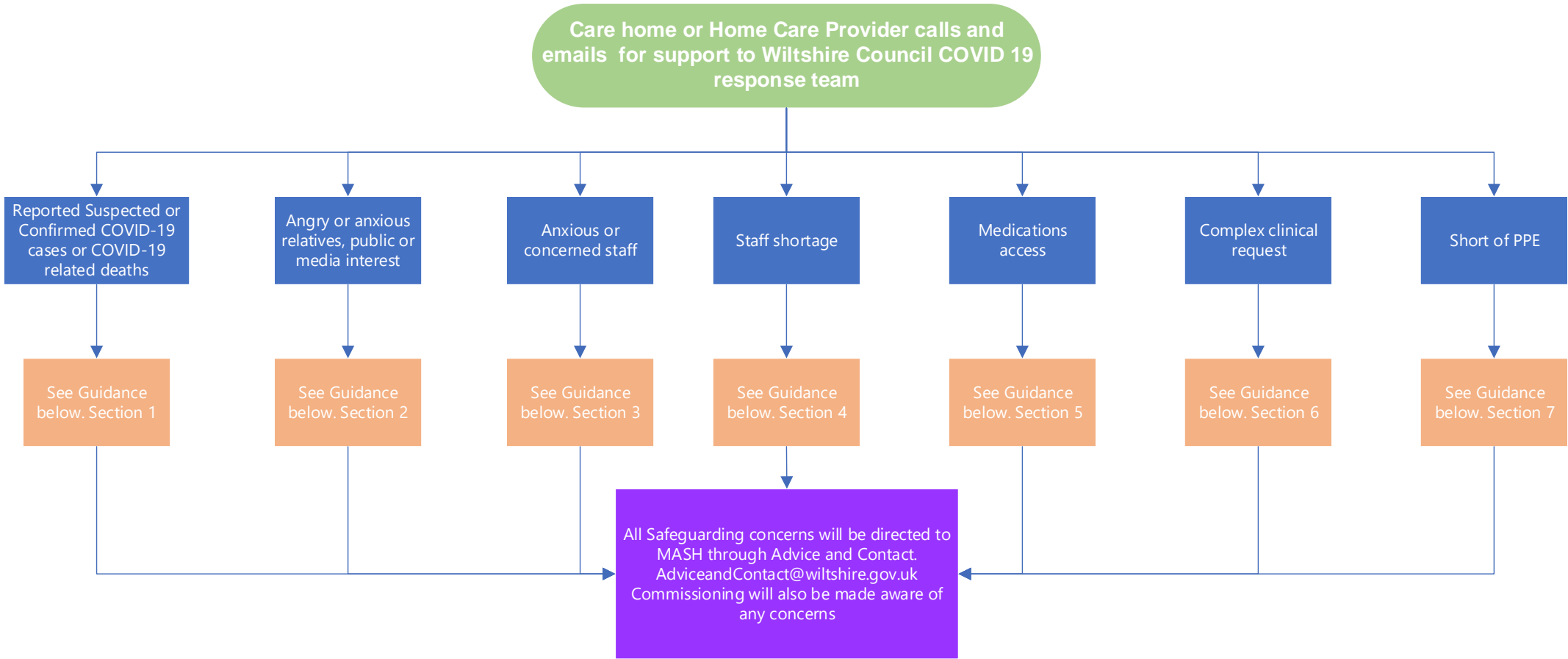


Appendix 2-Standing Operating Procedure for the Covid 19 Provider Queries helpline (Covid-19 Helpline) and Partners



1. Reporting Suspected or Confirmed Covid-19 cases, or Covid-19 related deaths within the home.

During daily calls, the provider reports Suspected/Confirmed Covid-19 cases or a Covid-19 related death within the Care Home to the call handler.

The call handler will:

- Go through and update the Care Home Risk Log with the provider to ascertain the current status.
- Check if the provider has reported/ advise the provider to report the cases/deaths to Public Health England and to the registered GP practice for their awareness.
- Check if the provider has reported / advise the provider to report Covid-19 related deaths to the CQC.

The Covid-19 Helpline team will:

- Confirm that the provider has/ share with the provider the latest PHE IPC advice to reduce/prevent spread of infection.
- Confirm that staffing situation within the home and refer for mutual aid if required.
- Confirm the PPE situation within the home and order additional PPE if required.
- Inform the CCG Primary Care team, outlining the key issues and concerns at the care home. The expectation is that the primary care team will then communicate the issues at the home, with the local GP practice who will then provide proactive support to the care home wherever possible. The CCG Primary Care team should be contacted at; bswccg.iucpc.covid@nhs.net.
- Refer to Wiltshire Council Public Health team or the CCG IPC team for support or advice if needed. The CCG IPC team can be contacted on; Bswccg.ipc.covid@nhs.net
- Agree with the provider the frequency of follow up calls
- Check on homes at the agreed frequency.

