



## March 2020 E-News

*Welcome to our March Issue. We know that you will all be grappling with the challenges that COVID-19 is presenting to your services at this time and we salute each and every one of you for the difficult work you are doing. With this in mind, our newsletter this month includes a number of useful links and articles which we hope may be helpful to you. We are considering a weekly newsletter that summarises member updates so that we don't bombard you with emails when your inbox is probably being deluged.*

*For updates on all things related to COVID-19, we recommend that you regularly look at the Latest News section of the ECC Provider Portal: [ECC Provider Portal - Latest](#) which includes an FAQ section. They are also holding weekly webinars to update on the situation.*

*We were sorry to have to postpone our conference scheduled for 17th March, but we intend to run the planned programme on Thursday 9th July at the Holiday Inn, Basildon. We have transferred bookings to then or issued refunds where requested.*

*\*Use the table of contents to go straight to the section you're interested in*

*Can't see our images? Simply click at the top of this email and select 'Download Pictures'.*

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### Select a section:

- [Hot Topics](#)
- [CQC News](#)
- [Service Sector Updates](#)
- [Older People Care News](#)
- [Learning Disabilities News](#)
- [Domiciliary Care News](#)
- [Mental Health News](#)

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## Hot Topics

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### **COVID-19**

#### **Residential Care, Supported Living And Home Care Guidance**

Residential care, supported living and home care in the event of a coronavirus (COVID-19) outbreak.

**Details:**

Guidance for providers of residential care, supported living, and home care, in the event of a COVID-19 outbreak.

The guidance sets out:

- how to maintain delivery of care in the event of an outbreak or widespread transmission of COVID-19
- what to do if care workers or individuals being cared for have symptoms of COVID-19

[Read More Now](#)

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## NHS Capacity Tracker – Action Needed

Capacity Tracker is an established tool that some of you may already be using. It has been developed in partnership with NHS, local authorities, and care providers. It provides information that supports discharge planning processes and enables tracking of care home capacity and vacancies.

**All care homes are required to use Capacity Tracker to report the following information:**

- Number of beds
- Number of bed vacancies
- Current status (e.g. open/closed to admissions, including the number of COVID-19 residents)
- Workforce/staffing levels.

This information is essential to ensure national support capacity planning and response, and will also be used locally to help localities manage discharge planning. Although you may currently be using another system to track vacancies locally, you will still need to register for Capacity Tracker and use this in parallel with any local systems.

For Capacity Tracker data to be most useful it needs to be kept as up to date as possible and care homes must update it as close to real time as is practicable. This should be as and when occupancy changes, or daily if no change has happened. Systemwide adoption of Capacity Tracker needs to happen rapidly – **we understand that all care homes are required to be fully using Capacity Tracker by Wednesday 1st April 2020.**

Comprehensive support around registration and operation is currently being developed and there are some help videos currently available on the Capacity Tracker Website. As further resources are developed, they will also be made available there.

<https://carehomes.necsu.nhs.uk/>

## Skills for Care

Skills for Care are currently working behind the scenes with the Department of Health and Social Care to support the sector as we face growing challenges with the outbreak of Covid-19. They have already sent communications via their e-news and have been updating their website as they receive information.

If you have not received these communications, please go to the dedicated web page which aims to have the most up to date information for the sector in one place.

[Skills for Care](#)

If you cannot find the information that you need on the webpage and have any questions or queries, contact the information team on **0113 241 1275** or email [information.team@skillsforcare.org.uk](mailto:information.team@skillsforcare.org.uk)

You can also contact Emma White, Locality Manager - (Eastern):  
[Emma.White@skillsforcare.org.uk](mailto:Emma.White@skillsforcare.org.uk) M: 07800868637

## **Keyworkers**

Just in case you haven't seen the guidance from Dept. of Education regarding key workers the link is here:

[Department of Education - Keyworker Guidance](#)

We have heard that in some parts of the country, schools have said no to care staff. We are advising to either print the guidance to literally put under their noses or to send it to them.

