

Welcome to the latest Residential and Nursing Home communication from Hampshire and Isle of Wight (20 May 2020)

Dear Colleagues,

Please see below for essential COVID-19 updates on:

- Change in possible COVID-19 case definition

Other information

- Care home COVID-19 testing portal
- Care home mutual aid Infection Prevention and Control (IPC) training support
- Bereavement resources
- Activities for Older Adults During COVID19 - A guide to online resources for those providing care for people with dementia
- National Capacity Tracker – support video
- Skills for Care contact for HIOW – contact details
- Re-using Medicines in Care Homes and Hospices in England during the COVID-19 Pandemic

Local Resources

- Hampshire Domestic Abuse Service

Change in possible COVID-19 case definition

Please note that as of 18 May 2020, the working definition of a possible case of COVID-19 has been extended to include a loss of, or change in, normal sense of taste or smell (anosmia).

Care Homes should isolate residents and initiate testing for suspected COVID-19 if the resident has:

- new continuous cough
or
- high temperature
or
- **a loss of, or change in, normal sense of taste or smell (anosmia)**
or

- influenza like illness (fever $\geq 37.8^{\circ}\text{C}$ and at least one of the following respiratory symptoms, which must be of acute onset: persistent cough (with or without sputum), hoarseness, nasal discharge or congestion, shortness of breath, sore throat, wheezing, sneezing.

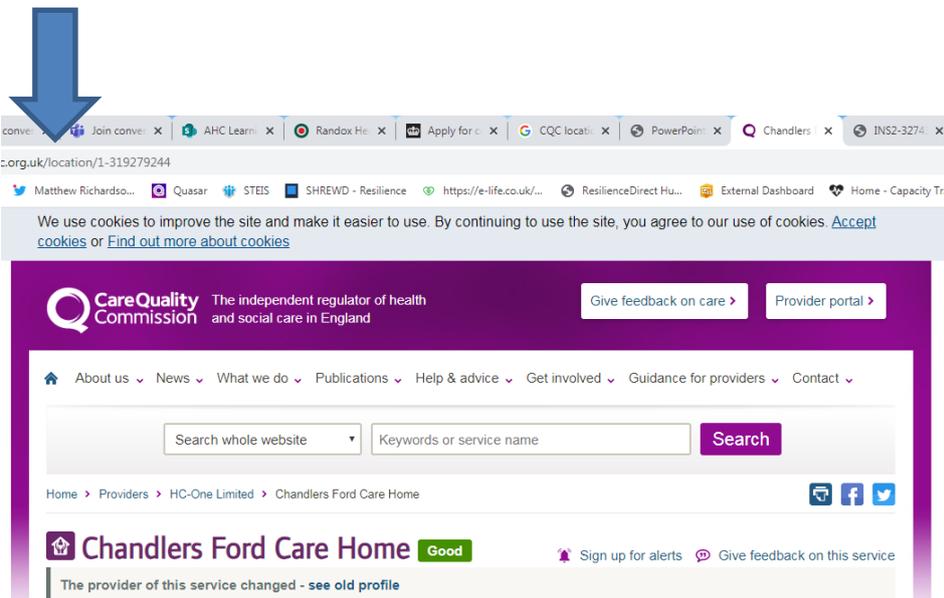
Care home COVID-19 testing portal

The [online portal](#) is live to enable care homes to arrange deliveries of coronavirus test kits to test staff and residents.

Care home residents with and without symptoms and care home workers **without symptoms** can be tested within the care home.

Any care home workers with symptoms should be self-isolating and can access testing via the self-referral portal. Care homes can register for testing by visiting <https://www.gov.uk/apply-coronavirus-test-care-home>

Each care home will need their CQC location ID to order tests. This can be found either through [Guide to finding the CQC location ID](#) or by going to the CQC website and finding your home. The URL bar will include your location ID. e.g <https://www.cqc.org.uk/location/1-319279244>



The screenshot shows a web browser window with the URL <https://www.cqc.org.uk/location/1-319279244>. The page header includes the Care Quality Commission logo and navigation links. A search bar is visible with the text "Search whole website" and "Keywords or service name". The main content area displays "Chandlers Ford Care Home" with a "Good" rating and a "Provider portal" link. A blue arrow points to the URL bar.

Testing

For residents – Detailed instructions on administering tests to residents is available will be provided to care homes. Everyone who will be involved in administering tests should watch this [instruction video](#).

For staff - The test kits are self-administered meaning staff can perform the tests on themselves. Test kits come with detailed instructions on how to use them. You can also refer to this helpful video on [self-administering swabs](#).

