

Weekly Update to NCF Members



Your essential round up of news and resources from the care & support sector

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HEADLINE

Shifting the focus to the 'Ring of Steel'

We feel that the hard work of the NCF to raise the voice of social care and all that you're telling us about the reality of the frontline of care has helped to shift the attention of the media and government towards the care sector and in particular, residential care settings such as care homes.

All the information you give us, the queries you raise and the surveys you complete for us really do equip us to influence the debate and challenge the policy of government in relation to social care, so thank you and do keep sending them.

Our media work over the weekend has helped us to highlight the importance of social care data and experience in the planning for the pandemic as well as the need for more concrete, tangible practical support for our sector now. Hopefully you will have seen the [press release](#) that NCF issued based on the data of a sample of our members and the subsequent [national press](#). We were able to evidence that resident deaths due to COVID-19 doubled within the UK's care homes within just one week. When scaled up this suggests that a total of 4040 people may have died of this illness within UK residential and nursing services before 13 April. This data is devastating. Every death is a loss and a tragedy to both family and the care workers who have formed close bonds with residents. But we must also appreciate that these figures would be *higher* were it not for the bravery, talent and commitment of our wonderful social care workforce.

Quite simply, so long as groups such as residents in care services or those receiving home care or other care services are omitted from real-time national reporting, the government will be unable to properly plan for how to protect the most vulnerable people in our society or the workforce. If we truly believe that every life has value, there can be no meaningful discussions about 'flattening the peak' or exit strategies without considering these individuals.

NCF is calling for a '[Ring of Steel](#)' to be placed around residential care settings and stronger measures taken for the care sector as a whole. We need to see the same effort, partnership, innovation and resources that have gone into building the Nightingale Hospitals applied to the care sector. We need:

- Sufficient PPE both now and in the weeks ahead, with a supply system that actually works
- Routine testing of both staff and resident starting now and at pace
- The immediate access to both the returning nurse workforce and the army of volunteers who signed up to the Good Sam app
- Councils to pass on the £3.2bn they have now received
- Health experts and geriatricians to come into care settings to help us understand how COVID-19 manifests amongst vulnerable communities and what we need to do to stop it.

Last week we saw a new '[Action Plan for Social Care](#)', a recognition of social care as a national institution and a welcome promise to [expand testing](#) across the care sector and those being discharged from hospital. Warm words and some firm commitments, but short on detail and tangible timescales. So far, we are seeing little progress on PPE supplies, testing

seems a little haphazard and of course, we need a more creative testing solution for those who cannot access the testing centres. The action plan needs more concrete deliverables to respond to the need for the 'ring of steel'.

Help us to keep up the pressure – please complete our survey on testing (<https://www.surveymonkey.co.uk/r/LYK8F65>) if you haven't already done so and keep us connected to what's the real picture on the frontline across the country.

COVID-19 Links, Resources and Comms

Besides this newsletter and NCF's daily COVID-19 briefings, you can find regularly updated information at the following:

- NCF's [page for guidance and regulation, wellbeing advice and practical resources](#).
- The Care Provider Alliance (CPA) has a page with [latest news and guidance for COVID-19](#). Do also look at their [top tips for communication](#) as well.
- CQC has a [dedicated section](#) to COVID-19 related changes on their website.
- SCIE has created a [hub for COVID-19](#) advice for social care.
- Please also regularly check the [government's COVID-19 page](#) and [Social Care Guidance Hub](#).

PPE Guidance

Last week PHE confirmed the UK was [experiencing 'sustained transmission'](#) and instructed care providers to follow [Table 4 of the Infection Prevention and Control of Guidance](#). This understandably raised significant concerns about PPE stocks due to increased usage and ineffective supply chains.

Subsequently PHE has issued additional guidance for care homes – we're expecting something similar for home care settings today or later this week.

We have worked with PHE to try and shape the ['How to work safely in care homes'](#) guidance considering the concerns over PPE. We have stressed the important to emphasise the need for clear advice for social care with language and explanations that are relevant for social care. Guidance issued previously has clearly been designed with a medical model in mind and has often not been helpful for social care and has created confusion. This guidance is an improvement – but no doubt you will have more questions once you read it.

This new guidance includes:

- A flowchart for care workers providing care to residents to identify whether there is a need for personal protective equipment (PPE)
- PPE recommendations for care home staff
- frequently asked questions on the use of PPE in care homes
- examples which help to identify the correct use of PPE when undertaking activities that require physical contact or activities which do not require physical contact but are carried out in close proximity to residents

Overall, this provides some helpful clarity on the PPE advice that has been issued over the last few weeks and goes some way to addressing the chaos and confusion by the poor quality of previous PPE guidance. It has been designed specifically for social care. It also seems to take a more pragmatic, risk-based approach to the use of PPE.

New Requirements to test patients being discharged from hospital to a care home

Following the announcement last week that the NHS should test people before they are discharged from hospital to a care home, a [letter has been issued confirming that hospitals are now required to do this](#).

Governance Forum reminder – Thursday 23rd April



A reminder that the meeting of the NCF Governance Forum is taking place on Thursday 23 April at 10:30 - 12:00pm via Zoom. All details have been forwarded to members of the governance forum.

The topic is Coping with COVID-19 – advice for NCF Member Trustees. Ensure you are informed on the latest issues and hear how we can enable you to give support to your senior team.

Lead by Liz Jones, NCF Policy Director and Tim Coolican, Partner, Specialising in regulatory law from Anthony Collins, this Zoom session will focus on the main challenges with coping with COVID-19 from a Governance perspective. There will be a general discussion focused around 'Coping with COVID-19 - advice for NCF Trustees'

We will give you an update on all the work the NCF has been doing with government and the Care Provider Alliance to highlight and address key issues such as PPE, staffing, financial pressures, hospital discharge and other key risks. We are then keen that the discussion focuses how trustees are responding within their Governance roles.

