

Frequently Asked Questions for Providers and PHB Holders – Continuing Health Care (CHC)

Note: New issue/questions since the last publication are highlighted in Yellow – Updated 08.05.2020

<p>Points of contact</p>	<p>How do I contact the CCG Commissioning Team?</p>	<p>In the first instance please contact us by email at mlcsu.contracts1@nhs.net . Please provide clear and concise details of your query and your email address and contact number so we can respond directly to you.</p>
	<p>How do I contact CHC clinical teams?</p>	<p>Please avoid contacting the Continuing Healthcare Team directly unless the matter is very urgent, or you want to raise a safeguarding alert to report possible abuse or neglect of an adult with care and support needs.</p> <p>If you are a Birmingham based provider, you can contact Birmingham City Council Adult Care Access Point (ACAP) by email at acap@birmingham.gov.uk or by phone on 0121 303 1234.</p> <p>If you are a Solihull based provider and you have a concern but are not sure, please look at the Safeguarding Harm Descriptors to check what you need to do. If you need to report your safeguarding concern please follow this link: https://www.solihull.gov.uk/adultabuse</p> <p>If you have any other questions Email for CHC - mlcsu.bsolreferrals@nhs.net or Telephone number 0121 612 2133</p>
	<p>How do I report a serious incident including COVID-19 deaths and outbreaks to the CCG?</p>	<p>During this challenging time we are requesting that you continue to notify the CCG of all Serious Incidents that meet the Serious Incident criteria, including COVID-19 related outbreaks and unexpected deaths. We appreciate that capacity to undertake investigations at the present time is reduced however it is important that we capture details of incidents which are occurring to identify support future review and analysis.</p> <p>In order to reduce duplication of effort will accept any of the following as a method of notification where applicable:</p> <ul style="list-style-type: none"> • A copy of a notification sent to CQC • A copy of a notification sent to PHE • A copy of a safeguarding alert sent to the Local Authority <p>You can also continue to notify us via the BSOL CCG SI notification form. Please send these to nhsbsolccg.patientsafety@nhs.net</p>

	How do I contact Birmingham and Solihull Clinical Commissioning Group (BSol CCG)?	BSol CCG have provided further advice and guidance for professionals on their website at https://www.birminghamandsolihullccg.nhs.uk/your-health/coronavirus-advice-for-professionals If you are experiencing challenges, please inform BSol CCG immediately so they can help support you by email at nhsbsolccg.covid19@nhs.net
	How do I contact and keep in touch with the Local Resilience Forum?	Please use the following contact details: West Midlands Conurbation Local Resilience Forum, Events Control Suite, Tally Ho, Pershore Road, Birmingham, West Midlands, B5 7RN. Contact: Gregg Arrand Tel: 07920 275 579 West Midlands Conurbation LRF Community Risk Register . @WMidsPrepared, @PreparedPanda
Finance	How do I claim the statutory sick pay the government has announced due to Covid-19 and is there any additional government support?	The government has set out a range of support measures for businesses including reclaiming Statutory Sick Pay paid for sickness absence due to Covid-19. Further details of these can be found on the government's website: https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses
	Will I be paid for home support calls if my carer is turned away by the service user because they are self-isolating?	You should record that the call has been declined, the reason why, and then make follow-up contact with the service user and/or their representative to confirm arrangements for future calls. It is only necessary to inform mlcsu.bsolreferrals@nhs.net of refusals for cases of Covid-19 related self-isolation, if you are concerned that the service user is placing themselves at risk by refusing or continuing to refuse care in the short term. You should submit your invoice for the initial call that was refused which will be paid (please mark any relevant amount on the invoice as 'COVID19'), however for further planned refusals or cancellations you should not submit invoices, in line with the contractual arrangements, as these will not be paid. The expectation is that you will reuse this spare capacity to deliver other care packages, for which you will then be paid in the usual way. In response to COVID-19 Hospital Discharge Guidance, we are asking Providers to assist with any capacity you have – in addition to whole packages of care we are also looking for Providers who have limited capacity but could support by being sub-contracted by an existing provider to avoid hospital admission. See Sub – Contracting section below, for more information contact mlcsu.contracts1@nhs.net

