

Message

From: [NR] (HSS - Social Services & Integration) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=56315F3AAFC74AA69EE4C4115A509058] [NR]
Sent: 08/04/2020 09:03:23
To: [NR] (HSS - DPH - Public Health) [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=eaac7270f8b549fdb81ab4b825d9848] [NR]
Subject: RE: Advice letter to care homes

It appeared to be all ready to go about 6.30pm yesterday. Subsequently PHW decided that it did not wish the guidance to be badged from PHW because although they have prepared and produced it contained a few references to commissioning and PPE supplies etc. Hence it hasn't issued. I am waiting for Albert's view – he could ask for the non-PHW areas to just be included in the covering letter. Or he and Frank could just let it go from WG.

I note that Gill Richardson gave some comments late last night. So those will need to be reflected.

[NR]

From: [NR] (HSS - DPH - Public Health) [NR]@gov.wales>
Sent: 08 April 2020 08:26
To: [NR] (HSS - Social Services & Integration) [NR]@gov.wales>
Subject: RE: Advice letter to care homes

[NR]

Many thanks for this. I'll try and chase when this letter is going out

[NR]

[NR]

Y Gangen Polisi a Deddfwriaeth Amddiffyn Iechyd / Health Protection Policy and Legislation Branch
Is-adran Iechyd y Cyhoedd / Public Health Division
Cyfarwyddioeth Polisi Iechyd / Directorate of Health Policy
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[Irrelevant & Sensitive]

From: [NR] (HSS - Social Services & Integration) [NR]@gov.wales>
Sent: 07 April 2020 16:30
To: [NR] (HSS - DPH - Public Health) [NR]@gov.wales>
Subject: FW: Advice letter to care homes

fyi

From: Rooney, Margaret (CIW - Chief Inspectors Office) <Margaret.Rooney@gov.wales>
Sent: 07 April 2020 14:27
To: Jyoti Atri (Public Health Wales - No. 2 Capital Quarter) <Jyoti.Atri@wales.nhs.uk> [NR] (HSS - Social Services & Integration) [NR]@gov.wales>; Julie Bishop (Public Health Wales - No. 2 Capital Quarter) <Julie.Bishop4@wales.nhs.uk>

Cc: [redacted] NR Tracey Cooper (Public Health Wales - No. 2 Capital Quarter) <Tracey.Cooper3@wales.nhs.uk>; Street, Andrea (HSS - Social Services & Integration) <Andrea.Street@gov.wales>; Gill Richardson (Public Health Wales - No. 2 Capital Quarter) <Gill.Richardson2@wales.nhs.uk>; Atherton, Frank (HSS - Chief Medical Officer) <Frank.Atherton@gov.wales>; Heaney, Albert (HSS - Social Services & Integration) <Albert.Heaney@gov.wales> [redacted] NR HSS - Social Services & Integration [redacted] NR @gov.wales>; Baranski, Gillian (CIW - Chief Inspector) <Gillian.Baranski@gov.wales>
Subject: RE: Advice letter to care homes

Hi all,

I can see this will go out from the Chief Medical Officer and Deputy Director General of Social Services and Integration. I have provided some comments on this letter and detailed notes on the guidance. Thank you for the opportunity to contribute.

I think it is worth thinking about how this will land and what key message the providers will take from it, particularly if it goes out on its own i.e. not alongside the more detailed guidance. The letter includes many useful messages which providers will have had before around, for example staff with symptoms and the management of that. The thing that is likely to jump out for them is the message around accepting patients from hospital including those that may have COVID-19.

Providers have a responsibility (and legal duty) to make the decision whether they can care for and meet a person's needs taking into account the resources and facilities they have and the needs of the existing residents living at the home, before they agree to provide care. If providers ask, this is the advice we will be giving them. This is because our experience of care homes that get into difficult or fail is they have accepted into the home residents with complex needs that they can't meet safely.

I think it is quite tricky to align the two messages (which could be seen as contradictory): one for citizens at high risk needing to be shielding in the community, and one where care home providers are being encouraged to accept patients with Covid 19 into a home where many other high risk people live and there may be no existing cases of Covid 19. What might families say if the virus was to spread in such a care home?

I appreciate these are very difficult times but I do think this is an important consideration.

Many thanks

Margaret Rooney

Dirprwy Brif Arolygydd / Deputy Chief Inspector
Arolygiaeth Gofal Cymru (AGC) / Care Inspectorate Wales (CIW)

[redacted] Irrelevant & Sensitive

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From: Jyoti Atri (Public Health Wales - No. 2 Capital Quarter) <Jyoti.Atri@wales.nhs.uk>

Sent: 06 April 2020 17:56

To: [NR] (HSS - Social Services & Integration) [NR] @gov.wales>; Julie Bishop (Public Health Wales - No. 2 Capital Quarter) <Julie.Bishop4@wales.nhs.uk>

Cc: [NR] @wales.nhs.uk>; Tracey Cooper (Public Health Wales - No. 2 Capital Quarter) <Tracey.Cooper3@wales.nhs.uk>; Street, Andrea (HSS - Social Services & Integration) <Andrea.Street@gov.wales>; Gill Richardson (Public Health Wales - No. 2 Capital Quarter) <Gill.Richardson2@wales.nhs.uk>; Rooney, Margaret (CIW - Chief Inspectors Office) <Margaret.Rooney@gov.wales>; Atherton, Frank (HSS - Chief Medical Officer) <Frank.Atherton@gov.wales>; Heaney, Albert (HSS - Social Services & Integration) <Albert.Heaney@gov.wales> [NR] (HSS - Social Services & Integration) [NR] @gov.wales>

Subject: RE: Advice letter to care homes

Hi [NR] I have been through the letter we were working on last week. I have made some very small amendments and think it is now suitable to go with the detailed guidance and on its own for wider circulation.

