

Welcome to the latest Residential and Nursing Home communication from Hampshire and Isle of Wight (15 July 2020)

Dear Colleagues,

Please see below for essential COVID-19 updates on:

- Care Excellence – stories from the sector
- Thank you from the NHS and Partners
- Community Testing Service (Hampshire, Southampton, Portsmouth) – change in how to access the service

Other information

- Support with Recruitment
- Infection Prevention and Control (IPC) training support
- Syringe driver: information if you use a BD T34TM Syringe driver
- Taking a COVID-19 swab
- Care Home COVID-19 Testing – routine testing (repeat from last week)

### Care Excellence – stories from the sector

Westlands Care Home in Four Marks, Hampshire held a Cuddle Day which featured on [BBC South Today](#).

The home installed a plastic curtain that allows families to hug their loved ones without risking coronavirus infection. It was a truly emotional day as families reunited with cuddles, tears and lots of laughter after almost four months.

Helen Brown (Registered Manager) said 'We are extremely proud of the team at Westlands who have worked courageously during such difficult times to keep our residents safe and virus free. We would also like to take the opportunity to thank all

the families for their patience and understanding. We are planning to organise further cuddle days and similar initiatives to bring families together again.'



### **Thank you from the NHS and Partners**

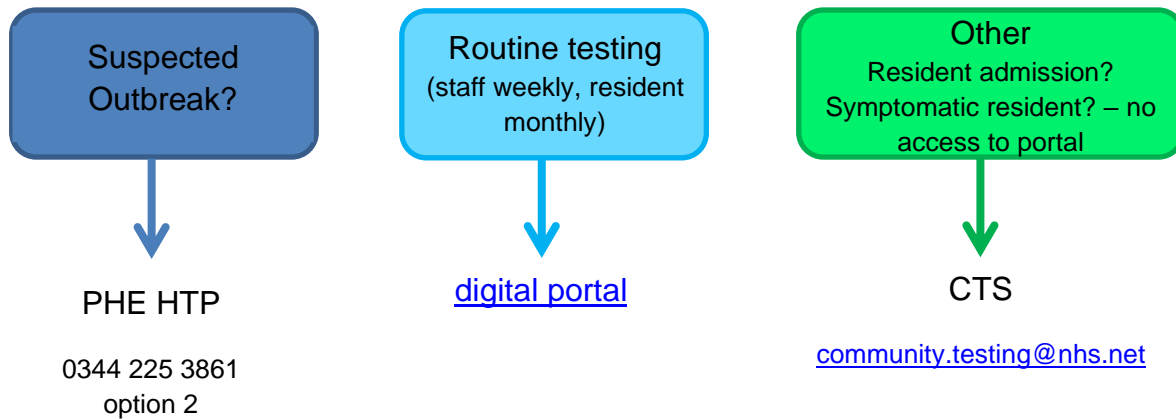
On behalf of the NHS and Partners, we would like to take the opportunity to say thank you for the amazing work done by all social care providers in very difficult circumstances. There have been many, many examples of outstanding practice within the social care sector and staff going above and beyond what could reasonably be expected of them. Everyone, whatever their experiences of COVID-19 can be very proud of what they have achieved – thank you.

We would like to collect all of the great examples of work that has been done by the sector so that we can showcase your work locally. If you would like to submit examples of care and compassion or innovation (as examples) please email your local CCG Quality Team and make the email FOA Tactical Care Home Group.

## Community Testing Service (Hampshire, Southampton, Portsmouth) – change in how to access the service

Testing is confusing!

There are three ways to access COVID-19 testing, depending on your situation...



The Community Testing Service (CTS) is the local COVID-19 testing service (known as Pillar 1 testing). It supports the Public Health England Local Health Protection Team to manage outbreaks and provides COVID-19 testing for situations not currently covered by the national testing service or care home [digital portal](#) (known as Pillar 2 testing).

The service consists of two vans, Monday –Friday who can drop off and collect swabs. One van has a clinical team to screen people who are unable to screen themselves. For residential and nursing homes, the expectation is that homes will do the screening themselves when provided with the swabs. Over the weekend, a driver only service operates to drop and collect swabs.

Currently, the service provides COVID-19 testing for:

- Suspected outbreaks in enclosed settings e.g. care homes, residential schools, prisons, homeless hostels
- Admission screening for care homes wanting to swab a resident being admitted from the community (not hospital as the hospital will screen these people)

- Individual symptomatic resident's in care homes that are not part of a suspected outbreak when homes cannot access the national care home [digital portal](#) because they have already carried out their monthly resident screen.