	<p>Is the CCG planning to make changes to its payment arrangements to help providers maintain cashflow?</p>	<p>Initially, the CCG has taken the decision to relax the 'tolerance' levels of its invoice payment system in order to reduce the number of invoices going unpaid and into query. This will allow you to flex hours of care up or down by up to 25% of the invoice/care package value in discussion with service users and families, without recourse to the CCG. The CCG is doing this in recognition that the costs associated with having enough staff at this critical time may increase on a temporary basis. The CCG also further recognises that there may be some incidents where existing care packages could be flexibly reduced on a temporary basis with the agreement and cooperation of the families involved, to allow the care provider to continue to provide services across their whole cohort of patients.</p> <p>The CCG will continue to review how it pays providers as the current situation develops and further advice and guidance is released by the Government.</p> <p>Please ensure any additional calls or amounts are marked separately on your invoice as 'COVID19' as they need to be separately accounted for in line with Government instructions</p> <p>Please note, the additional 25% flex up can only be used for one-month, further extension will have to be agreed by the completion of COVID Additional Care / Costs Request Forms.</p>
	<p>How do I get paid for the additional support I may have to put in place if my resident's day centre closes because of Covid- 19?</p>	<p>In such situations you will be able to temporarily flex the amount of domiciliary care hours provided by up to 25% without recourse to the CCG to enable payment as set out above. Should you be required to increase the number of care hours above 25% then you will need to complete COVID Additional Care / Costs Request Forms and return to mlcsu.bsolreferrals@nhs.net for agreement. You can find the forms and details of where to send this to on our website: <u>For professionals</u></p> <p>Providers are expected to keep records of any increased costs requested and payments made, as once the emergency is over the evidence will need to be reconciled. Using an 'open book' approach any provider must be able to reliably show what costs were incurred and where they cannot they may be asked to reimburse the NHS after the emergency is over.</p> <p>Please note, the additional 25% flex up can only be used for one month, further extension will have to be agreed by the completion of COVID Additional Care / Costs Request Forms.</p>

	<p>My carers are off sick and family members of the client cannot cover the shift either</p>	<p>In such situations you must contact the CHC team immediately on 0121 612 2133 and ask to speak to a clinician to identify the risks and agree next steps. MLCSU CHC Contracts team may also be able to give you details of other Providers who have limited capacity but could support your package on a sub-contracted basis to avoid hospital admission.</p> <p>See Sub – Contracting section below, for more information contact mlcsu.contracts1@nhs.net</p>
	<p>I need to get extra agency nursing support as my staff are off sick will the CCG pay for this?</p>	<p>During the Covid19 emergency period the CCG will pay for the increase in costs that a provider might face in relation to agency staff, or bank staff, as a requirement has arisen as a direct cost of Covid 19. Should you be required to use agency or bank staff, then you will need to complete COVID Additional Care / Costs Request Forms and return to mlcsu.bsolreferrals@nhs.net for agreement of additional costs. You can find the forms and details of where to send this to on our website: <u>For professionals</u></p> <p>The CCG does not expect providers to profiteer from the emergency nor does not want providers to be negatively impacted by the emergency. The CCG will therefore pay for the direct cost incurred for the agency staff. The CCG will not pay for additional management costs as we would expect these to be met within normal rates.</p> <p>Providers are expected to keep records of any increased costs requested and payments made, as once the emergency is over the evidence will need to be reconciled. Using an 'open book' approach any provider must be able to reliably show what costs were incurred and where they cannot they may be asked to reimburse the NHS after the emergency is over.</p> <p>During out of hours a provider can make arrangements for agency staff to cover the out of hours period and next nearest in hours shift however the provider should make contact with the CHC team as soon as possible to have any more approved.</p>
		<p>Please see below link in respect to NHS Funded nursing care including a retrospective increase in the 2019/20 FNC rate.</p> <p>https://www.gov.uk/government/news/nhs-funded-nursing-care-rate-announced-for-2020-to-2021</p>

