

# Dorset Care Homes Resource Pack

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22<sup>ND</sup> May 2020 Version: FINAL V1.0



## The purpose of this resource pack



Information is changing rapidly, this pack is aimed at supporting all Dorset care providers in being able to easily access the latest guidance, information, training and support. Information for this pack has been gathered from partners across the Dorset system.

## Topics covered in this resource pack



- [Wellbeing – Self-care during COVID-19](#)
- [Wellbeing – Self-care Applications](#)
- [Wellbeing – Dealing with Stress](#)
- [Wellbeing – Leading teams through COVID-19](#)
- [Wellbeing - COVID-19 Staff Risk Assessments](#)
- [Mutual Aid - Workforce](#)
- [Infection Prevention and Control \(IPC\)](#)
- [Personal Protective Equipment \(PPE\) – Supply Issues & Escalation](#)
- [Managing an Outbreak](#)
- [Testing for Care Homes](#)
- [Supporting your residents with dementia](#)
- [Supporting your residents with learning disabilities](#)
- [Supporting care in the last days of life – 1](#)
- [Supporting care in the last days of life – 2](#)
- [Key Tools – NECS National Capacity Tracker](#)
- [Key Tools – Restore2](#)
- [Key Tools – NHS Mail](#)
- [Managing Media and COVID in care homes](#)
- [Care Home Multi Disciplinary Support – 1](#)
- [Care Home Multi Disciplinary Support - 2](#)

## Wellbeing – Self-care during COVID-19

COVID-19 means we are all experiencing an unprecedented situation. Everyone reacts differently, and we will have periods where we find it more difficult to deal with. **It's okay not to feel okay.** Talking to someone can often help. **Feeling stressed, worried or anxious means that you are human.** These are normal reactions to challenging circumstances.

**It's important to take a step back.** Having a good wellbeing routine will help prevent the build-up of emotional distress and anxiety. There is a range of mental health and wellbeing support available to frontline workers across Dorset.

For practical tips on maintaining your mental wellbeing and support if you're [anxious](#) or [stressed](#) about Coronavirus, visit [Every Mind Matters](#).



Find out about [LiveWell Dorset's Five Ways Challenge](#) for guidance and tips on improving physical and emotional wellbeing.



[Mental Health Foundation](#) has lots of tips and resources, including on subjects like parenting, relationships and financial worries.



For more information about the mental health and wellbeing services available to you, visit [Dorset HealthCare's information on Coronavirus wellbeing support](#) or your organisation's intranet.

[Dorset Mind](#) has a range of self-help resources and support services which have been moved online. You can refer yourself.

## Wellbeing – Self-care Applications

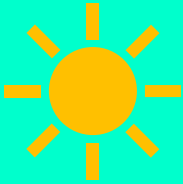
There is currently free access to the following health and wellbeing applications for all staff until 31<sup>st</sup> December 2020.

[Daylight](#) is a smartphone-based app that provides help to people experiencing symptoms of worry and anxiety, using evidence-based cognitive behavioural techniques, voice, and animation.

[Sleepio](#) is a clinically-evidenced sleep improvement programme that is fully automated and highly personalised, using cognitive behavioural techniques to help improve poor sleep.

### [Daylight](#)

- Access [Daylight](#)
- Enter your postcode and answer a few short questions to tailor the programme to you
- Sign up for an account using your name and email address (work or personal)
- Download the Daylight smartphone app (search 'Daylight - Worry Less' on both iPhone and Android)
- Get started!



### [Sleepio](#)

- Access [Sleepio](#) on your laptop or desktop computer:
- Enter your postcode and sign up for an account using your name and email address (work or personal)
- Click 'Personalise Sleepio'
- Get started!



## Wellbeing – Dealing with Stress

Under challenging circumstances, it can be difficult to tell when you are experiencing stress. Stress affects everyone in different ways. Now more than ever, it's important to look out for signs of stress in yourself and others.

Are you experiencing any of these more frequently than usual?



