



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

- [Slideset from today's webinar](#)
 - [NEWS2](#)
 - [Register for a new new NEWS2 account](#)
- [VoD form](#) [this is a pdf - a word version is available on [our coronavirus page](#)]
- [Notes from today's webinar](#)
- [Latest Ibuprofen advice](#)

Talking Therapies

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PPE | How to work safely in domiciliary care

This [new PPE Public Health resource](#) is primarily for care workers and providers delivering care in the following settings:

- visiting homecare
- extra care housing
- live-in homecare

It provides guidance on the use of personal protective equipment (PPE) during sustained COVID-19 transmission in the UK, and explains how PPE guidance applies to the homecare (domiciliary care) setting.

Reminder | PPE exchange

Similar 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.

Problems with PPE?

We've heard of isolated examples of PPE disintegration after short usage time. Has that happened to you? Take a photo and [please let us know.](#)

Better off at home

The Labour Party appear to be continuing to push their narrative of residents being safer in hospital than in their own (care) home: [this from Liz Kendall in The Daily Mirror.](#)

OACP's big family, the [Care Association Alliance issued a press release](#) through Royds Withy King over the weekend about the transfer of residents from care homes to hospital to 'keep them safe' from COVID-19. [The letter was sent to The Times, The Daily Telegraph and The Guardian.](#)

Every day is different adverts jump in number

Thank you to the response to the Every Day is Different re-launch. Oxfordshire only adverts on the Find a Job website jumped from 90 on Thursday to 146 on Friday.

The new Government 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.

We're continuing to receive referrals locally and we're still trying to make contact with the regional organiser for Good Sam, where many people who have volunteered for the NHS have not yet been contacted.

MCA / DoLS | what care providers need to know during the coronavirus crisis

[Royds Withy King has published a summary guide](#) for you to get you up to speed on applying MCA/ DoLS during this current crisis.

The coronavirus pandemic has caused a myriad of problems in the already complex world of mental capacity. In times of crisis, we all need to remember to go back to the basic principles that underpin our systems and procedures.

During the pandemic, the requirements set out in the Mental Capacity Act 2005 (the "MCA") and Deprivation of Liberty Safeguards (DoLS) still apply. The new guidance applies during the pandemic until such time as the DHSC withdraws it.

The DHSC take the view that most changes to care and treatment will not constitute a deprivation of liberty. Where changes to care do constitute a deprivation, providers still need to consider whether to make a DoLS application. The Guidance contains a flow chart to help you make that decision. Perhaps the most helpful take away is that the Guidance mentions a shortened "Urgent Authorisation" form at Annex B, which can be used during this emergency period.

The Guidance gives the following examples of changes to care:

- "provide treatment to prevent deterioration when they have or are suspected to have contracted COVID-19
- "move them to a new hospital or care home to better utilise resources, including beds, for those infected or affected by COVID-19, and
- "protect them from becoming infected with COVID-19, including support for them to self-isolate or to be isolated for their own protection."

CJRS begins pay outs

Wages for furloughed employees are now being paid through the Coronavirus Job Retention Scheme, just six working days after claims opened.

Payments for claims made on Monday 20 April will be in employers' bank accounts by tomorrow (28 April).

If you have already made a claim

Don't worry if you haven't received payment yet – it takes six working days from when you claimed.

Please don't call HMRC to chase payment as they won't be able to update you before the six working days have ended.

You don't need to do anything to receive payment. It will automatically be sent to the bank account you nominated in your claim.

Please retain all records and calculations for your claims in case we need to contact you about them in future, as we continue to check claims made through the scheme.

If you have not yet made a claim

You can still claim online for a grant for 80% of your furloughed employees' salaries, up to a maximum of £2,500 per employee, per month. You will receive the funds six working days after you claim, provided your claim matches records that we hold for your PAYE scheme.

[Please read all the available guidance before you apply.](#)

HMRC will check claims made through the scheme and will act to protect public money against anyone who makes a dishonest claim.

Please continue to keep your furloughed employees informed and ask them not to contact us directly – we will not be able to provide them with any information.

Furloughed workers are entitled to full parental leave

A word about scams

Stay vigilant about scams, which may mimic government messages such as 'Stay at home' and 'Stay home, stay safe', as a way of appearing authentic and unthreatening. Don't give out private information or reply to text messages, and don't download attachments or click on links in texts or emails you weren't expecting. You can forward suspicious emails claiming to be from HMRC to phishing@hmrc.gov.uk and texts to 60599.

The CARE badge brand rights have been transferred to the Secretary of State for Health & Social Care. Badges are no longer available from the [CARE badge Community Interest Company](#). To prevent the possible lopsided distribution of both CARE badges and information about their use, CARE Badge has halted issuing badges and associated logos until the necessary new details are finalised. We are awaiting more details.

Testing times | additional information

Over the weekend, Oxfordshire County Council released this clarification of the two testing sites for Oxfordshire:

- [Health and care employer's guide - how to access staff testing at the Churchill](#), including:
 - Providers of end of life care and hospices
 - Staff and voluntary workers providing support to frontline health services (e.g. catering, accommodation)
 - All staff working in the independent health sector
 - Care home and domiciliary care staff
 - Adult and children's social care workers
 - Staff and voluntary workers in residential care settings for vulnerable children and young people, including residential special schools, respite provision and residential special post-16 institutions for young people
 - Staff providing home care support to children and young people with special needs
 - Child youth and family social care caseworkers
 - Public and environmental health staff, including inspectors
 - Staff working with the homeless and rough sleepers
 - Voluntary sector organisations providing substance misuse treatment and domestic abuse support
 - and anyone who shares a household with one of the above people

Remember to [check your symptoms](#) - tests are between day 2 - day 4 following onset (day 1).

