

Provider FAQ's- Updated 17/03/20

<u>Question:</u>	<u>Answer:</u>
Are additional facilities being made available (care homes/hospital wards/ hotels/rest centres) in the event of a large outbreak?	Wiltshire Council Has a Business Continuity Plan that will be activated as required.
Families are a potential resource to support the home even if not offering direct personal care (health permitting). What is WC view on accessing this resource?	We support the use of volunteers in principle, provided appropriate risk assessments, training and checks are in place.
How will communication be made given that many homes were missed in the initial WC email re resilience plans	We have set up a dedicated webpage where we have answers to any provider queries recorded. We are also working with WCP to disseminate information. We are in the process of setting up a dedicated email address and helpline so that providers have one point of contact.
If a home care customer is self isolating with symptoms or positive diagnosis, what is the contingency to ensure that they still receive essential support?	There is national guidance in place for the use of PPE with suspected cases for home care providers to continue in their care provision. Positive diagnosis will now only be given within a hospital setting and not in the community.
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Is there any guidance for Carers	<p>https://www.carersuk.org/for-professionals/policy/policy-library/statement-on-covid-19-coronavirus</p> <p>https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19"</p>
Is there any plan to reduce the current levels of support in the community by identifying only essential visits?	Providers should continue to support as usual, until it is necessary to activate their business contingency plans.
Can we agree a format/app across Wiltshire to maximise comms and minimise face to face contact?	There is national guidance in place regarding visitors to the home. Where residents have agreed to stop visitors to their home, they may

	wish to use technology to maintain communication. The format that this takes will be down to the individual provider, residents and their families to agree. Consideration should be given to residents who may be on End of Life plans and how to ensure that they get to spend time with loved ones, and also how customers without capacity to use technology will be supported to maintain contact with loved ones.
What advice can we give regarding the closure of Care homes to visitors.	There is national guidance in place regarding visitors to the home. Where residents have agreed to stop visitors to their home, they may wish to use technology to maintain communication. The format that this takes will be down to the individual provider, residents and their families to agree. Consideration should be given to residents who may be on End of Life plans and how to ensure that they get to spend time with loved ones, and also how customers without capacity to use technology will be supported to maintain contact with loved ones.
What is happening for day care services?	Each provider needs to include the implications of any decision that they make on the broader system and include this in their business continuity planning.
What is the protocol for providing support to customers who share a home with a self isolator?	There are government guidelines in place for the use of PPE with suspected cases for home care providers to continue in their care provision. Positive diagnosis will now only be given within a hospital setting and not in the community.
What is WC's Business Continuity Plan	Each Wiltshire Council department has a Business Continuity Plan in place, which interlink with each other and will be activated as required.
What plans are in place to establish plans for mutual aid, local support networks and sharing resources?	Wiltshire Council has been in contact with providers to identify capacity and business continuity plans and are taking this into consideration as part of a system wide approach, however if providers wish to privately set up sharing arrangements with each other as part of their business continuity planning process we would also encourage this.

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<p>When & who do care homes contact if they believe they are becoming resource constrained?</p>	<p>Please contact Wiltshire Council Adult Commissioning on CandF.Commissioning@wiltshire.gov.uk</p>
<p>Will there be support to carry out our own tests, and test kits provided?</p>	<p>Positive diagnosis will now only be given within a hospital setting and not in the community.</p>
<p>Will WC be able to provide staffing resources to support providers?</p>	<p>This will be explored within the whole Wiltshire council business continuity planning process.</p>
<p>Will WC be able to support with transporting customers between homes if required?</p>	<p>Providers should make provision for this within their own business continuity planning.</p>
<p>Local community health services and primary care providers can support care home provision, agreeing with local authorities and care home providers how and when this can be triggered. How is this to be managed and what tools to report capacity for bed vacancies?</p>	<p>Providers should let us know that they have activated their business continuity plan, and let us know if the situation goes beyond their contingency plans. we will be in contact weekly to ascertain capacity.</p>
<p>Is there any guidance around the minimum standards for washing an infected person's laundry with others?</p>	<p>Standard infection control measures should be utilised.</p>
<p>Will staff be tested if they have displayed symptoms?</p>	<p>There are government guidelines in place for the use of PPE with suspected cases for care home providers to continue in their care provision. Positive diagnosis will now only be given within a hospital setting and not in the community.</p>