

Message

Irrelevant & Sensitive

**From:** Cienicala, Richard <richard.cienicala@dhsc.gov.uk>

**Sent:** 13 February 2020 14:23

**To:** Vic Rayner <vic.rayner@nationalcareforum.org.uk>

**Cc:** Covid-19spoc <Covid-19spoc@dhsc.gov.uk>; lisa.lenton@arcuk.org.uk; [REDACTED]@dhsc.gov.uk; [REDACTED]@dhsc.gov.uk; [REDACTED]@dhsc.gov.uk; Liz Jones <liz.jones@nationalcareforum.org.uk>; Roughton, Rosamond <Rosamond.Roughton@dhsc.gov.uk>

**Subject:** RE: Coronavirus

Vic,

I completely agree with you on the specificity point. And also agree that getting what we can out to the sector quickly is more useful than hanging around for a blockbuster edition. We should look to build the compendium (such as it will be) piece by piece.

Richard



**Richard Cienicala**  
**Deputy Director, Adult Social Care Oversight**  
Department of Health & Social Care  
39 Victoria Street, London SW1H 0EU  
T: [REDACTED] I&S

**From:** Vic Rayner <[vic.rayner@nationalcareforum.org.uk](mailto:vic.rayner@nationalcareforum.org.uk)>

**Sent:** 13 February 2020 14:19

**To:** Cienicala, Richard <[richard.cienicala@dhsc.gov.uk](mailto:richard.cienicala@dhsc.gov.uk)>

**Cc:** Covid-19spoc <[Covid-19spoc@dhsc.gov.uk](mailto:Covid-19spoc@dhsc.gov.uk)>; lisa.lenton@arcuk.org.uk; [REDACTED]@dhsc.gov.uk; [REDACTED]@dhsc.gov.uk; [REDACTED]@dhsc.gov.uk; Liz Jones <[liz.jones@nationalcareforum.org.uk](mailto:liz.jones@nationalcareforum.org.uk)>; Roughton, Rosamond <[Rosamond.Roughton@dhsc.gov.uk](mailto:Rosamond.Roughton@dhsc.gov.uk)>

**Subject:** RE: Coronavirus

Excellent – thanks Richard – good to hear that a team is in place to address these specific social care issues. I understand the drive for central guidance – and particularly targeted at the health sector – but remain very concerned that we are not pointing the resources and information in a way that social care providers can pick up and act on and the prevalence of personal contact via care and the general health of people in both residential and home care settings makes this an area for urgent action. Happy to help however we can and will come back to you and [REDACTED] as additional issues emerge – but recognise that this is moving fast – so smaller bits of advice coming out quickly will probably be very helpful at this moment as it is clear from the number of enquiries coming through that this is very high on providers agendas. Thanks. Vic.

**Vic Rayner, Executive Director, National Care Forum**

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PD

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**From:** Cienicala, Richard <[richard.cienicala@dhsc.gov.uk](mailto:richard.cienicala@dhsc.gov.uk)>

**Sent:** 13 February 2020 14:10

**To:** Vic Rayner <[vic.rayner@nationalcareforum.org.uk](mailto:vic.rayner@nationalcareforum.org.uk)>

**Cc:** Covid-19spoc <[Covid-19spoc@dhsc.gov.uk](mailto:Covid-19spoc@dhsc.gov.uk)>; [lisa.lenton@arcuk.org.uk](mailto:lisa.lenton@arcuk.org.uk) NR @dhsc.gov.uk;

NR @dhsc.gov.uk; Liz Jones <[liz.jones@nationalcareforum.org.uk](mailto:liz.jones@nationalcareforum.org.uk)>; Roughton, Rosamond <[Rosamond.Roughton@dhsc.gov.uk](mailto:Rosamond.Roughton@dhsc.gov.uk)>

**Subject:** FW: Coronavirus

Vic,

How are you?

Ros has forwarded your email. Thank you for these points. It's really helpful to see them. We agree there is a need for bespoke guidance for the ASC sector and between us here, and working with the National Steering Group, will aim to get advice on your questions, those last week from Lisa and other relevant material ready as soon as possible. I am leading a small team here to co-ordinate central support to the sector so do feel free to contact NR and me on any similar issues.

With best wishes.

