

Welcome to the latest Residential and Nursing Home communication from Hampshire and Isle of Wight.

Dear Colleagues,

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Testing of symptomatic residents in care and nursing homes

The ability to test all symptomatic residents in care and nursing homes has been long awaited. Hampshire, Southampton and Portsmouth have now stood up an enhanced community screening service for care and nursing homes, meaning that all symptomatic residents should be able to be screened.

This service will operate on two levels:

For residential homes who may be unable to swab residents themselves: the Community Testing Service (CTS) will drop swabs and a clinician to your home to undertake swabbing and staff can observe these in order to carry out future swabs as required if they feel comfortable to do so.

For nursing homes, the CTS will drop swabs and instructions at homes for providers to carry out swabbing and then pick these used swabs back up and take them to the local laboratory for testing.

All test results will be phoned to homes 7 days a week.

To access screening for symptomatic residents:

New outbreaks: need to be notified to Public Health England local Health Protection Team:

- In hours: 0344 225 3861 option 2
- Out of hours: 0844 967 0082

PHE will arrange testing of all symptomatic residents notified as part of the outbreak through the Community Testing Service.

Further symptomatic residents post initial outbreak screening: needs to be notified to the HIOW Infection Prevention and Control Service:

- Email: hiow.c19ipc@nhs.net
- Telephone: 08703156601

The HIOW IPC service will arrange testing of all symptomatic residents. Additional swabs can be left with the home for further testing and the home can arrange transport for these subsequent swabs by emailing the above email address.

When accessing both PHE and HIOW IPC service you will need to have the following details to hand:

- Resident forename and surname
- Date of Birth
- NHS Number
- Home address and postcode
- GP practice of resident
- Type of home (nursing or residential)
- Outbreak or ongoing diagnostic testing
- Symptoms
- Date of onset of symptoms

We are aware of the Secretary of State for Health announcement that all care home staff and residents, whether symptomatic or not are now eligible for testing. We are awaiting more details around how the government are planning to achieve this objective but at present, the focus of the CTS will be on testing symptomatic residents. Staff should continue to access testing sites or home testing kits.

OUTBREAK

Notify PHE

In hours: 0344 225 3861 option 2

Out of hours: 0844 967 0082

ONGOING CASES NEEDING TESTING

Notify HIOW IPC
hiow.c19ipc@nhs.net 7 days a week
09.00-16.00

Resident meets possible COVID-19 criteria

1. Fever $\geq 37.8^{\circ}\text{C}$ OR
2. New onset continuous cough OR
3. Influenza like illness
4. Worsening shortness of breath

Testing arranged through the Community Testing Service (CTS)

COVID-19 Primary Testing
Public Health England

ADDRESS INFORMATION
Care home, Nursing home, Hosp, Other

PATIENT SOURCE INFORMATION
Residential home, School, Nursing home, HMP, Other

SAMPLE INFORMATION
Sample type, Date of collection, Date sent

REASON FOR TESTING
Care home staff, Care home resident, NHS staff, Other

CLINICAL/DETAIL/OPERATIONAL INFORMATION
Onset date of symptoms, Details of symptoms

Samples collected using E40 PHE form

COVID-19 Community Testing Service - Diagnostic Testing

RESIDENT INFORMATION
Residential home, School, Nursing home, HMP, Other

PATIENT/RESIDENT SOURCE INFORMATION
Residential home resident, Key worker, Residential school resident, HMP resident

SAMPLE INFORMATION
Combined Nasal/Throat swab, Nasal swab, Throat swab

REASON FOR TESTING
Residential/nursing home resident, Key worker, Residential school resident, HMP resident, Pre-admission screen, Other

CLINICAL DETAILS / PRESENTATION
Onset of symptoms date, Fever $\geq 37.8^{\circ}\text{C}$, Continuous cough, Shortness of breath, Other

Samples collected using CTS request form

Samples collected by CTS and taken to local laboratory

PHE outbreak tests: Laboratory feeds results through to PHE to phone results to care homes and GP's

Diagnostic screening: Laboratory feeds results through to IPC service to phone results to care homes and GP's

Key Worker Testing for COVID-19

The testing site at Portsmouth (M275 Tipner Junction (J1) PO2 8AN) has now changed from a drop in service to a digital booking appointment only service.