## **Isolation Notes**

New guidance on how to evidence self-isolation due to coronavirus without needing a GP Fit note:

[Isolation Note Guidance](#)

## **How to Register a Vulnerable Person for Extra Help**

If someone has a medical condition that makes them extremely vulnerable to coronavirus, they can register, for example, to ask for help getting deliveries of essential supplies like food. Care providers or relatives can register via the following link:

[Coronavirus Support for Vulnerable People](#)

## **Quality Care Insurance Services – Procurement Help**

Our Commercial Partner, Quality Care Insurance Services is offering to assist with obtaining PPE as well as other cleaning and janitorial equipment. Obviously, there is a very fluid situation at the moment, but call Richard on 07808 322 009, and he may be able to help.

## **Care Messaging System – Free Access for Care Homes**

Pobl Tech is a digital web agency who design websites and build web-apps for the healthcare industry. They are offering care homes use of their care messaging system for FREE during the COVID-19 outbreak.

[POBL - Care Messaging](#)

## Essex Care Trainers Shifting to Webinars

We are aware that a number of training organisations locally are acting responsibly and suspending all face-to-face training until they can ensure the safety of delegates. At the same time, they are aware that the need for good training has never been greater. One of these organisations is **Training 2 CARE**. We asked them about how this will work:

*'For the time being we will be pioneering webinar training. We have invested thousands of pounds to make this a reality and have four professional studios to deliver courses as close to face-to-face as possible. The webinars can be accessed from any smartphone, iPad or tablet, any computer, and even a smart TV. So, even if you are in self-isolation you can keep your skills up and ensure that care staff, nurses, and new staff have the knowledge they need to deliver the highest standards.'*

### How it works:

1. Buy a listed course by ringing 01376 573999 or emailing [info@training2care.co.uk](mailto:info@training2care.co.uk), at £5.00+VAT (**£6.00**) per delegate. Prices have been set to help care providers at this time of need.
2. We send you a link and the time of the course.
3. Click on the link and add a unique reference number.
4. You will now be able to see the trainer and the PowerPoint on your device.
5. You can ask questions to the trainer can ask you questions and you complete the course.
6. Assessment can be completed after the course and emailed back to Training2Care.
7. You evaluate the course.
8. Certificate is e-mailed once the course is completed and assessment received.

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## New Immigration rules

**The government has unveiled its new Australian-style points-based system for migrants wishing to work in the UK, with care leaders warning the policy could force care homes and home care agencies to close.**



The government plans to introduce the new system, when freedom of movement is no longer applicable in Britain due to Brexit, and people from the EU are treated the same as other foreign workers.

Under the plans there will be no visas for what the government terms as low skilled migrants earning under £25,600. Care workers tend to earn less than this so would not be eligible.

There are estimated to be around 92,000 EU care workers currently in the UK, making up seven percent of the care workforce. This varies from region to region, with EU workers being two percent of the care workforce in the north-east and 12 per cent in London.

[Read More Here](#)

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## CQC News

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### **CQC have published a new report**

**CQC have published a new report** which examines how can adult social care services best support people to express their sexuality? And how do they

keep people safe from sexual harm? The new report looks at these issues and explores the link between the two.

[Full Report Here](#)

## **How does technology help you stay in touch or help with care?**

Last year CQC published a set of case studies about [how innovation in technology can improve care](#). They're keen to add examples from people who use services and their families.



### **“Why we're interested in innovative tech”**

One of our priorities is to encourage innovation, as we've seen how it can improve quality of care. It's important that regulation does not stand in the way of digital innovation. But we must also ensure technology and innovation never come at the expense of high-quality, person-centred care.

### **"Who we'd most like to hear from"**

To help us achieve this, we'd like to share examples of people's experience of using technology to support care. We're particularly interested in where

families or carers have used technology to support or communicate with someone else.



