

(Updated 19.08.2021)

CORONAVIRUS (COVID-19) ADVICE AND GUIDANCE FOR HEALTH AND SOCIAL CARE PROVIDERS

Tower Hamlet, Newham and Waltham Forest (TNW) CCG are working together with our Health and Social Care partners in Newham to ensure we are able to respond, as well as we can, to the different phases of the Coronavirus (COVID-19) pandemic.

This factsheet has been developed to provide advice and guidance to Newham Health and Social Care Providers.

Please be advised that whilst we try to ensure this document is kept up-to-date, much of the guidance changes rapidly and so can become outdated quite quickly. Please keep an eye out for the latest version.

For more information about what the Council is doing in response to the pandemic and advice to keep you, your family and vulnerable residents safe, visit: www.newham.gov.uk/coronavirus.


We would like to thank you and your staff for the care and support you have and are continuing to provide our residents, keeping them safe and well during these unprecedented times.

This resource is available in different formats. Please see the [accessibility](#) page on the main Provider Resource Zone for details.

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| 1. <u>National Data</u> | |
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| National Guidance | <p>National guidance for Health and Social Care is published by the Department of Health and Social Care (DHSC) and Public Health England (PHE). This will be updated to reflect new DHSC, NHS and PHE advice</p> <p>https://www.gov.uk/guidance/overview-of-adult-social-care-guidance-on-coronavirus-covid-19</p> |
| Useful Links | <p>Department of Health and Social Care: Coronavirus Social Care Update</p> <p>Local Government Association (LGA)</p> <p>Association of Directors of Adult Social Services (ADASS)</p> <p>Care Quality Commission (CQC)</p> <p>The National Care Forum</p> <p>Skills for Care: COVID-19: Support and Guidance for the Adult Social Care Sector</p> <p>Housing LIN: Coronavirus Information Hub</p> <p>SCIE: COVID-19: Guide for Drug and Alcohol Residential Rehab and Detox Services</p> <p>SCIE: Podcasts About Coronavirus (COVID-19) and the Care Sector</p> <p>Coronavirus Guidance (Shared Lives Plus)</p> <p>www.eastlondonhcp.nhs.uk</p> <p>Care homes – Visiting Arrangements: Visiting arrangements in care homes</p> <p>Delivering safe, face-to-face Adult Day Care</p> |

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| Covid-19 Notification Form | <p>Covid-19 Notification</p> <p>Providers are required to complete a Covid-19 Notification for any member of their staff and customers who test positive for Covid-19 and email it to AdultsQualityAssurance@newham.gov.uk within 24hrs of being advised. Following receipt of this notification, you may be contacted by a member of the Council's Public Health Team.</p> <div data-bbox="344 308 405 368">  </div> <p>Covid 19 notification Day Opps 18-01-21.docx</p> |
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| 2. <u>PPE</u> | |
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| | <p>Public Health England has developed a PPE Illustrated Guide for Community and Social Care Settings detailing when to use PPE and what PPE to use - accompanied by a YouTube video (Putting On And Removing PPE) explaining how to don, doff and dispose of PPE.</p> <p>It is vital that you and the front-line members of staff allocated to the Framework are familiar with and adhere to this guidance.</p> <p>Providers are required to purchase appropriate and sufficient PPE to safeguard their workforce and the customers for whom they provide care and support.</p> <p>Top-up supplies can be obtained from the national NHS PPE Portal.</p> <p>The Council has a stock of PPE available to support its Providers in an emergency (e.g. unexpected change in quantity of PPE delivery, change in PPE delivery date, etc). Requests for emergency PPE should be emailed to AdultsPPE@newham.gov.uk advising of the stock required. The most recent delivery note, clearly showing the date of the order, quantity ordered and date of delivery, must be attached to the email.</p> <p>You can access a free infection control e-learning course from the Social Care Institute for Excellence (SCIE).</p> <p>Free training is also available on Infection Prevention and Control for Community Care Settings in London through the North East London Commissioning Support Unit. These are free events and you can submit questions up to two hours before the start of the event, or if time permitting during the event. Please Book Here.</p> |

Please also see LB Newham COVID-19 [Shared Residential Settings IPC guidance](#)

