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Dear Care and Community Support Provider,

We want to start this letter by expressing our gratitude to you and your staff teams for everything you have done in the past twelve months, in extraordinary circumstances, to care for our most vulnerable residents. We fully appreciate how challenging this has been for you all and would like to convey, on behalf of all partners in the health and care system, our heartfelt thanks.

As in previous weeks, we can report that we are seeing a reduction in the number of outbreaks and believe that everything you and your teams are doing to practice safe COVID behaviours and to help prevent infection is making a difference. Please do not hesitate to report any outbreaks to the Community Infection Control Team on 0151 295 3036.

We have received an important customer notice from the Department of Health and Social Care (DHSC) in connection to an important customer notice about Duraweld Face Visors – EPVS0143 and a Latex Warning. There is more information in the attached DHSC letter but if you have any of these visors, please lock and quarantine and email productqueries@ppeenquiries.com quoting reference Visor - Duraweld and confirming the volume of product held in order to facilitate collection.

Today, we have also sent separate communications to you about a request from Cheshire & Merseyside in connection to NIMs Priority Health and Care Groups identification. The intention is to capture your full workforce details regardless of if they have received the vaccine or not. This is a request to ensure that staff can be kept up to date in the future with any boosters and other critical immunisation and vaccine offer to protect them in the vital role they do. **The ask is to complete and return the spreadsheet by the 9th of April** to cam.support@midmerseyda.nhs.uk We also sent you the spreadsheet to complete, a data letter and supporting information which explains the process of encrypting the data before it is sent. This is personal information that will breach GDPR if this is not followed. There is more information in the separate communications, but if you do have any questions, or require support, please contact Leon.Williams@miaa.nhs.uk. We hope this won't be too much trouble to engage with as you will have prepared this information previously. Thank you for supporting the long-term vaccination effort.

We would like to remind you that the DHSC require you to review and update the Covid-19 vaccination staff information as a matter of urgency. It's important that information is kept up to date as is being reviewed daily and will trigger alerts to LA's, CQC, PHE and National Vaccination Teams as well as Regional Teams across DHSC.

From Wednesday 31st March, and every Wednesday going-forward, there will be Capacity Tracker workshops from 3pm -5pm to support all Providers (System Champions are welcome) with current and/or ongoing issues they encounter when updating the CT on a daily, weekly and monthly basis as per DHSC & NHS England guidelines. A dedicated email with some more detail will follow.

The Workforce Capacity Fund Survey 2021 is a simple four question survey to help the Department of Health and Social Care (DHSC) understand the impact of the Workforce Capacity Fund and more about what workforce capacity support has been offered and what is still needed. Guidance on where to find the survey and how to complete the survey can be found via the Help tab and What's New Section or the following link <https://capacitytracker.com/resource-center/category/61/whats-new>

If you have any questions or queries regarding how to answer the following questions please contact capacitytracker-guidance@dhsc.gov.uk with the subject line: 'WCF Survey' and for any technical issues with Capacity Tracker please contact necsu.capacitytracker@nhs.net

COVID-19 Fast Track NHSmail & DSPT

Please be aware that the hygiene process will take place on a weekly basis and definitive lists of those at risk will not be provided by NHS Digital. Following hygiene, care providers with an active user will have 30 days to reactivate their account before it will be deleted.

<https://support.nhs.net/knowledge-base/national-administration-service-nas-bulletin-february-2021/>

If you still have access to the shared mailbox, please email the National Administration Service, authorising the reinstatement of the deleted account by including the individual NHSmail email address and the deleted account user's mobile number.

Updated guidance for the complaints and escalations process provided by NHS Digital went live on the 8th December 2020. Please view this information using the following link

<https://support.nhs.net/knowledge-base/complaints-and-escalations-process/>

The DSPT North Team will no longer be working with the North West region after the 1st April 2021. We would like to thank all of you for all the hard work over the last couple of years, especially during the pandemic. As a team we will miss working with you all and wish you all the very best for the future. Camilla Bhondoo was introduced at the last regional call. Camilla will be the point of contact for any issues relating to the DSPT from the 1st April. The continuation of the DSPT North report is under discussion.

