



Information

for adult social care providers

CORONAVIRUS
**PROTECT
YOURSELF
& OTHERS**



Issue 21

Dear Colleague,

We recognise that the environment for providers remains challenging and I would like to thank you for your continued support and engagement.

Please find our latest update on key topics, which includes FFP3 mask fit testing support and updated guidance on workforce issues. I would also encourage you to join our [weekly conference calls](#) and visit our dedicated [provider Covid-19 webpages](#).

Discharges

The Discharge Hub continues to operate seven days a week and any discharges will be carried out through the hub. Staff from the hub will contact you to agree the support or care required and confirm with you this has been accepted and will be in place. You will then receive contact from the customer service centre with the support plan, individual placement agreement or order. Once this has been confirmed the staff on the ward will contact you to confirm the date for discharge.

If you have any queries about this, please contact 0116 305 7263 or via enquirylinequality&contracts@leics.gov.uk.

Guidance on workforce issues

This document pulls together in one place some of the [latest key guidance](#) issued to community services, care home and domiciliary care providers and staff, in response to the COVID-19 incident.

New Support App for Social Care Workforce

A new app is available for the adult social care workforce in England to support staff during the COVID-19 pandemic. The Care Workforce app will act as a single digital hub for social care workers to access relevant updates, guidance, support and discounts from their phone or smart device.

FFP3 Mask Fit Testing Support

In [issue 20](#) of the provider bulletin, we talked about how partners across Leicester Leicestershire and Rutland (LLR) have come together to offer fit testing support to homes and other services in difficulty.

Current PPE guidance recommends that staff need to use the following PPE when they are involved in aerosol generating procedures:

- A filtering face piece class 3 (FFP3) respirator
- Long sleeved fluid repellent gown that covers arms and body
- A full-face shield or visor
- Disposable plastic gloves

We recognise sourcing PPE can be difficult in the current circumstances and are contacting homes to establish how many staff are carrying out AGP's, so we can support homes (where required) with mask fit testing for a FFP3 respirator and where required, a small supply of these masks.

The fit testing will predominantly take place in the Training Room at the Croft Depot, Arbor Road, Croft, but St. John's House (City) and Coalville Community Resource Centre will also be used if required.

Sessions will run Monday – Friday (excluding Monday 25 May Bank Holiday) until 12 June. To arrange a booking please contact enquirylinequality&contracts@leics.gov.uk leaving a contact telephone number. The booking administrator will be in touch thereafter.

When booking, please inform the administrator of your home's or service's FFP3 status. Staff attending must bring the FFP3 mask you are currently using in your service, so that these can be fit tested. If you don't have any FFP3 masks, one will be provided for the test and an initial supply arranged. Other necessary information will be discussed at the time of booking.

How to administer First Aid during Covid-19

We recognise that first aid remains a crucial skill even as the country deals with the COVID-19 pandemic. [St John Ambulance](#) have put together advice for first aiders so that you can continue to keep those you care for and yourself safe.

Technology update

NHSmal secure email

Thank you to everyone who is now fully up and running with NHSmal. We hope this is supporting you in your communications with health and care colleagues.

Nationally, there are now [more than 10,000 providers signed up to NHSmail](#). In LLR, more than 95% of homes have registered at this stage, and over 84% of homes now have at least one account up and running, much higher rates than the Midlands and national average. In turn, 192 domiciliary care providers have been registered, with nearly 80 up and running so far.

HIS are proactively phoning homes to complete the setup process. If you would like support to complete your setup, please contact CareHomeITAdmin@leics-his.nhs.uk.

Some short videos are currently being created to support new users of NHSmail. These will be published to the [Digital Social Care](#) site shortly. We'll let you know when they are available.

Collaboration and contact using Microsoft Teams

Access to the collaboration platform Microsoft Teams has been provided alongside NHSmail access. Digital Social Care has lots of information on [how to get started with Microsoft Teams](#).

Improving broadband access

NHS X and NHS Digital have negotiated offers with telecoms companies to enable you to [improve your internet access](#) more easily and cost-effectively.

Feedback

If you are making successful use of digital tools including NHSmail and Teams, and would like to share your experience so others can benefit, please contact staylor@rutland.gov.uk.

Thank you for your continued support.

Yours sincerely

Jon Wilson
Director of Adults & Communities