The times of operation continue to be **10-1pm** and **2-5pm 7 days a week**. These this might be extend dependent upon demand.

Digital Booking Service

Tests can be booked in 2 ways:

- Employers can [register and refer self-isolating staff](#)
- Employees will be able to [book a test directly for themselves or members of their household](#) who are experiencing symptoms – a high temperature or new continuous cough.

Self-referral

Essential workers who are self-isolating can [book a test directly](#). You can select a regional test site drive-through appointment or home test kit.

Home test kit availability will initially be limited but more will become available. There is good availability of regional test sites, so please select this option if you can.

Employer referral

The employer referral portal allows employers to refer essential workers who are self-isolating either because they or member(s) of their household have coronavirus symptoms, for testing. It is a secure portal for employers to use to upload the full list of names and contact details of self-isolating essential workers.

If referred through this portal, essential workers will receive a text message with a unique invitation code to book a test for themselves (if symptomatic) or their symptomatic household member(s) at a regional testing site.

In order to obtain a login, employers of essential workers should email portalservicedesk@dhsc.gov.uk with 2 email addresses that will primarily be used to load essential worker contact details.

Once employer details have been verified, 2 login credentials will be issued for the employer referral portal.

NHS mail

The majority of you will have been now been given the opportunity to register for a secure nhs.net email address, and will now have at least two members of staff within individual nhs.net addresses as well as access to a shared nhs.net mailbox for your Care Home. If you haven't currently got access to a secure Care Home shared email address please contact your local CCG for further support as this will become the only way of communicating with CCG's, GP's and other health services in the future.

Shared mailbox – we are aware that a number of care home managers have received their individual nhs.net addresses (firstname.surname@nhs.net) but have not yet accessed their home's shared mailbox which can be accessed and used by more than one member of staff. There is a useful user guide for social care providers available (<https://www.digitalsocialcare.co.uk/wp-content/uploads/2020/04/NHSmal-User-guide-for-care-providers.pdf>) and sections 11 and 12 provide helpful and straightforward advice.

Adding users – many of you will have had your nhs.net address set up with only two users for your home, and in terms of using your home's shared mailbox it may be helpful to add additional users. Should you wish to do this please contact email support on careadmin@nhs.net or by calling 0333 200 1133.

Re-using medicines in care home settings

New guidance has been issued to support timely access to essential prescribed medicines during the COVID-19 pandemic for patients who are being cared for in a care home setting. This guidance is applicable in England and for use during the COVID-19 pandemic only and offers a framework to run a safe and effective medicines re-use scheme that is in the best interest of patients.

[Novel coronavirus \(COVID-19\) standard operating procedure Running a medicines re-use scheme in a care home or hospice setting](#)

Care home Q&A sessions

Join the HIOW CCGs, Local Authorities and Hampshire Care Association for our regular Q&A session specifically for care homes. Homes can access specialists in infection prevention, medicines management, safeguarding and end of life care to ask questions and get updates from key organisations. Open to all care homes in HIOW.

Wednesday 29 April 2020 14.30-16.00 [Join Microsoft Teams Meeting](#)

Friday 1 May 2020 14.30-16.00 [Join Microsoft Teams Meeting](#)

Revised guidance on PPE from Public Health England specifically for Care Homes and other residential settings

A number of care homes have asked for clarity around the PPE guidance contained in the April 2020 [How to work safely in care homes](#) document. **This document was updated on 27 April 2020.**

The key general summary on PPE use is:

- When providing direct care (contact) or when within 2 meters of a symptomatic resident -full PPE (apron, fluid repellent surgical face mask, gloves) is required with a risk assessment around eye protection
- When within 2 meters of a resident who has no symptoms but not performing direct care (contact) or touching them - fluid repellent surgical face mask (risk assess eye protection)
- When working in communal areas where you may be within 2 meters of a resident on occasions - fluid repellent surgical face mask (note that all symptomatic residents should be isolated).

