

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>.

Infection Control Fund information and teleconference

Source; PEN

Devon County Council support to help care homes to access the Infection Control Fund

DCC will run teleconferences about the Fund on **Wednesday 10 June at 12 noon, 1pm and 2 pm.**

To join please email: adultsc.adultcarehealthcovid19-mailbox@devon.gov.uk

Medicines and Healthcare Products Regulatory Agency Central Alerting System

Source; PEN

The Medicines and Healthcare Products Regulatory Agency's Central Alerting System (CAS) is a web-based cascading system for issuing patient safety alerts, important public health messages and other safety critical information and guidance, which providers are encouraged to join.

This Helpsheet explains the registration process.

Next DCC and NHS Devon provider webinar:

Source; PEN

Our next webinar on 11 June will focus on medicines management and supporting people with learning disabilities. Please follow this link to join.

Day Opportunities support update:

Source; PEN

To help day opportunities providers use of un-furloughed staff before the Government deadline of 10 June, DCC has agreed a support package detailed in this letter sent to providers on 8 June.

Residents urged to watch out for coronavirus 'test and trace' scam:

Source; [DCC](#)

[Devon, Somerset and Torbay Trading Standards Service](#) is warning residents to be aware of scammers looking to exploit the new NHS Test and Trace service.

The government system, which launched last week, is designed to reduce the spread of coronavirus (COVID-19) by quickly testing people with symptoms and either phoning, texting or emailing whoever they have had close contact with to tell them to isolate for 14 days.

There are concerns that some people, particularly the vulnerable or elderly, could be susceptible to fake calls or messages from criminals looking to get access to personal information or trick them into handing over money.

Contact tracers **WILL**:

- call you from 0300 013 5000
- send you text messages from 'NHS'
- ask you to sign into the NHS test and trace contact-tracing website
- ask for your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating
- ask about the coronavirus symptoms you have been experiencing
- ask you to provide the name, telephone number and/or email address of anyone you have had close contact with in the 2 days prior to your symptoms starting
- ask if anyone you have been in contact with is under 18 or lives outside of England

Contact tracers **WILL NEVER**:

- ask you to dial a premium rate number to speak to them (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product of any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

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:03451551011)

If you have missed any of our 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