Always feeling overwhelmed, worried, anxious or scared



Having racing thoughts or difficulty concentrating



Having trouble sleeping or feeling tired all the time



Eating more or less than usual



Feeling irritable or impatient



Avoiding certain things or people



You can take steps to deal with it

- Speak to a trusted friend, colleague or your manager
- [Every Mind Matters](#) has lots of tips for dealing with stress
- [Dorset Mind](#) has a range of support services available online
- If you've been affected by a disturbing event, a session of **Flash therapy** might help. You can book a session for yourself by emailing [dhc.ipts@nhs.net](mailto:dhc.ipts@nhs.net).
- For support with mental health and other issues, you can contact [Connection](#) on **0300 123 5440 (or via NHS 111)**. This is a **24/7 helpline** available to everyone in Dorset. Staff are trained to support anyone who calls and can signpost to the most appropriate service to meet your needs.
- If you are struggling to cope or you've experienced a traumatic event, [Steps 2 Wellbeing](#) have psychological therapists and counsellors who can help

## Wellbeing – Leading teams through COVID-19

Leading at a time of crisis such as COVID-19 is challenging. To support you with this, we've put together a managers' toolkit for leading teams through COVID-19. You can find the toolkit on the [Dorset HealthCare website](#). Find out what's included below.



The **Four Pillars of Care** can be built into daily routines to help prevent build-up of emotional distress and anxiety



The **self-care checklist** can help you and your team stick to a daily routine and reflect on how you are coping



The **anxieties about COVID-19 questionnaire** can help you understand and manage concerns about COVID-19



Use the **dealing with stress infographic** to help spot the signs of stress and signpost your team to further support



A **wellbeing at work plan** can be useful for supporting existing and redeployed team members



**Open questions for managers** can be used in 1-2-1s to help you understand how your team members are coping



Use **check-in & check-out questions** to help you understand how your team members are coping



Read the guide to **leading teams through COVID-19** for some useful top tips



The **self-care tree** can help you and your team members manage your wellbeing at work and at home

## Wellbeing - COVID-19 Staff Risk Assessments

Risk assessments are encouraged for all staff who may have underlying health conditions and/or other risk factors. A risk assessment tool has been developed which should be completed in conjunction with the [latest guidance](#) available. A substantial number of Black, Asian and Minority Ethnic (BAME) colleagues work within the health care sector and there is emerging evidence that COVID-19 may have a disproportionate impact on them. Line managers should be supported to have thorough, sensitive and comprehensive conversations with all staff.

### Management support

Encourage all staff with concerns to have a conversation with their managers about their particular circumstances.



### Risk assessment tool

Using this tool will support managers in the conversations with concerned staff helping better understand their needs and those of their families.



Risk Assessment  
Tool

### Sick leave

Continue to support your staff in line with your own managing sickness absence policy. Encourage them to report any symptoms to protect themselves



### Wellbeing



Many colleagues worry about their health and their families; the NHS is paying close attention to how Covid 19 is affecting different staff groups and hope to act as a health care system on any trends or themes once known



## Recruitment and redeployment of staff during Covid-19



### NHS Returners

Interface with NHSE in response to the national campaigns



Redeployment of existing NHS staff (across organisations)



Redeployment of undergraduates in response to national campaigns



Redeployment of non-NHS staff into NHS services (e.g. private hospitals, hospice staff)



### Volunteers

Interface with Local Authority Community Hubs and Local Resilience Forum Cells



Dorset-wide recruitment campaign to attract people to existing job vacancies

## Workforce information to inform planning decisions linked to escalating demand



The framework including all relevant processes and forms will be launched on 27 March 2020

[joinourdorset.nhs.uk/covidworkforce](https://joinourdorset.nhs.uk/covidworkforce)



All requests and queries should be sent to:  
[contact@joinourdorset.nhs.uk](mailto:contact@joinourdorset.nhs.uk)



Advice and guidance  
HR related policies  
Clinical governance  
Professional practice



Sharing of resources and information  
Training  
Health and Wellbeing  
Staff accommodation

## Mutual Aid - Workforce

In response to the pandemic, a mutual assistance framework to support the recruitment and retention of staff during Covid-19 was launched on 27 March 2020. To make a request for mutual aid you can do so by accessing this link

<https://joinourdorset.nhs.uk/covidworkforce/>

There is also a system wide COVID workforce report which identifies staff absence rates and potential gaps and needs; total resource supply available for redeployment and a summary of the requests made for support.



# Infection Prevention and Control (IPC)

## Infection prevention & control

- Follow the guidance on [handwashing and social distancing](#)
- Masks should be worn when doing any task that requires you to be within 2 meters of your residents
- Follow the [flow chart](#) to see if you should be using PPE
- Masks can be used continuously, depending on [different scenarios](#)
- Gloves and aprons are for single patient use only

**If you take your mask off, it MUST go in the clinical waste bin**

Follow clinical advice on length of isolation for your resident which will depend on clinical symptoms and test results. Use [Infection Control guidance](#).

