



NHS England and NHS Improvement

Here is an update of the work we are doing in response to COVID-19 updates, including that undertaken with our partners. We will continue to share information with you regularly via email. If you have any queries relating to any of this content, please contact [england.covid-eolc@nhs.net](mailto:england.covid-eolc@nhs.net).

## Key messages and updates

### **New guidance available**

[Priority medicines for PEOLC during a pandemic](#) was published on 30 April on the APM website.

[Running a medicines re-use scheme in care homes and hospices](#) was published on DHSC website on 28 April 2020.

Please always ensure you are using live links to download guidance to ensure you are accessing the most up to date versions, as some amendments are being made as circumstances change.

If you have any queries about these guidance documents, please email [england.covid-eolc@nhs.net](mailto:england.covid-eolc@nhs.net).

### **Weekly PEOLC sessions**

Thank you to everyone who has joined our first two weekly sessions, we hope you have found them useful. Q&As are on their way to those of you who have joined so far. If you would like to receive an invite, raise a topic for discussion or ask a question, please email [england.covid-eolc@nhs.net](mailto:england.covid-eolc@nhs.net).

These take place every Thursday 6-7pm and are open to anyone working in palliative and end of life care.

### **Personal Protective Equipment (PPE)**

We recognise the vital services that hospices provide and are aware of the issues being faced in obtaining PPE. Please be reassured that we are working urgently with the Department of Health and Social Care (DHSC) to put a sustainable solution in place to ensure continuity of supply for hospices. In the interim, a PPE drop has been arranged to all hospices in England on Saturday 2 May, to the drop points helpfully offered by you as a sector via Hospice UK. Please contact Hospice UK to find out more.

An additional letter has also gone out to hospices from DHSC and NHS England and NHS Improvement relating to Local Resilience Forums. Further updates on securing a longer term solution will be provided in the next week.

### **Changes to National Capacity Tracker – action for hospices**

Changes have been made to the National Capacity Tracker for the collection of Hospice data. These changes will ensure that information aligns to the hospice grant funding arrangements, including further clarity about the type of hospice beds, addition of contacts and business continuity information.

Bed types are as follows:

- Adult in-patient beds
- Children and Young People in-patient beds
- Adult Hospice at Home beds
- Children and Young People Hospice at Home beds
- Adult Contacts
- Children and Young Peoples Contacts

For hospices who have already registered, the maximum capacity provided for 'Hospice beds' has been automatically transferred to 'Adult in-patient beds' as a default. Please can all hospices check their registration details and adjust accordingly.

Business continuity data is an addition for hospices previously only available to nursing homes, and once completed will help us to track issues with issues such as PPE. Please direct any queries to [england.covid-eolc@nhs.net](mailto:england.covid-eolc@nhs.net) with 'National Capacity Tracker' in the email subject bar. The link to register is <https://carehomes.necsu.nhs.uk/>

### **Community Services and Hospital Discharge update**

There is now a new bulletin being produced to support this area – please [visit this page to access the latest issues.](#)

### **Second phase of NHS response to COVID-19**

A letter was published on 29 April from Amanda Pritchard and Simon Stevens, [outlining the second phase of the NHS response to COVID-19.](#)

### **Communication widgets for critical and end of life care**

A Covid-19 communications chart has been developed together with the speech and language therapy team at Weston General Hospital.

This symbol board can assist medical staff in communicating with patients who are critically ill, even if a patient has been ventilated or has a tracheostomy (but is alert). The board includes symbols for immediate care needs as well as messages that patients may want to pass on to family members. You can [download the board for free and find out more here.](#)

### **NHS Volunteer Responders – referrals**

This platform is now taking referrals from health and local government professionals. These are:

- GPs / social prescribing link workers / practice nurses concerned about an at risk or vulnerable individual they have advised to self-isolate
- Hospital discharge teams
- Community pharmacists
- NHS 111 and ambulance trusts
- Community health trusts that need volunteer support for patients leaving hospital
- Local authorities

If you are an NHS employee or fit the criteria above you can make a referral [here](#).

### **Upcoming guidance**

We are working on a number of publications and we hope to be able to share the following with you over the coming weeks:

- Visiting guidance at the end of life
- Alternative routes to symptom management
- Standard operating procedure for community palliative care services
- Standard operating procedure for children and young people hospice inpatient units
- Standard operating procedure for verification of death in a period of emergency
- Information to support unpaid carers looking after someone with palliative or end of life care at home

### **Reminder of NHSE/ PEO LC guidance published so far**

Attached is a one-page document which shows the guidance published so far.

### **Bereavement services and support available**

There are a number of bereavement services available and we thought it may be helpful to explain a bit about what is out there:

#### **NHS Bereavement Helpline**

The new NHS Bereavement Helpline has launched a pilot service in the North West region.

This helpline has been set up to offer guidance, support and advice to those dealing with a loss of a loved one at this difficult time.

Initially the service will only run across the North West whilst they determine the need, however it is a priority to reach as many families as possible. During the pilot the service is not being proactively promoted; it is being carefully distributed to bereaved families as we need to ensure the right people can access the support they need at the right time and we have the resource in place to ensure we deliver the service to the highest standard.

### **Bereavement support line for NHS staff**

We have a confidential bereavement support line, operated by Hospice UK and free to access from 8am – 8pm, seven days a week.

A team of fully qualified and trained bereavement specialists are available to support you with bereavement and wellbeing issues relating to loss experienced through your work.

You will be offered up to 3 sessions with the same counsellor and onward support to our staff mental health services if you need - call: 0300 303 4434. This is part of the broader Our NHS People support, detailed at <https://people.nhs.uk/help/>

### **Our Frontline**

This is not bereavement specific, but provides [mental health support for blue light staff](#), health staff, social care and keyworkers. This is delivered in partnership by Shout, Samaritans, Mind and Hospice UK.

### **Other sources of online information on bereavement and coronavirus:**

<https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>

<http://www.childhoodbereavementnetwork.org.uk/help-around-a-death/covid-19.aspx>

<https://www.butterfliesbereavement.co.uk/covid-19>

<https://www.winstonswish.org/coronavirus/>

### **The Personalised Care Group**

Palliative and End of Life Care Team

