

Covid-19 Summary Bulletin



Carer's week and carer's support

'Making Caring Visible' is the focus of this year's carers week which falls on the 8th to the 14th of June. The [Carers Week website](#) is asking for your 'Carers Pledge' and details of any activities that your organisation is planning to take place to raise awareness of caring during the week.

Plans to celebrate Carers Week in Nottingham and Nottinghamshire are currently being finalised but the Carers Hub service will be hosting a range of events and activities during this week.

The Carers Hub service is delivered by Carers Trust East Midlands. They provide advice, information and support to unpaid carers across the city and county. The Carers Hub is continuing to provide support to carers during the crisis and are working hard to ensure carers can continue to be effectively supported

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remotely. Support offer during the Coronavirus crisis includes: Virtual Carers support groups, virtual 1-2-1 drop-in sessions, telephone support, welfare checks, collection of essential items and more. For more information, visit their website www.carerstrustem.org/hub. To contact them, call 0115 824 8824 or email hub@carerstrustem.org.

A free, independent, and confidential support service is also offered for **young carers across Nottingham County**. Young carers can access virtual 1-2-1 or group support sessions, Q+A sessions and help with the collection of essential items. To get more info, call 0115 824 8824 or via email on hub@carerstrustem.org. To visit their Facebook page, click [here](#).

Young Carers in Nottingham City can benefit from support with Action for Carers by engaging in activities such as their virtual sessions or regular family check-ins. To find out more, visit their website <https://aycnottingham.co.uk/>. You can also email aycservice@carersfederation.co.uk or leave a message on 0115 962 9310.

Carers are being urged to complete a carer's emergency plan. This a document which they can keep at home and be used for those situations where the main carer is for example taken ill and is therefore unable to continue to provide caring support. See end of bulletin for the emergency plan.



NHS

If you have insulin-treated diabetes, need immediate clinical advice and can't access your usual care team, the NHS Diabetes Advice helpline is here to help.

0345 123 2399

The helpline is open Monday to Friday from 9am to 6pm.

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

NHS Diabetes Advice Helpline

NHS Diabetes Advice is provided by NHS England and NHS Improvement in response to disruption to normal services due to the COVID-19 pandemic and response.

The service is for adults living with diabetes who use insulin to manage their condition and require immediate advice from a team of clinical advisors.

Whether they or a member of their household have caught the virus, or routine care has been disrupted, the helpline can provide clinical advice to help them understand how to effectively manage their diabetes. The helpline is accessible via Diabetes UK's support line on 0345 123 2399. It is open Monday to Friday from 9am – 6pm.

The helpline is not designed to replace routine care, support paediatric or pregnant individuals. These patients are advised to contact their own doctor or care team.

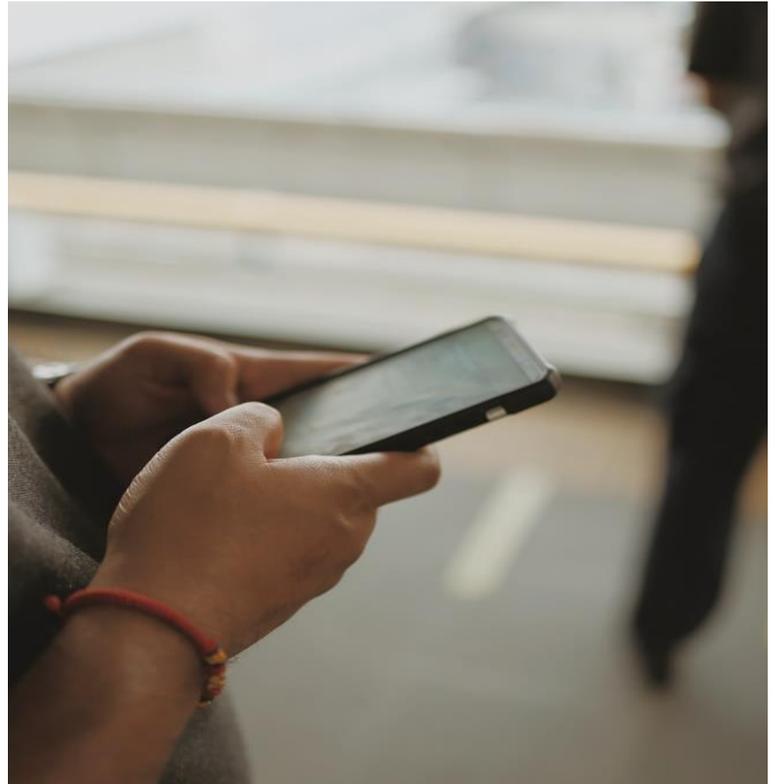
Digital Services Update

NHS App and Patients Know Best (PKB)

Our Integrated Care System continues to have the best percentage of the population registered for the NHS App in the country; we now have over 37.5k patients registered to use the NHS App. The NHS App is now linked to Patient Knows Best (PKB) which links to your personal health record - this is the first in the country to do this.