#### **Outbreak testing:**

- Accessed via HIOW Health Protection Team (HPT) at Public Health England
  - **In hours: 0344 225 3861 option 2**
  - **Out of hours: 0844 967 0082**

#### **Other Care Home testing not covered by the [digital portal](#):**

- Care Homes can now access this testing directly by completing the attached form at the back of this newsletter and sending it directly to
  - [community.testing@nhs.net](mailto:community.testing@nhs.net)via NHS mail or .gov mail (you must not send resident details via an unsecure account).

If you are unsure about who to call about testing, or whether your resident is eligible for testing and how to do this, please contact the HIOW Infection Prevention and Control Team:

- Email: [hiow.c19ipc@nhs.net](mailto:hiow.c19ipc@nhs.net)
- Telephone: 08703156601

The service is available 7 days a week from 09.00 to 16.00.

## **Support with Recruitment**

In response to COVID-19, The NHS Sustainability & Transformation Partnership (STP) has coordinated a recruitment group to support the capacity of the workforce in both Health & Social Care.

The project benefits from a recruitment manager coordinating responses of candidates who express an interest of working in social care. This includes:

- Contacting the candidate to confirm expression of interest
- Completes screening of the candidate to check skills, DBS, training or experience

- Contacts candidate to find out more including their preferred location.

If you are looking to recruit to your organisation, you can contact Eve to check if she has any expressions of interest in your area or if she can make potential candidates aware that you are recruiting. Contact Eve directly at: [sehccg.hiowhub@nhs.net](mailto:sehccg.hiowhub@nhs.net)

## Infection Prevention and Control (IPC) training support

This is free training from the Local Authority and CCGs to support agencies/homes across Hampshire and Southampton as part of the COVID 19 response and is an NHS Standard developed to support/emphasise additional requirements. It is directed to:

- Care Homes (those homes who have not received the initial training only)
- Domiciliary Care agencies
- Supported Living agencies
- GP Practices

We would urge providers to book themselves on this training to ensure you and your staff are informed of the current guidance for Infection Prevention and Control and the use of PPE.

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

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.

**Please Note:** The training will be delivered virtually via Microsoft Teams, therefore it is important that you use a camera enabled device (not a mobile phone) and have sufficient internet access for you to be able to take part in this virtual training. If you do not, you may need to consider booking this session as a face to face session.

Those being trained **will need access to disposable aprons, gloves, fluid resistant surgical mask and eye protection (goggles or full-face visor).**

The session will be 1.5 hours in length and will require some pre session reading and preparation.

If you would prefer to have the training delivered in-house (***please note GP Practices will be by virtual training only***) and your service can support this by providing a suitable environment where social distancing can be maintained, please email [tina.harris@hants.gov.uk](mailto:tina.harris@hants.gov.uk).

Please click [here](#) to take you to Eventbrite to view course dates and book your place. To tailor your search, add the following to 'search for events':

Infection, Prevention and Control (IPC) and PPE - Train the Trainer Virtual Workshop

Infection, Prevention and Control (IPC) and PPE – Virtual Workshop

**This training is being jointly coordinated and delivered by CCG, HIOW Primary Care Training Hubs and Hampshire County Council representatives**

## Syringe driver: information if you use a BD T34™ Syringe driver

Some of our providers have escalated an increasing number of incidents in relation to the BD T34™ syringe driver resulting in devices failing while in use, meaning that patients have not received their symptom control as prescribed over the 24 hour period. The issues have been reported to the MHRA who are referring to their devices department.

### For action, please:

To help us understand if this is an issue in nursing homes within our geography:

- please let us know if you have a BD T34™ syringe driver
- if you do, and you have experienced some recent incidents, please provide us with the detail of the incident with us, along with any actions taken.