The WC Public Health team will:

- Provide advice and support initially through the Covid-19 helpline team, or direct to the provider in urgent or critical cases.
- Update the Covid-19 helpline team with any reported cases or deaths that they are made aware of.
- Provide IPC advice. The level of advice offered will be determined by the provider's current Covid situation.

WC Public Health Team can be contacted via PublicHealth@wiltshire.gov.uk

Public Health England will:

- Provide support as required to the provider when they report any suspected cases/deaths.
- Provide testing for Covid-19 for an individual resident of the home to confirm an outbreak where they deem it appropriate. (Further or whole home testing will be requested by the provider through the testing portal.)
- Share any new reports with the WC Public Health Team.
- Share with Wiltshire Council and/or the WC Public Health Team any new guidance that they have released.

Public Health England can be contacted via 0300 303 8162

2. Reports of Angry or Anxious relatives, members of the public or media interest.

The provider reports that relatives are angry or anxious about suspected or confirmed Covid-19 cases within the home.

The Covid-19 Helpline team will:

- Send the provider the CCG Covid-19 Resource zipped folder and direct them to the letter to family members template.
- Provide any further guidance that will offer the provider support to communicate with members.
- Hold discrete discussions with Senior level provider management/directors if further support is required for the management team.

The provider reports that there is negative public opinion of or potential medial interest in the home

The Covid-19 Helpline team will:

- Seek support from the Wiltshire Council Communications team on the providers behalf.
- Share the concerns with Wiltshire Care Partnership (WCP) who can also offer the home support with responding to the media enquiry. WCP can be contacted on; jo.howes@wiltshirecarepartnership.org.uk

3. Reports of Anxious or concerned staff.

During daily calls with the call handler, or during a call to the Covid-19 helpline, the provider reports that their staff members are very anxious or concerned about Covid-19.

The call handler will:

- Report to the Covid-19 Helpline team

The Covid-19 Helpline team will:

- Offer any appropriate guidance that will answer the team's queries.
- Offer the provider the opportunity to share the Covid-19 Helpline number with the team so that they can receive reassurance directly.
- If appropriate, share details of the free wellbeing apps for NHS staff
- If appropriate, share details of the emotional and mental wellbeing support lines across BaNES, Swindon and Wiltshire.
- Refer to the WC Public Health team or the BSW ICC IPC team if appropriate and ask them to support the team.

The WC Public Health team or the BSW IPC team will:

- Speak to the home directly and provide advice, guidance and support to reassure the staff team.

4. Reports of Staff shortages.

During daily calls with the call handler, or during a call to the Covid-19 helpline, the provider reports to the Covid-19 Helpline team that they have concerns about their staffing levels due to Covid-19.

The call handler will:

- Update the Care Home Risk Log with the staffing situation
- Report to the Covid-19 Helpline team if the situation is urgent.

The Covid-19 Helpline team will:

- Ascertain where the shortage is – management staff, nursing staff, care staff, or household staff.
- Advise the home of the process to access staff testing for Covid-19.

Management staff - The Covid-19 Helpline team will:

- Ascertain whether this is a temporary issue or long term, and whether the home has a business continuity plan in place to maintain support for the home.
- Hold discrete discussions with Senior level provider management/directors to raise concerns and ascertain what support has been agreed to maintain the home.
- Raise concerns to CQC (contact details) and/or the WC Safeguarding team (contact details) if they feel that a lack of management support is having a negative impact on the home/residents.

Nursing staff -The Covid-19 Helpline team will:

- Be unable to access nursing staff support for providers at this time.
- Advise the provider to discuss with CQC if levels have fallen below safe staffing levels and advise CQC of any actions taken.
- Discuss the provider's business continuity plan with the provider.
- Advise the provider to explore the possibility of utilising support from other provider sites, internally and externally.
- Share any known agency details with the provider (held on SharePoint site)
- Dependent on the significance of the vacancies and the impact this is having on the homes, contact the BSW ICC to escalate concerns. The BSW ICC can be contacted on; bswccgsepr@nhs.net

Care staff

- For immediate support, the Covid-19 Helpline team are able to refer the provider to the Mutual Aid support team for Care staff.

