



Covid-19 PPE Escalation Process (Adult Social Care)

Stage 1 – Normal or Steady State

You should follow your normal procurement route.
Try to order PPE stock through your regular and/or new supplier(s) or supply chain.
Plan forward and allow additional time.
If they cannot completely fill your order now, request they part fill or order for a later delivery.

Unable to order/ not enough supply?

I am a small Care Home or Home Care provider - Care Home with 24 or fewer beds or Home Care Agency with 99 or fewer clients.

I am an ISL or larger provider - Care Home with 25+ beds or Home Care Agency with 100+ clients.

Stage 1.1

Procure allocated weekly Combined Pack via the PPE Portal – by invitation from DHSC.
Tel: 0800 876 6802

Weekly Pack received – still not enough supply?

Stage 2 Urgent Need

Raise with East Riding of Yorkshire Council's Covid-19 Adult Social Care Response Team on:

Tel: 01482 392030

Email: ascovid19@eastriding.gov.uk

The Response Team may be able to assist in filling short term needs to cover essential PPE requirements from LRF Stocks.

No LRF Stocks?

Stage 3 – Critical Issues

Escalate that you cannot obtain PPE to the National Supply Disruption Line (NSDL) on:

Tel: 0800 915 9964

Email: supplydisruptionservice@nhsbsa.nhs.uk

NSDL may be able to assist with sourcing stock to cover a short-term need.

Please ensure that you have ALL of the essential information available before calling, see overleaf for more detail.



Stage 3: Required information:

Before calling the NSDL hotline, please ensure you are able to provide the following details to the call handler:

- Name, email and telephone number of the requestor;
- Name, email and telephone number of a contact for the next **24 hours** (e.g. out of hours cover if the original requestor will be unavailable);
- Delivery address, including postcode; and named contact for receiving deliveries;
- Confirmation that your organisation is able to receive the delivery outside of normal business hours;
- Number of COVID-19 patients being treated (confirmed and suspected);
- Number of beds in your organisation (if appropriate);
- How long your current PPE stock provides cover for (e.g. <24 hours; 1-2 days, or more than 2 days);
- Which products you are requesting and in what quantity