

E-Mail Newsletter

May 7, 2020

6th Edition

Welcome to the 6th edition of our newsletter. Below you'll find a further update from the team at Partner2Care and some helpful information links on Coronavirus (COVID-19). The team is working hard to support you at this time of uncertainty and we want you to know that we are doing everything we can to listen to your concerns and respond to your needs as swiftly as possible.

We know that communication and information is key to you being able to stay safe and well and so we will be sending you this regular newsletter to let you know what we know, what we are doing and to send on any useful information.

We hope this will be helpful for you and we welcome your thoughts and feedback. You can continue to contact us on our links at the bottom of the newsletter.

Thank you for working with us to keep you safe and well.

Updates this week:

It has been announced that testing for essential/key workers which includes PAs is now available for anyone who is asymptomatic but who believes they may have been in contact with the virus. See section **Coronavirus (COVID-19) testing for PAs** below.

We would like to remind everyone that this Friday 8th May is the 75th anniversary of VE day. As it is a **Bank holiday** our team will not be working on this day. We will be back online again Monday 11th May.

Do you require PPE? Please contact us at Partner2Care before midday (12noon) on Mondays and we will arrange for a delivery to your address as soon as possible. Our contact details are:

Email: sirona.partner2care@nhs.net

Telephone: 0800 111 4167

All of the information in this newsletter will be on our **Partner2Care website** and it will be updated on a regular basis with any current information we have on Coronavirus. Here is the link to our website:

<http://www.partner2care.co.uk/home/coronavirus-covid-19-information>

If you have any further questions please do not hesitate to contact us:

Via email: sirona.partner2care@nhs.net

Via telephone: 0800 111 4167

Post: Partner2Care, Marina Healthcare Centre, 2 Haven View, Portishead, BS20 7QA

Frequently asked questions (FAQs)

Eligibility for testing

To meet the testing criteria you must either be:

- An individual (adult or child) with coronavirus symptoms living in the same household as an essential worker

OR

- An essential worker, with coronavirus symptoms.

In addition, you should be in the first three days of the onset of your coronavirus symptoms at the time the swab is taken - although testing is considered effective up until day five.

No testing should be undertaken after day five, unless it's for a specific reason agreed on a case by case basis by local microbiologists.

For further guidance and advice, please visit: www.gov.uk/coronavirus-get-tested
Coronavirus Testing Helpdesk: 0300 303 2713



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FAQs continued

Will families of essential workers be tested?

Yes. If they are symptomatic and live in the same household they can be tested. This is limited to up to three family members for a drive-through test, and up to five tests for home testing.

What about others who provide care and support voluntarily? Are they eligible for testing?

Yes. All voluntary workers are included under the NHS/social care definition on gov.uk.

Can I walk in or taxi to a test site?

You must drive/be driven to the test site in your own household's car. There is no option for public transport, walking or taxis.

When will I get the results?

As quickly as possible. We expect this will take up to 48 hours from the point of testing.

Does the test hurt?

The test involves taking a swab of the nose and throat. You may experience some mild discomfort and you may feel a gagging sensation, but it should not hurt.

When is the right time to get tested?

The test is designed for anyone showing coronavirus symptoms and is most accurate if it's taken in the first three days of showing symptoms.

What will the test tell me?

The test will confirm if an individual who is showing symptoms of the disease actually has it. It will not confirm if you have had it and have now recovered.

How will I get my results?

You will get your results by email or text. We are aiming to return results within 48 hours of taking the test.



Additional FAQs for PAs

When registering for a test, who do I put as my 'employer' if not the individual I support?

Please respond to this question based on the services being provided (i.e. if you are providing care and support via a personal health budget, you should put 'healthcare', if you are providing care or support via a personal budget, you should put 'social care'. This also applies to PAs who are self-employed.

If I test negative, return to work as a PA, and then later I develop symptoms, can I get tested again?

Yes. If you are experiencing coronavirus symptoms, you can be tested again via the same route.

Can my employer get a copy of my test results?

As a PA, it is your responsibility to communicate your own, or your household member's, test result to your employer and together discuss a return to work.

What do I do if the test centre turns me away?

As a PA, you should not be turned away, and test centres have been directed that you are a key frontline worker, and have access accordingly. Your confirmation of registration - complete with QR code - is all that is required for you to access the site.

Will I be paid transport costs to access the regional testing site?

There are no central plans to fund transport costs. If you believe this is required, you should discuss this with the CCG/LA who provided the direct payment.

What ID do I take to the regional testing site?

You will need your confirmation email which contained your QR code. This code will need to be shown to security at the regional testing site. Only one QR code is required, either on a smartphone or a printed copy of the email.