Care for resident using PPE ([what to use](#) and [how to wear and dispose](#)).

Due to sustained transmission PPE is to be used with all patients. Additional PPE is required for Aerosol Generating Procedures as described in the [table](#).

- Use correct handwashing technique ([video](#) and [guidance](#))
- Consider bathroom facilities, if no en-suite available:
- Designate a single bathroom for this resident only
- Use a commode in the room

## IPC Resources

[Infection Control guidance](#)

[COVID-19: PPE use for non-aerosol generating procedures](#)

[COVID-19: how to work safely in care homes](#)

[COVID-19: PPE use for aerosol generating procedures](#)

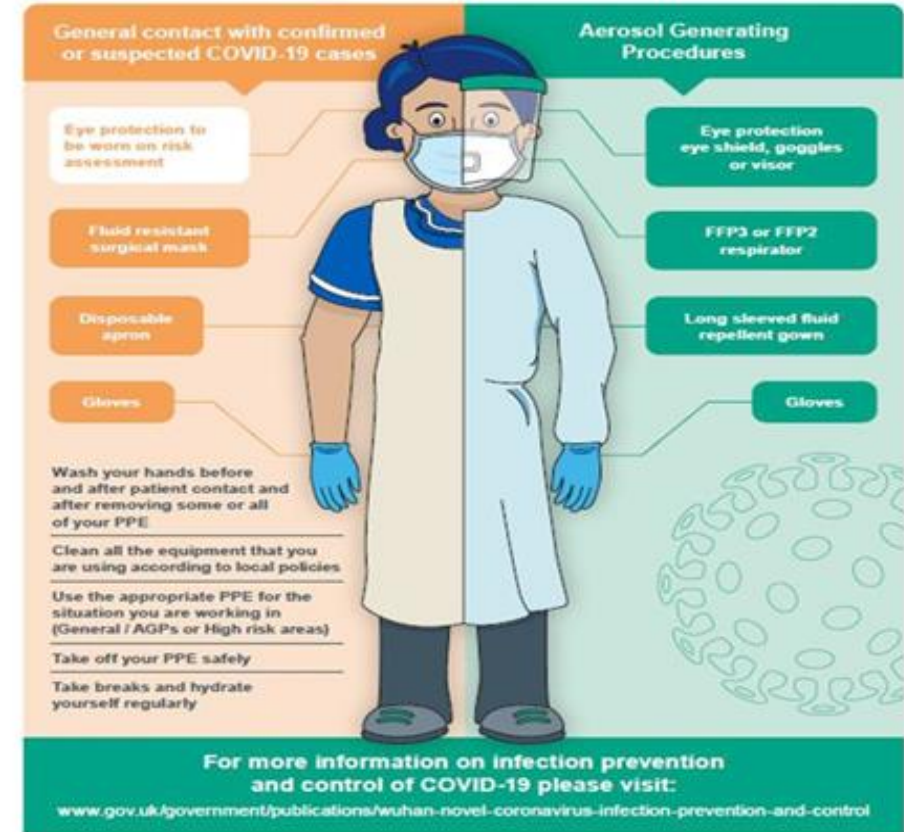
[Best practice: How to hand wash](#)

[PHE Video: Putting on and removing PPE – Guide for Care Homes](#)



## COVID-19 Safe ways of working

### A visual guide to safe PPE



A national IPC training offer is now open to all care homes – we are contacting you all directly about this offer.

# Personal Protective Equipment (PPE) – Supply Issues & Escalation

The urgent need to provide more capacity to deliver PPE to wider community providers including care homes is recognised. This [website](#) contains more information on the development of and access to, this dedicated supply chain. Until the national service is established you should:



Step 1

Order through your regular ordering channels



Step 2

Order through one of the wholesalers who are receiving stock from NHS Supply Chain, these are:  
[DeliverNet](#) [Blueleaf](#) [Careshop](#) [Countrywide](#) [Gompels](#) [Nexon](#) [Wightman & Parrish](#)



Step 3

Contact your Local Resilience Forum (LRF) via the following local authority contacts:  
Dorset: [adultscommissioningteam@dorsetcouncil.gov.uk](mailto:adultscommissioningteam@dorsetcouncil.gov.uk) BCP: [Provider.engagement@bcpcouncil.gov.uk](mailto:Provider.engagement@bcpcouncil.gov.uk)



