

To: Cienciala, Richard <richard.cienciala@dhsc.gov.uk>

Subject: Re: Following our conversation...

Dear Richard

See below the email that I have received. If this is true it is outrageous and we need to think about the implications.....

Hi Nadra

Our suppliers, Trust Hygiene have informed us that their suppliers are only supplying handfoam/handgel to the NHS, a Govt directive apparently!! Is this something that you are aware of?

Kind regards

Nadra Ahmed OBE
Sent from my iPhone

On 10 Mar 2020, at 10:45, Cienciala, Richard <richard.cienciala@dhsc.gov.uk> wrote:

Thanks Nadra,

Helpful to have. I hope we'll be in a position to respond to these and other questions quickly. Lots of work going on!

Regards.

Richard

<image009.png>

Richard Cienciala
Deputy Director, Adult Social Care Oversight
Department of Health & Social Care
39 Victoria Street, London SW1H 0EU
T: I&S

From: Nadra Ahmed <Nadra.Ahmed@nationalcareassociation.org.uk>

Sent: 09 March 2020 12:41

To: Cienciala, Richard <richard.cienciala@dhsc.gov.uk>

Subject: Following our conversation...

Following our conversation fyi....

- need DBS checks
- need training in at least the main statutory courses and infection control etc – awareness raising at the very least in things like health and safety, food hygiene etc

- need some induction on the paperwork
 - DO NOT risk giving responsibility for medication, we assume they will not know the residents
 - check issues of privacy and confidentiality as they may have access to resident information
 - limit the number of volunteers in the building at any given time...it may be easier to get them doing catering/cleaning duties and get your permanent contracted staff to upskill to care delivery
- Thank you for your time..

N

*Nadra Ahmed OBE
Executive Chairman
For and on behalf of National Care Association*

I&S

(If I email outside your normal working hours, this is at my convenience, and I wouldn't ever expect a response before you're at work)

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National Care Association, supported by:

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National Care Association, Suite 4, Beaufort House, Beaufort Court, Sir Thomas Longley Road, Rochester, Kent, ME2 4FB
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