	<p>NHS Funded nursing care including a retrospective increase in the 2019/20 FNC rate.</p>	<p>Revised 2019/20 FNC Rate</p> <p>2019 to 2020 will increase and be backdated to 1 April 2019.</p> <p>£165.56 will increase by 9% to £180.31 for the 2019 to 2020 financial year.</p> <p>Higher rate increase by 9% - £227.77 to £248.06 2019 to 2020.</p> <p>2020/21 FNC Rate</p> <p>For the 2020 to 2021 financial year, the NHS-funded nursing care standard weekly rate per person will increase by 2% from £180.31 to £183.92. This will be backdated to 1 April 2020.</p> <p>The higher rate of NHS-funded nursing care will also increase by 2% from £248.06 to £253.02 per week for 2020 to 2021. This is only relevant for people who were already on the higher rate in 2007 when the single band was introduced and will also be backdated to 1 April 2020.</p>
	<p>What support is available for businesses during the outbreak</p>	<p>Birmingham City Council has stepped up efforts to help small businesses in Birmingham meet the coronavirus challenge. For further details please see the Council’s website using this link: https://www.birmingham.gov.uk/news/article/561/supporting_birmingham_businesses_through_the_coronavirus_outbreak</p>
<p>TESTING FOR COVID-19 AND PPE</p>	<p>Can Care Home staff get tested for Covid-19?</p>	<p>If the staff in your home ask you about how they can be tested for Covid-19, and you have a Birmingham Home please contact Simon.Naish@birmingham.gov.uk. If you have a Solihull Homes please contact commissioningteam@solihull.gov.uk. If the staff member meets the criteria they will be offered a testing slot at the Edgbaston test centre, through the relevant LA.</p> <p>The criteria for staff to be tested is below for your information. Staff should be informed that they will only be tested on day 1-5 of symptoms – after this time results would not be through until after the period of self-isolation. NB this is a test to confirm current infection, NOT previous infection or Immunity and is aimed at getting staff back to work as effectively and safely as possible.</p> <p>Communication has gone out from Local Authorities to all homes but is repeated below for ease.</p>

		<p>Criteria</p> <ol style="list-style-type: none"> 1. Your job role requires you to have patient or colleague contact in another setting. <p>AND EITHER</p> <ol style="list-style-type: none"> 2a) You have developed symptoms of COVID-19 in the last 5 days, and are self-isolating at home <p>OR</p> <ol style="list-style-type: none"> 2b) You are self-isolating because a family member has developed symptoms of COVID-19, and that the first symptoms in your household began within the last five days. <p>The symptoms of COVID-19 are one or more of;</p> <ul style="list-style-type: none"> • Fever <ul style="list-style-type: none"> Temperature $\geq 37.8^{\circ}\text{C}$ if checked with a thermometer, or sweats/shivers & similar symptoms • A new, continuous cough <ul style="list-style-type: none"> Coughing a lot for more than an hour, or Three or more coughing episodes in 24 hours, or A usual cough that has got much worse • Lethargy not explained by something else
	<p>Will there be access to the emergency supplies of PPE, including face masks?</p>	<p>Free distribution of fluid repellent facemasks from the NHS Pandemic Flu Stock started on Wednesday 18th March, with every care home and home care provider receiving at least 300 facemasks. That distribution was completed on Tuesday 24th March. This was aimed at tiding over the initial rise in demand following the change of guidance on facemasks.</p> <p>Providers are not required to take action; the stock will have been delivered to your directly. National agencies are working rapidly with wholesalers to ensure a longer-term supply of all aspects of personal protective equipment, including gloves, aprons, facemasks and hand sanitiser. You should however continue to order PPE from your usual suppliers. If care providers have immediate concerns over supply of PPE, there is now a dedicated line for you, the health and social care sector as set out below:</p>