If you would like to be added to this call, please email [April Ross, Membership and Communications Officer](#)

NCF welcomes Hft into membership



We are delighted to welcome **Hft** into membership. Hft are a national charity that creatively supports adults with learning disabilities, across England and Wales, to live the best life possible. They use Person-Centred Active Support to ensure the individuals we support are always at the heart of everything we do, and are trusted to support more than 2,500 people, from living independently in their own home, to day opportunities, from a few hours a week, right up to 24 hours a day. Find out more and [view our full](#)

[member list here](#).

*** Alongside our usual member benefits, we have a dedicated programme of support on offer to both existing and new members.

We are continuously monitoring the ever-changing circumstances surrounding COVID-19:

We have set up a weekly conference call with members. We hope that by supporting our members with the most up to date information from Public Health England (PHE) and the DHSC, that we can help reassure them whilst also offering guidance and resources to help with organisational planning during this situation.

We also have a dedicated page on our [website](#) – COVID-19 detailing legal, regulation and compliance resources alongside practical help. The resources have been produced by trusted sources from within the ASC sector including DHSC, PHE, the Care Quality Commission, the Care Provider Alliance and the Royal College of Nursing. Our website is always up to date with the latest information available to provide clear and trustworthy messages.

SECTOR NEWS

Disappointing LGA Funding Arrangements for Care Sector



The Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS) **advised councils in relation to the funding of care providers in light of the Covid-19 pandemic**. The National Care Forum, have responded with dismay and disbelief to this statement.

"The provision of safe and effective care for communities is an essential part of the government response to Covid-19. This statement from local government completely underestimates the very real and current pressures that care providers are under. It is woefully inadequate and provides little comfort for those providers who are working night and day to support the most vulnerable members of our communities. Care providers need the support of local government to cover the very significant additional challenges and escalating costs of workforce, PPE and supporting the discharge of vulnerable people from hospital into care homes and the wider community." Read the full statement [here](#).

SCIE appoints new Chief Executive



The Social Care Institute for Excellence (SCIE) has appointed Kathryn Smith as its new Chief Executive. The appointment follows Tony Hunter's decision to step down in April 2020 after six years in post. Read more [here](#).

Mental Health Response Fund



Voluntary and community sector (VCS) mental health organisations have a vital role working in the community providing support to anyone who has a mental health need. Due to the coronavirus pandemic, demand for mental health services is increasing. To help VCS organisations based in England continue to provide mental health services – or provide additional support – organisations can apply for a Coronavirus Mental Health Response Fund (CMHRF) grant. [Click here](#) to read more.

Wholesale food distributors



Care services that are struggling with food supplies during the Covid-19 outbreak, can find local wholesale food distributors online. Many wholesalers are also opening up their services to the general public during the Covid-19 outbreak. The Care Provider Alliance has listed the wholesalers [here](#).

Free access to news during Covid-19 crisis



Older and vulnerable people in care and nursing homes feeling isolated due to coronavirus can now get free access to an online version of their favourite newspaper or magazine.

Digital news provider PressReader is offering care and nursing homes free access to thousands of online newspapers and magazines for the next two months. Any care or nursing homes who would like to take advantage of **PressReader's offer** should contact chantelp@pressreader.com or call 07904 838038.

Connecting residents with families



For more details, [click here](#).

Software provider RemindMe is giving free access to its range of activities to connect care providers with families. All you need is a TV, a tablet and broadband.

Coronavirus (COVID-19): health, care and volunteer workers parking pass and concessions



This pass provides evidence of entitlement to free parking for those on duty as an NHS staff member, health or social care worker, or NHS Volunteer Responder. This is to enable them to access parking concessions in local authority-owned off-street car parks and on-street bays during the COVID-19 emergency response period. Find out more about this pass [here](#).

Revitalyz's new home celebrated with a competition



After many years of dedication to the Health and Social Care sector; programme founders Tony and Zoe Duke have decided to retire. In order to ensure that their hard work continues they have handed over their programme to National Activities Provider Association (NAPA). Visit the website [here](#). For more information about The ReVitalyz – Seated Physical Activity Training Programme contact info@napa-activities.co.uk

To mark this exciting news, NAPA wants to know why Physical activity is Important for the wellbeing of the people you support (in no more than 200 words.) It will select at random a 'winner' to receive a FREE E-Resource of Activity Ideas (worth £9.99.) The winning entry will be shared on social media and featured in the NAPA magazine. Email Gianna.project@napa-activities.co.uk

CQC Testing

The CQC has issued an **update** on the number of test appointments booked for social care staff, although they haven't stated how many have actually been tested and received results. Since 10 April, 24,590 locations have been contacted and 12,422 appointments booked. A test which can be mailed to those who can't drive to a test centre is being developed. NCF is also raising the issue of the distances involved in getting to the nearest testing centre.

LGA Funding Arrangements & Extra Funding for Local Authorities – sector news

Nearly two weeks ago now, LGA and ADASS issued **guidance on their funding arrangements**. NCF and the wider Care Provider Alliance, feel this is **wholly inadequate** considering the costs and pressures you are all under. To add insult, we are aware that some local authorities are not even passing on what LGA has advised, if at all. We will continue to fight for fair funding for social care.

On this note, over the weekend the government **announced an additional £1.6bn to local authorities**, making the total £3.2bn. This is expected to be used on a number of front-line services, including social care. This needs to be passed on to the social care sector quickly and without bureaucratic strings attached.

Joint Statement on Data Collection and Trackers- sector news

CPA (of which we are a part), CQC, DHSC and NHS England & Improvement, **have issued a statement detailing the trackers and data collection you are expected to complete**: NHS Capacity Tracker and CQC Update (for home care). It makes it clear that local authorities, CCGs and other local bodies **should not** be asking for their own data collection trackers to be completed

REGULATION

Covid-19: Changes to mental health law



As well as lots of other changes, such as giving new powers to Police powers in the community, the Coronavirus Act 2020 has authorised emergency changes to the **Mental Health Act (MHA)**. NCF partner CQC has summarised these changes, highlighting short-term possible changes, reasons why they have been made, and also what rights still exist. [Click here](#) to read more.

