

Dear Provider,

**WEBPAGE REMINDER** - 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.

**TODAY'S CARE HOME INFORMATION SESSION** – This afternoon's information session will provide more details on the care home package funding arrangements and will answer any questions you have. Do join at 1pm via this link: [Join Microsoft Teams Meeting](#)

#### COVID-19 IN CROYDON

- **Care Homes-** We have COVID-19 cases in 6 care homes in Croydon currently. Please ensure your staff are keeping up with infection prevention and control. Full Government guidance for adult social care providers is available [here](#).
- **7-day rate (per 100,000) of confirmed cases-** Croydon: 14.0 (+7.3) London: 16.1 (+4.5) England: 19.6 (+7.8)

**HEALTHWATCH CROYDON CARE HOME SURVEY-** Thank you to those who have completed the Healthwatch Croydon Care Home Survey. So far we have responses from 92 people – 15 residents, 43 friends and family, and 34 staff across 17 homes. This is still a very small proportion of residents and staff numbers across Croydon. We will be emailing homes with specific feedback on numbers completed from their home this week. We would be grateful if you could share the survey with your staff, residents, and family and friends of your residents. We have extended the deadline for survey completion to Friday 25 September. If you have not yet completed the survey, please do so [here](#). Survey posters and printable versions of the survey were circulated on 14<sup>th</sup> August; if you did not receive these materials, please email [enquiriesBC@croydon.gov.uk](mailto:enquiriesBC@croydon.gov.uk)

**URGENT REMINDER** – As per the attached letter please email to [adultsproviderportal@croydon.gov.uk](mailto:adultsproviderportal@croydon.gov.uk) your invoice payment officer and manager/deputy manager email addresses. This is to set up the provider portal for a new, quicker method of paying care homes. More details are in [Attachment 1](#).

**LONDON CARE HOME RESOURCE PACK** - Please find attached the London Care Home Resource Pack which provides clear guidance for London Care Homes aligned with NHS 111 Star lines and the London COVID-19 Resource Pack for Primary Care. This pack also includes the 'Suspected coronavirus care pathway for residential and nursing care residents. [Attachment 2](#)

**AUSTISM STRATEGY ENGAGEMENT SURVEY** - We are currently developing the Council's Autism Strategy 2020-2024 to improve the lives of those with autism and their families in the borough. If you would like to contribute to the development of the strategy, please click [here](#) to provide your feedback on our draft outcomes and priorities.

**INFECTION CONTROL FUND** – We are required to submit a return to government this month on how the care homes have spent the Infection Control Fund. Please look out for a document we will be asking all homes to complete over the next few days.

#### TESTING -

- **Register for testing** - To register for testing please access the digital portal [here](#).
- **Testing after positive results** - If you are testing any residents or get any positive results (staff or residents), please contact the Health Protection Team (London Coronavirus Response Cell – LCRC) on 0344 326 2052 (do not press any options just hold until answered by an operator) and notify the Croydon Director of Public Health, [rachel.flowers@croydon.gov.uk](mailto:rachel.flowers@croydon.gov.uk)

- **Guidance for taking swab samples-** the Government has issued videos and instructions for how to take swab samples for Covid-19 testing. This includes how to take a nose swab, and how to take a combined throat and nose swab. The resources are available [here](#).
- **Antibody testing-** Antibody testing is now available for care homes at the Croydon Sexual Health Centre at Croydon University Hospital. 4 staff members from each care home can attend the clinic between 08:30 and 16:30 each day. Please remember that although a positive antibody test does give evidence that someone has had Covid-19 it does not change the need for that individual to continue undertaking regular swabs for testing of Covid-19 and use of PPE. We do not currently know if a positive test means that someone has immunity, so they may still be susceptible to Covid-19 and able to pass it on.

**MENTAL HEALTH & WELLBEING SUPPORT** - A new [Keeping Well for Health and Care Workers](#) webinar series is designed to help manage the emotional health and wellbeing of those working in health and care services, whether at the front line or in supporting services. Taking place on Thursdays at 4pm, each session has a focus on sustaining staff wellbeing and will explore topics such as preventing burnout, coping with stress and sleeping better. The full schedule and recorded webinars are available from the [Thrive LDN website](#).

**PPE** – The National PPE Portal has now been extended to all care homes. All care homes with low PPE supplies should now use the National PPE Portal. Providers requesting PPE from the Council via [pperequests@croydon.gov.uk](mailto:pperequests@croydon.gov.uk) will now be redirected to the National PPE Portal. To access the portal, please click [here](#). 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 please click [here](#).

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

Care Home Commissioning Team



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