		<p>The National Supply Disruption line Tel: 0800 915 9964 Email: supplydisruptionsservice@nhsbsa.nhs.uk</p> <p>In the future, if a care provider is unable to get PPE from their normal supplier, the supplier will be asked to report this to the National Supply Disruption Response (NSDR) team (as above), who can advise on alternative suppliers.</p>
	<p>Zero-rating personal protective equipment (PPE)</p>	<p>With effect from 1 May 2020, supplies of PPE equipment are zero-rated. This includes supplies to the NHS, care homes and individuals. This is a temporary relief from VAT and is planned to end on 31 July 2020.</p> <p>Zero-rating applies to all PPE products that are recommended for use by Public Health England, the details of which can be found here.</p> <p>Products eligible for zero-rating include:</p> <ul style="list-style-type: none"> • disposable gloves • disposable plastic aprons • disposable fluid-resistant coveralls or gowns • surgical masks – including fluid-resistant type IIR surgical masks • filtering facepiece respirators • eye and face protection – including single or reusable full-face visors or goggles <p>Further details on this VAT relief can be found on H.M. Treasury's announcement and HMRC's briefing paper.</p>
<p>What PPE is required to provide care and support to service users who do not have a Covid-19 diagnosis</p>		<p>The government has published further guidance on 13 March 2020 - Covid-19: residential care, supported living and home care guidance - which details PPE requirements. The guidance can be found on the</p>

	but have symptoms requiring self-isolation?	government's website: https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance									
	Can frontline workers get tested for Covid-19?	<p>The Coronavirus National Testing Programme has now expanded capacity to test other frontline workers who are having to self-isolate due to having coronavirus-like symptoms or because a member of their household has symptoms.</p> <p>This expansion includes all personal care assistants (PAs), across both health and social care, who meet the set criteria.</p> <p>Further information about testing can be found at www.gov.uk/coronavirus-get-tested</p>									
	Can Personal Assistants employed through a Direct Payment access the emergency supplies of PPE?	<p>In cases where an individual PHB holder is experiencing problems with obtaining supplies from their usual source then it would be advisable for them to contact the CCG. The CCG can then either direct these concerns to the local COVID-19 resilience partnership or the National Supply Disruption line</p> <p>The National Supply Disruption line Tel: 0800 915 9964 Email: supplydisruptionservice@nhsbsa.nhs.uk</p> <p>If you are registered with the Care Quality Commission (CQC) then you will already be on the list to automatically receive face masks within 6 working days from when we started sending them out on 18/03/2020.</p> <p>An update on gloves and aprons should follow shortly after the masks have been delivered.</p> <p>If you are not registered with the CQC and have already exhausted all your usual supply routes, or are unable to wait for the delivery, please try the alternative suppliers below who may be able to help:</p> <table border="1" data-bbox="638 1220 2016 1436"> <thead> <tr> <th>Organisation</th> <th>Healthcare Sector</th> <th>Contact email</th> </tr> </thead> <tbody> <tr> <td>Alliance / NWOP</td> <td>Pharmacy</td> <td>Customerservice@alliance-healthcare.co.uk</td> </tr> <tr> <td>Phoenix</td> <td>Pharmacy / GP Surgery</td> <td></td> </tr> </tbody> </table>	Organisation	Healthcare Sector	Contact email	Alliance / NWOP	Pharmacy	Customerservice@alliance-healthcare.co.uk	Phoenix	Pharmacy / GP Surgery	
Organisation	Healthcare Sector	Contact email									
Alliance / NWOP	Pharmacy	Customerservice@alliance-healthcare.co.uk									
Phoenix	Pharmacy / GP Surgery										

		Mckesson / AAH Pharma	Pharmacy	
		DCC Vital / Williams	GP Surgery	sales@wms.co.uk
		HenrySchein	Dentist	sales@henryschein.co.uk
		DD Group	Dentist	salesupport@ddgroup.com
		<i>Sales Director</i>		brent.sercombe@ddgroup.com
		<i>Customer Service Mgr</i>		Nicola.fisher@ddgroup.com.
		Wright Health Group	Dentist	nhsorders@wright-cottrell.co.uk
		ODC Direct	Pharmacy	
		Schottlander	Dentist	
		BDSI	Dentist	
		Trycare Ltd	Dentist	
		Sangers	Pharmacy	
		Careshop	Social Care	steven.lenihan@careshop.co.uk
				steve.deakin@careshop.co.uk
		Delivernet	Social Care	
		Countrywide Healthcare	Social Care	

Supply of PPE for adult social care remains an issue for some Care Providers. Additional stocks have been made available to wholesalers by Government so you should contact your usual suppliers in the first instance. If they cannot assist, you may wish to try other suppliers and use contacts in your network to assist in identifying possible supply sources. Please see list of distributors below.

