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Dear Care and Community Support Provider,

First, we would like to thank all of you for everything you are continuing to do to keep our vulnerable residents safe and well. We know that the past twelve months has been challenging for you all both physically and psychologically. You and your teams may have accessed the psychological support during the past year but as we enter the recovery phase, we wanted to remind you of the support that is available, if needed.

QWELL is a safe and confidential space to share experiences and gain peer-to-peer support and access to qualified professionals. The services available include discussion boards, a magazine with articles on work, family life and relationships and a message and chat service with a qualified counsellor. There is an out of hours service also with support on hand when you need it. To access QWELL, please visit <https://www.qwell.io/>. The team are also available to attend your team meetings to talk about the service and do a short demonstration on the site and the benefits. If you would like for someone to attend your team meeting, please contact Jas Hothi at [jhothi@kooth.com](mailto:jhothi@kooth.com).

The Education and Resource Programmes we send you each month also include information on other psychological support available to you staff, including support from Mersey Care.

### **Mental Health at Work eLearning now available on Me Learning!**

Sefton Council's Workforce Learning and Development, Public Health, and Corporate Health and Safety Team have come together to bring you a new eLearning course called Mental Health at Work.

The course will provide you with a wide understanding of mental health issues and the signs to look out for, for yourself and your colleagues. The aim is to support the promotion of a safe and respectful workplace culture, to equip staff and teams to better manage concerns that arise around mental health and being able to actively support each other. The course recognises by creating an environment that promotes wellbeing, staff feel supported and valued.

The course includes 6 modules in total. The first three modules of the course help raise awareness of mental health issues and provides an understanding of the potential issues and the confidence to raise concerns about mental health, whether it be your own or that of your colleagues. The final three modules focus on supporting mental health issues at work, the ability

to identify and manage concerns around the mental health of staff while creating a positive culture and a healthy workplace.

It is also worth noting we are preparing to launch the Level 3 accredited Mental Health First Aid (MHFA) from September 2021, Covid-19 restrictions permitting. The Mental Health at Work eLearning course acts as a pre-requisite to MHFA and provides the underpinning knowledge required for this course. A separate communication will be released regarding MHFA in due course.

We'd encourage all providers to complete Mental Health at Work eLearning, especially if you would like to know more about how you can support yourself and your colleagues.

**Please note this course is FREE to all Care Providers and Community Services in Sefton. Charges apply to organisations outside of Sefton.**

Click on the following link to access the course:

[https://seftoncllc.melearning.university/course\\_centre/course\\_details/134](https://seftoncllc.melearning.university/course_centre/course_details/134)

The Department of Health and Social Care updated their [Coronavirus \(COVID-19\) testing for adult social care settings guidance](#) yesterday. They are continuously reviewing their testing strategy for adult social care considering the latest evidence and available testing.

Please see the following testing guidance for a range of specific adult social care settings:

- [testing for adult care homes](#)
- [testing for extra care and supported living settings](#)
- [testing for homecare staff](#)
- [testing for personal assistants](#)
- [testing for day care centres](#)

The [guidance for supported living services during COVID-19](#) was also updated.

Thank you for sharing information about the vaccine to your teams. We are currently working on updating the FAQ on the COVID-19 vaccine and will circulate this to you as soon as it is ready. In the meantime, can we draw your attention to the video links below on vaccine hesitancy, which you may wish to share with your colleagues.

### **Vaccine safety information in alternative languages**

The following videos explaining the safety and effectiveness of vaccines have been filmed in alternative languages and shared by [Liverpool University Hospitals NHS Foundation Trust](#).

[Click here](#) to watch in Polish (part 1).

[Click here](#) to watch in Polish (part 2).

[Click here](#) to watch in Arabic.

[Click here](#) to watch in Chinese.

[Click here](#) to watch in Nepali.

[Click here](#) to watch in Nigerian (Yoruba).

[Click here](#) to watch in Romanian.

[Click here](#) to watch in Pashto.

[Click here](#) to watch in Farsi/Dari.

If there are any staff who haven't had their first vaccine, they can still book an appointment using the following link: <https://aintreeuniversityhospital.nhsbookings.com/v2/>

If staff are going for their first vaccine, can we remind you that they need to submit the following information:

- Title
- First name
- Surname
- Date of Birth
- NHS Number
- Care Home
- Registered GP Practice
- Address
- Postcode
- Contact Telephone number

Anyone having their second vaccine, should notify which vaccine they had for the first dose.

### Information for Care Homes

We are pleased to report that there is only currently one care home outbreak, which is testament to all the fantastic work you and your staff teams have done in recent months. Please continue using PPE and complying with infection control measures to help maintain this.

On the Strategic Care Home call this week we wanted to understand from care homes whether there are any specific barriers to staff having the vaccine and whether there is any additional support we can provide. Thank you for your feedback, both at the meeting and to contract and compliance colleagues. We hope the updated FAQ we are developing, as mentioned above, will go some way of reducing any anxiety, but if there is any additional support, please let us know.

We wrote to you this week to explain that the timeframe for the care home fees consultation decision-making process has had to be slightly extended. The letter included a revised timeline, which can also be found on the webpage <https://www.sefton.gov.uk/social-care/social-care-provider-information/care-homes-information/>. On this webpage you will also find the care homes fees consultation report and we would like to thank you for your feedback.

We hope you are still finding the iPads helpful. The NHSX iPad Offer Team, in partnership with Digital Social Care and NHS colleagues have published additional support resources for care homes:

iPad webinar recordings:

- [Getting started with your iPad](#)
- [Using Microsoft Teams on your iPad](#)
- [Proxy access for ordering residents' medication](#)

Online guides for medication ordering using the iPads:

- [EMIS web and SystemOne](#)

Top tips for using your iPad:

- [Mental health, wellbeing and reminiscence](#)
- [Games and entertainment](#)
- [Staff training, recruitment and rostering](#)

#### Grant Funding (Care Homes and Community Providers)

2020 / 21 - There were 3 areas of external grant funding made available from DHSC which ended 31 March 2021. They were:

- Infection Control Rd 2
- Rapid Test
- Workforce Capacity

Thank you to those of you that have provided us with your grant returns. If you still need to send returns, we ask that you do this by 25 April as we must consolidate all the information by the 30<sup>th</sup> April 2021. The grants were accepted based on care homes providing us with information on how it has been spent and if we don't receive the returns, we can potentially ask you to return the grant to us, which we would like to avoid.

The Grant return for Workforce Capacity will be sent to you next week for return early May.

2021 / 22 Grant Funding – There are 2 new areas of grant funding for 3 months from April – June 21. This is Infection Control and Rapid Test grant 2021. The terms and conditions are like previous ICF / Rapid Test. A Statement of Acceptance of grant conditions have been emailed out – please sign and return as funding will not be issued unless we receive this.

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



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Executive Director for Adult Social Care and Health



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