CQC sets out next steps to support adult social care during the COVID-19 pandemic



The Chief Inspector of Adult Social Care, Kate Terroni, has written to the adult social care sector highlighting the action the regulator is taking to support providers at this time. The letter sets out what CQC is doing to help care staff get access to testing, and to ensure greater transparency on the impact of COVID-19 on the care sector. The full letter can be found [here](#).

CQC regulation to notify the death of a person using services



The notification form for the death of a person using your service, has been updated to include COVID-19 as a cause of death.

More information and the form can be found [here](#).

Nurse Redeployment within Social Care

Skills for Care is working with the Care Providers Alliance, NHS England and DHSC to provide and co-ordinate the primary point of contact for employers who need access to **deployed registered nurses in social care**.

WORKFORCE

We're here for nurses, midwives and healthcare assistants across the UK.



Are you looking for support? We help nurses, midwives and healthcare assistants, both working and retired, when they're suffering personal or financial hardship. This is often due to illness, disability, older age and domestic abuse. The Coronavirus pandemic is going to reflect who we are as a society. Cavell Nurses' Trust strongly believes that we must be a society which looks after the nursing and midwifery professionals we rely on to look after us. Visit the **Coronavirus Wellbeing section** on the NCF website to find out more about how Cavell Nurses Trust is helping nurses, midwives and healthcare assistants in this crisis.

Car rental from £5/day for emergency and healthcare workers



To thank all the Emergency Service employees, Europcar is offering cars from £5 a day. Eligible workers include: NHS employees, NHS Volunteer Responders, Ambulance/Paramedics, Police, Armed Forces, Fire Services, Social Care Workers, Education & Childcare Workers (includes nursery, teaching staff and social workers). Employee work ID will be required upon pick-up at the rental station. [Click here](#) to find out more.

Supermarkets and priority access for care staff



Social care staff should be seen as key workers and therefore have the same priority access to supermarkets as NHS frontline staff during the Covid-19 outbreak. The Care Provider Alliance **wrote to all supermarket Chief Executives in March 2020** requesting this support. As of 16 April 2020, we have successfully influenced Asda, the Coop, Iceland, Marks & Spencer, Sainsbury's and Waitrose to change their position and ensure care workers have priority access. The Alliance continues to put pressure on Aldi, Lidl, Morrisons and Tesco to change their positions. Read more [here](#).

Free yoga sessions for care workers



Yoga teacher/Yoga Therapist, Gill Mines is offering free yoga sessions by zoom. She has trained and is currently training with The MindEd institute - a world leading Yoga Therapy institute in London. Gill teaches accessible yoga, which is gentle, restorative and focuses on mental health. She teaches students of all ages, physical health, including a weekly seniors' yoga class and also work with charities/businesses including Age UK. No experience is necessary and all yoga classes are free for key workers. [Click here](#) for more details.

New MindEd COVID-19 Resilience Hub launched this week



The new MindEd COVID-19 Resilience Hub has been launched to help front line staff in the NHS and care services manage their own mental health and wellbeing, whilst looking after others during the COVID-19 crisis. MindEd have drawn together the best advice and tips from their large panel of international experts to guide you and your team. These clear and helpful resources have been created on behalf of Health Education England in partnership with NHS England Improvement and supported by Skills for Care. [Click here](#) to see the MindEd COVID-19 Resilience Hub.

COVID 19: Safe and rapid recruitment



In these unprecedented times, it's important that the safety and wellbeing of people using our care services remains a priority. Employers of all sizes may find these guiding principles from Skills for Care useful to address their additional workforce recruitment challenges. Read more [here](#).

COVID-19 IE and PA updates



Skills for Care has a dedicated [page](#) which is regularly updated with the latest guidance to support individual employers (PHB holders and direct payment recipients) and PAs during this challenging period. Visit the [page](#) [here](#).

Job Retention Scheme is Live & SPP

The Government's Furlough Scheme is [now live](#).

- [Guidance on working out 80% of an employee's salary](#)
- [Step-by-step guide to scheme](#)
- [Guidance for employers](#)

You can also find updated guidance on [how to claim back from SSP paid to employees](#) due to COVID-19.

LATEST RESEARCH & REPORTS

Negative stereotypes about older people could be putting their health at risk



Stereotyping people in later life and treating all over-65s as a single group could be damaging their physical and mental health, according to a report from national older people's charity, Independent Age.

Through this new research, Independent Age shines a light on those who are least seen and challenges the false assumptions about people aged 65 and over, such as them all being financially secure and living care free lives. Read more [here](#).

Ageing in a digital world: a study into older adults' use of technology



A research team at Northumbria and Swansea Universities (Dr Gemma Wilson, Mrs Jessica Gates, Dr Santosh Vijaykumar, and Dr Deborah Morgan) has carried out a research project funded by the British Academy/Leverhulme which focuses on older adults' use of technology (including social media) for social connection. The study was carried out in two phases. Findings from phase one have been developed into a podcast which includes the participants' voices, and narration, to illustrate the themes generated in this study. [Click here](#) to read more and hear the podcast.

What happens when the clapping finishes?



The nation has come together to express gratitude to those frontline care workers who are currently putting themselves in harm's way to help our most vulnerable. The question now arising is whether this gratitude and heightened respect will be translated into something more tangible when we come through this crisis. [This paper](#) looks at what needs to happen when the clapping finishes.

NMC publishes gender pay gap report



The NMC gender pay report for 2019, shows that despite small increases in the mean and median gender pay gaps, the Nursing and Midwifery Council (NMC) remains statistically one of the best employers in the country, with a significantly lower gender pay gap than trends reported nationally.

[Click here](#) to read more.

INNOVATION & TECHNOLOGY

Covid-19 Guidance



In response to the Covid-19 (Coronavirus) pandemic, Digital Social Care is sharing information on how technology can be used to support staff and the people you support.

The page is updated as more information becomes available. Visit the dedicated [page](#) [here](#).

How technology can support social connections for older people



The University of Manchester

A MICRA researcher has investigated how information and communication technology can be used support social connections for older people.

