For ease of access, please print and leave in staff areas for colleagues.

All Speed Reads are available on intranet in Covid Base or on the external site here

ISSUED: 21 April 2020

Staff Helplines
We have 3 helplines available for staff. You can find this information towards the bottom of today’s Speed Read.

Important Information

Communicating over the phone that a person has died’ online training resource for registered nurses

Ideally, news that a patient has died should be given to a relative face-to-face. Sadly, during the current pandemic this is not always possible and we may need to give this news over the phone.

An on-line training resource for registered nurses, ‘Communicating over the phone that a person has died’ is now located in the COVID-19 Training Resources. There is also an accompanying transcript for those without speakers on their pc. This resource has been developed by Jenny Doig, Macmillan Cancer & Palliative Care Educator and includes:

- Using a six step protocol to guide the telephone conversation
- Supporting the bereaved relative over the phone
- Agreeing a plan of care with the relative.

Palliative Care Guidelines
The Scottish Palliative Care Guidelines group has written two national guidelines covering symptom control at the end-of-life and alternative medications applicable during the COVID emergency. These are being updated weekly to take account of emerging evidence and drug availability. They are accessed from the usual homepage: https://www.palliativecareguidelines.scot.nhs.uk/

Effective communication for professionals
A new designated page has been added to our EC4H programme site providing clinical communication training resources for health and care professionals based around our RED-MAP guide which was developed and tested with NHSL colleagues in acute medicine, medicine of the elderly and community staff. The page also includes links to excellent resources from other
organisations so that they are easy to access from a single site.
I am managing this page and updating it regularly with new and improved resources.
https://www.ec4h.org.uk/covid-19-effective-communication-for-professionals/

**Procurement – offers of equipment and supplies** - **Reminder**
An email address has been set up for offers of PPE or other equipment
offersofsuppliescovid19@nhslothian.scot.nhs.uk – we would ask that if you receive requests, please direct them to this account.

**Linen laundering - update**
We would like to clarify the position regarding the bagging of linen prior to it being sent to the laundry.
Any fouled and/or potentially infected laundry should be placed in an alginate bag which should then be securely tied using the tie provided for this purpose. The sealed alginate bag should then be placed in a red bag which should be fastened and labelled as normal for transfer to the laundry.
Laundry which is either not fouled or potentially infected should be placed in the appropriately coloured bag/box as normal which should then be tied and labelled for uplift.

Your cooperation with this guidance would be very much appreciated and will assist in reducing the risk of our staff being exposed to potentially hazardous materials.

Any queries please contact the laundry on 01506 523520.

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**Staff Health**

**Staying Active**
To help you stay active at home some helpful tools have been developed with lots of links to information, videos, advice and guidance. Please share this with your networks.

Stay Well, Stay Active - Getting your recommended levels of activity can be difficult during COVID-19 restrictions but taking advantage of the opportunity get out in the fresh air to do one form of exercise outside each day, for example a walk, run, or cycle (alone or with members of your household) can help reduce stress and help you feel more positive and energised.

All activity is good for you, more is better and breaking up periods inactivity is just as important as being active. Sit less, move more. Click here for some useful ideas and links

**Self-Management Guides and well-being support** - **Reminder**

- NHS Lothian, in collaboration with NES, has created a series of self-management guides to support colleagues as we respond to COVID-19. These are available on the intranet and internet within the COVID-19 Hubs.

- Check out these simple prompts to help you and your team end your shift well so you can let go of stress and make the most of your downtime. You can find a whole range of wellbeing materials in the COVID-19 Hubs on both the intranet and internet.
A Reminder

This Section contains important information previously issued which is unchanged

OXYGEN MANAGEMENT DURING COVID-19 and BEYOND - Updated

Oxygen should always be prescribed, titrated and weaned appropriately. For up to date guidance go to Patient Management. NOTE: The new oxygen target ranges do not match the national guidelines. Prescribe oxygen targets on the main drug and administration chart. Circling 4 times a day will prompt oxygen saturation checks at drug rounds. Document new ranges in the SPECIAL INSTRUCTIONS box so that the NEWS score can be adjusted accordingly.

Please CONSERVE Oxygen, when not in use - turn off supply and unplug 02 flow-valves asap. This can save 15-20% of all piped oxygen.

