

14<sup>th</sup> May 2020

Dear Provider,

## TESTING

**Support for care homes during Covid-19** – We have created a dedicate webpage for support for care homes during COVID-19. The page is being hosted on the Value Croydon website and the link to the page is: <http://valuecroydon.com/support-for-care-homes-during-covid-2-2# covid-4>

The intention of this webpage is to be the single point of access for the latest news, updates, information and guidance regarding the current COVID-19 pandemic for care homes. We will try to link all information in the weekly updates to the webpage so please do check this page regularly for the latest information. This is a tool for Care Home providers to navigate the current crisis as easily and fluidly as possible. You will also find a link to the weekly updates on the webpage.

**New online portal for care homes to arrange Covid-19 testing** – As the national testing capacity has increased, the government is prioritising testing for care homes and other areas with the greatest needs. A new online portal has been launched this week for care homes to arrange coronavirus testing. All symptomatic and asymptomatic care home staff and residents in England are now eligible for testing, with priority for those in homes that look after the over-65s.

We would encourage all eligible care homes to register on the portal and take the opportunity to test all staff and residents. For further information please click [here](#). Rachel Flowers, Croydon's Directors of Public Health and her team can also refer local care homes in line with their local prioritisation of need. Tests will be available to all care homes over time, but this digital portal service is currently available to those which primarily look after older people or people with dementia.

### When should I access this portal?

- You can apply whether or not any of your residents or staff have coronavirus symptoms. At the moment, you can only get tests if your care home looks after older people or people with dementia. Please let us know when you have registered for the portal by emailing [enquiriesBC@croydon.gov.uk](mailto:enquiriesBC@croydon.gov.uk)

### How do we carry out the tests?

- Detailed guidance has been produced for care home managers. A tutorial video is also available to guide staff through the swab collection process. Please click [here](#) for the Coronavirus test tutorial for care homes.

### When will I get results?

- It is unlikely that you instantly, probably after a few days

### What happens when I the get results?

- Continue your Infection Control and Prevention approach
- Contact London Coronavirus Response Cell if you have your first case (see below)
- Please inform us via [enquiriesBC@croydon.gov.uk](mailto:enquiriesBC@croydon.gov.uk) as soon as you get the results. Homes may find you have asymptomatic residents and staff which may impact on staffing levels and number of residents that need to isolate. We can help you with any actions that have to be taken.

**Coronavirus outbreak** - If you think your care home has a coronavirus outbreak (now only one case) but no one has been tested yet, please contact the London Coronavirus Response Cell on **0300 303 0450** immediately or email [lcrc@phe.gov.uk](mailto:lcrc@phe.gov.uk) or [phe.lcrc@nhs.net](mailto:phe.lcrc@nhs.net) . They will send test kits and provide infection control support

**Testing for staff** – various options are available to you for your staff or for members of their households who are showing signs of Covid-19:

- **Covid-19 mobile testing unit** – the government mobile testing unit will be back in Croydon on 16<sup>th</sup> and 17<sup>th</sup> May 2020 for key workers whether symptomatic or asymptomatic. The unit will be based outside the back of Fairfield Halls via the Barclay Road slip road entrance. This unit can be walk up or drive thru. The site will be open from 10.30 and 15.30 **for booked appointments only via <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>**
- Testing is also available at other drive thru sites and you can also be sent a home testing kit. These tests can be arranged via <https://www.gov.uk/apply-coronavirus-test>.
- If you or your staff would prefer a hospital appointment please complete the **Hospital Referral Form** ([please click here](#)) with them, either for themselves or for members of their household who have symptoms. Please then send the completed form through to: [providertesting@croydon.gov.uk](mailto:providertesting@croydon.gov.uk)

**Symptomatic care home staff should follow national guidance on self-isolation.** Please click [here](#) for the latest guidance.

## OTHER INFORMATION

**New Care Home package costs during Covid-19 emergency period-** In line with NHS guidance please see attached letter ([please click here](#)) explaining how packages of care in Care Homes will be paid during the covid-19 emergency period. The commissioning team will be happy to support on any questions or queries that you may have.

**Care Home Workforce - COVID-19** – A link was sent out earlier this week for care home managers to complete a one-off survey on how we can better support you and your residents at this difficult time. We are seeking information on reasons for absence from work for your care home staff (carers and nurses only). Please complete the questions in the link below, if you have not already done so. Thank you to everyone who have already taken a few minutes to complete this.

<https://www.surveymonkey.co.uk/r/KRYKD3H>

**PPE** - We know that many of you have been having difficulties sourcing enough PPE. It is really important that you continue to complete the ADASS Provider Portal survey everyday which includes questions about your levels of PPE, as we will be reviewing this information daily and contacting providers who report low PPE levels to see where we can help.

Wherever possible we would encourage you to:

- Continue to try and secure PPE supplies through your usual supply routes in the first instance.
- Contact the NSDR via the 24/7 helpline: **0800 915 9964** (Freephone number in the UK) or Mutual Aid on **02033223912** if you are unable to secure through usual channels

- Contact the Council at [PPRequests@croydon.gov.uk](mailto:PPRequests@croydon.gov.uk) if you have less than 3-days of PPE supply and have exhausted all other options.

**Train the Trainer on infection, prevention and control** – The CCG and council are exploring further infection control and prevention training for care homes using a train the trainer approach being rolled out nationally. The training is being planned and will link into the trainers you use (some of you will have been contacted about this). More details will be released soon on our webpage.

**Dedicated app for social care workers launched** - A new dedicated app for the adult social care workforce in England has been launched to support staff through the coronavirus (COVID-19) pandemic:

- Care workers get access to guidance, learning resources, discounts and other support all in one place
- Support will be offered on mental health and wellbeing through toolkits and resources
- The Care Workforce app will unite 1.5 million care workers across more than 18,000 care providers

For more information please click [here](#).

**Residents requiring aerosol generating procedures** – We are seeking information on care home residents who require one of the following Aerosol Generating Procedures. Please complete the information required in the letter ([please click here](#)) if you require any of the procedures listed in the letter.

#### Useful Contacts:

- **Skills for Care Register Manager advice line**-(0113) 2411260 or e-mail [RMAdvice@skillsforcare.org.uk](mailto:RMAdvice@skillsforcare.org.uk)

#### Webinars / Workshops

##### St Christopher's

- Monday 18th May – 2pm: Considering psychological and spiritual support in the light of Covid-19' webinar for all care homes across SE London and Croydon (including mental health and learning disabilities)

**FREE bite size sessions** aimed at a number of professional groups (including GPs and care homes) are also being planned. The following sessions are available so far:

- Advance Care Planning
- Challenging Conversations
- Terminal Agitation
- Wellbeing, resilience and self-care (includes 4 short videos) For further information please click here: link to webpage: [https://www.stchristophers.org.uk/stc\\_education\\_event/virtual-learning/](https://www.stchristophers.org.uk/stc_education_event/virtual-learning/)

**Next Info Session on Teams** – We look forward to seeing you at the next information session on **Thursday 21<sup>st</sup> May at 1pm**. If you have any queries please contact [enquiriesBC@croydon.gov.uk](mailto:enquiriesBC@croydon.gov.uk)

Thanks again for you and your carers great support of our vulnerable residents.

Care Home Commissioning Team