For more information about the NHS App, plus, useful resources such as videos, visit the website:

www.nottsnhsapp.nhs.uk. Patients and public are welcome to ask questions about the NHS App, PKB or what support is available to help people to get online or access online services using sfh-tr.nottsnhsapp@nhs.net



Sherwood Forest Hospitals NHS Foundation Trust (SFHFT)

PKB is now live at SFHFT and is being used in the critical care Covid-19 wards to help staff keep carers and relatives updated on their care. Relatives and carers are invited to use PKB so SFHFT can communicate remotely with carers and relatives during this time when they are unable to visit. At the end of April SFHFT went live with one outpatient service to enable remote consultation via video using Attend Anywhere in order to reduce the number of face to face appointments and ensure continuity of care to their patients. The Trust's Therapy services are looking to use video consultations via PKB to carry out remote home visits with patient's carers to help in preparations for discharge, and the stroke services are keen to use ³ this to enable remote diagnosis and management of stroke patients.



Nottingham University Hospitals (NUH)

In order to support the Trust during the Covid-19, some innovative work has been done in a very short space of time to enable patients swab results to be automatically updated in its electronic patient record (called Nerve Centre), enabling alerts and information about when a patient can be de-isolated.

Video consultations have been integrated into the clinical system as well as pre appointment questionnaires via DrDoctor.



Digital and Social Inclusion

Our Digital and Social Inclusion project – Get Nottinghamshire Connected offers a dedicated support line via 0115 883 8873 and contact email sfh-tr.getnottinghamshireconnected@nhs.net to help people across the city and county with digital skills. This support includes help for those struggling to get online, needing some help with using particular applications, wanting to get started on the NHS App, ways for keeping in touch with friends and relatives or access to free training.

Active Notts Survey

Active Notts has launched a new survey to better understand how physical activity levels may have been affected during the Covid-19 pandemic. The survey will run until Friday 6 June and anyone who participates will automatically be entered into a prize draw to win £50 in shopping vouchers. To take part in the survey please visit: <https://www.activenotts.org.uk/active-at-home#survey>



Nottinghamshire Children's Centre Service

The Children's centre service will be provided by Nottinghamshire County Council from 1st June, providing support and information for parents to be and parents/carers with children under 5 years old, living in Nottinghamshire. Please keep in mind that contact details have now been updated. For ⁴ more information about the children's service and how to request support

available, visit

<https://www.nottinghamshire.gov.uk/care/early-years-and-childcare/childrens-centre-service> or call 0300 500 80 80.



Nottinghamshire Children's Centre Service

The Children's Centre Service will be provided by Nottinghamshire County Council from **1 June 2020**, providing support and information for parents-to-be and parents/carers with children under 5 years of age, living in Nottinghamshire.

The people and the services will stay the same, but we have new contact details.

More information about the Children's Centre Service and how to request support is available at [nottinghamshire.gov.uk/childrenscentreservice](https://www.nottinghamshire.gov.uk/childrenscentreservice)

Telephone: **0300 500 80 80**

...giving children the best start

Nottinghamshire County Council

Defence Medical Welfare Service

To ALL staff who work at NUH, whether employed directly by the NHS or not

During times of crisis, the Defence Medical Welfare Service (DMWS) strives to extend its welfare support services for service personnel, reservists, veterans and their families, to provide additional support to our hospital colleagues and other emergency workers.

If you would like to talk to someone in confidence, our Welfare Officers are here for you. You can call your local DMWS Welfare Officer, Jo on 07584 684677. The service is currently available 10am - 4pm: Mondays, Tuesdays, Thursdays and Fridays.

If the line goes to voicemail when you ring, it likely means Jo is on another call. Please do leave a message with your name (a first name is enough) and daytime contact number, and Jo will ring you back on receipt of your message.

End of Life/ Palliative Care Website

A new website has been launched with the aim of being a repository of information for end of life and palliative care.

Nottinghamshire Healthcare Foundation Trust are looking for anyone interested to review the content published from a patient/carer's perspective and provide feedback on this. Interested participants would also be asked to regularly review and provide information to be inputted into the patient webpage.

If you are interested in being part of this, kindly email sasha.bipin@nhs.net with expression of interest.



Nottingham and Nottinghamshire CCG Update

Plans to manage extra demand on hospitals

We are starting to see a sustained levelling off of new cases of Covid-19. Our focus is currently on planning for a return to normal NHS service provision in the context of stricter infection control measures.