PPE Supply Sources

Supplier	Healthcare Sector
Careshop coronavirus@careshop.co.uk https://www.careshop.co.uk , Telephone 0161 848 4000	Social Care (e.g. community care, home care, hospices)
Blueleaf 03300 552 288 emergencystock@blueleafcare.com *	Social Care (e.g. community care, home care, hospices)
Delivernet 01756 706 050 lee.morris@delivernet.co.uk https://shop.delivernet.co.uk/protective-clothing/	Social Care (e.g. community care, home care, hospices)
Countrywide Healthcare 01226 719 090 enquiries@countrywidehealthcare.co.uk	Social Care (e.g. community care, home care, hospices)
Nexon Medical Supplies https://www.nexonhealthcare.co.uk , 00800 999 5006 info@nexongroup.co.uk	Social Care (e.g. community care, home care, hospices)
Wightman and Parrish 01323 445 001 https://store.w-p.co.uk sales@w-p.co.uk	Social Care (e.g. community care, home care, hospices)
Gompols 0345 450 2420 https://www.gompels.co.uk	Social Care (e.g. community care, home care, hospices)

Most distributors are open Mon-Fri, 8/9am- 5/6pm (varied); * indicates preferred contact method

	<p>Is there any guidance on what PPE my PAs should be using?</p>	<p>The government has published further guidance on 5th April 2020 - Covid-19: residential care, supported living and home care guidance - which details PPE requirements. The guidance can be found on the government's website https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control</p>
<p>PA's</p>	<p>I have a direct payment and my PA is off sick</p>	<p>Firstly, it is important that we know that the person being cared for has adequate care especially where a PA is now off sick. If you cannot cover the care needs you need to contact the case manager straight away. We are trying to identify domiciliary care providers who may be able to support you in the short term.</p> <p>With regard to statutory sick pay, the current advice from the Government needs to be followed:</p> <p>If your PA says they're self-isolating, they will not be able to go to their doctor and are being asked not to call NHS 111 unless they really need to. You do not need evidence from your PA to be able to claim SSP for them. If they are self-isolating and then become sick, they should let you know (by telephone not in person)</p> <p>If they're eligible for Statutory Sick Pay (earn over £118 per week) this will be paid from day 1 instead of day 4 for those affected by coronavirus.</p> <p>SSP will be paid out through payroll and claimed back via HMRC. Your payroll provider will deal with this for you. This refund will be for up to 2 weeks per employee.</p> <p>Where you think you will need extra funds to pay for SSP please talk to your case manager in the CHC team.</p> <p>Where the CCG increases a budget to meet SSP and this is not utilised during the emergency it will be taken back from your budget at the end of the Covid19 emergency period.</p> <p>By law, medical evidence is not required for the first 7 days of sickness. After 7 days, it is for the PHB holder, as the employer, to determine what evidence they require, if any, from the employee. This does not need to be fit note (Med 3 form) issued by a GP or other doctor.</p> <p>To make it easier for people to provide evidence to their employer that they need to stay at home, we are developing an alternative form of evidence to the fit note. These will shortly be available through NHS online.</p> <p>In the meantime, we continue to urge PHB holders to respect the need to stay at home where they are following government advice to do so and to show flexibility in the evidence they require from employees.</p>

		<p>Your PA will be advised to isolate themselves and not to work in contact with other people by NHS 111 or PHE if they are a carrier of, or have been in contact with, an infectious or contagious disease, such as COVID-19.</p> <p>We strongly suggest that PHB holders use their discretion around the need for medical evidence for a period of absence where an employee is advised to stay at home due to suspected COVID-19, in accordance with the public health advice being issued by the government.</p>
	We intend to tell our PA not to attend but will they still be paid?	We need to understand why you do not want your PA attend. The CCG will continue with your budget payments throughout and will make decisions on an individual basis. You are responsible as their employer to pay PA's during this time.
	Could a family member deliver my care during the emergency?	<p>A direct payment can only be used to pay an individual living in the same household, a close family member, or a friend if the CCG is satisfied that to secure a service from that person is necessary in order to satisfactorily meet the person receiving care's need for that service".</p> <p>As such, as long as your CCG is satisfied that it would meet the needs of the person requiring care, and the person being employed would not be the holder of the direct payment (due to a conflict of interest) on behalf of the person requiring care, then there is nothing in the guidance that says you could not do this. We would need to understand why and what safeguards are in place to manage any risks and ensure that the family member is adequately trained to deliver your care.</p> <p>Please contact your case manager for further discussion.</p>
Food	Where can I access food supplies?	<p>If you are experiencing difficulty in accessing food from your usual supplier, we recommend the following:</p> <ol style="list-style-type: none"> 1. Liaise with your usual supplier or supermarket and ensure they understand you are a business supplying services to vulnerable adults and ask to be prioritised. 2. Consider contacting one of the large wholesale food suppliers and set up a business account, for example, http://www.bikold.co.uk/ and https://www.brake.co.uk/ They will no longer be supplying restaurants and so large wholesalers will supply to smaller businesses. 3. Finally, consider shopping locally at small shops and suppliers. Local butchers, grocers and bakers are still operating and being creative in the way that they supply and deliver food.

