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## Oxfordshire Management of the Deteriorating Person and End of Life Care webinar

**Monday 27 April 1-2.30pm**

*Agenda:*

- Deterioration - signs | Antoinette Broad, Matron Community Nursing, and Care Home Support service (CHSS)
- Symptom management | Sarah Hanrott, OUH Specialist Palliative Care Consultant and Mary Walding, Katharine House Hospice, Head of Community and Hospital Services
- Verification of Death | Kathy Clark, VoD, Matron, End of Life Care
- How to access support | All

To join [via Microsoft Teams click here](#)

We're looking at adding a telephone number and we will send a reminder on Monday morning with the slideset and phone in options.

In the meantime:

- [useful EoL resources](#)

and

- [general COVID-19 resources courtesy of Southampton, Hampshire, IoW and Portsmouth](#)

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Every year 28 April marks **International Workers' Memorial Day** to recognise those who have died in serving their country at home. This year, there is more poignancy for our sector because of the health and care workers, who have died because of the coronavirus.

- Tuesday 28 April 11am for a minute's silence.
- #NeverForgotten #IWMD20

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### **PPE exchange**

So what to do about the need for adequate supplies of PPE and the current shortage. We are aware that not only are the Government 7 suppliers dependent on what's released through Border Control, but that the local government may also be limited in terms of its buying power, or procurement may take weeks, leaving providers racing to the next hot rumour of 'supplies just in'.

The CBI has launched a [PPE exchange for suppliers and purchasers](#) to meet in a virtual market. If OACP had the funds we would purchase on behalf of the local market for smaller providers (those who

do not have the back office resources or larger chain links) and we're sorry that we do not have those resources. What we do receive, probably like you, is unsolicited offers of PPE. So, can we do something similar here in Oxfordshire to the CBI initiative - we have set up a PPE exchange on WhatsApp where we will post our latest information on what we know and we invite you to do so too. For example:

- Have you just heard that Blueleaf have new stock in?
- Is there a local supplier offering surplus stock from Europe?
- Which schools are making face-masks/ visors?
- Have you ordered surplus and are happy to share/ swap?

To join **text PPE exchange to 07841343840** including your name and company. This will work quicker than mailing out PPE opportunities, three times a week.

We may not have shared this [PHE guidance on how to work safely in care homes](#) - a summary of what you need to do in the current sustained period of transission.

Public Health England would like care homes to inform them of their **first single case of suspected COVID-19** as well as any outbreaks (ie when they have two or more cases of COVID-19 or any other type of outbreak for that matter). This is so we can liaise with them from the onset of the first case in the care home with regard to infection control measures and arranging testing for the first case. Please do this via your usual route.

The IPPR, Institute for Public Policy Research, has published [a stinging review of the conditions](#) that the healthcare workforce (a general term to describe NHS and social care) has had to work in over the past few weeks. Although a little out of date in terms of Government response (testing for example), the report calls on central government for a new social contract similar to previous responses after the two world wars.

*"Covid-19 is one of the most significant threats our country has faced in modern times. The prime minister has gone as far as to compare it to a wartime event. But war, and events like it, always requires a change in the social contract. The first world war had 'homes fit for heroes'; the second world war 'from cradle to grave'. Covid-19 must see similar intervention: 'care fit for carers'."*

And Emma Barnett wouldn't take no to her question to Tobias Ellwood on [Newsnight last night](#): if you didn't have the correct PPE, would you be going into work tomorrow?

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OACP's big family, the [Care Association Alliance has issued a press release](#) through Royds Withy King following discussion in the media and by politicians about the transfer of residents from care homes to hospital to 'keep them safe' from COVID-19. [The letter will be in the Daily Telegraph](#) tomorrow (hopefully).

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Some handy posters covering:

- [hand washing guidelines](#)
- [quick guide to donning and doffing PPE](#)
- [easy read guide to hand washing](#)

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**VE Day on 8 May** is the one-off public holiday to celebrate victory in Europe at the end of WW2. What a an opportunity to make your own bunting, bring a bit of cheer AND celebrate our carers at the same time. Social media is made for opportunities like this - tweet [@OxonACP](#) and we'll retweet.

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The British Geriatric Society has published an article on [Atypical Covid-19 presentations in older people – the need for continued vigilance](#). Geriatric medicine has always recognised that older people may not present with typical symptoms and it is apparent that this is the case with Covid-19. Furthermore, older people have also been recognised as having a greater risk of infection and death from Covid-19. While there is little research data, frontline experience both in the UK and in other countries suggests that many older people may present atypically and therefore slip through the triaging net. These patients are likely to be admitted to a general medical or a Care of Older Peoples ward. It is therefore important that staff on these wards are aware of the atypical patients and remain vigilant to the risk of infection.