Step 4

Contact NSDR 24/7 hotline on 0800 915 9964 (**only** where the above channels have been exhausted).  
Please refer to the [website](#) for information you will need at point of ordering

# Managing an Outbreak



An outbreak is **one or more residents** in the care home with symptoms compatible with COVID-19. For infection control advice and access to initial testing **you must contact:**

**PHE – South West Health Protection Team: 0300 303 8162**

## Update:

- Capacity Tracker
- Your Local Authority
- RIDDOR

**Guidance:** [Admission and Care of Residents during COVID-19 Incident](#)



New continuous cough, different to usual?  
High temperature( $\geq 37.8^{\circ}\text{C}$ )?  
Loss or change to your sense of smell or taste?  
Other signs of being unwell / change in behaviour?  
Check for [up to date list of main symptoms](#)  
**Seek clinical advice**



## Record observations:

- Date of first symptoms
- **Blood pressure**
- [Pulse respiratory rate](#)
- Temperature (refer to instructions)
- Remember to [maintain fluid intake](#)

For support on cohorting of residents and alternative accommodation options, please contact:

**BCP** [brokerage.covidreferrals@bcpcouncil.gov.uk](mailto:brokerage.covidreferrals@bcpcouncil.gov.uk)

**DC** [qualityimprovement@dorsetcouncil.gov.uk](mailto:qualityimprovement@dorsetcouncil.gov.uk)

**For more support**, call the residents **GP** in the first instance

# Testing for Care Homes

If **one or more residents** in the care home has symptoms compatible with COVID-19, for infection control advice and access to initial testing **you must contact**:  
**PHE – South West Health Protection Team 0300 303 8162**

For all other testing requirements within a CQC registered care home setting:



The **New Care Home Testing Portal** has been launched for delivery of coronavirus test kits. This portal can be used for both asymptomatic and symptomatic residents and asymptomatic staff. Staff who are symptomatic should not be in the care home – refer to [gov.uk/coronavirus](https://gov.uk/coronavirus) for testing through the employer portal or self-referral.



Local authorities and Public Health will work together to prioritise those care homes in in greatest need.



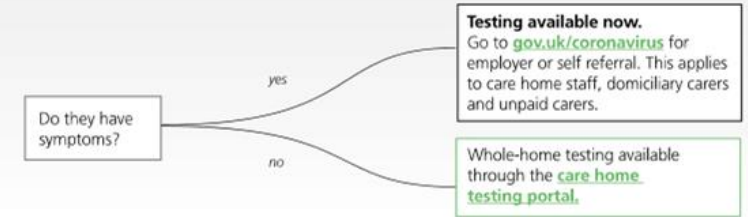
Tests will come with full instructions, a video guide can be found [here](#)



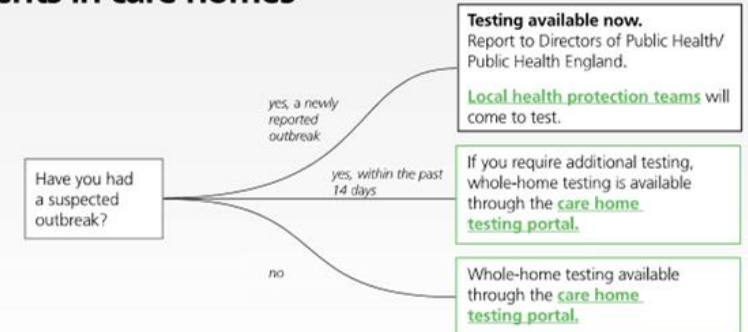
Results will be communicated to both care home managers and local authorities to help manage coronavirus outbreaks in local areas.

## How can I get the test for our staff and residents/clients?

### Staff



### Residents in care homes





## Supporting your residents with dementia

There will be a significant change in routine for people living with dementia. People they love are no longer able to visit and they may not have access to the activities that they enjoy.

Some people with dementia wander, try to find out why e.g. boredom or pain. They may need help or reminders to wash their hands:

- + Use signs in bathrooms
- + Demonstrate hand washing
- + Alcohol-based sanitizer is quick if they cannot wash their hands easily

People with dementia may find someone wearing PPE frightening – try visual aids to assist. If they become unwell they might get more confused (delirium). Put care in place to help prevent delirium:

- + Stimulate the mind such as reading, puzzles and listening to music
- + Movement and activity
- + Sleeping well
- + Wearing glasses & hearing aids
- + Keeping hydrated & eating well



### Think

- Are they unwell or frightened?
- Do they need extra help to remain safe?