Sophie Yarker, a Research Fellow at the University, has conducted a brief literature review for Ambition for Ageing on the use of information and communication technologies to support social connections for older people. Read the review [here](#).

CARERS & RESIDENT FOCUS

Wellbeing & Resilience Support for NCF Member's Care Managers – Zoom session Wednesday 22 April

Please share this with your Managers - everyone is welcome

Log on from 1.45pm, the session will start at 2.00pm to 3.00pm

Group coaching 'drop in' FREE for NCF members

Join Liz Jones, NCF Policy Director and Matt Halfin, founder of leadership & resilience coaching business **Unstoppable!** for a 60 minute drop in Zoom call for your managers to help them stay calm, clear headed, resilient, and navigate unprecedented challenges around staffing, resource allocation, staff and resident emotional needs in as healthy, insightful way as possible.



The sessions will be an opportunity to:

- Connect and learn from colleagues across the sector who are experiencing similar challenges
- Reflect and make sense of challenging/ inspiring experiences in an insightful / empowering way
- Coaching on key areas of challenges or struggle e.g. decision making, dealing with change & uncertainty, supporting staff with anxiety/ overwhelm

These sessions are for NCF members' managers only and are confidential.

Get in touch with Helen at NCF helen.glasspool@nationalcareforum.org.uk for details on how to join the session and if you would like to suggest a topic in advance.

Message of Thanks – a HUGE thank you to all care providers



Message of thanks is a national campaign created by TrustedCare, working in partnership with the Care Workers' Charity, to share a huge message of support to the hundreds of thousands of care workers across the country looking after our elderly and vulnerable.

The aim is simple, to provide a platform in which the great British public can share warm wishes to those who work in social care, letting them know they are valued and supported.

Anyone can leave a message of support to the care community; you do not need to have a loved one being cared for to appreciate the hard work care providers do.

TrustedCare are privileged to work every day with so many wonderful care providers across the country, helping those who are looking for a care service find the right support.

To all the Care Workers: you brighten days, enable independence and help keep people smiling.

Message of thanks is a small token of appreciation for all the Carer's, Care Manager's, Nurses and Social Worker's working tirelessly during this national crisis. Please [visit our platform](#) and share your message of support

Message of
Thanks

COVID-19 Good Practice Resource Guide: Engagement, Activity and Social Distancing



The challenge: How do we isolate people from each other to keep them well, without making them lonely? This guide is grounded in the principles of person-centred care and is in response to the COVID-19 pandemic. The emotional and physical wellbeing of those with care and support needs and those who care for them must be our absolute priority at this time. The provision of activity is not the sole responsibility of one person however, the whole home can be fully involved in an activity and engagement-based model of care. Download the guide [here](#).

COVID-19 mental health campaign launches

every mind
matters

Data shows over 4 in 5 adults are worried about the effect that coronavirus (COVID-19) is having on their life right now, with more than half saying it affected their wellbeing and nearly half reporting high levels of anxiety. **Public Health England's Every Mind Matters** website includes new NHS expert tips and advice on looking after mental wellbeing and supporting your family and loved ones during this time. Every Mind Matters campaign will be supported through social media, digital, national TV and partner support activity, helping to reach the audiences most at-risk of poor mental health. [Click here](#) to read more.

NAPA & M4D2020 are giving away 100 Amazon Alexas together with a 6-month Amazon Unlimited Music subscription to care homes in the UK!



In these concerning and troubling times, NAPA wanted to bring you some good news. We have been in conversation with Music for Dementia 2020 (M4D2020), a national campaign aiming to deliver music to everyone living with dementia, about how we can support your work at this time.



We are delighted to let you know that M4D2020 are giving away 100 Amazon Alexas together with a 6-month Amazon Unlimited Music subscription to care homes in the UK!

Music can be a wonderful method of connection and communication for everyone, especially people living with dementia. In these isolated times, M4D2020 want to send the gift of music to 100 homes around the UK. If you think your home would benefit from this gift, read the [details of the giveaway here](#).

SPECIALIST PROVISION

Dementia, Learning Disability, Mental Health & End of Life Care

Accessible information for the deaf



The British Deaf Association has included news bulletins Sign Language Interpretations during the CoViD-19 Crisis. [Click here](#) to read more.

COVID-19 and the VCSE Mental Health Sector



COVID-19 and the VCSE Mental Health Sector, is a live briefing document based on the experiences of the Association of Mental Health provider's members and outlines the impact of the pandemic on their services and the people that they work with and for. Conversations with its members has enabled it to gather live intelligence and information on the challenges that are being faced by provider organisations, which are categorised into 9 key priority areas that require urgent attention and a response from Government. Read more and download the briefing [here](#).

Six Steps to Success in End of Life Care



Six Steps
Six Steps to Success in End of Life Care

The Six Steps to Success in End of Life Care programme (part of the End of Life Partnership) have pulled together a new section on their website of COVID-19 resources specifically for care homes. It contains lots of really useful resources, guidance and information and is regularly updated with new information and as resources are developed. Visit the website [here](#).

INTEGRATION OF HEALTH & SOCIAL CARE

Work, housing, and inequality are all public health issues



Director of Communications and Influencing, Louise Ansari, at the Centre for Ageing Better argues the COVID-19 pandemic has shown the need to reduce inequality and tackle the causes of preventable ill-health in order to be more resilient in the face of future health challenges. Read more [here](#).

Why co-ordinating community care is vital to freeing up ICU capacity



Carnall Farrar, management consultancy and analytics company dedicated to improving health and care discusses how the spread of COVID-19 is impacted in the UK. The latest modelling shows that it will be a significant challenge to meet the national requirement for hospital beds. The demand for ICU beds will outstrip current surge capacity by almost 100%, even general hospital bed capacity will be insufficient to meet demand. The NHS has responded with urgent guidance requiring all providers to increase critical care capacity by emptying hospitals of any dischargeable patients. Crucially, to be able to discharge patients from acute hospitals, it means increasing capacity in community services. Read the full article [here](#).