Please do not hoard portable oxygen cylinders this puts staff and patients at risk. Estates, pharmacy and BOC are working together to ensure increased frequency of orders and runs to clinical area.

PPE Re-use – NHS Scotland position

PHE published updated guidance on Friday 17th April in relation to the reuse of personal protective equipment where there is an acute shortage of this.

At this stage, staff in NHS Lothian should continue to follow the PPE guidance issued and available through the COVID pages on the intranet. This includes ensuring that all staff take reasonable steps to use PPE appropriately in line with this guidance, and avoid unnecessary waste. NHS Lothian with all other Scottish Boards are working closely with both National Procurement and Scottish Government Resilience colleagues to monitor and flag any issues of supply for action.

Working from Home – Update from 20 April

The Guide to Working from Home has been updated to include guidance on working with display screen equipment in the home setting. This is included in Annex A of the updated Guide in the Workforce Guidance section of the Covid-19 hub. Staff are asked to familiarise themselves with the information to minimise risks to their health where possible.

Domestic Abuse Support and Manager Information

Recent press coverage has highlighted the increasing incidence of domestic abuse and the additional impact on individuals of the restrictions in movement as a result of the pandemic. If you need support, please refer to our Gender Based Violence Policy and Procedure on HR Online and speak to your manager or someone else you trust. Additional information for managers has been provided by SafeLives, a charity to support the eradication of domestic abuse. This can be found on the Covid19 hub under Workforce Guidance.

Network Access for New Staff

From Monday, 20 April 2020 eHealth will have staff available in three locations from 10am until 12noon, Monday to Friday where new starts can come, sign a form and be issued with their network account. Clinical staff can also be issued with their Trak account if they can evidence they have completed their LearnPro TRAK training.

The locations are:
Accommodation for staff
In certain situations NHS staff may apply for accommodation to be provided where their skills are clinically essential. You can find this information on COVID-19 Base on the intranet.

Taxi service to transport patients and staff to assessment and testing centres
A new taxi service to help transport staff and patients to COVID-19 assessment and testing centres has been launched today. This is also available for independent symptomatic patients who require transport for discharge. The service can only be booked through NHS Lothian’s Flow Centre.

Staff Helplines
We have 3 helplines for staff:

If you need information about general operational issues such as workforce guidance, testing, PPE or other general queries, and you can’t find what you are looking for on the NHS Inform or Health Protection Scotland websites, please call 0131 537 8530 (Ext 88530) and the staff will try to help, alternatively there may be information available on the COVID-19 page on the intranet. Lines are open: Mon-Fri, 8am-6pm.

Here For You -
If you are worried, anxious or stressed and need a listening ear from experienced clinicians please call our staff wellbeing helpline, Here For You. This line can also help you with practical concerns such a financial advice or information on supporting an elderly or vulnerable relative.
Call on: 0131 451 7445  Mon – Fri , 8am-6pm

If you can’t call between 8am and 6pm, please email your contact details to Here4U@nhslothian.scot.nhs.uk.

Staff Listening Service
The Staff Listening Service is currently a phone-based listening service for all NHS Lothian staff. No appointment is necessary. It offers a place to explore your thoughts and feelings in a non-judgemental and safe environment. Whatever concerns you, the Staff Listening Service is there to offer confidential support from a member of the Spiritual Care team, and to signpost you to specialist services if appropriate.
To call for immediate support between 9am and 9pm, 7 days a week:

Phone: 07888 998084
The service is available for staff across NHS Lothian. Calls normally last up to 30 minutes, and you are welcome to call on more than one occasion.

Validated Statistics as at 1400
A total of 41,699 people in Scotland have been tested. Of that

- 33,027 confirmed negative
- 8,672 positive
- 985 patients who tested positive have sadly died.

**Important Reminders**

Please refer to these website for the latest guidance and information:

**Health Protection Scotland Covid-19**
This includes guidance documents for clinicians, advice for staff in other settings, etc
https://www.hps.scot.nhs.uk/a-to-z-of-topics/wuhan-novel-coronavirus/#news

**World Health Organisation Covid-19**
https://www.who.int/emergencies/diseases/novel-coronavirus-2019

**UK Government Covid-19 Action Plan**

**Scottish Government: Coronavirus in Scotland**

If you have any communication related questions please email: lothian.communications@nhs.net