Results for residents will be passed to their respective care home manager to enable them to notify the resident and their family (if appropriate). Care home managers should pass on the positive test results of residents by name to the GP practice, using confidential routes such as nhs net, so they can enter the information into the primary care clinical system. The test results will also be fed back to PHE to inform any follow up actions required, and to build up our understanding of the prevalence of the virus in care homes across England.

Staff members should register the tests themselves to receive the test results directly or may choose to ask the care home to register their details.

If you have questions about test kit registration, you can contact the Coronavirus Testing Call Centre on 0300 303 2713. It is open from 07:00 to 23:00 every day.

Where to go for a test

You can access the testing matrix for adult social care [here](#):

- The first time a care home suspects an outbreak of coronavirus, care home managers should still contact their local health protection team to arrange testing

H10W Public Health England local Health Protection Team:

- In hours: 0344 225 3861 option 2
- Out of hours: 0844 967 0082
- Subsequent testing will be through the DHSC programme
- Care worker staff who are self-isolating, either because they or a member of their household has symptoms, should continue to use the [self-referral website](#) to book a home test or an appointment at a test site

- Domiciliary care staff who need a test should also continue to use the [self-referral website](#) to request a home test or book an appointment at a test site
- Locally, if a home needs to admit a new resident from the community into the home and requires a COVID-19 test they can apply to the hiow.c19ipc@nhs.net email for the local Community testing Service to swab the person at home.

Care home mutual aid Infection Prevention and Control (IPC) training support

All Care Homes in Hampshire and the Isle of Wight are being contacted by the Local Authority or CCG representatives offering Infection Prevention Control training.

This training is a national offer to assist the Local Resilience Forum to support care homes, supplementing and accelerating the infection prevention control training and support that is already in place in the care sector. The training is supported by training materials that meet up to the minute DHSC and PHE guidance.

The training will cover:

- Correct handwashing techniques
- Correct use of PPE including Donning and Doffing
- Taking care of residents and yourself
- Taking care of your environment
- How to collect a nasopharyngeal and throat sample (Covid19 testing).
- Question and answer session

The training has three components:

- Virtual training through an on-line slide deck
- Virtual or face to face practical component
- Personal reading

The training can be delivered face to face if the home has a suitable facility where social distancing can be adhered to and there are no current uncontrolled outbreaks of COVID-19. Alternatively, local teams can deliver the training virtually via Microsoft Teams, Skype or Zoom. Some CCG's are also able to offer if required some on site practice support visits. Organisations that have in house trainers can choose to have their trainers complete a train the trainer programme. This will allow the trainers to use the national resources to train staff in their own organisation.

The approach that is right for your home will be discussed with you when the Local Authority or CCG representative contacts you.

Those being trained will need access to disposable aprons, gloves, fluid resistant surgical mask and eye protection (goggles or full face visor) and access to a virtual on line app such as MS Teams, Skype or Zoom.

The session will be 2 hours in length and will require some pre session reading and preparation. It should be attended by as many staff in the home as possible, including managers, domestic, catering, care and nursing home staff.

If you have not been contacted please send an email to your Local Authority or CCG with you home name, contact person, email address and phone number.

Bereavement resources

The following offers a guide of resources that may be helpful to care homes and links where they are available. Not all resources are available in all areas.

Preparing

The Royal College of General Practitioners along with the NHS and organisations with an interest in palliative care have produced clear guidance on preparations for end of life. The document is long, but the end section may be of help in:

- 1) Supporting family and carers to stay with their loved ones if death is imminent
- 2) Ensure access to mementos is safely achieved

[COVID-19 and Palliative, End of Life and Bereavement Care in Secondary Care](#)

Association for Palliative Medicine <https://apmonline.org/>

The following organisations offer Hospice care and will be able to help with bereavement issues.

Name	Telephone	Location
<u>Mountbatten Hampshire</u>	02382 548860	Botley Road, West End, Southampton, Hampshire
<u>Countess of Brecknock Hospice</u>	01264 835288	War Memorial Community Hospital, Charlton Road, Andover, Hampshire
<u>Earl Mountbatten Hospice</u>	01983 529511	Halberry Lane, Newport, Isle of Wight
<u>Macmillan Unit, Christchurch Hospital</u>	01202 705291	Fairmile Road, Christchurch, Dorset
<u>Oakhaven Hospice</u>	01590 670346	Lower Pennington Lane, Pennington, Lymington, Hampshire
<u>Phyllis Tuckwell Hospice</u>	01252 729400	Waverley Lane, Farnham, Surrey
<u>Rosemary Foundation - Hospice at Home</u>	01730 266329	35 Lavant Street, Petersfield, Hampshire
<u>Salisbury Hospice</u>	01722 416353	Salisbury Hospice, Odstock Road, Salisbury, Wiltshire
<u>St Michael's Hospice</u>	01256 844744	Basil de Ferranti House, Aldermaston Road, Basingstoke, Hampshire
<u>St Wilfrid's Hospice</u>	01243 775302	Walton Lane, Bosham, West Sussex
<u>The Rowans Hospice</u>	023 9225 0001	Purbrook Heath Road, Purbrook, Waterlooville, Hampshire