It is our understanding that the guidance is being issued by WG, especially as it is going out in the name of the CMO and the Deputy Director.

Jyoti

From: [NR] @gov.wales [NR] @gov.wales>

Sent: 06 April 2020 17:38

To: Jyoti Atri (Public Health Wales - No. 2 Capital Quarter) <Jyoti.Atri@wales.nhs.uk>; Julie Bishop (Public Health Wales - No. 2 Capital Quarter) <Julie.Bishop4@wales.nhs.uk>

Cc: [NR] @wales.nhs.uk>; Tracey Cooper (Public Health Wales - No. 2 Capital Quarter) <Tracey.Cooper3@wales.nhs.uk>; Andrea.Street@gov.wales; Gill Richardson (Public Health Wales - No. 2 Capital Quarter) <Gill.Richardson2@wales.nhs.uk>; Margaret.Rooney@gov.wales; Frank.Atherton@gov.wales; Albert.Heaney@gov.wales; [NR] @gov.wales>

Subject: RE: Advice letter to care homes

Thanks Jyoti and Julie,

I have had a very quick look and have added some questions/comments on the attached copy and have indicated where I will follow up with policy leads here.

Just to clarify – is this guidance being badged as PHW guidance? That's what I had assumed.

I agree with a covering letter from CMO and the Deputy Director General – especially if the guidance is PHW guidance. I note that you propose to make the letter more generic to other settings? Are you able to share the draft? My only concern is that this does not delay getting clear advice out to care home settings. Also domestic abuse refuges are not within our directorate's remit so we may need to think about who signs the letter from that perspective.

Thank you

[NR]

[See recipients listed above]

[See recipients listed above]

Subject: RE: Advice letter to care homes

Thank you Julie for pulling this together. Much appreciated.

It would be helpful to consider a few other matters.

1. We think it would be helpful if the shorter guidance could accompany the fuller guidance when it is sent out as this will help busy staff in care home to assimilate the key points.
2. We think the shorter guidance could be sent to a broader range of residential settings such as learning disability facilities or domestic abuse refuges, where the PPE and other issues covered in the guidance, may not apply.
3. The guidance includes advice to proactively take the temperature of vulnerable residents. Many homes are reporting that they are finding it difficult to procure thermometers.

Jyoti

[See recipients listed above]

Subject: RE: Advice letter to care homes

As agreed last week we have adapted the UK Government guidance for Wales, this has included:

- The notification arrangements in Wales
- Removal of obvious references to English bodies and structures

There are areas where we are not necessarily sighted on what has been agreed in Wales – in these cases we have highlighted where we feel colleagues in Welsh Government may be best placed to add the relevant text or to decide not to include that specific reference.

I have included a 'clean' version of the document which includes the comments still to be addressed and a track changes version so that you can see what changes have been made. I would advise reading alongside the original document.

We have inserted and maintained all of the links to relevant UK guidance.

Best wishes

Dr Julie Bishop

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We welcome correspondence in Welsh. We will respond in Welsh without delay.**

[See recipients listed above]

Subject: RE: Advice letter to care homes

Ok we will try to do some work on it over the next few days.

Jyoti

[See recipients listed above]

Subject: RE: Advice letter to care homes

Thank you, Jyoti.

Yes please, we would favour more comprehensive guidance covering the relevant issues in one place as far as possible. As you indicate it needs to be suitable for the Welsh context. I think a Wales equivalent of the PHE guidance would be very helpful. Timing will be important because as you know the queries from the sector are increasing.

Let me know how I can best contribute.

Many thanks and best regards

Name Redacted

[See recipients listed above]

Subject: RE: Advice letter to care homes

Thanks **NR** In the meantime we will do some further work on pulling together a Welsh version of the PHE guidance – would that be helpful?

Jyoti

[See recipients listed above]

Subject: RE: Advice letter to care homes

Jyoti

I've been advised that the Deputy Director General, Albert Heaney, favours a more comprehensive approach in terms of the advice which is to be issued to care homes. He will not be signing the proposed letter for issue today.

Albert is busy on calls at the moment and so not available to discuss further today but I will speak to him on Monday.

Thank you and best regards

NR

[See recipients listed above]

Subject: RE: Advice letter to care homes

Dear colleagues,

Please find attached revised document incorporating amends/comments received, for your consideration and distribution.

Thanks

Jyoti

Sganiwyd y neges hon am bob feirws hysbys wrth iddi adael Llywodraeth Cymru. Mae Llywodraeth Cymru yn cymryd o ddifrif yr angen i ddiogelu eich data. Os cysylltwch â Llywodraeth Cymru, mae ein [hysbysiad preifatrwydd](#) yn esbonio sut rydym yn defnyddio eich gwybodaeth a sut rydym yn diogelu eich preifatrwydd. Rydym yn croesawu gohebiaeth yn Gymraeg. Byddwn yn anfon ateb yn Gymraeg i ohebiaeth a dderbynnir yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi. On leaving the Welsh Government this email was scanned for all known viruses. The Welsh Government takes the protection of your data seriously. If you contact the Welsh Government then our [Privacy Notice](#) explains how we use your information and the ways in which we protect your privacy. We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

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