



Frequently Asked Questions by Care Providers regarding Coronavirus (COVID 19)

1. How do I keep up to date with national guidance and information as it changes regularly?

To sign up to receive national alerts and updates regarding Coronavirus COVID 19 visit

<https://www.gov.uk/email-signup?link=/government/topical-events/coronavirus-covid-19-uk-government-response>

2. Where can I find information from our local Councils

The Councils will be hosting information for Care Providers, public and other businesses on their websites available here;

<https://www.shropshire.gov.uk/coronavirus/>

https://www.telford.gov.uk/info/20290/community/3991/coronavirus_covid-19

3. Where do I find out about staff returning from travel abroad?

For queries regarding staff returning from holidays overseas following the outbreak of coronavirus (COVID-19) visit the national guidance at

<https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

4. What support is available for employers and for employees with sick pay relating to coronavirus?

The Health Secretary has brought forward emergency legislation measures to allow the payment of Statutory Sick Pay from the very first day of sickness instead of four days for coronavirus under the current rules. Visit here for more information

<https://www.gov.uk/government/news/sick-pay-from-day-one-for-those-affected-by-coronavirus>

5. What is the up to date guidance for the public?

For up to date Public Information visit <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

6. If I have a situation where care cannot be delivered who do I inform?

Shropshire Council - In Hours inform Shropshire Council Brokerage - 01743 255813

Mon – Thur 08:30 – 18:00,
Friday 08:30 – 17:00
Saturday 09:00 – 13:00

Out of Hours inform Shropshire Council Emergency Duty Team (EDT) – 0345 678 9040

Telford and Wrekin Council- In hours inform the Commissioning and Brokerage Team on 01952 388913. During out of hours inform the Emergency Duty Team 01952 676500

7. What are the arrangements if a positive case of coronavirus (COVID 19) is confirmed for someone I provide care for?

We are awaiting confirmation from Public Health regarding the exact arrangements for care providers if a positive case is identified where a care package is in place. We will be circulating clear guidance to the market as soon as we have this, this is an evolving situation and we are working across multiple agencies to ensure that people are safe and well cared for in every situation, including our care staff across the county.

8. How can I make sure we are providing the best infection prevention and control measures?

We have circulated infection prevention and control (IPC) advice from NHS colleagues which you should have received. We are also currently collating the position across the market on your supplies of PPE for infection prevention control measures.

Specific IPC advice queries can be sought from CCG Infection Prevention and Control Team by phone on 01743 277523 or email ccg.ipc@nhs.net

9. I'm concerned about shortages in supplies of hand sanitizer and PPE, what help is available?

This is a concern that has been escalated locally with public health leads and SPiC will be collating the results from our Members survey to identify the scale of this concern to assist inform local contingency planning across health and social care.

10. What if families start cancelling care and doing it themselves? We can't afford to lose the packages

If a family decide they want to carry out the caring they will need to contact the Council in the first instance as a review will need to take place to ensure that care can safely be delivered. Council's will not want to stop any payments to the provider whilst this was taking place. The situation will be reviewed with individual cases as they arise.

11. I'm closing my door to visitors and don't really want anyone coming in. this may also mean social workers and therapists.

The Councils will only be carrying out essential visits to care homes, for example the most urgent DOLS assessments/Care Act reviews, urgent safeguarding referrals etc. Prior to visiting, they will call the care home manager and take through the reason for visit and assess the risk with them. Where providers are part of our discharge from hospital enablement network, they will be expected to allow therapist and social workers in to work with carers and clients in a business as usual way with usual high standards of infection prevention control in place.

12. Other useful information

- All current coronavirus (COVID 19) guidance produced by HM Government for health professionals and non-clinical settings.
<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>
- Guidance for Residential Care, Supported Living and Home Care
<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance>
- NHS Information about the virus and how to protect yourself
<https://www.nhs.uk/conditions/coronavirus-covid-19/>