**Please email your local CCG Quality Team.**

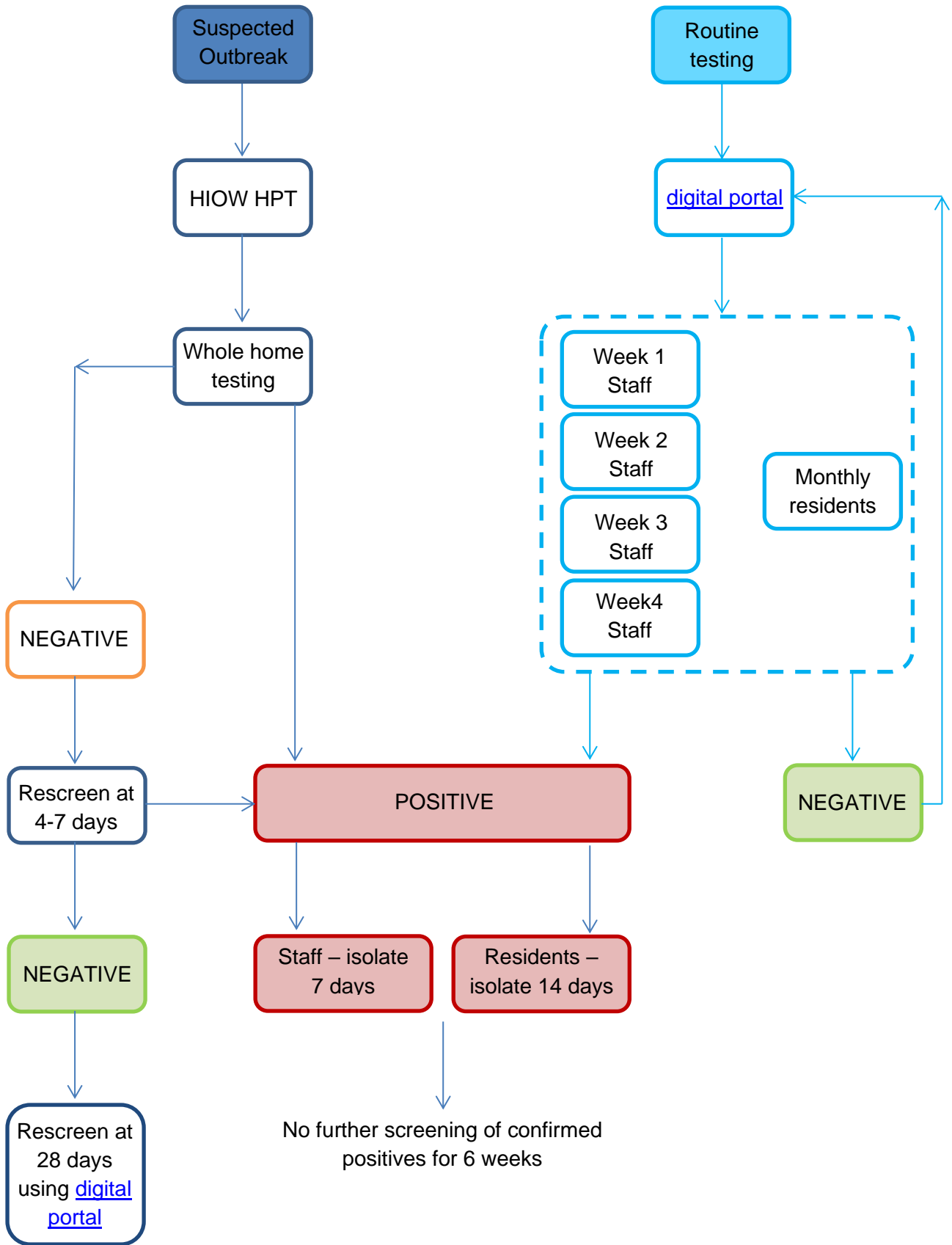
### Key things to remember:

- ensure that the **correct battery** is being used as per latest Medical Device Alert and guidance
- make sure you **action all safety notices** - as a care homes, you will be aware of the national medical device alert issued on 25 February 2020 (with an action deadline of 31 March 2020)
- the importance of **reporting any failures** to the Medicines and Healthcare products Regulatory Agency (**MHRA**)
- make sure you **carry out all required checks** before using the device.

## Care Home COVID-19 Testing – routine testing (repeat from last week)

The DHSC have released guidance on the next stage of care home testing which is summarised below.

## Testing pathways





## Q&A

### **How does whole home testing apply to those who may not have the mental capacity to consent to a COVID-19 swab?**

All decisions about whether to test a resident who lacks the capacity to consent should be made on an individual basis, taking into account the benefits and risks to the person. The DHSC have provided [guidance](#) and further information can be found on this [webinar](#).

