

Provision of Personal Protective Equipment (PPE) in Dundee

Following guidelines issued by the Scottish Government on Thursday 23rd April, 2020, PPE for social care providers will be supplied through the West District Housing Office Hub. This will be for Social Care providers, Care Homes, Personal Assistants and Unpaid Carers, this will also include those in the community employed through a private arrangement. PPE supplied will include FRSM masks, gloves, eye protection and aprons.

For Care Homes and Social Care Providers:

You should continue to try to source and order your own PPE stock, however we appreciate this is increasingly difficult to do and where there are insufficient levels of PPE available you can request stock from the Dundee Hub at West District Housing Office (WDHO) by completing the attached PPE Request Form (V4) identifying the specific equipment required and emailing it to the WDHO Support Team wdhosupportteam@dundeecity.gov.uk. This email account is monitored between the hours of 9am and 5pm Monday to Friday.

- Please ensure your six digit unique code is noted on the order form, if your form is incomplete this will be sent back to you for revision.
- **If you have more than one six digit code you will need to complete a form separately for each respective code related service.**
- You will be contacted by email to inform you of your stock allocation and a collection time, a collection time is advised to ensure your safety and the safety of our staff while observing social distancing.
- If the PPE stock allocated is less than your order, this will be due to insufficient stock levels at the HUB. You will need to contact the **NHS NSS Triage on 0300 303 3020** and order the difference in stock. We understand that this will be delivered to you directly the next day by mail or courier.
- Please ensure you bring with you ID and your six digit unique code.

Contact details for NHS NSS Triage

Email: support@socialcare-nhs.info

Triage Helpline 0300 303 3020

Dundee HUB address

West Housing District Office

3 Sinclair Street

Dundee DD2 3DA

Out of hours

A planned approach to requests PPE will mean most requests are processed between the hours of 9am and 5pm, Monday to Friday. However, should an urgent requirement for PPE arise out with these hours you should contact the 24 hours Safety Alarm Response Centre (SARC) on **01382 432424**. They will agree a mutually convenient time for collection. Please note that they will only issue an emergency stock level.

For Care Homes and Providers, If you have any questions about the process or have any issues, please email your query to:

hscproviders@dundeecity.gov.uk

For Carers

The Scottish Government guidance states that Unpaid Carers are to contact their local carer's centre, they will complete a simple triage and forward your PPE order to the Dundee HUB to process.

Dundee Carers Centre Contact number 01382 200422 Email: centre@dundeecarerscentre.org.uk Website www.dundeecarerscentre.org.uk
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- If the PPE stock allocated is less than your order, this will be due to insufficient stock levels at the HUB. You will need to contact the **NHS NSS Triage on 0300 303 3020** and order the difference in stock. We understand that this will be delivered to you directly the next day by mail or courier.

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If you have any questions please contact Dundee Carers Centre on 01382 200422

For Personal Assistants (PA)

The Scottish Government guidance states that Personal Assistants are to contact the **NHS NSS Triage Support Centre** on **0300 303 3020**, they will complete a simple triage. They will email your details to the local Dundee HUB for processing.

- You will be contacted by email to discuss your order details and a collection time, a collection time is advised to ensure your safety and the safety of our staff while observing social distancing.
- If the PPE stock allocated is less than your order, this will be due to insufficient stock levels at the HUB. You will need to contact the **NHS NSS Triage on 0300 303 3020** and order the difference in stock. We understand that this will be delivered to you directly the next day by mail or courier (this will be an unlikely scenario as the NHS NSS HUB have access to Dundee's stock take system and will be able to assess the stock situation)
- **You will need to bring a keyworker document with you for collection, if you do not have one you will need to ask your employer to contact Dundee Carers Centre who will issue your employer with the keyworker letter for distribution.**

If you are unsatisfied with your response from the NHS NSS HUB and have self-assessed as requiring PPE, you can contact the Carer's Centre who will process assess the situation and forward a request to the Dundee HUB.

Dundee Carers Centre Contact number 01382 200422 Website www.dundecarerscentre.org.uk Email: centre@dundecarerscentre.org.uk

- You will be contacted by email to inform you of your order, we will inform you of your stock allocation and a collection time, a collection time is advised to ensure your safety and the safety of our staff while observing social distancing.
- **You will need to bring a keyworker letter with you for collection, if you do not have one you will need to ask your employer to contact Dundee Carers Centre who will issue your employer with the keyworker letter for distribution.**

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If you have any questions please contact the Carers Centre on 01382 200422