### Ask

- Have I done all I can to understand their needs?
- What activities do they like to do?



### Do

- Introduce & explain why you wear PPE
- Remind them why routines have changed

### Resources

- + Easy [read poster](#) explaining why staff are wearing PPE
- + HIN activities [resources](#) during COVID-19
- + British Geriatric Society [short guide dementia and COVID-19](#)
- + Short [delirium video](#)
- + Delirium [prevention poster](#)
- + Mental Capacity Act and DoLs COVID 19 [guidance](#) and [summary](#)
- + [Communication cards](#) to help to talk about COVID-19

# Supporting your residents with learning disabilities

These residents may be at greater risk of infection because of other health conditions, routines and/or behaviours. Staff need to be aware of the risks to each person reducing them as much as possible.

**Shielding** - Some high-risk residents may require shielding, it is important to follow the [government guidance](#) as much as possible.

## Hand washing:

- + Use signs in bathrooms to remind
- + Demonstrate hand washing
- + Use alcohol-based sanitizer if they cannot wash their hands easily

## Resources:

- + Easy [read poster](#) explaining why staff are wearing PPE
- + Easy read [information](#) on coronavirus
- + EoLC [guidance](#)
- + MCA and DoLS COVID 19 [guidance](#) and [summary](#)
- + Hospital Visitors [guidance](#)
- + Government guidance on [exercise](#)
- + Government [guidance on protecting extremely vulnerable people](#)



### Diagnostic Overshadowing

- People with a Learning Disability may communicate symptoms of COVID - 19 differently
- Don't use the Clinical Frailty Score. NICE have advised individualised assessment instead
- A Learning Disability is NOT a reason for a DNAR



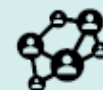
### Health Passports

- People with a Learning Disability may have a My Care / Hospital Passport, or a Yellow Health Book
- This will have Essential information, and often Baseline Physical Observations
- Check the Summary Care Record for additional information



### Circle of Support

- Listen to those who know the person best! They will have information about the person when they are well, and may be able to advocate for them
- During COVID - 19, people may be with an unfamiliar carer, so please ask who's with them, and how long they've known the person



### Reasonable Adjustments

- Speak to the person and their family / carers about what adjustments need to be made
- This is a legal requirement, set out in the Equalities Act 2010



### Communication

- Speak to the person, not over their heads - involve them in the discussion
- Use Easy Read resources - Available from the Learning Disabilities Team or Online
- No Jargon, simple sentences and questions. Use Pictures



### PINCH ME

- Pain, Infection, Nutrition, Constipation, Hydration, Medication and Environment
- These can all be causes of challenging behaviour, or changes in presentation



### Mental Capacity

- People with Learning Disabilities do not automatically lack capacity
- If you think the person might lack capacity, complete personalised Mental Capacity Assessments and Best Interest process
- Involve an advocate (IMCA) if no family can support the decision making process. Referrals can be made through Dorset Advocacy: 0300 343 7000



### Mental Health and Wellbeing

- Please consider the person's mental health and take time to factor this into care
- Being in hospital, or not having familiar people may be distressing
- PPE may be scary - Call your local Learning Disabilities team or Hospital Liaison for resources and advice







## Supporting care in the last days of life - 1



### End of Life Care in Care Homes

If a person's condition deteriorates, and critical care treatment is not wanted or is not appropriate ([COVID guidance 159](#)) people may choose to be cared for in a care home. This guidance sets out what will help people to be cared for as safely and comfortably as possible.



### Symptom Management

- Up to date guidance, including non-pharmacological management, is available at [NICE guidance 163](#).