COVID-19: Home Care webinar

Integration and Better Care Fund



The Government and NHS wants to support Home Care providers to protect their staff and people they care for, ensuring that each person is getting the right care in the most appropriate setting for their needs. It knows there are struggles to get the right access to equipment and resources at a local level, and wants to hear from you. Join this interactive webinar to discuss COVID-19 and the Home Care sector. The webinar will consist of an overview of the guidance through short presentations, followed by opportunities for Q&A. [Click here](#) to book your place.

Free online dementia therapy sessions



Care Visions Residential are providing free online dementia therapy session. Sessions include music, art, cognitive stimulation and physical activities. Sessions are 20-30 minutes long and tailored to the needs of people living with different stage dementia from mild and moderate, to late stage. New videos are added twice a week. More information can be found on the [NCF COVID-19 Wellbeing page](#).

THE BUILT ENVIRONMENT

Coronavirus (COVID-19) - Tips for the housing sector on supporting someone affected by dementia



This Housing LIN briefing sets out a number of top tips on supporting people affected by dementia during the Coronavirus pandemic. It is specifically written for the housing sector, operators of specialist housing - such as extra care or retirement housing - or general needs

housing. Download it [here](#).

Housing LIN Forums



The purpose of this peer-to-peer discussion forum allows Housing LIN members to share information, raise issues and ask questions that either enhance their sector learning and/or aid their professional and/or practice development.

See the forum and the types of questions asked [here](#).

FREE emergency plumbing or heating repairs during lockdown



Are you an @NHSuk or Social Care Worker? HomeServe UK can help with FREE emergency plumbing or heating repairs during #lockdown. You take care of us, so let us take care of your home.

Need help now? Call 0330 0247 222 or visit <https://homeserve.com/uk/key-worker>

This and a wealth of other resources can be found on the NCF COVID-19 pages: <http://bit.ly/NCFCOVID-19>

NCF PARTNERS

Recruitment during Covid-19: Making it happen for care – virtual event 23 April



As the impact of Covid-19 deepens on existing workforces, social care recruitment experts **Cohesion** has brought forward the next Social Care Forum (previously planned for 11 June) and made it a virtual event taking place on **Thursday 23 April between 2 pm and 3 pm**.

“Recruitment during Covid-19: Making it happen for care” will address:

- What organisations are doing differently and what responses they are seeing to new and flexible employment offerings.
- Making the most out of changing candidate behaviour, the best ways to reach new talent.
- How have application levels and cycle times been affected? Cohesion will be sharing data and results from across the sector.
- How is compliance and pre-employment being addressed?

This is a virtual event and so we look forward to welcoming as wide a range of participants from around the country as possible to collaborate and share. Register your interest to attend [here](#).

Are there opportunities in this time of crisis?

Unprecedented, extraordinary and even surreal. All words we keep hearing related to the Coronavirus, and undoubtedly true. No-one reading this will have experienced such circumstances in the past and let us hope we don't see anything like it again.

Regardless of the size of your operation, it is likely that staff issues will dominate even more than is usual. Word has started to trickle through about some front line and head office staff self – isolating. The impact of this is still not yet apparent with all providers working hard to put together plans for when things get worse.

It's a worrying time for everyone right now, but particularly for the Care Sector. But in amongst the danger, fear and uncertainty, what positive opportunities may also become apparent?

From better deployment of technology to recruit staff faster to sharing of best practice and being kind, NCF partner has put together some top picks to help bring some positive news into our lives. Read the top picks [here](#).

Convert your face to face training to online



We know what a challenging and uncertain time it is for care providers during this COVID-19 pandemic. From a training perspective, Skills for Care recommends that training is completed online for the foreseeable future. However, staff require more support and training than ever before around infection control, outbreak management and COVID-19.

Volunteers and new recruits are being called upon to support existing care teams, who will have little or no prior knowledge of working in the sector. Altura Learning, as a Skills for Care Centre of Excellence, has launched a special 6-month Care Industry Support Package to help where we can.

With this special package, you can access 10 pre-selected accredited courses via the Bridge Learning Management System, whilst converting all your existing face to face training materials quickly and easily into online courses.

Your trainers can even use the system to arrange and deliver webinar training workshops to your staff.

It's a package designed to facilitate ongoing, high quality learning for your whole team, all your volunteers and your new starters, any time, any place and on any device.

Take a look below at what we're offering you:

Our Care Industry Support Package

- **6 month condensed Altura Learning Membership package** reducing the pressure to commit to full term costs and contracts
- **£11 per learner**
- **Unlimited, ongoing access to ten courses selected in line with Skills for Care guidance** that will help support you to train staff and volunteers through the COVID-19 pandemic
- **Convert your existing face-to-face training into online training quickly and easily** using the Bridge course authoring tool
- **Deliver Webinar training sessions**
- **Quick and effective remote setup that's free of charge**, enabling you to onboard new teams in record time

To find out more about the offer and to sign up, [click here](#).

Altura Now – State of the Sector – Interview with Vic Rayner

In this episode of Altura Now, Executive Director of the National Care Forum, Vic Rayner, discusses the unique challenges facing the social care sector as it helps fight the spread of COVID-19.

The episode discusses protection for frontline workers and supply chain issues, as well as workforce considerations and the toll social distancing is taking on the nation's mental health.



Vic explains some of the changes to the Care Act and getting the balance right between fast delivery of care and the rights of the individual. With a social sector in crisis, Vic also discusses funding and the importance of learning lessons from this pandemic and planning for a better future. [Click here](#) to view the video.

Towergate Insurance is here to support National Care Forum members



We have recently launched our dedicated COVID-19 information centre that is available for National Care Forum members to utilize. This online hub includes a link to a free Health and Safety and Employment Law hub provided by our commercial partners, Ellis Whittam, as well as there being many business planning articles and risk alerts available for you to download, to advise, guide and support you in this unprecedented situation. Find out more [here](#).

If you have any queries, please contact Richard Hearn on 0800 169 4616.

