

## Provider Newsletter: No 40

Dear Provider,

Welcome to our latest newsletter, we hope this keeps you up-to-date on our current news and provides some useful information.

Do you have anything you would like to share? Please let us know and we will feature it in forthcoming newsletters.



Data taken from 30/10/2020

### **Best Practice:**

Thank you Sheila May, Exmoor Care.

Sheila was recently contacted to restart care to support discharge. Due to her knowledge of the wider family and local community she identified a transmission risk if the patient, who was Covid positive, was discharged. The patient was subsequently kept in hospital until no longer infectious.

### **Recruitment:**

The sector-based academy with DWP and Learn Devon takes place next week. Thank you to the individuals who have provided case studies to demonstrate the career opportunities available.

Feedback from providers indicates that Facebook continues to be an effective tool for recruitment, alongside word of mouth.

### **Monthly provider conference calls:**

Devon Cares hosts an all provider conference call on the first Friday of every month. Please put the following dates in your diary 😊

|   |
|---|
| Friday 6 <sup>th</sup> November 11:00 – 12:30 |
| Friday 4 <sup>th</sup> December 11:00 – 12:00 |
| Friday 8 <sup>th</sup> January 11:00 – 12:00  |

The call on Friday 6<sup>th</sup> November has been extended to ensure sufficient time for the two speakers, Tracy Jolly (SWASFT) and Matt Hurley (DWP). There will be a Q&A, and if able, providers are asked to submit questions in advance to enable Tracy and Matt to be prepared.

### **Hubs conference calls:**

These calls give providers the opportunity to discuss any case-management issues they want to escalate with packages of care. It also enables providers to discuss PoC and where it would benefit both providers to swap. All providers are expected to attend the Hub calls appropriate to their locations of activity.

- Zone 1 – Thursday 19<sup>th</sup> November at 2pm
- Zone 2 – Tuesday 17<sup>th</sup> November at 2pm
- Zone 3 – Wednesday 18<sup>th</sup> November at 2pm

Agenda and confirmation of contact details will be circulated the morning of the meetings.

Due to the resurgence of Covid-19, this will be an agenda item in each Hub meeting.

### **Message from the Devon Safeguarding Adults Partnership:**

The chair of the Devon Safeguarding Board expressed her appreciation to providers for their hard work during COVID-19.

### **Proud to Care Winter Pressures campaign goes live:**

Source PEN: 19<sup>th</sup> October

Proud to Care Winter Pressures campaign goes live on 26 October for 3 months.

Providers can upload their vacancies, without charge, to benefit from the social media advertising and job matching across Devon.

Please read full details.

### **Mental Health support reminder:**

Devon Partnership NHS Trust offers a free service, Talkworks, people can self refer by completing a form on this page: <https://www.talkworks.dpt.nhs.uk/nhs-mental-health-support/nhs-social-care-worker-support>

Or you/your team can phone or text Frontline. Text 85258 or phone 0300 131 7000 from 7am to 11pm.

You are all doing a fantastic job, but sometimes the pressure can affect us all, please make sure you access the support available at these times. Both lines are completely confidential.

### **Help for patients struggling with energy costs:**

Do you have clients who are struggling to pay their energy and water bills or living in a cold or damp home? Not being able to afford heating bills and not keeping a property warm enough can have a serious impact on a person's health and wellbeing.

361 Community Energy CIC can help. Its trained, local home energy advisors provide friendly telephone advice and home visits to vulnerable people across North Devon and Torridge.

This includes supporting people to switch to cheaper tariffs, access to grants for home energy efficiency improvements such as insulation, new heating and renewables, free energy saving measures such as LED lightbulbs and energy saving advice.

They can also help with more complex cases such as fuel and water debt as well as refer to other services to make sure people are getting all the benefits they are entitled to and other local support to improve wellbeing and housing condition.

To refer someone telephone: 01271 599361 or email [info@361energy.org](mailto:info@361energy.org) or online: [www.361energy.org](http://www.361energy.org)

### **Fit tester training and change of FFP3 masks:**

Source PEN: 22<sup>nd</sup> October

Free online training on the use of FFP3 masks is now available for providers to enable their staff to become their own in-house fit testers. The fit testers do not have to be medically trained nor state registered.

A change of FFP3 mask type requires carers to be refit tested to the new brand of masks and having their own in-house fit testers will enable providers to have a responsive approach for their staff and clients.

The model of FFP3 masks available within the Devon system is about to change to GVS\_F31000 and Optimum Medical HY9330 with other masks are expected to be available from late November or early December.

There is limited stock of the 3M and Cardinal brands left within the Devon system. It is inevitable that carer staff will have to be refit tested during the winter period to the new type of masks.

Two fit-testing training are now available on Monday 2 November from 1-4pm and on Friday 6 November from 9am to 12noon and places can be booked by emailing [d-ccg.ppestores@nhs.net](mailto:d-ccg.ppestores@nhs.net)

### **Have you ordered Care badges for you and your team?**

If not, you can do so here: <https://badges.adultsocialcare.uk>

## **Infection Control Fund Round 2:**

Source PEN: 22<sup>nd</sup> October

You will have seen in the letter from the Minister of State for Care, Helen Whately, that the Infection Control Fund set up in May has been extended until March 2021, with an extra £546 million of funding nationally.

