

E-Mail Newsletter

April 3, 2020

1st Edition

The team at P2C is working hard to support you in this time of uncertainty with COVID-19 and we want you to know that we are doing everything we can to hear 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 a regular newsletter to let you know what we know, what we are doing and to send on any information we have which you may find useful.

We hope this will be helpful for you and we welcome your thoughts and feedback, we have dedicated 2 of our team to coordinate COVID-19 information to support you.

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.

Coronavirus your questions our answers

Q. What will you as a PA be paid if you need to self-isolate for more than 14 days due to being in at risk group? Or your PHB holder has asked you not to come in due to self-isolation?

A. You may be eligible for the 80% funding from the government and would be placed on furlough (leave of absence). Furlough can only be used if you are off for longer than 3 weeks and should only be used as an alternative to redundancy. The Department of Health and Social Care are expected to issue guidance on this next week

****If as an employer (PHB holder) you wish to put a PA onto furlough please contact Partner2Care at sirona.partnertocare@nhs.net so they can ensure HMRC records are as up to date as possible.***

Q. If you are self-isolating because you are sick yourself, or a member of your family is sick, what will you be paid?

A. If you are sick or a member of your family are sick due to Covid-19 then you may be entitled to Statutory sick pay (SSP) from day 1.

Q. I am a vulnerable person and require support with shopping, etc, but haven't heard from government or don't know how to access support?

A. Here is a link to the government website where you can register for support, <https://www.gov.uk/coronavirus-extremely-vulnerable>

Q. What will happen to my PHB if all PA's have to self-isolate?

A. Each PHB holder has contingency plans in place. Partner2Care are working closely with your Clinical Commissioning Group (CCG) and Continuing Health Care teams to ensure your needs and wishes can be met as best possible

Q. What form of ID can I use to show I am a Key worker?

A. The CCG has provided a letter template that all PA's can use to show they are key workers. If you require a copy of this letter please contact us at Sirona.partnertocare@nhs.net or on 0800 111 4167 and either an electronic version of the letter can be sent to you or a paper copy in the post, however, to confirm if you wish to have a paper copy there may be a delay in this due to the current situation with Covid-19.

Q. How do I obtain the PPE (personal protective equipment) I need for my PA's to do their role?

A. We have been working closely with the CCG and Sirona Care and Health. We have contacted all of our PHB holders to ask what stock you currently use and who your normal supplier is and if you are experiencing difficulty in obtaining new supplies.

For PHB holders who we support with Managed Accounts we are requesting supplies from our Sirona Care and Health COVID-19 logistics team and are able to source some supplies to support you. At the moment we are submitting stock requests twice weekly and depending on resources and from the information you have provided we are working hard to get these supplies to you as they are available and based on most urgent need. We will be delivering to some of our PHB managed accounts today and the following weeks. We will be asking NHS Volunteers to support with these going forwards.

Q. Do I need to self-isolate if I've been aboard? (If so for how long)

A. Please follow government guidelines as Partner2Care cannot give direct guidance on this, here is the link to the government webpage in regards to this;
<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

Here are some helpful guides on how to use PPE:



Public Health
England

Putting on personal protective equipment (PPE)

for non-aerosol generating procedures (AGPs)*

Pre-donning instructions:

- Ensure healthcare worker hydrated
- Remove jewellery
- Tie hair back
- Check PPE in the correct size is available

1 Perform hand hygiene before putting on PPE.



2 Put on apron and tie at waist.



3 Put on facemask – position upper straps on the crown of your head, lower strap at nape of neck.



4 With both hands, mould the metal strap over the bridge of your nose.



5 Don eye protection if required.



6 Put on gloves.



*For the PPE guide for AGPs please see: www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control

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Public Health
England

Taking off personal protective equipment (PPE)

for non-aerosol generating procedures (AGPs)*

• PPE should be removed in an order that minimises the risk of self-contamination

• Gloves, aprons (and eye protection if used) should be taken off in the patient's room or cohort area

1 Remove gloves. Grasp the outside of glove with the opposite gloved hand, peel off. Hold the removed glove in the remaining gloved hand.



Slide the fingers of the un-gloved hand under the remaining glove at the wrist.



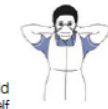
Peel the remaining glove off over the first glove and discard.

2 Clean hands.



3 Apron.

Unfasten or break apron ties at the neck and let the apron fold down on itself.



Break ties at waist and fold apron in on itself – do not touch the outside – this will be contaminated. Discard.



4 Remove eye protection if worn.

Use both hands to handle the straps by pulling away from face and discard.



5 Clean hands.



6 Remove facemask once your clinical work is completed.



Untie or break bottom ties, followed by top ties or elastic, and remove by handling the ties only. Lean forward slightly. Discard. DO NOT reuse once removed.

7 Clean hands with soap and water.



*For the doffing guide to PPE for AGPs see: www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control

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Here are some helpful links:

<https://www.skillsforcare.org.uk/About/News/COVID-19.aspx>

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision>

Info on gov.uk is now available in Arabic (and some other languages):

Guidance for self-isolation and social distancing into the following languages: Arabic, French, Mandarin, Cantonese, Polish and Welsh. The links are here:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>

Here are other links with translated/easy read information:

<https://www.doctorsoftheworld.org.uk/coronavirus-information>

<http://www.aphasiafriendly.co/covid-19-accessible-information.html>

https://www.stroke.org.uk/sites/default/files/news/stroke_association_coronavirus_easy_read_resource.pdf

https://www.bbc.co.uk/news/amp/health-51711227?__twitter_impression=true

More helpful links continued:

[Coronavirus: Public Information](#)

[Catch it, bin it, kill it](#)

[7 steps of handwashing](#)

[NHS 111 online](#)

Guidance from [Mark Bates Ltd Insurance](#) for employers with personal assistants

Mental health and wellbeing support for you and your staff:

We understand that you and your teams of PA's are under considerable pressure at this time. Taking care of your mental health and wellbeing is just as important as taking care of your physical health. There are numerous online resources to support you, such as:

<https://www.mind.org.uk/workplace/mental-health-at-work>

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/>

Free open access Covid-19 e-learning for health and care workforce:

Health Education England e-learning for Healthcare (HEE e-LfH) has created a COVID-19 e-learning programme to support the UK health and care workforce. It is free to access and does not require a login. The content currently includes:

- Essential Guidance from the NHS, Government and WHO
- Infection Prevention and Control
- Personal Protection Equipment
- Critical Care Resources
- RCGP learning
- Invasive Ventilation
- Intensive Care Medicine
- Induction of International and Returning GPs
- Statutory and Mandatory Training

Further content will be added over the next few weeks. To access the training, please visit:

<https://www.e-lfh.org.uk/programmes/coronavirus/>

All of the above information 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 on either of the following:

Via email: sirona.partnertocare@nhs.net

Via telephone: 0800 111 4167

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

Also here is an update on Partner2Care transfer to Sirona Care & Health:

<https://www.sirona-cic.org.uk/north-somerset-community-partnership-services-transferring-what-does-this-mean-for-me/>



Stay home



**Protect
the NHS**



Save lives