

Dear All,

We understand that it is very time consuming and difficult to keep up with changes to guidance, etc. We will do our best to keep you updated by sending you some information regularly though we would advise that you keep checking in on the PEN website: <https://www.devon.gov.uk/providerengagementnetwork/resources/coronavirus-advice>.

Help us with the future of Adult Care and Health:

Source; PEN

As a result of the COVID19 crisis, Devon County Council and its partners have had to change their ways of working to meet demands of a fast changing environment. Today, we are unsure what 'the new normal' will mean for all of us.

As a part of looking at the world we all want, we would really value your contribution in understanding what, after the crisis, we should Return to, what should we Retain, Resist or do Radically different.

To help shape the future of Care in Devon can you answer the '[4Rs' in the survey](#) as openly as possible as it will help make a positive step towards making a new normal that we want.

Any personal information you give to us will be processed in accordance with the UK Data Protection Act 2018 and GDPR and will be anonymised.

Test and Trace: response to provider queries:

Source; PEN

[Guidance on the national Test and Trace service](#) was published on 27th May 2020.

Since then, we have received a number of enquiries from providers raising concerns at the potential impact on the availability of staff in their settings given the potential for self-isolation.

Please note this published guidance signposts to separate [guidance for health and care workers on testing](#) which was updated on 31st May 2020. This followed publication of [a letter from Ros Roughton, Director General of Social Care at DHSC](#), which outlined how the test and trace guidance about isolating after 'close contact' with someone with symptoms or COVID-19, would apply to care settings.

This specifies that the process for such staff is different depending on whether the contact was made in the community or in a health and care work setting.

In the former case, the guidance applies as it does to any other person – refer to the [Test and Trace guidance](#).

In the latter case, if the contact occurred when the staff member was wearing appropriate PPE for the setting and activity, no further action is usually required.

If appropriate PPE was not being used, or there was a breach in the PPE, then this should be reported to the person's line manager who is asked to carry out a risk assessment as detailed in section 4 of the guidance.

This puts further emphasis on the correct usage of PPE appropriate to the activity and setting. It also puts emphasis on the importance of social distancing when not wearing PPE in the work setting including in staff rooms when taking breaks. And also in doing all we can to limit the number of staff working in a setting and contact between them as outlined in the recently updated guidance on infection prevention and control.

The national Test and Trace service is new and its implementation is still being worked through. We are seeking further clarification for its application in health and care settings and colleagues should check the national guidance for updates if and when such incidents occur.

Hub conference calls:

Ilfracombe and Barnstaple Hubs on Tuesdays at 2pm.

Crediton and Tiverton Hubs on Wednesday at 2pm.

Bideford and Torrington Hubs on Thursday at 2pm.

Reporting concerns to DCC

Please email: adultsc.adultcarehealthcovid19-mailbox@devon.gov.uk and copy in ndht.devoncares@nhs.net

Devon Coronavirus Emergency Helpline:

Source; DCC

Keeping Devon's most vulnerable residents safe remains our top priority. Anyone who is isolated and urgently needs essential food, medicine, care or social support, and doesn't have any family, friends, neighbours or community to help them, can contact the Devon Coronavirus Emergency Helpline on [0345 155 1011](tel:0345 155 1011)

If you have missed any of our Daily Covid-19 updates you can find them on our [Devon Cares](#) website.

If there is anything you want covering in the near future please contact lisa.reynolds15@nhs.net and I will do my best to source the answers for you 😊

Keep Safe,

Kind regards
Devon Cares Team