

4th June 2020

Dear Provider,

INFECTION CONTROL FUND

All Croydon based care homes with residents in should have received a letter from the council this morning about the council distributing the first tranche of the Infection Control Fund received from the government. Please read conditions carefully. If you have any queries please contact enquiriesBC@croydon.gov.uk

PPE

New national PPE portal for emergency orders - A new national online PPE portal is being rolled out this week which will allow **care homes with 24 beds or fewer** to order online and receive deliveries of emergency PPE at no cost. Please see the attached letter for more information on order limits and delivery timescales.

Those eligible should receive an invitation email from DHSC this week to register on the portal (they will use the email address you have registered with CQC/MRHA so make sure you regularly check this). We would encourage you to register by following the link in the email and completing the registration process.

This portal aims to replace the council's emergency PPE route for smaller providers, however Emergency PPE will still be available from council in meantime via the PPE inbox. You will only be able to order small quantities to top up supplies of PPE via the portal (100 masks, 400 aprons and 400 pairs of gloves), however if you are interested in sourcing larger orders of PPE (up to 6 weeks' worth) at cost prices please contact pperequests@croydon.gov.uk

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](#).

ENHANCED CLINICAL SUPPORT

As part of the Phase 2 Covid Response, an enhanced clinical support offer is currently being developed for Care Homes. This enhanced offer will entail:

- Weekly check-ins with clinical professionals
- Access to a multidisciplinary team to review patients with more complex needs
- Enhanced access to pharmacy support
- A clinical lead allocated to each care home to help with the coordination of the primary and community care response where necessary

Most Care Homes already have very well-established relationship with their GP leads and where appropriate they should continue to contact practices for their residents' clinical needs. Clinical leads have been identified and will be confirmed to Care Homes in due course. Our Borough GP clinical lead for Care Homes is Dr Rachel Tunbridge and the Community clinical lead is Dr Chris Bell (Community Geriatrician).

For acute and urgent needs Care Homes should continue to use the [Imedicare Telemedicine Service](#) (where available) or NHS111 and Rapid Response where telemedicine is not available.

TESTING

Online portal for care homes to arrange Covid-19 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 further information. **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**

Please click [here](#) for further information on testing and what to do if your home has 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 Sunday 7th June and Monday 8th June 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.

ADDITIONAL SUPPORT

NHS SW London Infection Protection and Control (IPC) training in care homes - Thank you to everyone who has participated in Phase 1 of the IPC training. We have had some positive feedback and some good discussions were had during the sessions.

Phase 2 is starting next week and will involve face to face training for all care home staff (this includes care staff, admin/office teams, housekeeping and catering staff). A trainer will be allocated to your home and will make direct telephone contact with you to arrange suitable times to come and undertake the training. This is an interactive session and staff will need to be assessed as competent at the end of the training. Please can you ensure you have a complete roll call of staff names available for your trainer so they can be sure to teach everyone.

Any homes who would like to nominate their own trainer is welcome to do so. Please can you email the name of the trainer to swlccg.carehomesupport@nhs.net and we will arrange for training to be given to the trainer. We ask that internal trainers collate names of those trained for our records. Competency would still need to be assessed by the internal trainer.

Phase 2 training can be delivered virtually, and some homes have asked for this already. However, in order to deliver this effectively you must ensure you have a reliable internet connection, a webcam and knowledge of how to link to a Microsoft Teams meeting.

Care Provider Alliance: Business Continuity Guidance - The CPA has [developed guidance](#) to help care providers to develop a business continuity plan, as well as a template plan that can be used to either create or update existing plans.

WEBINARS AND VIRTUAL MEETINGS/TRAINING

- **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 11th June 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