Support for own staff and wider system workforce

We have rolled out risk assessments for BAME staff to reduce their risk of exposure to Covid-19. These risk assessments are being carried out across the health and care system.

Impact on GP Practices and support for Primary Care

Our restoration plans include measures to enable our practices to cope with an increase in attendances. We are predicting a return to 75% the level of pre-Covid attendances by mid-June.

Action taken as a commissioner of local services, with our partners, to ensure the whole system responds appropriately together

We are looking to maintain the single discharge process established in our first phase of Covid-19 response, which has meant a huge reduction in duplication of assessments.

Impact on Covid-19 services and management of this

Our restoration plans aim to enable

services to adapt to a Covid-19 context, for example to be able to provide services in socially distanced environments.

Support for local care homes

We have established a bank of health care assistant staff that are available to support care homes.

We are looking to retain the package of support we have developed for care homes over the longer-term.

Progress with testing

There are a number of emergent initiatives to broaden testing. These are the national test and

trace programme, being coordinated locally by Public Health, and the anti-body testing programme. The latter is being coordinated by local health systems and requires a significant increase in phlebotomy and laboratory capacity before it can be rolled out.

Plans to re-establish health and care services

We have developed a restoration plan for Nottingham and Nottinghamshire, that has been approved by the NHS Regional Team. The plan focuses on restoring services while increasing infection prevention and control; ensuring PPE continues to be distributed across the system; managing staff resources across organisations and supporting the system to manage with the reduced capacity that social distancing inevitably creates.



Changes to community pain management services

As part of the system's response to Covid-19, temporary changes were made to pain management services which include: postponing or offering telephone consultations to replace face-to-face consultations, providers signposting to online resources and offering telephone support and the postponement of all pain injections and procedures. These changes are in line with the national guidance that all non-urgent clinical work should be postponed, or moved to non-contact methods, to prevent the spread of Covid-19 and to ensure NHS resources are used where they are needed most.

Guidance on steroid injections for pain management also states that patients with active infections should not be injected and that there is a risk that injections could harm those that may be infected at a later date.

We are reviewing the national guidance regularly and will re-establish our community pain management services as soon as it is safe to do so.

Community and Voluntary Services Updates

Below are links to your local Community and Voluntary Services. Visit their websites or sign up to their bulletins to stay up to date with events in your community.

Nottingham Community and Voluntary Service:

<https://www.nottinghamcvs.co.uk/news-and-events/sign-up-to-our-e-bulletins>

Ashfield Voluntary Action

<https://www.ashfieldvoluntaryaction.org.uk/news/>

Mansfield Community and Voluntary Service

<https://www.mansfieldcvs.org/news>

Rushcliffe Community and Voluntary Service

<http://www.rushcliffecvs.org.uk/>

Newark and Sherwood Community and Voluntary Service

<http://www.nandscvs.org/resources/e-bulletin/>



To unsubscribe or for further queries regarding the information in this bulletin, kindly contact Sasha Bipin via sasha.bipin@nhs.net

CARERS EMERGENCY PLAN



Consider things you would need to put on an emergency care plan for the person you care for if you were incapacitated for any reason.
 e.g. Medications
 Meal time routines
 Allergies
 Bedtime routines
 NOK details / Family / Friends / Care professionals

Consider where would be the most appropriate place to leave copies of this 'Carers Emergency Plan' e.g. with a neighbour, family member, a copy on your kitchen wall etc.

CARERS EMERGENCY PLAN			
Your name:			
Cared for name(s):			
Cared for DOB:			
Condition or diagnosis:			
Heart (heart problems)	Yes / No	Breathing (respiratory problems)	Yes / No
Epilepsy	Yes / No	Gastric Disorders	Yes / No
GP Surgery		Contact details	
Mental Health Team	Yes/No	Contact details	
Care Agency	Yes/No	Contact details	
Supportive information and Contact details	1. Social Services 2. Carer Hub 3. 111		
Suggested back up support e.g. family, friends			
Medications prescribed, location of medications and times administered:			

(Attach a separate sheet if necessary)

Warfarin/Apixaban prescribed: Yes / No

Routines e.g. waking up, washing, meal times, bed time etc.:

Any issues with communication (hearing aid, spectacles, speech, behaviour etc.):

Any issues with personal care and/or continence:

Likes and dislikes e.g. Meals, drinks, allergies, TV programmes, pets:

Any other information:

Nottinghamshire Carers Hub, Carers Trust East Midlands, 19 Pelham Road, Nottingham, NG5 1AP
Email: hub@carerstrustem.org Tel: 0115 824 8824 Fax: 0115 962 3110