** - the challenge of the moment.

TIME: 10:00 am - 11:00 am

[Attendance is free to all participants.](#)

Coronavirus affects the workforce as well as residents. Join us on 28 April as in partnership with Partner and Head of Employment Jodie Sinclair from law firm Bevan Brittan we examine the key commercial, legal and practical challenges that coronavirus poses to providers of health and care. Joining Jodie is a great panel including Mike Parish, Chair, Care UK and Achieve Together, Sam Leighton-Smith, Founding Partner and Director of the leading health and social care recruiter Compass Associates, and Suhail Mirza, author of the upcoming LaingBuisson Healthcare Staffing Market Report.

The focus will be on:

Delivery - how to continue delivering a quality service

- Protecting your staff (PPE, testing, PTSD)
- Navigating the regulations (shielding, self-isolation policy, health and safety, sick pay, furloughing)
- Finding the staff (volunteers, agency, recruitment)
- Using technology (e-learning, online DBS checks, virtual recruitment)

Funding

- How are Local Authorities responding?
- Paying for increased PPE costs and National Minimum Wage
- Who will pay up?

The Future

- Potential liability for care providers and their Directors and the Duty of Care
 - The likely Public Enquiry into what went right and what did not:
 - Better care integration and co-ordination
 - Carer career structure, training and progression
 - Role of the regulator
 - Impact of failed providers
-

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).

As of today in Oxfordshire:

- 60 care homes have NHS mail and are using it
- 8 are in progress
- 50 have yet to sign up:
 - 35 have been contacted
 - 15 are awaiting contact

For LD supported living, a request was made by Oxford Health on our weekly telephone call for providers to sign up to enable secure sharing of essential information. Care at home (home care) is also eligible. Fast track help is available for adult social care for the next few months - this is your window of opportunity to get secure, efficient email for your organisation.

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.

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.