### **How do I manage staff who refuse to be tested for COVID-19?**

Staff do not have to agree to be tested for COVID-19 and no member of staff should or can be compelled to have a test. However, all staff have a duty of care to their residents and ethically should take reasonable steps to protect the people they care for. Recent studies indicate that staff (and particularly regular use of agency staff and those working across sites) are likely to be a major risk factor driving transmission within care home settings and 1.2% of staff without symptoms of COVID-19 tested positive during the last round of testing. Homes should work with staff to ensure they understand the reasons for weekly testing and ensure that staff who are required to isolate receive their full salary.

### **Do I need to swab staff or residents who have previously had a confirmed COVID-19 positive test result?**

There is no national guidance on this issue. Swabbing a member of staff or resident who has had COVID-19 (confirmed) in the last 6 weeks is likely to produce a positive test result. This is because the current swab test looks for fragments of COVID-19 virus but it does not distinguish between virus that is live (viable) or dead (inactive). Fragments of dead COVID-19 virus (inactive) can be recovered from a person's nose for around 5-6 weeks following infection. Where the person is well, this does not mean your staff member or resident still has COVID-19 or is an infection risk to others.

We would advise that any asymptomatic member of staff or resident who has previously been COVID-19 positive (confirmed by swab) is NOT tested as part of routine testing for 6 weeks after first positive swab. Testing within this time period may result in staff and resident's being unnecessarily isolated.

**What do I do if a staff member or resident tests positive but they are already suspected to have had COVID-19 (not confirmed by a previous test)?**

It is not possible to distinguish between current asymptomatic infection and a false positive test due to a previous infection (where the previous infection was not confirmed using a COVID-19 test). In this situation, the staff member or resident must be managed as though they have active COVID-19 and isolated for the required period of time.

### Taking a COVID-19 swab

Most homes will now be very experienced in taking COVID-19 nose and throat specimens. Having a swab is not a pleasant experience but staff can make it better by ensuring that nasal swabs are performed gently.

Below are resources that can support homes when taking specimens.

[How to use a combined throat and nose swab kit to test for COVID-19: for social care staff \(video\)](#)

[How to use the self-swabbing kit for a combined throat and nose swab \(video\)](#)

[How to take a combined throat and nose swab \(postal kit\)](#)

# COVID-19 Community Testing Service

Not to be used for PHE outbreak screening – use an E40

HIOW IPC

**If the request is for pre-elective screening, please specify the date of admission and the date the screen needs to be done** (usually 72 hours prior to admission)

<b>Date of admission</b> <small>Click here to enter a date.</small>	<b>Date screen to be taken</b> <small>Click here to enter a date.</small>
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## PATIENT ADDRESS INFORMATION

Can you or the patient do the swab? (any area with clinical staff will be expected to perform their own screens)

Yes  No

Care Home  School  
 HMP  Hostel  
 Private home residence  Other

Address (the location where the person will be swabbed):  
Click here to enter text.

Postcode:Click here to enter text.

Contact email: Click here to enter text.

Contact phone: Click here to enter text.

## REQUESTER INFORMATION

**Organisation** (requesting the test) Click here to enter text.

**Senders Details** Click here to enter text.

**Results FOA:**

Dept.	<small>Click here to enter text.</small>
Name	<small>Click here to enter text.</small>
Tel.	<small>Click here to enter text.</small>
Email	<small>Click here to enter text.</small>

**GP address:**  
Click here to enter text.

Postcode:Click here to enter text.

## PATIENT/RESIDENT SOURCE INFORMATION

NHS No. Click here to enter text.

Surname:Click here to enter text.

Forename:Click here to enter text.

Sex  male  female

Date of Birth:Click here to enter text.

Pregnant

## SAMPLE INFORMATION

Combined Nasal/Throat swab  
 Nasal swab  
 Throat swab

Date of collection:Click here to enter a date.

All samples submitted should be treated as though the patient is infected with a Hazard Group 3 Pathogen. All samples must be sent in accordance with Cat B transport guidance.

## REASON FOR TESTING

Symptomatic  Pre-admission screen – care home / respite  
 Pre-admission screen - hospital  Other (please specify)

## CLINICAL DETAILS / PRESENTATION

Onset of symptoms date:Click here to enter a date.

Shortness of breath  
 Loss of taste/smell  
 Other (details of symptoms)

Fever  $\leq 37.8C$   
 Continuous cough

**Please send this form to [community.testing@nhs.net](mailto:community.testing@nhs.net) to request a test**