Many of us use everyday tech - like Facetime or Skype - to stay in touch. But for some, particularly older people, technology that many of us take for granted can be challenging.”

[See their web page here](#)

- *Care Quality Commission*

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## General Updates

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### **Sleep-ins – a resolution is close, but we don’t know when**

After two days of legal argument, the Supreme Court have now retired to reach their decision in the joined cases of Tomlinson-Blake v the Royal Mencap Society and Shannon v Rampersad. We don’t know when we will get judgement but expect it to be early summer at the earliest. So which way will the Supreme Court go?



It is very hard to call but we are cautiously optimistic that they will accept the argument put forward by Mencap that the National Minimum Wage (NMW) regulations seek to achieve a “bright line” such that in all cases where someone is required to sleep at a place of work and are provided with suitable facilities for sleeping, they are only working when they are awake and working.

[Read more here](#)

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## **Helen Whately MP, was appointed Minister for Care at the Department of Health and Social Care**

**Helen Whately MP, was appointed Minister for Care at the Department of Health and Social Care** on 13 February 2020. She was previously Parliamentary Under Secretary of State at the Department for Digital, Culture, Media and Sport and has taken an active interest in social care, including [accompanying a homecare worker on her daily visits](#).

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## **Councils call for long-term funding at Budget as new analysis reveals £19bn funding gap for local services**



The County Councils Network releases a new report, with analysis from Pixel Financial Management, which reveals that local authorities face a funding shortfall of £19.1bn over the next five years, which equates to an annual funding gap for local authorities of £3.8bn.

[Download the report now](#)

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## **Kate Terroni, Chief Inspector of Adult Social Care**



As the ECA Newsletter previously reported, **Kate Terroni, Chief Inspector of Adult Social Care** at the Care Quality Commission said in relation to duplicate material in inspection reports: "We have investigated an issue relating to duplicate material used by two experts by experience (ExE) and one specialist adviser (SpA) in a number of CQC inspection reports.

[Read the statement and action taken here](#)

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## Service Sector Updates

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### Older People

**Focus has been on COVID-19**

**New adult social care guidance to protect the most vulnerable against COVID-19**

Adults receiving social care will be better protected by new guidance for councils and care providers as the government works to delay the spread of COVID-19.

[New Adult Social Care Guidance](#)



## **Learning Disabilities**

If you missed the Business Update Meeting you may be interested in reading the report following the **Independent Enquiry into [Whorlton Hall](#)**.

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## **BILD brings international expert to UK to deliver family-centred positive behaviour support masterclass**

Dr Joseph Lucyshyn, from the University of British Columbia, will be delivering a masterclass called 'Building Survivable Interventions in Family Contexts' in London on 19 May 2020.



The masterclass is ideal for behaviour analysts, clinical psychologists, social workers and service providers involved in supporting families of children and young people with developmental disabilities. BILD are also running a series of webinars on Growing Older with a Learning Disability (GOLD).

[See details here](#)



## **Domiciliary Care**

**Focus has been on COVID-19**

**Guidance for providers of residential care, supported living, and home care, in the event of a COVID-19 outbreak.**

The guidance sets out:

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[Read this guide now](#)

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## Mental Health

What good looks like in mental health care



Explore the range of [mental health books](#) published by Pavilion Publishing and Media, including [Children and Young People's Mental Health - Early Intervention, Ongoing Support and Flexible Evidence Based Care](#)

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## **Resilience is important - but having new thoughts and behaviours is not enough.**

The question “what is 'good' mental health?” is surprisingly difficult to answer.

Whilst being happy is the natural answer to the question, it is not enough. Being happy is not enough in dealing with tragedies such as bereavement, cancer, or abuse - but what does help is resilience.

Resilience is important but is often not a well-articulated concept in therapy. The focus of resilience in Cognitive Behavioural Therapy (CBT) is often narrow and suggests that simply having new thoughts and behaviours is sufficient. What is missing is an approach that helps people to make sense of these changes.

[Read the full article here](#)

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