### Communication

- If prognosis is uncertain: explain gently that they are so sick that they may die. If expected to die within hours or days: explain that they are near the end of their life, they are dying, and they may be in their last hours or days. [Difficult conversations](#) [Breaking unwelcome news](#) [Communication-skills](#)



**Further guidance – Covid-19 Supporting People in the last weeks of life v3.0 28 April 2020**



Support in last  
weeks of life





## Supporting care in the last days of life - 2



### Questions, Advice and further support

Palliative and end of life care teams are available for further advice or support. Palliative care guidance (“the Green Book”) is available here: [Green Book](#) Other useful resources can be found in the sections on “anticipating” and “grieving” helpful: [www.vitaltalk.org](http://www.vitaltalk.org)



### Verification of Death

In the ongoing climate with COVID 19 it has become necessary for Registered Nurses across Primary and Community Care to be trained and competent in the process of Verification of Death. There are 3 routes to access training, whether that be face to face or remote self assessment. These can be accessed here [DCCG Training site](#) or by contacting [Helen.snelgrove@nhs.net](mailto:Helen.snelgrove@nhs.net)



### Certification, Notification and care after Death

COVID-19 is notifiable to Public Health but does **not** need to be referred to the coroner as it is a natural cause of death. Up-to-date advice available: [COVID advice and guidance](#) and relating to care after death: [www.gov.uk](http://www.gov.uk)

## Key Tools – NECS National Capacity Tracker

All care homes in Dorset are registered on the [national capacity tracker](#) (video help guides are available through the home page). It is important that you update your status on this tool **daily**, the government has added to the data required from care providers through the tracker with a required completion date of **26<sup>th</sup> May 2020**. ***Please note that regular completion of the required information allows local authorities to release monies from the new infection control fund.***



You can update your status in  
**less than 1 minute**

WHICH



Helps us to locally target  
support where it is most  
needed

AND



Information is read nationally  
and enables government to  
make key decisions

## Key Tools – Restore2

**RESTORE2™** is a physical deterioration and escalation tool for care/nursing homes. It is designed to support homes and health professionals to:

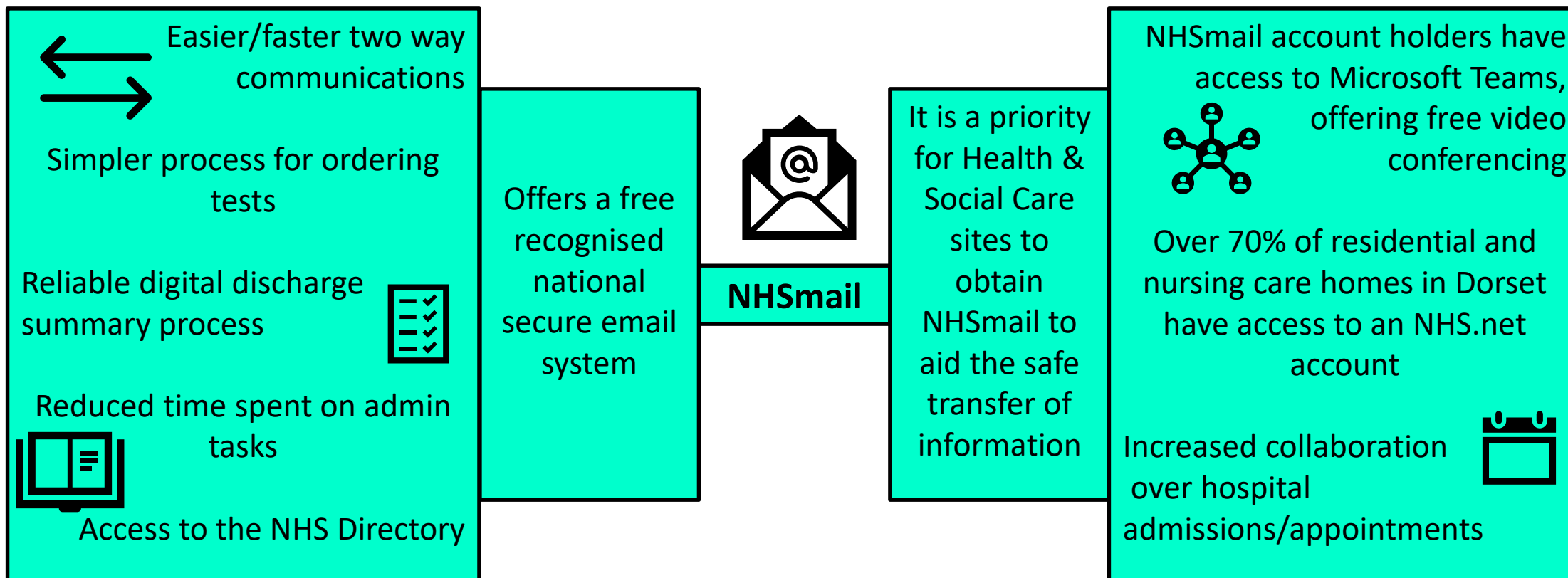
- ✓ Recognise when a resident may be deteriorating or at risk of physical deterioration
- ✓ Act appropriately according to the resident's care plan to protect and manage the resident
- ✓ Obtain a complete set of physical observations to inform escalation and conversations with health professionals
- ✓ Speak with the most appropriate health professional in a timely way to get the right support
- ✓ Provide a concise escalation history to health professionals to support their professional decision making.