The risk assessment on situations where homes may not require any PPE use **has now been removed.**

Cleaning products – alternatives for when your normal product is not available

COVID-19 can be spread by fomites – environmental objects that become contaminated with the virus which can survive on surfaces for about 72 hours. Cleaning is an essential part of keeping your staff and residents safe. When you can't get hold of your normal product, here are some suggested alternatives that are safe and effective:

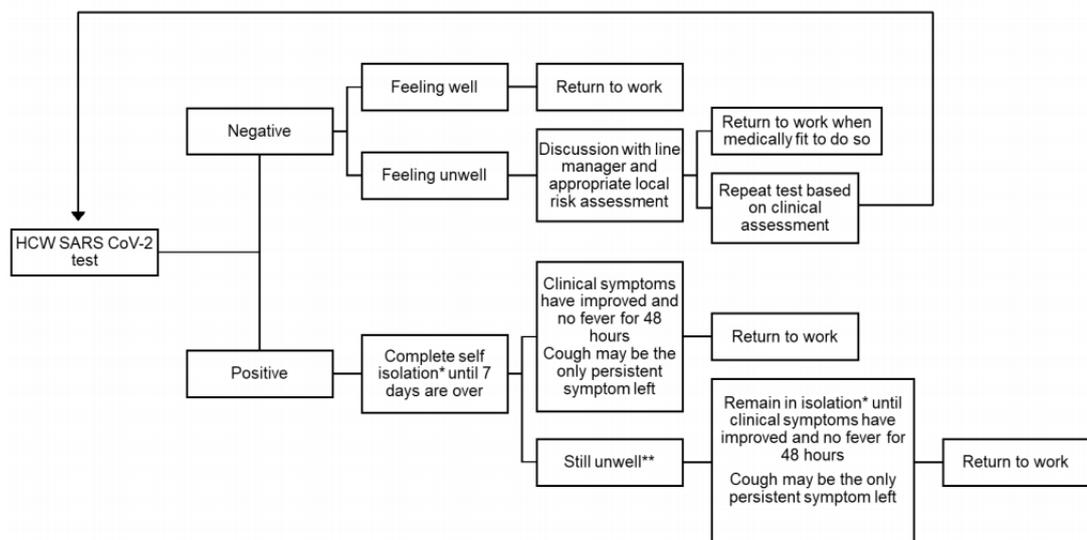
- Where detergent wipes are not available you can use the green (quaternary ammonium compound) versions of either the PDI, Clinell or Medipal wipes
- Where no wipes are available you can safely use warm, soapy water for non-electrical cleaning with paper towels or cloths, changing your cloth regularly
- Where Sanichlor, Actichlor or Actichlor plus is not available any chlorine product can be used at 1000 PPM i.e. Milton
 - Milton 2 tablets in 1 litre of water = 1000ppm of available chlorine
 - Milton Sterilising Fluid 2% 45mls of Milton fluid in 1 litre of water = 1000ppm of available chlorine

Return to work guidance

A number of homes have asked for guidance on when a member of staff can return to work following illness. This [flow diagram from PHE](#) can support decision making.



Flowchart describing return to work following a SARS-CoV-2 test



You can also approach the HIOW Infection Prevention and Control Service to discuss specific cases:

- Email: hiow.c19ipc@nhs.net
- Telephone: 08703156601

Personal Protective Equipment supply

HIOW Local Resilience Forum

As a last resort for those in critical need, the HIOW Local Resilience Forum has established a small stock of PPE.

Please only use if:

- your stock levels are critically low
- you have attempted to order from your usual supplier
- you have escalated without resolution
- you are not expecting any deliveries in the near future.

