

22nd May 2020

Dear Provider,

DATA RETURN VIA MARKET INSIGHT TOOL

You should have been emailed directly from the ADASS team regarding a set of new questions you are required to complete before [submitting the daily survey](#). There are now two tabs that you will need to complete. The first tab is a form with one-off questions for the government, the second tab has the usual daily survey questions. Please note, it is very important that you complete this survey as this information will be sent to government and will help inform future decisions relating to covid19 support for care homes. I understand that you are not always able to submit the survey daily, however we have been urged to push for a 100% return rate for this survey by 5pm today. Currently, you will only be required to submit the questions in tab 1 once.

CORONAVIRUS SYMPTOMS

From 18th May 2020 the general clinical case definition for COVID-19 has been updated to include loss of or change in smell or taste. It is now **new continuous cough OR fever OR loss of/ change in smell or taste**. Everyone, including health and social care workers, should self-isolate if they develop a new continuous cough or fever or loss of/ change in smell or taste. The individual's household should also self-isolate for 14 days as per the current guidelines and the individual should stay at home for 7 days, or longer if they still have symptoms other than cough or loss of sense of smell or taste. Please check the Support for Care Homes during Covid-19 webpage for all the latest information - <http://valuecroydon.com/support-for-care-homes-during-covid-2-2>

The one pager Croydon guidance to support you caring for residents with symptoms has been updated and can be found [here](#).

TESTING

Online portal for care homes to arrange Covid-19 testing – Online portal was launched last 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.

Please click [here](#) for a summary of the guidance issued by the Department Health and Social Care. 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 and to access the portal please click [here](#). **Please let us know when you have registered for the portal and as soon as you get the results by emailing us on enquiriesBC@croydon.gov.uk** We can help you with any actions that have to be taken.

Please click [here](#) for further information on testing and what to do if your home as a coronavirus outbreak.

Testing for staff – various options are available to you for your staff or for members of their households. Further information can be found on our support webpage by clicking [here](#).

Covid-19 mobile testing unit – the government mobile testing unit will be back in Croydon on 23rd and 24th 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>**

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

OTHER INFORMATION

Death of a co-worker – The Department of Health and Social Care (DHSC) are asking all employers to tell them about the deaths of all types of workers in the adult social care sector, regardless of role or employer, and including volunteers. Please click [here](#) for guidance informing DHSC of the death of a worker in social care.

PPE - Wherever possible we would encourage you to continue to try and secure PPE supplies through your usual supply routes in the first instance. Further information on sourcing PPE and emergency supplies can be found on the webpage, please click [here](#) for further information. Also please 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.

ADDITIONAL SUPPORT

- **World Mental Health Awareness Week** – Mental Health Awareness Week started ton 18th May. It's an important time in the calendar, especially as our society could still do more to recognise the everyday mental health challenges that all of us face. For more information visit - <https://www.mentalhealth.org.uk/coronavirus>
- **Action for Happiness** - has good tips on being kind to others (and to their staff). It is a movement of people committed to building a happier and more caring society: <https://www.actionforhappiness.org/>
- **Financial Support - The Care Workers' Charity** - provide crisis grants to people have worked in a paid role in the UK's care sector and are involved in or support the provision of care. This includes people who have been involved in residential social care, home care, supported living care or day care. Staff can apply for financial support from: <https://www.thecareworkerscharity.org.uk/>
- **Croydon Talking Therapies (IAPT)** is providing **immediate support to front line/key workers** in the Borough. Simply call 020 2338 4040 and *state you are a staff member* and you will be connected to a clinician who you can talk to, confidentially, about how you're feeling.
- **Psychological First Aid principles** - if any managers are not sure how to approach support for all their staff, these are ideas for them in terms of facilitating staff group sessions or for 1:1 use when a distressing events happen. Please click [here](#) for care homes guide/prompt for COVID-19 Consultations. Also please click [here](#) for an article on Psychological First Aid can help support family and friends through a crisis.
- A range of well-being resources for Social Care and Care Home managers and staff has been shared through LGA/ADASS networks:
 - **Health & Wellbeing Information for Care Staff**

- **NHS Wellbeing of Care Home staff – guidance for managers and leaders**
- **NHS Care Home psychological wellbeing guidance for staff**

The resources and all of the above information can be found on the webpage, along with other useful wellbeing links. Please click [here](#) to access the webpage.

Staff rewards and discounts: Below are the links for discount cards your home care staff can access. We would really encourage you to make your staff aware of the benefits that are available them. Information can also be found on webpage, please click [here](#).

- <https://workforce.adultsocialcare.uk/login>
- <https://www.bluelightcard.co.uk/>

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

WEBINARS AND VIRTUAL MEETINGS/TRAINING

Care Homes Response Group - We are looking for regional managers/care home managers to join a recently established Croydon Strategic Care Homes group. This group meets via Teams weekly, usually on a Tuesday for 90 mins. If you are interested in joining or have any questions please email edward.humphreys@croydon.gov.uk

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/

For further information on other training please click [here](#).

Next Info Session on Teams – We look forward to seeing you at the next information session on **Thursday 28th May 2020 at 1pm**. If you have any queries please contact enquiriesBC@croydon.gov.uk

Please check <http://valuecroydon.com/support-for-care-homes-during-covid-2-2> for all the latest guidance and information for care homes during Covid-19.

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

Care Home Commissioning Team