If the provider expects the shortage to last for a longer period of time, the Covid-19 Helpline team will:

- Discuss the provider's business continuity plan with the provider.
- Advise the provider to explore the possibility of utilising support from other provider sites, internally and externally.
- Share any known agency details with the provider.

Household staff- The Covid-19 Helpline team will

- Be unable to access household staff support for providers at this time.
- Discuss the provider's business continuity plan with the provider.
- Advise the provider to explore the possibility of utilising support from other provider sites, internally and externally.
- Share any known agency details with the provider.

The CQC team will:

- Offer advice and guidance on what actions the provider can take within the boundaries of their registration.

The Mutual Aid team will:

- Provide care staff where available on a short-term basis to support the provider to maintain safe staffing levels.

5. Medication access.

The provider reports to the Covid-19 Helpline team that they have concerns about accessing critical medications.

The Covid-19 Helpline team will:

- Ascertain where the access issue is – is there an issue with delivery or collection of medication or is the issue with the stock of critical medication.
- For delivery or collection of medication, share the Care Homes referrals for volunteers flowchart with the provider to access a volunteer to collect the prescriptions on their behalf.
- For ordering or supply issues that cannot be resolved by communication between the home and local pharmacy, the CCG medicines management team can be contacted on; wccg.moch@nhs.net
- If the concerns relate to end of life medications, share the CCG End of Life Protocol documentation. This document includes contact details of the local hospices that can be contacted to provide support
- For stock issues, advise the provider to check with other local pharmacies for stock.

6. Medical Support Requests

The provider calls the Covid-19 Helpline team for medical support requests or answers yes to the Clinical questions during a call.

The Covid-19 Helpline team will:

- Not be able to personally advise on Complex Clinical queries.

For queries regarding individual resident's health:

- In hours, homes should be directed to call the resident's GP
- Out of hours, from 18.30-08.00 weekdays, all weekends and bank holidays), if providers need any access to GPs or clinical advice / support –call the Medvivo Health Care Professional Line on 0300 111 5818 and they can advise.

For holistic support to the home:

- Refer the provider to their clinical lead for support.

The Wiltshire Health and Care team will:

- Provide advice to the home management

The CCG IPC team will:

- Provide advice on the query where they are able or advise where they are not and who can be contacted for this support.

7. PPE Requests

Either the provider mentions PPE concerns on the daily call with the call handler, or the provider calls/emails the Covid-19 Helpline team to request PPE.

The Covid-19 Helpline team will:

- Confirm the PPE that is required by the home, in line with current PPE guidance.
- Check the provider's existing stock levels and how long this will last.
- Check whether there are any suspected or confirmed Covid-19 cases within the home.
- Confirm whether the provider has checked with their usual supplier for stock or if they have a pending delivery. Where the supplier has not been contacted, advise the provider to check and call back if there are still supply issues.
- Confirm whether the provider has checked with other suppliers and provide a list of potential suppliers that could be tried, and the National Supply Distribution Line details.
- Where need is urgent, agree a small supply of appropriate PPE to support the home until a further supply can be accessed by the provider.
- Make clear to the provider that a chain of supply will need to be established to maintain supply on a longer-term basis. This may not be appropriate at this stage if the home is in crisis.
- Complete and submit a PPE order form to access supply from the Wiltshire Council's stock.
- Refer to the BSW ICC team for supply if no stock is available.

The Five Rivers and transport teams will:

- Provide and deliver stock to the care home, where available, from the central stock.
- Advise where stock is not available.

The BSW ICC team will:

- Triage any requests for supply.
- Refer to the PPE Logistics cell.
- Advise the Covid-19 Helpline team whether supply can be provided for the Care Home.

8. Safeguarding Concerns

A concern is raised:

- by the providers themselves
- through the sharing of information by the provider with the Covid team
- by a whistle-blower
- by an internal/external colleague
- by the Covid team based on interactions with the provider

The Covid-19 Helpline team will:

Escalate concerns to the Covid Programme Lead, or in their absence the Resources Head of Service or Director of Commissioning.

In the absence of the Covid Programme Lead escalate concerns to:

- Advice and Contact Team Manager
- Relevant Commissioners
- CQC

Offer regular support to identified services. (Please note that providers may also be offered regular support for other reasons)

The Covid-19 Programme Lead will:

Escalate concerns to

- Resources Head of Service
- Director of Commissioning.
- Advice and Contact Team Manager
- Relevant Commissioners
- CQC

Coordinate offers of regular support to providers and any further Covid related support offers.

- Provide ongoing support to the Advice and Contact Team Manager, the relevant Commissioner and CQC