Coronavirus (COVID-19) testing for PAs

A new user guide has been developed for essential/key workers (including PAs) who can book a test at a regional testing site or via home delivery.

When self-referring for a test, there is a section that requires the individual to name 'their employer'. PAs, including those who are self-employed, will need to enter 'healthcare' or 'social care' in this section, depending on what care and support they provide.

Individuals do not require an NHS/local government e-mail address but may occasionally be asked within the process to verify their identity via TransUnion. TransUnion will check the individual's credit status - this is only to prove that the individual is an individual, and not a robot or an organisation. There is no formal credit check and verifying identification will have no impact on individual's credit rating – this is simply a means of verification.

When visiting a regional test centre, PAs will not require any additional identification. They will need to take their confirmation email, complete with the QR code which is scanned by security staff to gain entry.

Self-Referral Portal:

A new self-referral portal has been launched:
www.gov.uk/coronavirus

PAs are deemed essential/key workers and therefore are able to access tests via the self-referral portal.

There are two ways to receive a test:

- 1) Book an appointment at a regional testing site
- 2) Request a home delivery test

How will self referral work for regional testing sites?

The following steps outline how essential workers and their household member(s) can arrange a coronavirus test at a regional testing site:

1. The essential worker will [click on the link](#) and register either their details (if they have symptoms) or household member(s) with coronavirus-like symptoms. The essential worker or household member(s) will be added to a list and depending on capacity at regional testing sites, will be invited to book an appointment for a test.
2. The individual(s) being tested will receive a [text message](#) inviting them to book an appointment. The text message will contain a link to the [appointment booking system](#) and a unique 16 digit code.
3. The individual will click on the text message link and be directed to the appointment booking system where they will be asked to enter their unique 16 digit code. They will then be able to [book a specific appointment](#) for a coronavirus test at a regional testing site.
4. The individual will receive a [confirmation of their appointment via text message and email](#). These will contain a [QR code](#), which will need to be shown to security at the regional testing site. Only one QR code is required, either on a smartphone or a printed copy of the email.

How will self referral work for home testing?

The following steps outline how essential workers and their household members can arrange for a coronavirus test(s) to be delivered to their home:

1. The essential worker will [click on the link](#) and register their details, via the online self referral portal. These details will be used to verify the identity of the essential worker before they order their test(s) for delivery. If the essential worker has access to their work email they should use this to support with the verification process.
2. The essential worker will then receive an [email with a one-time code](#). If the email address cannot be verified, we will need them to complete a short verification check through TransUnion. This is not a credit check- it is simply a way of verifying your identification. Alternatively, the essential worker can choose to apply for a test at a drive-through centre.
3. The essential worker will then be able to request [up to five tests](#) for members of their household displaying symptoms of the coronavirus. Order details should then be reviewed and confirmed.
4. The individual will receive a [confirmation of their order by email](#), as well as details of what to do next. Tracking details for their delivery will also be provided. Once the individual receives their test kit they should follow the instructions provided.

Further information on Coronavirus (COVID-19) testing for PA's

For further guidance and advice, please visit:
www.gov.uk/coronavirus-get-tested
Coronavirus Testing Helpdesk: 0300 303 2713

Further FAQs can be found at:

<https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-people-receiving-direct-payments>

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

Here are some helpful links and information:

Public Health England has released an updated PPE guidance which is applicable for those of you who have live-in carers. The new guidance can be found attached and here:

<https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-domiciliary-care>

Collaborative network

The Future Learn Collaborative network has been updated to ensure key information and guidance relating to PHBs and COVID-19 is easily accessible. Please check in regularly via [this link](#) to keep up to date with the latest news and information.

Personal Protective Equipment

Public Health England has published additional [guidance](#) on the use of personal protective equipment (PPE) for care workers delivering homecare (domiciliary care) during sustained COVID-19 transmission. This guidance explains how PPE guidance applies to the homecare (domiciliary care) setting and is drawn from full infection prevention and control and PPE guidance found [here](#). This resource is relevant for PAs and live-in carers.

Access to advocacy

Due to the emergency legislation that has been introduced in reaction to COVID-19, there has been some confusion about if and how people could access advocacy during this time. Advocacies QPM have developed a [myth-busting fact sheet](#) and an [easy read guide](#) to advocacy during COVID-19.

Mental health and Wellbeing support

The AWP Mental health 24/7 telephone response line is 0300 3031320.

The following links provide additional information on how to look after your mental health:

<https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/>

<https://youtu.be/2o3wMyH5ibw>

<https://www.bbc.co.uk/news/in-pictures-52384143>