

## E-Mail Newsletter

May 29, 2020

8<sup>th</sup> Edition

Welcome to the 8<sup>th</sup> 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:

**PPE** – We ask that if you require PPE please contact us at Partner2Care before midday (12noon) on Mondays. Our contact details are listed below:

Email: [sirona.partner2care@nhs.net](mailto:sirona.partner2care@nhs.net)

Telephone: 0800 111 4167

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

In addition to this a member of our team will be in contact with you once a week to ask how much PPE stock you have. Due to a national shortage of PPE we need to ensure we are safeguarding the acute services and front lines staff that require constant access to PPE, but also ensuring at the same time you as a PHB holder are getting the PPE you require.

We are also asking that for those who are able to if you require PPE that you come and collect your order from the Partner2Care office in Portishead. We understand that some of you will be unable to do this and we will still deliver where needed. However, as the team starts to return to their normal roles again this would be greatly appreciated.

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>

### Here are some helpful links and information:

#### **Updated FAQs and guidance**

The guidance for people in receipt of direct payments and the Q&A have been updated to make sure they are consistent with the latest PPE guidance from Public Health England, particularly what PPE should be worn during a time of sustained COVID-19 transmission. Questions have been also been added to the Q&A about footwear, the use of papers towels and responsibility for paying for PPE. The FAQ and guidance can be found [here](#). If there are questions that you would like to see included, please share them with us.

#### **Register of care and support experiences during COVID-19**

The 'Be Human' movement, hosted by Disability Rights UK and In Control, has set up a register to record the experiences of disabled people and people with long-term health conditions in accessing health and social care and treatment for Covid-19 during the time of the Pandemic. They want to hear about the experiences of the people you work alongside, both good and bad, so that they can help if appropriate and learn for the future. More information can be found [here](#).

#### **Accessible Resources to help communicate COVID-19**

- [Signhealth is providing videos summaries of key coronavirus guidance in British sign language \(BSL\)](#)
- [Public Health England stay at home guidance, translated and in easy read](#)
- [Public Health England guidance on social distancing, translated.](#)
- [NHS guidelines translated into 32 languages by Doctors of the World](#)
- [Easy read information on COVID-19](#)
- [Public Health England resources in accessible formats](#)
- [COVID-19 guidance for providers of services for people experiencing rough sleeping](#)

#### **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/>