

## **Top Tips for Tricky Times Working with and for care home staff during a pandemic**

When Covid-19 hit care homes there was no guidance on how to care for older people in long-term care. To fill the void some care home managers set up a WhatsApp group © including colleagues from ARC EM, with support from academics, clinicians, and a commissioner. They pooled knowledge, responded to questions and offered much needed peer support. A quick overview of the questions highlighted context specific challenges being faced.

A group of researchers from ARC EoE and KSS looked at the questions and identified eight topics That they could address quickly based on their current and past research and review work.

The 'Top Tips' were designed as research based 'rules of thumb' to help support staff. It complemented but did not replace, central government guidelines. Frontline staff were also involved in the development to ensure relevance and usefulness.

The [online](#) resource has been downloaded 438 times by representatives from 348 organisations. These have been presented as part of an international webinar on COVID-19 responses for the long-term care sector and at a regional PHE webinar. This led to the Top Tips being:

- Promoted by the Social Care Wales and long-term care sector representatives for use.
- Promoted on social media and/or as a resource national representative bodies and charities e.g. Social Care Institute for Excellence LTC COVID, National Care Forum, My Home life.
- Translated into Spanish for use by Spanish staff working in long term care.
- Promoted and disseminated by local authorities working with care homes

Feedback from care home staff have confirmed they are particularly useful for staff working with people living with dementia.

An impact assessment of the resource is currently underway. This complements work being led by ARCs EM and Y&H working closely with care home staff on staff development and ARC EE and NE work on data integration of resident data with NHS systems

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