3. **Covid-19 Asymptomatic and Symptomatic**

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| Asymptomatic Testing | <p>All registered Providers are obliged to ensure their staff complete weekly asymptomatic testing, managed by the National Test and Trace Service.</p> <p>If a member of staff tests positive, they are required to immediately inform their manager, return home and self-isolate for ten days.</p> <p>In addition to testing through Test and Trace, the Council strongly encourages your front-line staff to get tested twice a week with a rapid 30 minute test (a Lateral Flow Test) at one of the borough's rapid test sites. These can be booked online at: www.newham.gov.uk/rapidtesting.</p> <p>Staff should not attend a rapid test site if they have one or more Covid-19 symptom or if they are isolating after being in contact with a confirmed Covid-19 individual.</p> <ul style="list-style-type: none">• COVID-19 Swab Testing Protocol for Care Settings in Newham <p>You can also book a home test kit using the link below:</p> <p>https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests</p> |
| Symptomatic Testing | <p>If a member of staff develops one or more Covid-19 symptom they should stay / immediately return home - only leaving to obtain a test. Tests can be booked online at: https://www.gov.uk/get-coronavirus-test or by calling 119.</p> |
| Newham Provider's Asymptomatic Testing Site Set-Up | <p>The Council can support Providers, who meet specific criteria, to set-up a rapid test site on their premises. For more information please email: kobi.islam@newham.gov.uk.</p> |

4. **Coronavirus (COVID-19) vaccination programme**

Useful Links

National Link:

<https://www.gov.uk/government/collections/covid-19-vaccination-programme>

Vaccination Programme:

<https://www.eastlondonhcp.nhs.uk/vaccination-programme.htm>

Covid-19 vaccine: Frequently asked questions:

<https://www.newham.gov.uk/coronavirus-covid-19/c19-information-advice/2?documentId=352&categoryId=20143>

Vaccinations for Social Care Staff

Vaccination for Social Care Staff

As part of the roll out of vaccinations for social care staff we are asking all staff to register their details so they can be added to the overall list to be prioritised for Covid-19 vaccinations. These vaccinations will be provided at locations within Newham and staff will receive further information in due course via text on how they can book in.

If you would like to receive a vaccination, please click the link below

<https://www.newham.gov.uk/coronavirus-covid-19/covid-19-vaccination/2?documentId=551&categoryId=20143>

Further information on the vaccination is available at <https://www.gov.uk/government/publications/covid-19-vaccination-a-guide-for-social-care-staff/covid-19-vaccination-a-guide-for-social-care-staff>

2nd dose of vaccination:

The NHS will be in contact with you to book in your 2nd dose approximately 10-11 weeks after the 1st dose. If it has been beyond 12 weeks then you will need to contact the NHS on 119.

Covid-19 vaccine video by Managing Directors and Chief Execs of home care providers in London:

<https://www.youtube.com/watch?v=TUXQ839WZ78>.

Find out more about the COVID-19 vaccine on our website:

- [Information and eligibility criteria for Health and Social Care Staff](#)
- [Vaccine information and Q&A sessions](#)

- [Vaccine peer support and supportive conversations](#)

6. Local data

Care Homes:

- London-wide COVID-19 Resource Pack for Care Homes - www.northcentrallondonccg.nhs.uk/wp-content/uploads/2020/06/Care-Home-Resource-Pack-2.0-FINAL.pdf

- WEL Resource Pack for Care Homes



20210202 Care Home
Resource Pack Versio

- Care Home Resources pack <https://www.healthy london.org/resource/accelerated-improvement-resources/enhanced-health-in-care-homes/further-information/>
- Care home testing update: Changes to LFD 90 day guidance and outbreak testing for care homes

This announcement provides policy updates for adult care homes in England, outlining changes to the 90 retesting day guidance for PCR and LFD and testing in the event of a confirmed / suspected outbreak.

Testing within 90 days of a positive PCR test

Following a substantial clinical review of the latest evidence and testing data, we are now changing the advice for retesting within 90 days of a positive. From now on, if someone tests positive with a PCR test, they should not be tested using PCR or LFD for 90 days, unless they develop new symptoms during this time, in which case they should be retested immediately using PCR. This 90 day period is from the initial onset of symptoms or, if asymptomatic when tested, their positive test result.

The previous policy to continue LFD testing following a positive PCR result was because although very unlikely, it is possible to be re-infected within 90 days. However based on the latest testing data and clinical advice, the policy has now changed.

The clinical view is that during this 90 day window from a positive test, given the low rate of reinfection during this window, it is significantly more likely that a positive LFD test would be a false result, rather than someone being re-infected, causing people to isolate

unnecessarily. Therefore we are now stopping the regular testing using LFD during this 90 day period. The individual should return to the regular LFD and PCR regime once 90 days has passed.

This means that the policy for retesting within 90 days for Adult Social Care is now the same as the policy for NHS staff. The policy also applies to professionals visiting a care home who have received a positive PCR result in the last 90 days.