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#### **Testing times**

In Monday's mailing we shared details of the opening up of the Churchill Hospital site for social care staff. The Oxford Mail continue to publish reports on Thornhill P&R as an alternative site which might be more convenient than Churchill for people arriving from outside the city. However, the latest we have is that [social care staff should go to the Churchill for their test](#).

If the referred person does not drive, Oxfordshire County Council are providing transport through an [Exceptional Transport Request](#).

The completed form should be returned to [SupportedTransportEmergency@Oxfordshire.gov.uk](mailto:SupportedTransportEmergency@Oxfordshire.gov.uk).

Nationally, at time of writing, the [DHSC self-referral site has crashed](#) after the demand by people wanting tests and the [privately-run Chessington testing centre is facing accusations of losing test results](#).

Home testing kits will be made available for those who cannot drive and the armed forces are setting up 48 mobile testing sites - both will hopefully target the care sector.

A new partnership between [independent sector diagnostics providers and the NHS has been announced](#) today which will increase the supply of state of the art scanners and expert radiographers, playing a key part in the accurate diagnosis of people with suspected COVID-19 infection. In total the partnership, brokered by the Independent Healthcare Providers Network (IHPN), will see 33 scanners being made available to the NHS, along with 300 radiographers and clinical assistants who will operate the service across the country 24 hours a day, 7 days a week. If used at full capacity, over 23,500 scans could be conducted each week.

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#### **Registered Nurse shortage**

We're aware of significant inflation in the costs of agency staffing, particularly registered nurses. Additional information is now being collected within the [NECSU Capacity Tracker](#) to allow social care employers to access deployed nurses. This information, once inputted into the Capacity Tracker will be fed to the existing regional hubs and used in their nurse deployment decision making process. Once you have filled in the NHS Capacity Tracker, email the details of your workforce needs as mentioned above, to [C-19nursedevelopment@skillsforcare.org.uk](mailto:C-19nursedevelopment@skillsforcare.org.uk). Make sure you include any information about your establishment or service type that will help in deploying the right staff. This will trigger the process of considering deployment to your establishment as Skills for Care are the single point of contact for employers who need to access deployed registered nurses in social care.

A [new webpage](#) has been published for this alongside a dedicated email address to deal with any queries: [C-19nursedevelopment@skillsforcare.org.uk](mailto:C-19nursedevelopment@skillsforcare.org.uk).

This whole process seems complicated and appears designed to prioritise need from a limited pool of nurse, not necessarily increasing the number of nurses available. Please let us know how this process works for you so we can feedback to improve it.

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### **Delayed discharges**

Our Trusted Assessor pilot reports that delayed transfers are minimal at present. Please don't forget that our Trusted Assessors are still available to support with fact finding, information gathering, and supporting the discharge of clients from acute hospitals to care providers. Email [oacp.taaxon@nhs.net](mailto:oacp.taaxon@nhs.net).

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The last of the scheduled [care at home webinars](#) took place yesterday and today organised by NHSE and NHSI. The [Better Care Exchange](#) requires a membership registration and log in, but provides useful information on COVID-19 response and resources particularly around discharge.

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**ONS** continue to provide useful insights to the impact of the coronavirus pandemic and lockdown. They've found:

- Over 8 in 10 people (85.7%) say they were either very worried or somewhat worried that they or someone in their family would be infected by the COVID-19 virus; this was higher for at risk groups, ie, those aged 70 and over (91.7%) and those with underlying health conditions (90.4%).
- Over 7 in 10 adults (77.4%) said they had an understanding of how to protect themselves from COVID-19,
- Fewer than half of adults (47.8%) thought they had enough information about the UK's plan for dealing with COVID-19.
- Almost all the adults (99.6%) said they had washed hands with soap and water to avoid infection in the last 7 days, with almost 9 in 10 saying they had increased the frequency of doing so since the outbreak of COVID-19.
- Nearly all adults either cancelled or postponed plans (89.2%) due to COVID-19 or did not have plans in the previous 7 days.
- Just over half (50.6%) of all adults said someone had offered to organise or bring food and other essentials if they need to self-isolate or become unwell; this rose to 83.3% for those aged 70 and over.

And a specific report on [the impact on disabled people](#).

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The [Resuscitation Council has issued a statement](#) on 'Public Health England's continued insistence on designating chest compressions as non Aerosol Generating Procedures (AGPs)

'The clinical reality is that chest compressions produce excretions from a patient's nose and mouth. As such, irrespective of whether this is via aerosol or droplet or both, this poses a demonstrable risk to Health Care Professionals'

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If you are a PA, informal carer or volunteer supporting vulnerable people around COVID-19 (and at risk of being stopped by police), you can obtain a letter of authority from [carer.id@oxfordshire.gov.uk](mailto:carer.id@oxfordshire.gov.uk) to clarify your right to be out.