Log my Care sees 60% of its care homes adopting the new COVID-19 monitoring tools and anticipates the UK care sector's needs



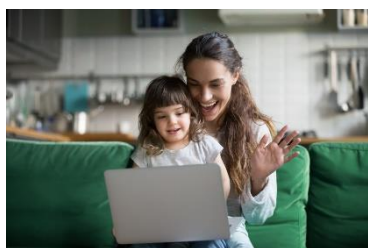
While an unprecedented crisis in the care sector is occurring, **Log my Care** has already seen 60% of its clients use the COVID-19 symptoms monitoring tools in 10 days. The software company has also recorded over 1600 downloads of its free Coronavirus support resources. This has encouraged the team to work harder and understand the future needs of the care sector even better.

What is needed from the system? What resources will save time? Which tools could help save lives? On 16 March, the software company decided to pause development on its future projects and focus efforts on producing helpful Coronavirus related resources and features to share with care providers across the country.

The start-up has also directed its development team to build Coronavirus symptoms monitoring tools within its management software, for free. In addition, Log my Care has trained its help team to respond well to emotional stress that can affect care workers at this time.

These tools help carers and Care Managers track their clients' potential symptoms easily, make decisions accordingly and report coronavirus deaths more accurately to the government, the latter being the most recent problematic to date. Find out more [here](#).

Care sector offered free dedicated video calling to connect residents and families



Leading care technology developer **Person Centred Software** has **upgraded its Relatives Gateway platform with video** calling to keep residents connected with loved ones during the COVID-19 outbreak.

Developed for care providers, residents and families, Person Centred Software's Relatives Gateway platform has been upgraded to incorporate video calling functionality. It follows a 50% surge in usage of Relatives Gateway since the COVID-19 outbreak began, and a huge increase in phone calls to homes from families

requesting updates on their loved ones.

The feature is offered free of charge to the UK's 18,500 plus care providers. It uses a unique code entry system eliminating the need for homes to set up separate login profiles on third party accounts for every single resident. It makes it simple for carers to manage communication, and will keep elderly residents more easily in touch with family during a hugely challenging time for the sector.

Person Centred Software worked quickly to create and release a free version of its Relatives Gateway platform for all UK homes at the end of March. The new video calling functionality will also be free of charge for the duration of the pandemic.

Read more about the upgraded **Relatives Gateway**

The Relatives Gateway enables relatives to communicate with loved ones via a web application. For further information, please visit personcentredsoftware.com/covid19response or call 01483 357657

MEDIA

Capitalising on the offer of help – volunteering in the Covid-19 crisis

By Helen Gilbert, Fellow, Policy, The Kings Fund

Later Living: Ageing Happily

By Jenny West Marketing & HR Director, Future Street

Walking through the COVID-19 landscape

By Lorraine Currie, MCA and DoLS Manager at Shropshire Council and carer

MEMBER NEWS

A message from Guild Care CEO, Suzanne Millard



An update from Guild Care's CEO Suzanne Millard explains the charity's response to Coronavirus on YouTube. [Click here](#) to view the message.



Local generosity and a good hair cut lifts spirits



In the last few weeks of uncertainty, the local community have certainly delivered, bringing kindness and generosity to our residents and staff, this week, one kind lady thought outside of the box, sending pizza to our staff. Our residents and staff have been inundated with kindness recently, in the form of letters, drawings and gifts, proving compassion really does thrive during unprecedented times. [Click here](#) to read more.



Staff's Salon Lifts Care Home's Spirits

With the hairdresser unable to visit due to the ongoing pandemic, activity staff at Barnes Lodge Care Home in Tonbridge opened 'Roll Your Own' salon to residents last week, so they could still get their hair done.

With residents missing their regular restyles, social activities facilitators, Kay Hawkins and Debbie Long took over the Tudeley Lane care home's salon last week, inviting residents in for a pamper and pick me up, over a cup of tea, of course. Read more [here](#).



Lindt Staff Bring Chocolate Cheer to Extra Care Residents

Staff of the Lindt Bluewater store played Easter bunnies last week, delivering some early Easter cheer to their friends at Watling Court Extra Care Housing Scheme.

With the ongoing pandemic proving difficult for everyone, the local Lindt team decided to go the egg-xtra mile and drop off a cracking variety of Easter treats to the residents at the over 55s Gravesend scheme. Read more [here](#).



The Royal British Legion Seeks New Care Home Staff in Response To COVID-19 Outbreak



The Royal British Legion has announced that it is seeking new staff members to support its six UK care homes in Taunton, Cromer, Broadstairs, Bexhill-on-Sea, Southam and Ripon in the wake of the COVID-19 pandemic. The Legion is recruiting for a number of roles including nurses, care assistants, general assistants, catering staff, administrators and maintenance staff for full and part time positions.

The charity will also recruit a bank of casual staff members to provide temporary support to the homes when required. [Click here](#) to read more.

More Community Carers needed to help support local communities



National home care provider, Guinness Care, is calling for people to take up a career as a Community Carer at a time of national crisis, and to really help make a difference to their local community.

Guinness Care is now looking for people, with or without experience in adult social care, to join them in care roles across the UK. Perhaps someone who has the necessary transferable skills from previous employment and would like a career that really makes a difference to people's lives. Read more [here](#).

Avante receives 'Good' rating



Located on the Jubilee Way business park in Faversham, the Avante Care & Support Home Care team provide care and wellbeing support to those living at home, across Faversham, Sittingbourne and Sheerness.

Following an inspection in March, industry regulator the Care Quality Commission gave a 'Good' rating for the Kent Home Care and Wellbeing Support team across all five areas examining safety, effectiveness, caring, responsiveness, and leadership. [Click here](#) to read more.

Committed carers at Belong Warrington secure 'Good' rating across the board



There has been heartening news for dedicated carers at the state-of-the-art community care village, Belong Warrington, which has been certified as 'Good' by Care Quality Commission (CQC) inspectors, who praised its 'passionate and committed team'.