As with all testing policy, this will continue to be reviewed in line with the latest evidence and scientific advice.

Testing in a confirmed or suspected outbreak.

In line with SAGE and Public Health England advice, we are introducing some changes to the testing procedures in the event of an outbreak.

In the event of a confirmed / suspected outbreak, you should immediately contact your local Health Protection Team (HPT) for advice using the below link:

<https://www.gov.uk/health-protection-team>

An outbreak is defined as two or more confirmed or clinically suspected cases within 14 days – detected by either LFD or PCR testing.

However, one positive test result may be the first sign of an outbreak, so you should also contact your health protection team for advice in this instance.

Please read the full guidance detailing the outbreak testing process and how you can best prepare your care home in the event of an outbreak. This guidance should be followed unless advised otherwise by your HPT. The outbreak testing section starts from page 39.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/961926/care-home-testing-guidance-england-v1602.pdf

What is changing?

- a. Rapid response LFD testing for staff is being extended (from 22 February). This should no longer automatically stop after 7 days. Instead care homes should continue with rapid response testing until 5 days have elapsed since the date of the last positive LFD (confirmed with PCR). Staff should only be tested on the days they are due to attend work.
- b. LFD testing for residents is being introduced (from 22 February). This should be undertaken at the same time as the PCR testing in an outbreak – on day 1 and on an additional day between days 4 and 7. The usual principles of consent and best interest decisions apply to inform your decision whether this is appropriate for each resident.
- c. With immediate effect, PCR outbreak testing is moving from Pillar 1 to Pillar 2. The policy for when to carry out the outbreak PCR remains the same. All staff and residents should be tested on day one and on an additional day between days 4 and 7.

These changes are based on SAGE advice for how to use testing in a care home outbreak to reduce transmission and save lives. Rapid response daily LFD testing following a positive result has already helped care homes to get on top of outbreaks since it was introduced in December.

This flow chart summarises the new outbreak testing process:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/961927/care-home-outbreak-testing-guidance-england-visual-v1602.pdf

Testing is only one part of the outbreak response. Your local HPT will provide advice on how to manage the outbreak including the necessary Infection Prevention and Control measures such as cohorting, proper use of PPE, good hand hygiene and distancing.

Process for ordering / reordering

We will continue to send care homes more PCR and LFD test kits than necessary to carry out the recommended weekly testing for both staff and residents. This means you should have spare LFD and PCR kits that you can use in case of an outbreak. We will continue to

monitor kit levels as the current lockdown restrictions evolve, to ensure you continue to have enough test kits to meet your testing needs.

If you are in an outbreak and do not have enough stock to last until your next routine order, you can place an additional order via 119. You should receive these kits within 48 hours.

If you are not in outbreak you can place an order via the ordering portal, in line with your normal 21-day reordering cycle. After 21 days, automatic emails will remind you that your home is eligible to place an order. You should make sure to re-order before running low – you can reorder every 3 weeks.

Please use the link below to order LFD and PCR test kits:

<https://request-testing.test-for-coronavirus.service.gov.uk/>

Returning PCR tests in an outbreak

As you are already engaged in the National Coronavirus Testing Programme for staff / resident testing – you may already have couriers booked for the days that outbreak testing is taking place. If this is the case, you should return PCR tests through this regular channel – no additional return courier booking will be needed. Should this not be the case, you can arrange a courier for the next day on <https://test-kit-collection.test-for-coronavirus.service.gov.uk/> and if required, you are able to call 119 to book a same day courier.

Please remember that no personally identifiable information should be included with the PCR test kit. All we need to process the test is the barcode on the test kit.

As a reminder, used LFD kits do not have to be sent to labs and should instead be disposed of in health care waste bins.

What about staff with symptoms?

Staff with symptoms should not be in work. They should not come into work for testing and should instead be tested via another channel – e.g. regional testing site, or home testing.

Webinars

To hear more about these changes, please join us for one of our regular care home testing webinars. Our webinar on 17th February 11:00am– 12:30pm will be covering these changes in detail. By attending one of these sessions, you can take part in a live Q&A about outbreak testing with representatives from the national care home testing team.

You can sign up for the webinars here:

https://event.webcasts.com/viewer/portal.jsp?ei=1369434&tp_key=296e54cdc9

If you are not able to attend, please sign up and a recording of the session will be made available to you after the webinar has been completed.


If you have any queries, please call our helpline on 119.