<p>Home support calls</p>	<p>When invoking my Business Continuity Plan, can I introduce flexibility around call durations and call frequency?</p>	<p>Yes, we actively encourage you to review all support plans, identify which elements of support are critical to that person's well-being, prioritise those critical care and support elements and amend call planning as necessary. You can do this without recourse to the CCG, but you must ensure you inform and agree with service users any changes to normal arrangements. Under these circumstances we will not be enforcing the full call length duration contractual requirement or tolerances around start and finish times of calls. We do hope this allows you greater flexibility to meet the needs of current services users and potentially increase your capacity to support more services users as the situation changes.</p>
	<p>Can I sub-contract calls to other care providers?</p>	<p>Yes, the CCG gives its agreement to you to enter into emergency sub-contracting arrangements provided you have invoked your Business Continuity Plan and have informed the Commissioning Team by email at mlcsu.contracts1@nhs.net</p> <p>The CCG does not give its agreement to you to enter sub- contracting arrangements with providers who are not registered with the CQC, if the provider has an Inadequate CQC rating, or if they do not have the necessary level of insurance as set out in the contract. All sub-contracted Providers must be agreed by MLCSU CHC Contracting Team – mlcsu.contracts1@nhs.net</p> <p>The following clause of the NHS standard contract sets out the terms and conditions for sub-contracting: NHS Standard Contract - GC12 Assignment and Sub-contracting</p> <p>Clause 12.1 Sub-contracting any part of this Contract will not relieve the Provider of any of its obligations or duties under this Contract. The Provider will be responsible for the performance of and will be liable to the Commissioners for the acts and/or omissions of all Sub-Contractors as though they were its own.</p> <p>We are hopeful this will increase your capacity to allow you to continue to support existing service users as sickness absence levels increase and also allow you to provide home support to further service users requiring your care and support as demand increases.</p>
	<p>ID badges and uniforms</p>	<p>Unfortunately, we have received notification of some very sad instances of thieves entering citizens' property falsely claiming to be social care or NHS staff and then carrying out a burglary. Please remind all of your employees to wear ID badges and uniforms (where appropriate). Please remind citizens to always check ID before they allow entry to their property, to refuse entry if no ID is shown, and to call your office if they are in doubt.</p>