The latest report from the independent regulator of health and social care in England, rated the Loushers Lane village as 'Good' in all categories, declaring it as a safe, caring, and well-led provider of care, which promotes a good quality of life and meets the needs of its resident. Read more [here](#).

Reinbek Care team support fellow key workers and Easter celebrations



Staff at Borough Care's Reinbek home for older people in Davenport, Stockport, are sending support to those working in the NHS and all their fellow key workers.



The Reinbek team has designed and painted a Rainbow of Hope banner, to convey their gratitude and stay safe message. The banner has been erected in the garden at Reinbek, as a mark of thanks to all key workers for the great job they are doing during the current coronavirus pandemic. Read more [here](#).

Easter Celebrations at Borough Care

Residents at Borough Care's eleven homes for older people across Stockport enjoyed a weekend of Easter celebrations. Despite the current coronavirus (Covid 19) situation, Borough Care staff were determined residents would have a fun time and put on lots of different Easter themed activities. From special Easter lunches to getting creative and making Easter baskets and bonnets, [click here](#) to read how Easter was celebrated across some of Borough Care's homes.



AND FINALLY...

Sparkle for Social Care

Wear it. Wave it. Create it.
#SparkleforSocialCare

**Please help support the UK's
1.6 million Care Workers**

#EmergencyGrants
#Care4Carers

 **the
care
workers
charity**

www.justgiving.com/fundraising/sparkle-for-social-care
or text CAREFUND followed by the amount you want to donate to 70085*
e.g. "CAREFUND 5" to donate £5

*Texts cost your donated amount plus one standard rate message

Backed by the Care Sector Fundraising Ball Committee, a campaign aimed at raising money for the Care Worker's Charity is asking people to use anything that sparkles, and to post photos on social media using the hashtag #SparkleforSocialCare. The campaign also wants to show those who care for society's most vulnerable are valued and appreciated.

Since the outbreak of the Coronavirus, the Care Worker's Charity has seen a 1000% increase in the number of grant applications received. Donations can be made on the [Just Giving webpage](#).

SECTOR EVENTS

Links: **NCF events**

What's happening where you are? Do please forward any news or event you would like us to promote to **Helen Glasspool Events and Partnership Officer**

AS THE CORONAVIRUS PANDEMIC DEVELOPS, SOME OF THESE EVENTS MAY BE CANCELLED AND RESCHEDULED.

PLEASE CONTACT THE ORGANISERS FOR FURTHER INFORMATION.

For HEALTHCARE conferences only: All events scheduled between now and end of May have been cancelled. In this newsletter, please click on the headings for further details about the event listed. A 20% discount is available to NCF members for HEALTHCARE conferences by quoting ref: hcuk20ncf when booking (*cannot be used in conjunction with any other offer. Full T&Cs available upon request).

Responding to walking with purpose and distress in extra care housing | 27 April | HDRC webinar



Housing and
Dementia
Research
Consortium

In this Webinar you will hear about recent work that the HDRC steering group have been conducting on understanding and responding to walking with purpose and distress among people living with dementia in extra care housing. Click [this link](#) to join the Webinar from your computer, tablet or smartphone.

Association for Continence Advice (ACA) Annual Conference and Exhibition 2020 | 18/19 May | Bristol



Association for
Continence Advice
Driving Excellence in Bladder and Bowel Care

Held at Mercure Bristol Grand in Hotel, this year's conference: 'Fabulous at 40 and beyond' will celebrate 40 years of ACA, looking back at how far the Association has come and forward to what lies ahead for the profession. The conference will be of interest to

Continence Advisors, Continence Nurses, Physiotherapists, Urology Nurses, and Specialist Nurses as well as doctors or allied healthcare professionals working within, or interested in continence care. There will also be an extensive company exhibition offering new innovative products and practical solutions in the field of continence care.

ACA members will receive 20% off their conference place if they register before Friday 20th March. Visit the [ACA website](#) for more details.

Delivering 'outstanding' care | 19 May | Manchester



This new seminar shares learning and best practice from adult social care services that are delivering 'outstanding' care. It'll help you to understand what inspectors are looking for in an 'outstanding' service, and give you practical ideas to help you to improve your service. [Click here](#) for more details.

Step Change Design: Why don't we go into the garden? | 27 May | London



An exploration of the role of Care Culture on engagement with the garden? This masterclass for care setting staff will identify the reasons why their outside spaces are not used to their full potential, and to explore ways to create a more active and meaningful outside space for their residents, particularly those living with dementia. This masterclass will appeal to staff at

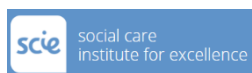
all levels with responsibility for making the most of their outside spaces and encouraging those they support to engage with the outdoors more actively and meaningfully. For further details, call: 020 7078 9375 or email: info@napa-activities.co.uk Or visit the [NAPA website](#).

Automation and Robotics Summit | 2 June | Online



This event will run live online from 10am to 4pm BST. The sessions will also be available for download by participants following the event. It is the leading online event dedicated to automation & robotics in the UK & Ireland. Join 1000 + UK, Ireland & global executives from sectors such as food, pharma, construction, healthcare, logistics, transport etc that have an interest in transforming their operations through robotics and automation. This online gathering of like minded industry experts offers an opportunity for the industry to gather and keep up to-date with the latest innovations, best practice and new technology solutions available in the market place. [Click here](#) for more details and your **Free Delegate Pass**.

Supporting clients on the autism spectrum training course | 16 June | London



Delivered in partnership with Faiers Training, this in-depth course provides participants with an introduction to understanding the autism spectrum and explores strategies which can help ensure appropriate methods of communication and support. [Click here](#) to find out more.

The Centre For Creativity & Innovation In Care Annual Conference | 23 June | Bristol



This year's conference will be on 23rd June 2020, once again at the stunning De Vere Torthworth Court near Bristol.

CC&IC's mission is to transform the care experience for everybody, by inspiring and growing creativity, person by person and organisation by organisation. Places will be available for non-member organisations. Email amy@laddertothemoon.co.uk for more information.