For homes in **Hampshire:**

Use the online [Order form link here](#)

For homes in **Southampton:**

Please contact: covidsilver@southampton.gov.uk

For homes in **Portsmouth:**

Please contact: PPE@portsmouthcc.gov.uk

For homes in **Isle of Wight:**

Please contact: ppe@iow.gov.uk

If the LRF are unable to fulfil your order, please use the **National Supply Disruption Response chain number 0191 283 6543**

Health and Wellbeing information for care home staff

The NHS and Local Government Association has created a resource pack to provide some advice, tips and tools on how to manage stress and wellbeing. The situation

the world is dealing with regarding COVID-19 is unprecedented and it is only natural that staff and those close to them may be feeling anxious and disorientated. The jobs you do make a massive difference to people's lives. Whilst this can be rewarding it can also be emotionally challenging. The document shares resources which you can use if you feel like you need some help, support or advice (see email attachment).



COVID-19 vaccine study – calling volunteers from the care workforce

Creating an effective vaccine is a key strategy for managing COVID-19 in the long term. As part of the vaccine development programme, care home and social care staff from the Southampton and Winchester area are invited to take part in the COVID-19 vaccine study.

The trial will involve up to 1112 volunteers with half being given the COVID-19 vaccine and half a control.

If this may be of interest to anyone able to participate, please can they contact the team via uhs.recruitmentCRF@nhs.net. A complete information sheet is attached to the communication.

Confidentiality during COVID-19

Some information has recently come to light around members of the media calling Care Homes impersonating CCG or Local Authority staff and asking for updates. The main mechanism for exchanging information should be through the National Capacity Tracker where you can record capacity, workforce details and PPE stock. Where teams require additional detail e.g. to arrange transfers of residents or support homes around workforce/PPE, they will be happy to confirm who they are by

sending a secure email from their nhs.net or gov.uk email account to your nhs.net account.

‘Care for others. Make a difference’

On Friday, a national recruitment drive called '**Care for others. Make a difference**' was launched to encourage people with the right values to take up work in social care. Under the strap line, **We need you now. They need you always**, adverts will run across national television, radio, social media and online to inspire people to make a difference now by working in social care.

DHSC have partnered with national job boards including Total jobs Group, Reed.co.uk, Monster, indeed and Target jobs who are offering support to help fill these vacancies, this ranges from free job listings to free advertising.

Advertising will continue to signpost to www.everydayisdifferent.com where applicants can go on to search for jobs via these jobs boards, as well as through DWP: Find a Job. Please continue to ensure your vacancies are listed.

How can care providers use the campaign to recruit staff?

- Advertise on the jobs boards above. Listings are free for the next four weeks
- Continue to advertise on DWP Find a Job. We have simplified the [instructions here](#)
- Continue to recruit along pathways that work for you.

We will be asking the public to **Search adult social care jobs** in order to make sure people are finding your vacancies both on our website and on other sites

Supporting the campaign on social media

Share the campaign film, or pictures of your own family members and their care workers, using the hashtags **#CareForOthers**, **#MakeaDifference** and **#ThankyouCareWorkers**.

Support the campaign on social media by visiting the [resource centre](#) and:

- Sharing the campaign films that we have adapted for social media
- Sharing the "Thank You" video
- Creating your own "Thank You video"

Please mention **@EverydaysDifferent Facebook page** in your posts.

Wessex Academic Health Science Network support for Care Homes

The Wessex AHSN Care Homes Team can remotely support Care and Nursing Homes establish processes for triaging, tracking and communicating. We are able to provide:

1. Remote support and training on Microsoft Teams enabling virtual meetings with each other and colleagues in general practice to coordinate COVID-19 response strategies, as well as advice on setting up Microsoft Teams meetings with other NHSmail colleagues
2. Advice and support on the use of RESTORE2
3. Remote support and training on the new local processes being set up to support tele-triage between care homes and acute services

Please email enquiries.carehomes@wessexahsn.net

Supporting implementation of RESTORE2™ and RESTORE2mini™ in your Care Home

Amid the current COVID-19 crisis we recognise that you and your team will be working hard to manage and protect the health and wellbeing of residents and staff in your homes.

This month, the British Geriatrics Society (BGS) released a new guide, [COVID-19: Managing the COVID-19 pandemic in care homes](#). The good practice guide offers 13 key recommendations to help all care home staff and the NHS staff who work with you to support residents through the pandemic.