Richard



Richard Cienicala

Deputy Director, Adult Social Care Oversight

Department of Health & Social Care

39 Victoria Street, London SW1H 0EU

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**From:** Roughton, Rosamond  
**Sent:** 13 February 2020 11:22  
**To:** Cienicala, Richard <[richard.cienicala@dhsc.gov.uk](mailto:richard.cienicala@dhsc.gov.uk)>  
**Subject:** FW: Coronavirus

To see

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**From:** Vic Rayner <[vic.rayner@nationalcareforum.org.uk](mailto:vic.rayner@nationalcareforum.org.uk)>  
**Sent:** 13 February 2020 10:55  
**To:** Covid-19spoc <[Covid-19spoc@dhsc.gov.uk](mailto:Covid-19spoc@dhsc.gov.uk)>  
**Cc:** 'Lisa Lenton' <[lisa.lenton@arcuk.org.uk](mailto:lisa.lenton@arcuk.org.uk)>; NR <[REDACTED]@dhsc.gov.uk>; Roughton, Rosamond <[Rosamond.Roughton@dhsc.gov.uk](mailto:Rosamond.Roughton@dhsc.gov.uk)>; NR <[REDACTED]@dhsc.gov.uk>; Liz Jones <[liz.jones@nationalcareforum.org.uk](mailto:liz.jones@nationalcareforum.org.uk)>  
**Subject:** RE: Coronavirus

NR Hope this message finds you well.

I am coming back to you, as requested, to provide some feedback on specific concerns that members are raising which when trying to apply the current government guidance, they feel does not address.

Self isolation – Whilst this is understandable as a mechanism for control of spread of the virus amongst the general population, it is very problematic in either a residential or homecare setting. Clearly people in these positions are unable to look after themselves, and therefore are reliant on a wide range of support and intervention to maintain their general physical and mental health. In a residential setting it may be possible for someone to remain in their room, but it would just be one room, and not appropriate for their needs over an extended period. They may also be needing to use shared facilities including bathrooms etc... However, in a home care setting, it is also challenging, as they will need regular input from a wide range of staff.

Equipment supplies at the request of staff or people receiving care and support – members are raising that staff and the people they support are asking for a range of equipment to carry out their job, or to offer protection against contracting the virus. This ranges from the provision of personal supplies of hand gel (particularly for those on the road a lot), to masks, to protective clothing if supporting someone suspected of or confirmed with the virus. Obtaining the supplies is difficult, as is the costs of providing these – which if you look at social care as a whole – could run into a staff complement of over 1.5million.

Workforce implications – As you might know, social care has very high levels of vacancy already. Concerns are being raised about the impact of self isolation on services. If, for example, someone was to contract the virus within a care setting – then it is very likely that all staff working in the home would have had contact with the infected individual. The current approach to self isolation might mean that a wide number of staff, particularly those who might have been involved in personal care of the individual, then having to take large periods of time off work will be incredibly challenging for the organisation to manage, and for the remaining staff to support other residents. We have already seen the example in Brighton, where in response to the potential of infection, the nursing home has closed it's doors to all visitors. In addition, there is the very real issue for care providers of who will pay for staff whilst they are in this position – is it a cost to the individual to self isolate, or is the employer expected to pay, whilst at the same time sustaining staffing levels at a safe level through use of agency or bank workers.

It is imperative that we provide some targeted guidance for the sector that picks up on these and other issues that I am sure that others are raising for you. It is a very fractured sector, and we want to ensure that all those who receive care and support continue to be provided with safe and effective care.

Look forward to hearing your thoughts – let me know if I can provide any further clarification. Best wishes. Vic.

Vic Rayner, Executive Director, National Care Forum



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**From:** WN-CoVspoc <[WN-CoVspoc@dhsc.gov.uk](mailto:WN-CoVspoc@dhsc.gov.uk)>

**Sent:** 24 January 2020 15:43

**To:** Vic Rayner <[vic.rayner@nationalcareforum.org.uk](mailto:vic.rayner@nationalcareforum.org.uk)> [redacted] NR [redacted] @dhsc.gov.uk>

**Cc:** Roughton, Rosamond <[Rosamond.Roughton@dhsc.gov.uk](mailto:Rosamond.Roughton@dhsc.gov.uk)>; Cienciala, Richard <[richard.cienciala@dhsc.gov.uk](mailto:richard.cienciala@dhsc.gov.uk)>;

WN-CoVspoc <[WN-CoVspoc@dhsc.gov.uk](mailto:WN-CoVspoc@dhsc.gov.uk)>; 'Lisa Lenton' <[lisa.lenton@arcuk.org.uk](mailto:lisa.lenton@arcuk.org.uk)>; [redacted] NR [redacted] ukhca.co.uk

**Subject:** RE: Coronavirus

Dear Vic,

Many thanks for reaching out. This guidance you linked: <https://www.gov.uk/government/collections/wuhan-novel-coronavirus> is the best product to share with your members and if they have any specific questions or concerns please do not hesitate to flag and we will do our best to answer them.