[Mobile coronavirus testing units have been launched to target front line workers](#) and will travel around the UK to increase access to coronavirus testing.

[A letter from DHSC to Adult Social Care has been published detailed the testing strategy](#) - further information on COVID-19 testing in social care. Main points:

- publication of a dedicated national action plan to support the adult social care system and the COVID-19 testing offer to the sector.
- Testing for critical key workers in the NHS, social care and other sectors is a key part of the Government's testing strategy. All symptomatic care workers can be swabbed through regional testing centres, using home testing or mobile testing centres. Information on this is available here.
- When a care home recognises it has its first potential symptomatic case or cases of COVID-19, they should contact the [local PHE Health Protection Team](#), who will ensure swab kits are provided to the home and subsequently tested for all residents who are symptomatic at that time.
- All residents in a care home that has an outbreak and need a test should have access to one. We are piloting this approach in a limited number of nursing homes. There will be further developments on our approach to testing within the care home communities in the coming days.
- Residents need to be tested on admission to care homes. For those arriving from hospital, testing will be arranged in hospital before discharge. A [letter has been sent to hospitals about this with more information the wider strategy here](#).
- The specific process for pre-admission from other than the NHS from hospital is being developed and will be addressed through locally developed testing

- Some care settings will be invited to swab and test selected residents and staff as part of public health surveillance work. This is to inform the infection control advice that care homes will be advised to follow and prevent some future outbreaks.

For other key workers:

- [Key worker employer's guide - how to access staff testing at Thornhill P&R](#)
- [An information pack for all employers regarding testing information has been issued.](#)

Berkshire and Buckinghamshire

If you deliver services into Berkshire or Buckinghamshire please use the following email addresses to identify your nearest testing site and the arrangements:

- Berkshire East - ics-frimley.quality-covid19@nhs.net
- Berkshire West - covidtesting@berkshire.nhs.uk

- Buckinghamshire - bht.covid-communityswabs@nhs.net
- Milton Keynes - mk.ucs@nhs.net

Care Act 'easements'

One of the Coronavirus Act's most controversial measures has been 'switched on' by [at least six English local authorities](#), allowing these councils to suspend social care duties to disabled adults.

The councils, named by campaign groups and charities, had not been publicly listed by the Department of Health and Social Care, but are now confirmed by a Government minister as Sunderland City Council, Middlesbrough Council, Warwickshire County Council, Staffordshire County Council, Birmingham City Council and Solihull Metropolitan Borough Council.

CQC Q&A

Below, Q&A to / from CQC, covering points not able to be raised at the recent CQC Trade Association meeting because of time limitations.

PIRs

- Q. At present, providers are reporting a widely different approach to the PIR situation from CQC inspectors; some saying the providers have two extra weeks to complete, some 6 and some saying there is no point doing it all as there is no penalty for not doing the PIR and there are no inspection dates set anyway. Clarity is required and urgently and can the same guidance document be shared with providers and inspectors? Then everyone has the same start point.
- A. Awaiting response

Capacity Tracker

- Q. Who is responsible for this? Many providers report they are being asked to complete 3, if not 4 different ones. Surely there is some realisation that providers are under pressure at present and do not have the time for endless and seemingly pointless form filling.
- A. [This link will take you to the letter](#) we issued to providers outlining what this tracker was for and who is responsible. We understand that ADASS is drafting a communication to their members in relation to this also.

CQC statistics

- Q. Presumably, CQC will be adding to the statistics, one for those social care organisations that have failed / ceased to trade / shut down during the Covid-19 situation? This will be vital data for local authorities, & NHS bodies in areas of greater failures, so they can ensure that they have sufficient cover.
- A. We are collating this information and will be sharing this information with the relevant bodies.

Government funding

- Q. The doubling of the funding to local authorities from £1.6bn to £3.2bn is welcome. It has to be noted that the variance in approach to how this funding has been allocated by local authorities has caused confusion amongst providers. Some local authorities have yet to contact providers in their area, so have not shared any of their allocation. Some are applying conditions, such as the providers must sign up to take Covid-19 clients without question, others are only providing funding for providers contracted to the local authority, others, when supplying PPE are stating that this will be charged for at a later date. In urban areas, there is little, if any co-ordination between neighbouring local authorities, therefore providers many dealing with multiple authorities have multiple sets of paperwork to wade through, and some authorities who promised instant funds to clear their overdue accounts with social care providers have simply failed to deliver.
- A. We understand this is a concern in some areas and encourage this to be raised with ADASS and the LGA in the first instance.
- Q. There is still a lack of clarity around access to government funding for furloughing, the guidance is unclear and potentially conflicting so there is a risk providers can't claim under the JRS if you receive public funding. We need some social care specific guidance on this.
- A. Unfortunately, we are unable to provide advice around furloughing.

Reminder

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

Reminder

Registration details for Laing Buisson's next webinar tomorrow - Tuesday 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).

Government guidance issued over the last few days:

- [COVID-19: how to work safely in domiciliary care](#)
- [COVID-19: infection prevention and control \(IPC\)](#) - clarification added to the PPE page that chest compression is not an aerosol generating procedure.
- [Guidance for consumers, COVID-19 and food](#)
- [COVID-19: providing unpaid care to adults with learning disabilities and autistic adults](#)
 - Guidance for people who are providing unpaid care to adults with learning disabilities and autistic adults during the coronavirus (COVID-19) outbreak.

All links and documents shared through this mailing are at our [shared #Coronavirus page](#).

BCA, MKB Care and OACP working together for you.

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.



