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| 15 April 2020 update on CQC's COVID-19 response  |

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| The independent regulator of health and social care in England |

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| **COVID-19 Update** **15 April 2020** A weekly update for providers and professionals working in adult social care, sharing the latest guidance on COVID-19 and CQC's approach during this period. |

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|  |  | **Message from the Chief Inspector**In her latest update for adult social care providers, Chief Inspector of Adult Social Care, Kate Terroni, sets out our next steps to support adult social care during the COVID-19 pandemic.This includes how we have contributed to and will help deliver *COVID:19: our action plan for adult social care*, published today by the Department of Health and Social Care.Read Kate's message in full.  |

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| **Stay up to date with the latest CQC COVID-19 information**We're making changes to the way we work during the COVID-19 outbreak. We've developed a dedicated area on our website so that you can stay up to date with the latest information. Find out more.**DHSC publishes action plan for adult social care**The Department of Health and Social Care has today published *COVID-19: our action plan for adult social care*, which details how the government will support the adult social care sector in England throughout the coronavirus outbreak.The plan has four pillars:1. Reducing the spread of infection in care homes
2. Supporting the workforce both to provide high quality care, and to cope with the practical and emotional demands of caring during the pandemic
3. Supporting independence, end of life care and responding to individual needs
4. Supporting the organisations that provide care.

In her latest message to providers, Chief inspector of Adult Social Care, Kate Terroni, discusses how CQC has contributed to the plan, and how we help deliver it and continue to support adult social care. Read Kate's message in full.**New helpline providing digital support to social care providers** Digital Social Care have launched a free helpline to support adult social care providers with the rapid uptake in technology necessitated by COVID-19.The helpdesk can support providers on a range of topics including NHSmail, how technology can be used to keep people in contact with friends and family, how technology can be used for recruitment and the implementation of remote consultations with primary and acute care.Alongside answering queries, Digital Social Care will also be collecting feedback from the helpline to collate and share best practice on how technology is being used in the sector. The helpline is available Monday-Friday, from 9am-5pm on 0208 133 3430 or help@digitalsocialcare.co.uk.**Community health services standard operating procedure now available**The Community health services standard operating procedure (SOP) is now available, which supports community services as they respond to COVID-19. It includes a range of resources, information and guidance for teams on developing operating responses for home visits and in healthcare settings, virtual triage and assessments. It also includes information on supporting the most vulnerable including people with dementia and children and young people. The SOP should be used in conjunction with the discharge guidance and COVID-19 prioritisation within community services document.**Being vigilant against fraud**Law enforcement, government and private sector partners are working together to encourage members of the public and those providing support and care to be more vigilant against fraud – particularly about sharing financial and personal information – as criminals seek to capitalise on the COVID-19 pandemic.The *Take five to stop fraud*campaign offers advice to help everyone protect themselves from preventable financial fraud. Information, advice and resources are also available on the *Friends Against Scams* website.**Tell us about your good practice and innovations!**Thank you to those people who have contacted us with their examples of good practice and innovations so far.We're still looking for examples of where providers are innovating in various ways to meet the challenge of responding to COVID-19.We will share these with providers and other stakeholders so that they can consider if there are any ideas or innovations that would be suitable for their organisation. Please send examples to **C19innovation@cqc.org.uk****Contacting CQC**All Care Quality Commission offices are now closed. This means that we have stopped communicating by post, and ask that you do not send post to us. Please use other methods to contact us, details of which are available on our website.Mental health providers that need to send section 61 reports should do this by email. If you have an nhs.net or CJSM secure email account, reports can be sent to s61.audit@cqc.cjsm.net. If you do not have an nhs.net or CJSM email account, please email reports as encrypted attachments to SOAD\_Requests@cqc.org.uk. Visit our website for more information on mental health notifications.In the event that we have to issue a formal notice, we will contact the provider by phone to discuss this and to confirm the approach for further contact. Providers are also reminded of their duty of care to people using their services. For those detained under the Mental Health Act, this may mean supporting people to access the internet or make telephone calls if they ask to contact us.**Useful guidance*** **NEW:**Interim guidance on DBS and other recruitment checks
* Guidance on admission and care of people in care homes
* The Enhanced health in care homes framework has been expanded to include oral health; falls, strength and balance; mental health; wound care; continence promotion and management; and flu prevention and management. The framework can be used to support your engagement with your aligned primary care network.
* NICE COVID-19 rapid guidelines
* Advice and information on looking after your mental health and wellbeing during the coronavirus outbreak from NHS England and the Mental Health Foundation
* Guidance from Skills for Care on training staff during the COVID-19 pandemic
* Investigation and initial clinical management of possible cases
* NICE COVID-19 rapid guideline on critical care: updated following concerns raised by patient groups
* Ethical framework for adult social care
* Guidance for residential care, supported living and home care
* Guidance on the supply and use of personal protective equipment
* Guidance for health professionals
* Guidance for health professionals who have diagnosed a case within their facility
* Infection prevention and control
* Rapid tests for use in community pharmacies or at home
* Guidance for sampling and for diagnostic laboratories
* Department of Health and Social Care's coronavirus action plan
* NHS England has published measures for people who might be at greatest risk from coronavirus. Guidance (including an easy read version) is available on its website. People who are classed as extremely vulnerable are being asked to register for support.

**Accessibility resources to help you communicate about COVID-19*** Signhealth is providing a videos of summaries of key coronavirus guidance in 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 from Mencap
* Public Health England resources in accessible formats
* COVID-19 guidance for providers of services for people experiencing rough sleeping
* The handwashing rap, produced to help people who have a learning disability

**Further information*** Public Health Matters blog from Public Health England
* Number of COVID-19 cases in the UK

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| **Follow us on Twitter!**Keep up with our work with professionals and provider organisations in England by following us on Twitter @CQCProf.  |

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|   **Join our digital participation platform for providers and professionals to get involved in CQC's work** - help inform policies, take part in discussions and test new products. |
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