Please find below the latest guidance on shielding:

https://www.gov.uk/government/news/shielding-advice-for-the-clinically-extremely-vulnerable-to-stop-from-april?utm_medium=email&utm_campaign=govuk-notifications&utm_source=0a4a6600-ad6c-4923-9c6b-e2efe6064f9c&utm_content=daily

As we approach the Easter weekend, we would like to remind providers that it will be business as usual during this period, in terms of placements and care package referrals. We would be grateful if you could please ensure that you have staff available to support with this.

Information for Community Support Providers

We would like to remind you that we have extended the fees consultation for Domiciliary, Community Support, Extra Care and Supported Living providers until the 4th April 2021.

Please do not hesitate to contact the lead officers for the consultation if you have any questions or would like further information:

Extra Care- Alison.taylor@sefton.gov.uk

Supported Living- Joanne.christensen@sefton.gov.uk

Domiciliary Care- Neil.watson@sefton.gov.uk

Community Support- Rebecca.bond@sefton.gov.uk or joanne.christensen@sefton.gov.uk

Please find below the link to the latest guidance for home care workers (Domiciliary Care)

https://www.gov.uk/government/publications/coronavirus-covid-19-testing-for-homecare-workers?utm_medium=email&utm_campaign=govuk-notifications&utm_source=fc3b2883-d2ec-4610-9b86-a57c085e2e3e&utm_content=daily

Information for Care Homes

As you are aware the rollout for the 2nd vaccine dose is underway. Please ensure you are prepared for the vaccination team who are following up on 2nd dose of COVID vaccinations – we are conscious that staff and residents may have moved around over the last few weeks but it's important we support the teams as much as possible to get the task completed. The team will be in touch prior to the visit to confirm the names & number of residents, it is important that you are as accurate as possible with this to ensure that no vaccine is wasted.

We have been informed that there are still a few care homes that haven't activated their iPad yet and these care homes will be contacted by the Quality and Compliance Team to see if there is any support required. There are also several others that have not been active for over fourteen days. For technical queries and support relating to how the iPad works, including breakdowns and apps please contact the Jigsaw24 service desk on: 03332 409 234 or send an email to: carehomesupport@jigsaw24.com. The service desk is open Monday to Friday 08:30 – 18:00 (excluding bank holidays).

You can also access a wide selection of support materials here:

<https://www.digitalsocialcare.co.uk/social-care-technology/nhsx-care-home-ipads/> to help you use your iPad

There is also a survey on the Capacity Tracker for Care Homes that received NHSX iPads in December 2020. The brief survey has been commissioned by NHSX for care homes to complete.

The survey will close on **1st April 2021**. We have attached a communication flyer prepared by the Capacity Tracker Central Team.

On the Strategic Care Home call this week, we shared with care homes that there has been some updated guidance in connection to testing of healthcare professionals/CQC visiting homes.

<https://www.gov.uk/government/publications/coronavirus-covid-19-lateral-flow-testing-in-adult-social-care-settings/testing-for-professionals-visiting-care-homes>

Further to the recent update on testing for professionals visiting care homes, please note that for employees of NHS Trusts using (weekly) LAMP testing for routine staff testing, a negative result from the previous 7 days can be considered as sufficient evidence:

“The majority of NHS professionals will be using rapid LFT testing for their regular testing regime. However, if a professional fall under a different NHS testing regime which uses PCR or LAMP testing, the individual will also need to demonstrate that they are testing in line with NHS policy for that testing technology”.

As ever, testing is only one part of the approach to reduce risk and it is critical that visiting professionals don and doff PPE appropriately and follow the relevant infection control measures when visiting a care home including hand hygiene and distancing, in order to help keep care home residents and staff safe.

Also, on the Strategic Care Home call this week we discussed with the care homes present about the frequency of the meetings. It was agreed that these meetings will now take place fortnightly going forward.

The fees consultation closed at midnight on the 21st March 2021 and we thank you for your feedback and responses. There will follow an analysis and assessment of the responses and we will write to all nursing and residential providers early April outlining the proposals to be considered by Cabinet Member, later that month.

Finally, we just wanted to let you know, that there will be a break from the weekly letter for the next two weeks. We will however, continue to share information with you by email and at the Provider meetings.

From us, all the Health and Care partners and Councillor Paul Cummins, Cabinet Member for Adult Social Care, we would like to thank you and your staff once again for all your hard work and everything you are doing at this time.

Yours sincerely



Deborah Butcher
Executive Director for Adult Social Care and Health

Fiona Taylor.

Fiona Taylor

Chief Officer, NHS South Sefton and NHS Southport and Formby CCGs