Many thanks,
NHS Test and Trace

Guidance on care home visiting (last updated 16th August 2021):

This guidance sets out the government's advice to support safe visiting:

- every care home resident can have 'named visitors' who will be able to enter the care home for regular visits. There is no limit on the number of 'named visitors' that a single resident can have and no nationally set limit on the number who can visit in a single day
- every care home resident can choose to nominate an essential care giver who may visit the home to attend to essential care needs. The essential care giver should be enabled to visit in most circumstances, including if the care home is in outbreak (but

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| | <p>not if the essential care giver or resident are COVID-positive), or if the essential care giver is not fully vaccinated^{footnote 1} and is notified they are a close contact of someone who is COVID-positive)</p> <ul style="list-style-type: none"> named visitors and residents are advised to keep physical contact to a minimum (excluding essential care givers). Physical contact like handholding is acceptable if hand washing protocols are followed. Close personal contact such as hugging presents higher risks but will be safer if it is between people who are fully vaccinated, without face-to-face contact, and there is brief contact only care homes can also continue to offer visits to friends or family members through arrangements such as outdoor visiting, rooms with substantial screens, visiting pods, or from behind windows <p>You can also click the link below for further information.</p> <p>https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes</p> |
| Day Opportunities | <p>Nationally, Local Authorities have not been asked to deviate from the Adult Social Care Winter Plan, which advised that Day Opportunity Providers should be supported to safely re-open.</p> <p>As such, Providers who have been approved by the Council to re-open can remain open - following the control measures agreed in their Risk Assessment.</p> <p> Day Centres Virtual Assessment Checklist.</p> <p>Re-Opening Process</p> <p>For borough-based Providers who are yet to receive agreement from the Council to re-open, you will be contacted by the Council's Quality Assurance Team to arrange a virtual tour of your premises and discuss your operational practices - against the risk assessment template and flow chart emailed to you in December.</p> <p>Following the tour / discussion, you will be advised that you:</p> <ul style="list-style-type: none"> can re-open, with no amendments to your processes; can re-open with specified changes to your processes being made within the first week of opening; Cannot re-open until specified changes are in place and evidenced. <p>Day Care Contact Details:</p> |



Day Opps Contact
Details.xlsx

Day Opps forum meeting dates:

- 21st May 15:15- 16:00
- 17th June 15:15-16:00

Location- Microsoft Teams Meeting

Day Opps Meeting Minutes and Actions:



Day Opps Provider
COMMS Minutes 12.0



Day Opps Provider
COMMS actions- 16.0

Adult Autism survey:

We will be launching our Adult Autism Survey on the 30th August. It is for autistic adults who are 18+ or their carers/families. There is a webpage in development and this will have a link to the survey www.newham.gov.uk/adultsautismstrategy

The survey will open on 30th August. It will be open for 6 weeks.

The **closing date** of the survey is **Monday 11th October at 5pm**. This is the last day you can respond online. If you start a survey and save it, you must finish it by this date.

Who can take part?

You can take part if you:

Are autistic, aged 18 or older and live in Newham. This also includes those who live in a placement (care home, supported living, shared lives or residential colleges) outside of Newham, but paid for by Newham Adult Social Care or the CCG

You can also complete the survey if you think that you are autistic, but have not had a diagnosis (or are waiting for a diagnosis). You need to be aged 18 or older and a Newham resident.

You are an unpaid carer, family member or friend who supports an autistic adult (who meets the criteria above).

Can I get support to do the survey?

Yes, we have a number of ways that we can help you.

1. Telephone support-

- Get support over the telephone by calling these numbers:

Mondays and Tuesdays, between 2pm and 5pm call 07929 673 056

Wednesdays and Fridays, between 2pm and 5pm call
020 3373 0731 or 020 3373 0730.

2. Support days in the libraries. There will be Commissioners available to help you complete an online version at:

- East Ham Library from 10am-4pm on Friday 3rd September, 2021.
- Stratford Library from 10am-4pm on Tuesday 7th September, 2021.

3. Easy Read- if you would like an Easy Read version of the survey please call the numbers above or email

AdultAutismSurvey@newham.gov.uk

However, we would encourage you to take part online in order to be environmentally friendly.

What will happen after I complete the survey?

We will give ourselves 6 weeks to read what you have said and see what is working well and what needs to be improved. Near the end of the survey, you will be asked if you want to be contacted, about what you said in the survey or if you would like to be part of some planning groups. We will contact you if you said yes. We will talk to you, to service providers and to other departments in health and social care to write up our next Autism Strategy.

If you tell us in the survey that you want to be contacted and then change your mind, you can do this.

Some quotes from responses may be used in the Newham Autism Strategy 2021-2024. We will not write the name of the person who gave the answer. This will be kept private.