## Resources:

Download copies of [RESTORE2™](#) , [RESTORE2™ Mini](#) and [RESTORE2™ training resources](#) including [free videos and e-learning](#) designed by West Hampshire CCG and Wessex and the West of England Academic Health Science Networks (AHSNs) specifically for staff working in care homes.



## Key Tools – NHS Mail



## Managing Media and COVID in care homes

Public Health England (PHE) South West works in partnership with local authorities, NHS and CCG colleagues to support you in managing outbreaks and sadly any deaths that occur in your setting from COVID-19.

### Webinars

PHE have developed a series of short webinars you can share with your staff on some key public health actions.

<https://bit.ly/carehomewebinars>.



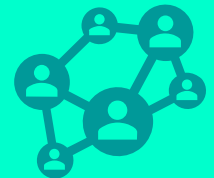
### Daily call

PHE have set up a daily call to help you with questions you might have when you have confirmed cases. You will be contacted directly by PHE with details of the meeting.



The media are inevitably interested in numbers of cases and deaths and we can support you with these enquiries.

- In Dorset, we are not commenting on individual cases or quoting exact numbers of deaths
- You are not on your own and PHE SW are here to help you manage any communication issues
- You are under no obligation to speak to the media
- PHE will work with you to draft any messages that are needed
- PHE will always be guided by the wishes of the family
- For assistance, please contact [kirsty.hillier@dorsetcouncil.gov.uk](mailto:kirsty.hillier@dorsetcouncil.gov.uk).



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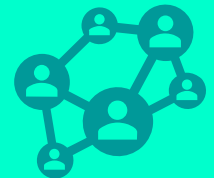
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## Care Home Multidisciplinary Support - 1

Primary care and community health services across Dorset are key to ensuring care homes have the clinical support they need. The support is modelled on the Enhanced Health in Care Homes initiative which has been developed during the past 2-3 years. It is a way of working where GPs and other community health services provide proactive, ongoing support to care home residents and staff, rather than waiting until someone is unwell to get involved. Due to the COVID-19 outbreak, NHS England has brought forward the roll out of this additional NHS clinical support to all areas in England from October 2020 to May 2020.

By the end of May 2020, each nursing or residential care home should expect to have:



been aligned to a single Primary Care Network (PCN)



a named clinical lead from the local health services - the person who has oversight of the clinical care provided by the multidisciplinary team. (It is important to note however that the medical responsibility for individual residents remains with the registered GP)



pharmacy support to staff and residents, including reviewing medication



a consistent weekly “check in” by a GP and/or other local health professionals. This may be a phone/video call to touch base and address any queries/concerns. The weekly check should also be an opportunity to review residents whose health the care home is concerned about, discuss future treatment and whether hospital admission may be required. It may also discuss the possibility of remote monitoring, for example using oximeters, which check that people’s oxygen levels have not dropped.



support to develop individual care plans, particularly at end of life





# Care Home Multi Disciplinary Support - 2

## Primary Care Network

**Clinical Lead:** Lead clinician who has oversight of the clinical care provided by the MDT

**GP:** Has medical responsibility for individual residents registered at the practice

**Community/District Nursing:**  
Provides assessment and treatment

**Pharmacy Support:** Provides advice & guidance and assessment/review in the management of medicines.

**Specialist Palliative Care:** A community or specialist Nurse/ who provides advice and management for those coming to or at the end of their lives.

**Social Worker:** Provides quality assurance, advice and guidance.

**Therapy:** Provides assessment and rehabilitation advice and treatment, as well as supporting provision of equipment as prescribed

**Mental Health Support including Dementia:** Specialist support – advice and guidance and assessment and treatment



## CCG/LA Quality Improvement Support and Assurance

Provides quality assurance, advice and guidance / training

## Public Health

Provides advice , guidance and education