

South West COVID-19 Workforce Cell Bulletin – 10 April 2020

This weekly bulletin aims to provide a summary of key information and updates on COVID-19 guidance that has been shared to date. It should be read in conjunction with the national COVID-19 advice and guidance hosted by [Health Education England](#) and [NHS England and NHS Improvement](#).

COVID19workforce.sw@hee.nhs.uk / Out of hours emergencies: 01454 252 679

This bulletin covers:

- [Deploying the healthcare science workforce to support the NHS clinical delivery plan for COVID-19](#)
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Deploying the healthcare science workforce to support the NHS clinical delivery plan for COVID-19

Guidance has been produced to assist trusts and other organisations in [deploying the healthcare science \(HCS\) workforce](#) in the surge response to coronavirus. It sets out how healthcare scientists support these areas and the issues that need to be addressed, with detailed advice broken down by professional area. It builds on work already being undertaken by HCS staff across the NHS to adapt to the challenges posed by COVID-19.

Nursing, midwifery and AHP update:

Over 10,000 student nurses and midwives have agreed to join the NHS front line. This week the HEE COVID-19, nursing student data collection has been expanded to include all nursing cohorts eligible for the extended, paid placements as part of the revised education programmes, permitted under the COVID-19 legislation. Midwifery students (excluding first-year students) have also been added to the collection.

We are expecting further uploads for undergraduate nurses and midwives this weekend and the SW Regional Chief Midwife is also linked in with this work.

Changes to data collection processes are anticipated to streamline the process.

The Data portal for AHP students also went live this week. This process will be managed alongside existing data collection. Final guidance published and FAQs for AHPs will be made available next week, that will help with the prioritisation and utilisation of returners via the BBS campaign.

There is an emphasis on student volunteers, as both university students and employees, and our duty of care for these individuals. There is the option for students to access NHSP/Bank for employment contract, which will help those wanting paid placements in PVI sector and ensure employment protection. Meetings are in place with HEIs and placement providers, which are proving very useful.

Issues raised are fed into a national [FAQ document](#) which is regularly updated. All organisations have emphasised the importance of acknowledging the student contribution now, and that likely to be made in the future. Some important points from Jacqueline Dunkley-Bent, Chief Midwifery Officer, to reinforce importance of supporting women to access their routine care and a reminder that maternity services have staff in critical care environments.

Guidance to support employing nursing and midwifery students through paid-placements

NHS Employers, emailed all providers, through HR directors, covering newly published NHS Staff Council's guidance to support employing nursing and midwifery students through paid-placements.

You can read the NHS Employers' email [here](#). You can access the NHS Staff Council's guidance [here](#). Similar work in support of deploying and employing allied health profession students is underway.

Future NHS collaboration platform

The [Future NHS collaboration platform](#) is the national HR community repository of useful information and questions and answers. It is a place to upload and view practice from colleagues across the country. Please do share through that platform anything you have found useful or developments that could help others.

Health and wellbeing support for NHS staff

Our NHS people are doing extraordinary things in the face of an extraordinary challenge, and so need an extraordinary level of support. This is why the NHS nationally and locally has developed a range of wellbeing support to care for and protect all of our NHS people, whether at the front line or in supporting services.

So, from today, all our people will have access to a range of support (#OurNHSPeople Wellbeing Support) through one point of contact:

- a free wellbeing support helpline **0300 131 7000**, available from 7.00 am – 11.00 pm seven days a week, providing confidential listening from trained professionals and specialist advice - including coaching, bereavement care, mental health and financial help
- a 24/7 text alternative to the above helpline - simply text **FRONTLINE** to 85258
- [online](#) peer to peer, team and personal resilience support, including through [Silver Cloud](#), and free mindfulness apps including [Unmind](#), [Headspace](#) [Sleepio](#) and [Daylight](#)

We encourage NHS teams to take immediate advantage of these services. They can be used in addition to the support available from your own NHS organisations and will develop further in coming days and weeks in line with user feedback (nhsi.wellbeingc19@nhs.net)

NHS Employers updated FAQs

Following the publication of the guidance around [managing staff terms and conditions](#) during the COVID-19 pandemic, NHS Employers have now published more answers to frequently asked questions in this area. There are seven new questions on pay covering:

- furlough
- staff stuck overseas
- caring commitments
- shielding
- sick pay start dates
-

These can be found on the NHS Employers website in the [pay section](#) of the FAQs. There are also two new questions in the [self-isolation](#) and [travel and miscellaneous](#) sections.

e-Learning for Healthcare

The HEE e-LfH COVID-19 programme has now been launched 501,451 times. To add some context, in April 2019 there were 538,717 launches across the entire 200+ programmes on the e-LfH Hub.