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Did you contribute to **Care Friends** recent recruitment survey and the current pressures on staffing? The [results have been published through CMM Magazine](#).

And a timely reminder that, should we be back on normal ground in the autumn, CMM Magazine will be organising the [Tri-County Provider Conference](#) again this year on 8 October.

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You can [book a place on the HMRC webinars](#) to get guidance on how to use the Government **Coronavirus Job Retention Scheme**. During this webinar you will be taken through the following steps:

- essential information
  - before you make your claim
  - calculating your claim
  - processing your claim
  - after submitting your claim.
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### **Every day is different**

Government has launched a new campaign under the umbrella Every Day is Different, to recruit care workers during COVID-19. The campaign, titled 'Care for Others. Make a Difference', will look to inspire the public to consider a career in social care.

In order to take advantage of this far reaching advertising campaign, that will include adverts on prime time TV, across radio stations, and via social media, providers need to [advertise vacancies on the DWP Find a Job website](#). The [process for uploading vacancies has been simplified](#). Once you have your employer account set up, [Evie Bennett \(Apprenticeships and Engagement Lead\)](#) can help upload vacancies.

There is undoubtedly an increased interest in social care careers, coupled with a marked change in the local job market after so many workers have been let go or furloughed by their employers. This campaign is directly targeting other caring professions including those who may have recently worked in the travel industry and hairdressing, for example. Campaign resources, which you can use and adapt for your own campaigns, are [here](#).

To help fill the recruitment gap, the Health and Social Care Secretary, Matt Hancock and Care Minister, Helen Whately have launched the campaign to encourage the right people with the right values and attributes to consider a career in the sector.

Free-to-access e-learning courses and webinars for local authority and care provider staff are also being developed. Key topics will include: safeguarding, person-centred care, dementia, Mental Capacity Act, infection control and supporting care at home.

Commenting on the campaign to recruit care workers during COVID-19, **Matt Hancock** said, 'During these unprecedented times we are all grateful to the huge number of social care workers working day and night to provide quality care to the most vulnerable in our society.'

'The whole country wants to thank the 1.5 million of you for your inspirational and tireless work.'

'I want this campaign to reignite the search for people with a zest for caring and protecting our most vulnerable to step forward to join them.'

**Helen Whately, Minister of State for Care**, comments, 'The care sector is a vital part of our society, and this pandemic has truly brought home the skill and commitment of care workers who are looking after some of the most vulnerable people in our communities.'

'We want to make sure everyone knows what an important and valued job care workers do, and inspire more people to step forwards to join the care workforce.'

'We also want to support care providers who are looking to recruit staff, so we are offering free initial training to applicants considering a job in care. This should help job seekers looking to work in care for the first time and their future employers.'

'We want to bring together all those thinking they might work in care with social care providers looking for new recruits, and to make it as simple as possible for the doors to open up for thousands more compassionate and committed people to work in care.'

Skills for Care has worked with Government to make rapid online induction training accessible. This includes key elements of the Care Certificate and is available free of charge. This will provide good practice resources and support for social care professionals to help the sector meet the challenge of COVID-19.

**Professor Martin Green OBE**, Chief Executive of Care England, commented, 'There are thousands of people who are kind, skilled and dedicated and who have the necessary values and qualities to become part of the social care workforce. Social care transforms lives and enables people to live well. The satisfaction and rewards of delivering social care are incalculable and we hope that there will be many people who will come into the social care workforce and achieve a satisfying and rewarding career.'

**Skills for Care CEO Oonagh Smyth** said, 'We know that significant numbers of social care staff are unable to work so realising this ambition of recruiting thousands of people to where they are needed by providers right across the country is absolutely vital.'

'Some of our network of endorsed training providers have secured funding to deliver learning for new staff so they have the skills and knowledge needed to make a real difference in the lives of the people they will be working with and in their communities.'

More on [OACP's recruitment campaign](#) next week.

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#### Latest CQC updates:

- [COVID-19: medicines information for adult social care providers](#)
  - [Information for adult social care services during the coronavirus \(COVID-19\) outbreak](#)
  - [Using sedation to enforce social distancing guidelines](#)
  - [Controlled drugs as stock in care homes](#)
  - [Handwritten medicine administration records \(MARs\)](#)
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#### Reminder

- [Skills for Care's COVID-19 landing page](#)
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#### 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](mailto: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](mailto: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.

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**Government guidance** issued over the last few days:

- [COVID-19: supporting adults with learning disabilities and autistic adults](#)

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

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#### **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.

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#### **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**

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





# Citation