One of these recommendations advises staff in care homes taking vital signs **to use the RESTORE2™ tool to recognise deterioration in residents, measure vital signs and communicate concerns to other healthcare professionals in order to escalate care appropriately.** RESTORE2™ also addresses End of Life care

(DNACPR/Advanced Care Plans etc.) to ensure resident's preferences are considered.

In areas where it is not appropriate for staff to measure vital signs a "Soft Signs" only version is available. RESTORE2Mini™ uses soft signs to enable early identification and treatment of deterioration and thereby avoid unnecessary transfers to hospital. It is based on evidence that physical deterioration can be identified by carers before vital signs measurements change.

We are aware that some Care Homes are already using RESTORE2™ and RESTORE2mini™ so the plan now, during this challenging COVID-19 period, is for us to raise awareness about this care tool and to offer implementation support and training resources to Care Homes wanting to use these tools.

As part of this support we would like to make you aware of some **free online training and resources** to help your team implement and use RESTORE2™ and RESTORE2mini™ and we hope you will find the resources useful at this critical time.

You can email Wessex PSC about your support requests at:
enquiries.carehomes@wessexahsn.net

RESTORE2™ and RESTORE2™ mini

Copies of RESTORE2™ and RESTORE2™ Mini can be downloaded from West Hampshire CCG website at: <https://westhampshireccg.nhs.uk/restore2/> or via these links: [RESTORE2™](#) and [RESTORE2™mini](#)

RESTORE2™ training videos

Familiarise yourself with RESTORE2™ by watching some videos created by Wessex Patient Safety Collaborative (PSC) on the [Wessex PSC website](#) or [West Hampshire RESTORE2™ website](#)

Health Education England (HEE) training videos

[A series of short videos offering guidance on detection and escalation of deteriorating patients.](#)

[Visit HEE's Managing deterioration using NEWS playlist on YouTube for films on the following:](#)

- [Introduction to sepsis and serious illness](#)
- [Preventing the spread of infection](#)
- [Measuring the level of alertness](#)
- [How to measure temperature](#)
- [Calculating and recording a NEWS](#)

- [Soft signs of deterioration](#)
- [Measuring the respiratory rate](#)
- [Measuring oxygen saturation](#)
- [Measuring blood pressure](#)
- [Measuring the heart rate](#)
- [score](#)
- [Structured communications and escalation](#)
- [Treatment escalation plans and resuscitation](#)
- [Recognising deterioration in people with learning disabilities](#)

RESTORE2™ Handbook and Training Slides

[Resources are available for managers and trainers looking to support staff implementing RESTORE2™ and RESTORE2™ mini.](#) These include a handbook (in pdf format) which can be used by trainers or given directly to care home staff together with an accompanying slide set at:

<https://wessexahsn.org.uk/projects/329/restore2>.

The handbook, along with other implementation resources, can also be downloaded from the West Hampshire CCG website at:

<https://westhampshireccg.nhs.uk/restore2/>

Medicines in Care Homes

Please find these useful links from CQC. They may answer some of your frequently asked questions and help support you in these unprecedented times:

COVID-19 special guidance

<https://www.cqc.org.uk/guidance-providers/adult-social-care/covid-19-medicines-information-adult-social-care-providers>

CDs in care homes

<https://www.cqc.org.uk/guidance-providers/adult-social-care/storing-controlled-drugs-care-homes>

End of Life in care homes

<https://www.cqc.org.uk/guidance-providers/adult-social-care/end-life-care-planning-medicines-optimisation>

Using sedation to enforce social distancing guidelines

<https://www.cqc.org.uk/guidance-providers/adult-social-care/using-sedation-enforce-social-distancing-guidelines>

If you would like to discuss any medicines related queries please contact your local CCG Medicines Management team.

Mid Hampshire: Jess Gill jessicagill@nhs.net

South Hampshire: Liz Williams elizabethwilliams1@nhs.net

West Hampshire: Ange Johnston angela.johnston7@nhs.net

North Hampshire NHCCG.medicinesmanagement@nhs.net.

PMAS (NHS ISLE OF WIGHT CCG) iwccg.pmas@nhs.net

Please contact your local medicines management teams for Southampton and Portsmouth.