The purpose of the Infection Control Fund is to support adult social care providers to reduce the rate of COVID-19 transmission within and between regulated care settings, in particular by helping to reduce the need for staff movements between sites.

Devon County Council has been allocated £9.14m from the Fund for infection control and is responsible for issuing the payments, following arrangements set out by government. There are revised conditions from the original Infection Control Fund which will be detailed in a Grant Agreement being sent by DCC.

Please note:

- The fund will be paid in two instalments
- First payment will be made in Autumn 2020
- Second payment will be made by January 2021

Providers eligible for the fund must return a signed grant agreement and return confirmation of expenditure through monthly reporting; the monthly reporting schedule is a requirement set by the Department of Health and Social Care

The grant must be fully spent on infection control measures (as outlined in the conditions) by 31 March 2020

State aid rules apply to this funding

Payment is contingent on providers completing the Capacity Tracker and/or the CQC homecare survey (as per government guidance) at least twice (two consecutive weeks) and committing to doing so once per week until the 31 March 2021. Please make sure you are updating the CQC homecare survey and the Capacity Tracker, including the weekly updates to the ASC Infection Control questions on the Capacity Tracker.

Should you have any queries please email the following mailbox:

[adultsc.adultcarehealthcovid19-mailbox@devon.gov.uk](mailto:adultsc.adultcarehealthcovid19-mailbox@devon.gov.uk)

## **Hospital Visiting changes:**

Source: NDHT

Visiting restrictions update

Due to the rise in COVID-19 cases, in order to protect vulnerable patients and staff, hospitals across Devon have taken the difficult decision to further restrict visiting to compassionate grounds and for carers only.

We appreciate how hard separation can be for families and patients and we have a number of measures in place to ensure contact is maintained. These include regular contact from staff to a designated family member, the use of iPads for 'virtual visiting' and our patient experience team can receive and pass on letters, drawings and cards from loved ones to patients.

From **Thursday 29 October 2020, at 7pm**, to reduce the risk to patients, staff and visitors, **no visiting will be allowed at NDDH or South Molton Community Hospital** except:

- If there are specific reasons of safety – Dementia or learning disability where anxiety would be increased significantly.
- Inpatients under the age of 18 years old – One parent/guardian only (both parents are permitted in the special care baby unit).
- At outpatient and diagnostic appointments where a patient may need emotional support, they can be accompanied by one person from the same household or support bubble.
- A patient receiving end-of-life care can receive more than one visitor from the same household or support bubble within a 24 hour period.

**Please note that there are no changes to maternity services restrictions.** The maternity visiting and appointment restrictions, which have been in place since 2 October 2020, are as follows:

- One partner or designated individual is able to attend the dating scan (at approx 12 weeks) **and** the anomaly scan (at 20 weeks). They are not able to stay for any subsequent appointments with a doctor or midwife.
- All other scans, such as growth scans, should be attended alone, though exceptions can be made if we anticipate having to break bad news.
- If a woman is being induced, they can have a partner or designated individual attend with them between the hours of 10am and 6pm. Outside of these hours our staff will continue to contact partners and ask them to attend the unit if, due to pain or distress, support is required.
- One partner or designated individual may make an appointment with ward staff to visit Bassett Ward once per day for a set time between the hours of 10am and 6pm.
- If a woman is being cared for in labour ward or in theatre, they can have one birth partner with them. This is usually when they are in labour, having a caesarean or in the immediate postnatal period.

These updated visiting restrictions will be in place from 7pm tomorrow evening. Even under these circumstances, people should not visit if they are displaying COVID-19 symptoms or should be self-isolating because they live with someone who has symptoms.

We are also advising that people should also avoid travelling where possible, and should not travel to or from areas that have been categorised in the high/very high alert level (national Tiers 2 & 3).

For those who can visit they must follow our visiting guidance [available here on the Trust website](#) and ensure they follow all social distancing, PPE and handwashing rules.

Natasha Koerner (Head of Service)  
01271 337823/07971 822521

Vicky Hancock (Operations Manager)  
01392 388060

Jill Thorne (Care Broker) – Zone 1 Champion  
01392 388825

Rachael Jeffery (Care Broker) – Zone 2 Champion  
01392 388826

Tanya Campbell (Care Broker) – Zone 3 Champion  
01392 388824

Lisa Reynolds (Devon Cares administrator)  
01392 388827

[ndht.DevonCares@nhs.net](mailto:ndht.DevonCares@nhs.net)

George King – Devon Cares Finance  
01271 314023

If you are experiencing any issues with NHS mail then  
please contact our IT Service Help Desk.

The Help Desk is manned 8.30am to 5pm Monday to Friday

NHS IT Service Help Desk  
0300 123 1722