



Message from the Chief Executive Althea Loderick

I want to extend my ongoing thanks to you all! The current situation is incredibly difficult for people in terms of their physical and emotional wellbeing and I know all staff are working above and beyond the call of duty to support residents, particularly the most vulnerable, often while trying to care for friends and family.

This update has been created specifically for staff who don't have access to council IT systems so that we can keep you up-to-date on general news about Coronavirus and any issues specific to your service. Please check the new staff pages on the website: www.Newham.gov.uk/staffinfo regularly for updates.

Thank you!

Coronavirus (Covid-19)

Keeping you in touch

- This is a slide-based briefing which should be cascaded to all staff through line management chains and shared / discussed with all those who are not on email at weekly or daily briefings. It is issued to Managers at least 2x per week on Tuesday and Thursday, or more frequently as required. It can be also be accessed on the new staff information page:
www.Newham.gov.uk/staffinfo
- More detailed information and guidance is on the [new Covid19 pages](#) on the Intranet and managers should ensure all staff (who have email) are able to access it.
- **This briefing covers:**
 - Latest national / regional / local figures re cases
 - Latest guidance and advice
 - Key messages for staff in Newham

National and local status

The number of infections continues to grow, as of **7.14pm on 28 April 2020**:

- **161,145 cases** of coronavirus have been confirmed.
- There have been **21,678 deaths** in hospitals the UK.
- Newham has **936 confirmed cases**.
- We have had to reduce many council services to support social distancing or due to lack of staff.



Testing update

- The information and options for Covid19 testing are changing on a daily basis.
- **Testing is now open to a wide range of key worker roles** and their household members who may be self-isolating due to symptoms. The full list of essential workers can be found: <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#essential-workers>
- The **test must be taken within the first 5 days of symptoms**, therefore is unsuitable for people who have self-isolated longer than 5 days.
- The turnaround between test and result is 48-72 hours.
- **Access a test at home:** book an online test: <https://self-referral.test-for-coronavirus.service.gov.uk/> (select home test)
- **Access a fixed site:**
- There are currently 2 sites near East London
 - O2 Arena, Edmund Halley Way, Greenwich, SE10 0PH
 - Lee Valley Athletics Centre, N9 0AR
- The sites are open between 10am and 5pm.
- You can book through the self-service portal : <https://self-referral.test-for-coronavirus.service.gov.uk/> selecting the test site which works best for you.
- Please note: People who attend the sites without an appointment will not be tested.



PPE update

Wear gloves when cleaning the visor.



Wash the face-shield in hot water and detergent/disinfectant solution (1,000 ppm available chlorine).

Or

Either wipe with an alcohol wipe or a cloth with alcohol solution of 60% abv and above.

Or

Use a cloth with detergent and water to wipe over making sure you cover the entire surface, followed by wiping over with a bleach or disinfectant solution (1,000 ppm available chlorine).



Remove gloves and dry the face-shield with a towel/dry cloth.
Avoid abrasives.



Replace if chipped, cracked or visibly soiled



New guidance has been created on how we can re-use and clean protective face shields.

Before you start cleaning the shield, **it is important to protect yourself.**

Use gloves, a facemask and, if possible, another face shield.

For safety reasons, consider the shield you are about to clean contaminated at every possible surface and take appropriate measures!

Wash it thoroughly under running water first and make sure you have properly disinfected the sink, otherwise consider it contaminated and alert your colleagues.

Don't clean multiple shields at once, separate them into several batches, avoid cross contamination!

Key updates for staff 30/04/2020

- We are **working hard to extend our PPE stocks from 4 to 8 weeks**, and we are in the Pan-London consortium to ensure we do not run out.
- All **departments should have the PPE** that they require, but if you have concerns please contact your PPE department lead.
- We have received fantastic support from schools, businesses and the Chinese community who have **donated PPE**. We have also received kind offers from voluntary groups offering to make face coverings and will be working with these groups to ensure people benefit from these donations.



Key updates for staff 30/04/2020

- **Ramadan awareness and support information** for staff, colleagues and line managers is available online: <https://www.newham.gov.uk/coronavirus/ramadan>.
- The CEO is keen to ensure more **frontline staff have the opportunity to get involved** in future **#AskAlthea** calls. To ensure they are more accessible, the calls will be made available via Zoom, where staff can join via mobile app or laptop.
- The **next #AskAlthea call** will be held on **May 7, 2.30pm**. All you need to do is sign up on the Eventbrite page, and we will send you details to join: <https://www.eventbrite.co.uk/e/askalthea-a-virtual-town-hall-for-all-staff-in-newham-council-tickets-103512484628>
- If any member of staff needs advice or support, please **ask for help at any time**. You can access our Employee Assistance Programme www.employeeassistance.org.uk (access code: Newham), with freephone access 24 hours-a-day, 365 days-a-year to counsellors and advisors on 0800 328 1437 (minicom: 01482 661 814). You can also contact hr@newham.gov.uk to request a chat with a Mental Health First Aider.



Spotlight on Integrated Care

- As part of our **Integrated Care pathway** we've worked with Barts Health and East London Foundation Trust to **set up an Integrated Hospital Discharge Hub**.
- **Our social care workers have been at the heart of this**, alongside nurses and therapists, undertaking assessments and arranging care provision, together with our **Enabled Living Team** delivering essential equipment.
- **Our brilliant social workers, occupational therapists, approved mental health professionals and social care practitioners** have continued to carry out critical assessments, over the phone and face to face. They've also carried out **key welfare calls and visits to over 500 people** who have been identified as extremely vulnerable in an emergency. Many parts of the service have moved to a 7-day working week as well as working from 8am until 8pm.
- **Thank you for all the work** you are delivering to people who need our help most.



People at the Heart
of Everything We Do

Thank you Newham staff

We've received more positive feedback from residents for the #HelpNewham hub.

Hayley Granville Thank you for delivery to my mum who can't get out and doesn't have internet to shop online. And isn't good with technology. She was so happy with her box. Much appreciate all the hard work that's behind the scenes.



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Donna Steadman My dad just rang me. Thank you so much for his parcel he just received. Less for me to worry about xx 🍌🍌🍌



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Paul Maybin My mum has received 2 or 3 deliveries now. She lives alone in Stratford. Please accept my thanks to ALL involved for this and the effort involved. It is greatly appreciated.



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Myz Admyn Passing on a message from an elderly neighbour in Gainsborough Ave, Little Ilford Ward. Thank you for the food parcel, it was well appreciated. Thanks again 👍



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Thank you frontline staff

And we've received more **pictures of appreciation** for the work of Newham Council staff. Thanks again to all our frontline staff who are continuing to deliver services for our residents during these challenging times.

