

# Adults' Health and Care

Update for care providers



13 January 2021

## Coronavirus (COVID-19) Mutual aid for emergency staff shortages

Dear Provider

As we have entered another lockdown, with coronavirus cases continuing to rapidly increase throughout the county, we realise the coming weeks will continue to be very difficult for you and your staff. Inevitably staff shortages will occur. We are asking all care providers to refresh their plans to support each other in local areas (Mutual Aid) in circumstances where there is critical need for staff, and where you have exhausted your usual options such as agency staff. We are naturally looking at every way in which we can help you through such difficult situations, but we believe that working together with providers local to you is the best option where the safety of your residents or clients is at risk.

To identify other providers local to you and discuss potential for mutual aid, search our [Marketplace directory for paid services and care providers](#) and filter it by location and care type.

You may also wish to visit the [Hampshire Care Association website](#), and check their members list to have a discussion with those that may be close by about how you could assist one another.

We must stress that mutual aid for staff shortages should only be used in extreme cases as we recognise the risk of staff movement between care settings. However, as part of good business continuity planning, **we are advising that relationships and processes are developed now, so they are in place and clear for the eventuality they may be called upon.**

We would also advise you to risk assess the situation. If you believe that requesting support from a local provider is your only option please ensure you follow Infection, Prevention and Control measures.

Please find further useful information in the [following toolkit](#) that we have put together to support your preparedness and resilience.