The HIOW LRF supported the production of this guide to religious considerations:



Religious Requirements at the I

Confirming A Death

Registering a death: Updated guidance on recent changes to regulations enacted by the Coronavirus act and how they affect GPs are set out in the document from the BMA: <https://www.bma.org.uk/media/2323/bma-guidelines-for-remote-voed-april-2020.pdf>

Advice for the public on registering a death is set out on the UK government website: <https://www.gov.uk/register-a-death>

Guidance on bereavement support payments: You may be able to get Bereavement Support Payment if your husband, wife or civil partner died on or after 6 April 2017: <https://www.gov.uk/bereavement-support-payment>

After death – Bereavement Support

An example GP leaflet from North London has some useful links to support organisations



NHS-Bereavement-Leaflet.pdf

Mountbatten Hampshire offer an advice helpline



Hampshire Bereavement support

There are a range of voluntary organisations across Hampshire and the Isle of Wight that can be contacted for support with bereavement. These charities offer free bereavement support through their websites. The quality of the service is unknown.

Bereavement support HIOW wide

<https://www.butterfliesbereavement.co.uk/>

<https://www.bereavementsupportgroups.co.uk/>

South Hampshire

<https://www.cruse.org.uk/get-help/local-services/south/south-hampshire>

<http://help-in-bereavement.org.uk/>

Mid Hampshire

<http://winchesterbereavementsupport.org.uk/>

Child Bereavement Support

<https://www.simonsays.org.uk/>

Holding Difficult Conversations - Resources

A framework to help plan a difficult conversation has been developed by the Academic Health Science Network

<https://www.ahsnnetwork.com/helping-break-unwelcome-news>

Free tools for those training others on holding difficult conversations

<https://www.realtalktraining.co.uk/>

A range of on line training modules for holding the conversation are available free for all from Southern Health

https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_45016&programmeld=45016

Flash cards for studying in preparation of a difficult conversation

<https://www.cardmedic.com/end-of-life-care-1>

Activities for Older Adults During COVID19 - A guide to online resources for those providing care for people with dementia

The Health Innovation Network South London has produced a resource to support the provision of activities in older adult's mental health inpatient settings and Care Homes during the national response to COVID-19. Many of the resources included are dementia friendly. With staff likely to be in significantly reduced numbers and residents/patients unable to receive visitors, the resource contains a list of options predominantly using online, low/zero cost resources for staff to use for activities in their setting. [Available here.](#)

National Capacity Tracker – support video

Updating the National Capacity Tracker remains a critical part of business continuity for care homes – it is especially important that homes maintain an up to date summary of workforce and PPE.

Here is the link to the brief instructional video on how providers should update their Business Continuity data on the NCT.

<https://www.youtube.com/watch?v=JrE5ZV5YTb8&feature=youtu.be>

Skills for Care contact for HIOW – contact details

Debbie Boys – Southampton, Hampshire, Isle of Wight
Debbie.boys@skillsforcare.org.uk

Re-using Medicines in Care Homes and Hospices in England during the COVID-19 Pandemic

[This document](#) (located under Opus resources) has a number of helpful templates and procedures to support re-use of medicines during the COVID-19 Pandemic, including;

- A letter to Residents re Re-Used Medicines during the Covid-19 Pandemic
- High Level Risk Assessment for the Requirement of a Medicine for Re-Use during the Covid-19 Pandemic
- Log of Re-Used Medicines During Covid-19 Pandemic

This document supports the use of the DHSC document 'Running a medicines re-use scheme in a care home or hospice setting'. [available here.](#)

Hampshire Domestic Abuse Service

In order to provide increased opportunities to those affected by domestic as lockdown eases, Stop Domestic Abuse are extending their Advice Line for the Hampshire Domestic Abuse Service until 8.00pm at night

Please find below the details:

Stop Domestic Abuse

COVID-19 Service Delivery 11 May 2020 – 9 October 2020

Hampshire Domestic Abuse Service

Email: advice@stopdomesticabuse.uk

Secure email: advice.hampshire@stopdomesticabuse.cjism.net

Telephone: 033 0016 5112

Advice Line opening hours:

For victims, perpetrators, family/friends and professionals

9.30am-8.00pm Monday –Friday.

Refuges can be accessed 24 hrs by calling 033 0016 5112 and following the answerphone instructions.

HIOW Local Resilience Forum PPE stock

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**