A new learning path has been added to the COVID-19 e-learning programme for members of the health and social care workforce working in the community. For more information and to access the programme select [here](#).

A new programme called Returning Clinicians (excluding GPs) has been added to the e-LfH Hub. The programme is for clinicians supporting 111 calls and it can be accessed [here](#).

New content added daily – HEE e-LfH's COVID-19 e-learning programme

- Essential guidance from the NHS, UK Government, WHO and BMJ
- Public Health England – Personal Protective Equipment (PPE)
- Infection prevention and control
- Resources for staff working in critical care setting
- Resources for staff working in acute hospital setting
- Resources for staff working in primary care and community setting
- Resources for return to work healthcare staff
- Resources for staff being upskilled or redeployed
- End of life care COVID-19
- Resources for paramedics
- Resources for pharmacy staff
- Equipment quick guides
- Wellbeing for staff

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www.e-lfh.org.uk/coronavirus

Dental update

A framework for the redeployment of the dental workforce to areas of need within the wider NHS has been developed and is based on the competencies and skills of each dental team member to undertake activities in order to help our clinical colleagues and the wider workforce.

The Office of Chief Dental Officer and NHS England and NHS Improvement have shared the following [document](#). Any dental team member wishing to support the NHS can register their interest via [survey link](#) on the NHS England & NHS Improvement website.

FOR ANY QUERIES OR ISSUES, PLEASE EMAIL:
COVID19WORKFORCE.SW@HEE.NHS.UK

SOUTH WEST COVID-19 WORKFORCE CELL

FREQUENTLY ASKED QUESTIONS

Contents:

- [Student nursing contract](#)
- [Agency nursing](#)
- [ICU support from veterinary colleagues](#)
- [Midwife returners](#)
- [NHS staff accommodation booking](#)
- [Visas for overseas clinical staff](#)

Q: How do we get a copy of the national contract for student nurses starting work? We have some 3rd year students starting locally.

Guidance from NHS Employers on the job descriptions and bandings for the potential paid placements that students could be deployed into during the pandemic period can be found [here](#).

Q: Trusts have reported cases agencies charging enhanced rates for non-ICU staff who are currently coming from other areas to assist in critical care.

National guidance has been issued on agency use during COVID-19 pandemic and can be found [here](#).

This includes a section specially on pay rate escalation. The guidance also requires that candidates are required to be asked specifically about their willingness to work on wards impacted by Covid-19.

If these issues continue to cause problems they should be escalated to the workforce cell at: COVID19workforce.sw@hee.nhs.uk.

Q: Is it possible to get support from veterinary colleagues? They are a group well versed in anaesthetic and cannulation skills, triage, prescribing, independent practice, and EOL care.

Yes, they can be a clinical support worker and London response teams are developing a job description. More information to follow.

Q: What is required from midwifery colleagues in helping to bring NHS staff back?

Local arrangements are now well established to process the expressions of interest from retired staff who are prepared to return to work in the NHS. The pre-employment checks for returners are being undertaken at a regional level and then staff are deployed to the organisations that they have specified an interest in working for. In addition, some individuals are contacting their local Trust directly and joining the Trust bank.

Q: We are having difficulty getting through to the hotel booking line for NHS accommodation

We know there have been a high volume of queries from HRD colleagues and NHS organisations about the hotel booking line for NHS staff. The CTM call line and booking remains in use, however they now have online booking available at:

https://www.surveymonkey.co.uk/r/NHS_Hotel

Q: We have a qualified, overseas doctor who is unable to return to their home country but wishes to help in the NHS. How can we get them working in our Trust?

The status of the doctor will need to be checked with the GMC, more advice can be found [here](#). If the doctor is not eligible to practice in the UK, it might be possible to offer them work in other non-qualified roles.

UKVI has set up a dedicated email account for customers with immigration queries related to coronavirus, including questions about urgent, compelling, compassionate cases. Customers can contact: CIH@homeoffice.gov.uk

[Changes to the VISA process have been introduced as a result of COVID-19 and information on the current position is available here.](#)