<p>Discharges from hospital to care homes</p>	<p>Register for and use NHSmail</p>	<p>For care homes you should have received a letter about the accelerated roll out of NHS Mail during the COVID 19 Crisis</p> <p>The NHS is currently putting various measures in place to help with Hospital Discharge during the COVID 19 crisis</p> <p>As far as Care Homes are concerned, they want you to implement with immediate effect the Capacity Tracker and to implement NHS Mail.</p> <p>NHS Mail is the secure email system used by the NHS and is also available to Care Providers</p> <p>The NHS has temporarily suspended the compliance requirements for NHS Mail and simplified the opening process</p> <p>The West Midland Care Association is working with Birmingham and Solihull CCG to help care providers do this</p> <p>To open your NHS Mail account, you need to fill in a very short online form by clicking on the link below</p> <p>You will need to open two accounts and each account needs an existing email address (can be business or personal and a mobile phone number (again can be business or personal) These are only used during the account opening process and are not shared. You must use a different email address and mobile number for each account (ie you cannot use the same email address and mobile number twice). We suggest setting up an account for your Registered Manager plus a deputy but it's your decision.</p> <p>Once we receive your application, we will check it and send it to NHS Mail to be processed. You will receive an email containing details of your new NHS Mail account and how to set it up plus a text message containing a one-time passcode usually 24-48 hours later. The passcode you receive should be valid for a week from issue</p> <p>Once this crisis is over, we will work with you on the compliance side of things (Completion of the DSP Toolkit) so that you can continue to use NHS Mail in the future</p>
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	<p>Tracking capacity in care homes</p>	<p>From 23 March care homes are requested to make vacancy information available to NHS and social care teams in real time using the national Capacity Tracker.</p> <p>The following data will be collected;</p> <ul style="list-style-type: none"> i. Number of beds ii. Number of bed vacancies iii. Current status i.e. Open / Closed to Admissions (care homes only), including number of COVID-19 residents iv. Workforce / staffing levels (care homes only) <p>The Capacity Tracker went live on 23 March, with comprehensive support for registration and operation being developed. The full support offer to enable organisations will include a call centre, online tools, and webinars to enable users to understand what they need to input and how. If you haven't already registered, please visit the Capacity Tracker website address: https://carehomes.necu.nhs.uk/</p> <p>For those care homes which currently use EMS Plus to submit vacancy data, there is no need to register separately with Capacity Tracker. You can continue to use EMS plus to submit vacancy data and this will automatically be electronically shared with the Capacity Tracker.</p> <p>Commissioning officers will still contact homes regularly by phone to identify some local and business continuity information, however we shall attempt to keep this to a minimum.</p>
	<p>Tracking capacity in home support and supported living provision</p>	<p>Staff from the CHC team will be in touch to see what capacity you have. We will be asking you in the short term to complete a form and send back to us on a daily basis what available hours you have.</p>

	7-day assessments and admissions to care homes and home support	<p>Please support the NHS to maximise its hospital bed capacity. We are requesting all of our providers to move as far as possible to 7-day assessments and admissions to care homes / commencement of home support packages in order to enable the NHS to discharge citizens from hospital beds as quickly as possible.</p> <p>West Midlands Care Association which operates our Trusted Assessor process 6 days per week is seeking to expand to 7-day working and has expanded the number of Trusted Assessors currently operating.</p>
Mutual Aid	Can you tell me more about the CCG's plans for Mutual Aid?	<p>The CCG is developing further plans. Currently we would like you to consider joint working and sub-contracting with other providers. We are also distributing a regular Covid-19 Capacity and Business Continuity Questionnaire to understand your capacity to deliver care and support and to inform us how we can best support care providers as the current situation develops. This may done through the CCG or the Local Authority.</p> <p>Should you have any offers or suggestions, please include these in your response to the above questionnaire when issued or email us at: mlcsu.contracts1@nhs.net</p>
General	Will the CCG continue to carry out quality monitoring visits?	The CCG has decided to stop quality monitoring visits unless we receive intelligence that service users are at risk of harm.
	Will the CQC continue to carry out inspections?	The Care Quality Commission (CQC) has announced that it stopped routine inspections from Monday 16 March. During the COVID-19 pandemic, the CQC's primary objective will be to support providers to keep people safe during a period of unprecedented pressure on the health and care system. The CQC have posted the following press release which can be found here .
	What is the escalation route for when clinical packages cannot be covered safely?	Please contact the CHC team on 0121 612 2133 – please note this is during working hours at present. We are working on a solution for out of hours periods.
Travel	Will you pay for travel for PA during COVID-19?	Where a PA is finding that there are restrictions on their travel because they cannot travel by car and/or public transport the CCG will reimburse the budget holder for any taxi's that are required. The personal health budget holder should contact their case manager to discuss the specific requirements and for how long they are expected to last. This will only be for the period of the emergency as we would expect normal transport mechanisms to be utilised as soon as local transport networks recover.

	<p>I need to provide my PA with documents to be able to travel to me should they get stopped by officials to check purpose of the journey</p>	<p>The CCG has created a template for you to complete for your PA to use for travel to provide care to you. Please contact your case manager for a copy.</p>
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