5. DIRECT PAYMENTS

Direct Payments Customers

If you or your Personal Assistant/s develops one or more Covid-19 symptom they should stay / immediately return home - only leaving to obtain a test.

- You can book a test online at: <https://www.gov.uk/get-coronavirus-test> or by calling 119.
- You and anyone you live with should stay at home and not have visitors until you get your test result – only leave your home to have a test.

Anyone in your support bubble should also stay at home if you have been in close contact with them since your symptoms started or during the 48 hours before they started.

If you do not want to receive the care and support provided by your Personal Assistant during a self-isolation period, please advise them. Please continue to pay them for the usual number of hours they support you during this period.

Vaccine for Customers/Personal Assistants

VACCINE - CUSTOMERS

All Direct Payment customers are eligible for the Covid-19 vaccine.

To book a vaccine, please click this link <https://www.newham.gov.uk/coronavirus-covid-19/covid-19-vaccination/4>

Age UK are providing transport for customers who are:

- aged 65 and over;
- live alone or with another person who meets this criteria;
- have no family or friends who are able to support them to attend the vaccine site;
- in receipt of a letter confirming their Extremely Clinical Vulnerable status.

VACCINE - PERSONAL ASSISTANTS

All front-line Health and Social Care workers are being offered the vaccine; and the Council strongly encourages your Personal Assistant/s to take-up this offer.

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| | <p>Please click the link below to find out more information</p> <p>https://www.newham.gov.uk/coronavirus-covid-19/covid-19-vaccination/2?documentId=551&categoryId=20143</p> | | |
| What if my Personal Assistant has / develops symptoms? | <p>If your Personal Assistant has symptoms and you are unable to source alternative support, please contact the Access to Adult Social Care Team on 020 8430 2000 (Option 2) / Textphone: 18001 020 8430 2000.</p> | | |
| Specific Direct Payment Questions | <p>If you have any questions relating to your Direct Payment, please e-mail: ASC.DirectPayments@newham.gov.</p> <p>Alternatively, please ring: 020 3373 4061. This number will go straight to answerphone - where you will be asked to leave your name and telephone number. Your call will then be returned as soon as possible.</p> | | |
| National Guidance | <u>PUBLISHED</u> | <u>TITLE</u> | <u>OVERVIEW</u> |
| | 21.04.2020 (refreshed 11.03.2021) | COVID-19: Guidance for People Receiving Direct Payments | Advice for people who buy care and support through a direct payment, as well as local authorities, clinical commissioning groups and those who provide care and support. |
| | 18.11.2020 | COVID-19: Guidance for People Receiving Direct Payments (Easy Read) | Easy Read version. |
| | - | Employing Someone to Work in Your Home | <p>You're usually considered the employer of a nanny, housekeeper, gardener or anyone else who works in your home if both:</p> <ul style="list-style-type: none"> • you hire them • they're not self-employed or paid through an agency <p>This means you have certain responsibilities, like meeting the employee's rights and deducting the right tax.</p> |

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| Useful Links | <ul style="list-style-type: none"> • ACA: Coronavirus Advice for Employers and Employees • Skills for Care: COVID-19: Individual Employers and Personal Assistant Updates • PADE UP: Free Online Courses for Personal Assistants and Direct Employers • Mark Bates: Managing Coronavirus Issues At Work - A Guide for Individual Employers • Mark Bates: Guide for Self-Employed Service Providers in Home Care | | |
| Training | <p>If your Personal Assistant has identified training areas which your Personal Assistant would find of benefit, please email commissioning.assistant@newham.gov.uk.</p> | | |
| Day Opps Provision | <p>Day Opportunities Providers has been closed since the 23.03.2020. The Council is working with these Providers to re-open.</p> <p>Where directly commissioned, the Council paying Providers on pre-COVID-19 commissioned arrangements. The Council would like you to continue paying your Day Opportunities Provider. If you need extra funds to support you in this and / or need more information, please contact the Direct Payments Team.</p> | | |
| SMS TEXT MESSAGE PILOT | <p>Adult Social Care is piloting using SMS text messaging to broadcast messages to Direct Payment customers with updates about Covid-19 and other relevant areas.</p> <p>If you would like to take part in this pilot, please email: commissioning.assistant@newham.gov.uk with your name and mobile telephone number.</p> | | |
| COVID-19 HELPLINE AND LOCAL SUPPORT | <p>If you need additional support during the national lockdown or have any questions, please email: covidhelp@community-links.org or ring: 020 7473 9711. This Covid-19 Helpline is available seven days a week from 9:00am to 7:00pm.</p> | | |