Liberty Protection Safeguards: Implications for Care Homes Masterclass | 3 Jul | London



On 1 October 2020 the Liberty Protection Safeguards ('LPS') will come into force, replacing DoLS to provide a new legal framework for deprivation of liberty, imposing new responsibilities and requiring new working arrangements between care homes and local authorities and clinical commissioning groups. This masterclass, held at the De Vere West One Conference Centre, will equip care homes effectively to implement the LPS.

Caldicott Guardian Training Course | 09 July | Manchester



This one-day course provides practical Caldicott Training for both new and more experienced Caldicott Guardians, their deputies and others, involved in applying the Caldicott Principles across a wide range of organizations'. It provides sound foundations for those seeking to expand their understanding of the Caldicott Guardian Role, and its function within Information Governance, and inspiration as to how it can be implemented and developed in their own organizations. The content is based on the latest national guidance including the Caldicott Guardian Manual. Christopher Fincken Member UK Caldicott Guardian Council, (Chairman 2012-2017) facilitates the course, and brings over 18 years of personal experience of leading innovations in the application of the Caldicott Principles. This interesting and informative course is fully interactive; and participants in small groups will face a number of case study challenges throughout the day building personal knowledge, understanding and confidence.

Ensuring Good Practice and Demonstrating Compliance with GDPR in Health and Social Care | 14 September | London



This National Conference focuses on Information Governance in Health and Social Care, ensuring demonstrable compliance with the General Data Protection Regulation (GDPR), and moving beyond baseline compliance to delivering accountability with a real evidenced understanding of the risks to individuals in the way data is processed and how those risks should be mitigated. The conference also looks at the implications of data breaches and effective reporting and management of information governance serious incidents.

Decision Making and Mental Capacity: Ensuring Best Practice & Adherence to the NICE Guidelines | 18 September | London



This conference focuses best practice in decision making and mental capacity and ensuring adherence to the NICE Guideline on Decision Making and Mental Capacity in line with the recommendations, the NICE Quality Standard for Decision Making and Mental Capacity which is currently in consultation and due to be published before this conference in March 2020.

Prevention and Management of Violence and Aggression (PMVA) Masterclass | 21 September | London



Facilitated by Eric Baskind Senior Lecturer in Law, Liverpool John Moores University; Consultant and Expert Witness in Violence Reduction and the Safer Use of Force. This Masterclass will explore the key issues in the prevention and management of violence and aggression (PMVA) to ensure that your service remains ahead of its game; is providing the best approach to all matters relating to PMVA; and is protected as much as possible against adverse findings from regulators and claims by both staff and service users.

Implementing Namaste Care: a 1-day practical workshop RESCHEDULED | 13 Oct | Worcester



Housing and
Dementia
Research
Consortium

Held at the University of Worcester, the aim of this one-day workshop is to introduce the model of Namaste Care, explore the different elements that make up the programme and explore the practicalities of implementing it. It is for anyone who wants to better support people with advanced dementia, including health and social care staff, family carers or volunteers. A certificate of attendance will be awarded at the end of the workshop. [Click here](#) for more details and to book your place.

Information Governance in Practice: learning the principles of Information Governance Running an IG Department and Team | 16 October | London



The purpose and aim of the Masterclass held at the De Vere West One Conference Centre, is to learn the principles of Information Governance and work through the different scenarios and look for best practice and processes to help your organization deliver better Information Governance.

Dementia, Care & Nursing Home Expo | 9/10 November | Birmingham



Dementia, Care & Nursing Home Expo

The new dates for the 2020 Dementia, Care & Nursing Home Expo have now been confirmed as the 9th & 10th November 2020 at Birmingham's NEC. We know many of you were planning on visiting the Dementia, Care & Nursing Home Expo this March. Given the spread of the COVID-19 Coronavirus, the event organizers took the decision to postpone the event until later in the year.

A statement from the event's Marketing Director, Ashlea Gilfoy; *"While the decision to postpone the event was not taken lightly, we believe we had a duty of care to our visitors, exhibitors and staff as our number one priority. Many of our visitors are on the frontline of supporting the most vulnerable in society.*

We would like to thank everyone for their incredible understanding and support at this time. Our main focus now is ensuring the success of the event now taking place on the 9th & 10th November. We look forward to welcoming you later in the year."

As partners of the UK's leading event for the social care industry, organizers' will be in touch with more information on the incredible content available at the Expo in the weeks leading up to the event, such as how to book onto expert-led masterclasses and what topics will be covered in CPD seminars. You can also find more information and register for tickets here. Register for your free ticket [here](#). (Please note: If you have already registered for a ticket you will not need to re-register. Your previous registration remains valid.)

Liberty Protection Safeguards Implementation of the Mental Capacity (Amendment) Act 2019 | 27 November | London



Chaired by Alex Ruck Keene, Barrister & Consultant, Mental Capacity and Deprivation of Liberty Project, The Law Commission and with an opening address from Baroness Finlay of Llandaff, Chair, National Mental Capacity Forum this conference will update delegates on the implications of the new Act and the implementation of the Liberty Protection Safeguards in your service. You will have the opportunity to network with colleagues who are working to move from DoLS to Liberty Protection Safeguards, reflect on national developments and understand the implications of the Mental Capacity (Amendment) Act 2019 and gain cpd accreditation points contributing to professional development and revalidation evidence.

NCF CONFERENCES

IN THESE UNCERTAIN TIMES, ALL NCF EVENTS ARE POSTPONED UNTIL FURTHER NOTICE.

As our members' resources divert to coping with COVID-19 planning and response we have taken the decision to postpone the NCF Annual Conference and pre-conference dinner scheduled for the evening of 2 and 3 June 2020. We are in conversation with the venue and hope to run the same programme on new dates later in the year.

In the meantime, we continue to share the latest information on the coronavirus situation and have a dedicated webpage of resources available on Guidance & Regulation, Wellbeing and Practical Resources – [take a look here](#)

We will notify members of rescheduled dates as soon as the government advises it is safe to hold events.

If you have any queries, please contact [Helen Glasspool Events and Partnership Officer](#).

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