Kind Regards,

[redacted] NR



[redacted] NR

he/him/his]

Reciprocal Healthcare Negotiations

EU & International Health

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**From:** Vic Rayner <[vic.rayner@nationalcareforum.org.uk](mailto:vic.rayner@nationalcareforum.org.uk)>

**Sent:** 24 January 2020 13:33

**To:** [redacted] NR [redacted] @dhsc.gov.uk>

**Cc:** Roughton, Rosamond <[Rosamond.Roughton@dhsc.gov.uk](mailto:Rosamond.Roughton@dhsc.gov.uk)>; Cienciala, Richard <[richard.cienciala@dhsc.gov.uk](mailto:richard.cienciala@dhsc.gov.uk)>;



WN-CoVspoc <[WN-CoVspoc@dhsc.gov.uk](mailto:WN-CoVspoc@dhsc.gov.uk)>; 'Lisa Lenton' <[lisa.lenton@arcuk.org.uk](mailto:lisa.lenton@arcuk.org.uk)> [NR] [@ukhca.co.uk](mailto:@ukhca.co.uk)

**Subject:** RE: Coronavirus

Thanks [NR] – yes I understand that we have been connecting across a number of levels – I suspect that is reflective of the growing concern amongst providers who have been contacting us individually wondering if there is particular action they should be taking. In the short term we will share the guidance posted for healthcare professionals and would of course be happy to talk to members of the incident management team to support understanding of how this might impact. We will be able to ensure that the information received gets shared across CPA and on the website. Thanks for our prompt response. Vic.

**Vic Rayner, Executive Director, National Care Forum**



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**From:** [NR] [@dhsc.gov.uk](mailto:@dhsc.gov.uk)

**Sent:** 24 January 2020 13:30

**To:** Vic Rayner <[vic.rayner@nationalcareforum.org.uk](mailto:vic.rayner@nationalcareforum.org.uk)>

**Cc:** Roughton, Rosamond <[Rosamond.Roughton@dhsc.gov.uk](mailto:Rosamond.Roughton@dhsc.gov.uk)>; Cienfiala, Richard <[richard.cienfiala@dhsc.gov.uk](mailto:richard.cienfiala@dhsc.gov.uk)>;

WN-CoVspoc <[WN-CoVspoc@dhsc.gov.uk](mailto:WN-CoVspoc@dhsc.gov.uk)>

**Subject:** RE: Coronavirus

Vic,

Hi. I'll ask the Coronavirus incident management team to look into this and get in touch with you.

Colin and Lisa have very helpfully been in touch on this matter.

Kind Regards

[NR]



Department  
of Health &  
Social Care

NR

Head of Social Care Oversight  
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Please note that my email address has changed to NR @dhsc.gov.uk. and from Jan 2019 I won't receive any emails to my @dh.gsi.gov.uk account

**From:** Vic Rayner <[vic.rayner@nationalcareforum.org.uk](mailto:vic.rayner@nationalcareforum.org.uk)>

**Sent:** 24 January 2020 12:59

**To:** NR @dhsc.gov.uk; Cienciala, Richard <[richard.cienciala@dhsc.gov.uk](mailto:richard.cienciala@dhsc.gov.uk)>

**Cc:** Roughton, Rosamond <[Rosamond.Roughton@dhsc.gov.uk](mailto:Rosamond.Roughton@dhsc.gov.uk)>

**Subject:** Coronavirus

Hi both – Hope this finds you well. I have had raised with me questions about whether there is action that care providers should be taking in relation to Coronavirus. I have found two sources of Gov information – the PHE Blog <https://publichealthmatters.blog.gov.uk/2020/01/23/wuhan-novel-coronavirus-what-you-need-to-know/> – and the government guidance for Health care professionals <https://www.gov.uk/government/collections/wuhan-novel-coronavirus> - . Is there anything else that we should be sharing – and is there someone within your team who has oversight in relation to this for social care. Be very helpful to know. Thanks. Vic.

**Vic Rayner, Executive Director, National Care Forum**



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