

Wednesday 15th July 2020

Care Home Edition 4

Care@Home newsletter

Supporting people living with frailty and experiencing escalating needs during Covid-19



The Care@Home work stream is leading on the organisation of our COVID-19 response for care homes and the frail elderly at home in Bradford district and Craven.

We are working with key NHS, local authority, VCS and independent sector partners to keep as many of these patients at home as possible and are working directly with care homes to support them in a different way for the next few months.

We are introducing practical pathways for managing people that get sick in care homes, and frail elderly who get sick in their own homes - with covid, or non-covid related illness.

If you have any questions or feedback about this newsletter, or suggestions for articles to include, please contact Walter O'Neill - walter.oneill@bradford.nhs.uk

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1. Accessing End of Life Care (Goldline) from a care home

Care home staff should use the Immedicare laptop to access End of Life Care through Goldline.

This will enable consultation to take place with full video facilities.



Goldline provides a round-the-clock single point of contact for patients who are on the nationally recognised Gold Standards Framework (GSF). The GSF offers gold standard care for people with a serious illness who may be in their last year of life.

All Hub clinical staff have experience in caring for people towards the end of life and are able to work across different telemedicine services within the wider Hub. Two palliative care consultants from within the hospital provide specialist advice, supporting the nursing staff and delivering on-going training. Goldline is not expected to replace patients' use of their own GP and other community services but aims to enhance and co-ordinate their care, especially when daytime services have closed.

The healthcare professional caring for the patient will have a conversation with them and their carer to address end-of-life care planning and wishes. Patients are given a personal information pack and their GP registers them with Goldline and links up their patient record, ensuring up-to-date information about their care is available to the Goldline team.

As well as helping people to die on their own terms, Goldline plays an important role in:

Reducing avoidable admissions to hospital

Co-ordinating different parts of the health system to ensure they are always focused around the needs of the patient.

Goldline is one piece of an important jigsaw. It sits within a wider End of Life programme with services working together to support patients and carers in their preferred place. These services are supported with education, training, coaching and facilitation provided by specialists in palliative care, End of Life facilitators and GP End of Life leads which is key to enabling more patients and carers to access Goldline.

2. Digital Care Hub – Spotlight on Clinical Pharmacist Role

A clinical pharmacist, Liz Butterfield, FRPharmS, who is experienced in older people's care, is now working as part of the Covid 19 Super-rota team at the Digital Care Hub on Tuesdays and Fridays to support care homes with any urgent support you may need on medicines-related matters.

Liz can assist with concerns about how to manage medicines safely in deteriorating patients, newly arrived residents, and other help that care homes might need, including suspected side effects of medicines.

This is to supplement your usual GP, nursing and pharmacy care. The pharmacist will link in with the patient's GP so that all information is shared and has access to the patient's medical records with consent of the patient. Please contact the Digital Care Hub in the usual way through your Immedicare laptop and the experienced nurses will provide their expert care and refer to the clinical pharmacist when needed.

3.a) Social care visiting guidance

Care Homes, Extra Care & Supported Living care settings reintroduction of visiting during COVID-19 pandemic

The easing of lockdown restrictions in the last few weeks by government and the reducing prevalence of COVID-19 in the community means providers can now consider how they can begin to open up to visitors in a safe way.

Care Provider Alliance have developed a useful [Visiting Protocol](#) that sets out how providers can approach the review of their visiting policy and procedures.

Key Considerations for Social Care Visiting:

- Current government guidance & restrictions- Ensure you continually review your visiting policy to ensure it takes account of the latest government guidance. [Shielding Guidance](#) is most relevant to the people supported by social care.
- Infection Prevention & Control- All policies and procedures should adhere to strict [IPC measures and best practice](#).
- MCA- Visiting policies and procedure should clearly state how a provider will obtain consent & approach best interest decisions.

MDT support- There maybe circumstances where complex best interest decisions may need to be made. Providers will be able to access support from the wider system to ensure a full MDT approach can be taken. Contact your Care Home Liaison Officer during office hours or Telemeds out of hours.

End of Life Visits- Providers should continue to support visiting at EoL as per current government guidance. [COVID19 Visiting at the EoL](#)



Virtual Visits- Sadly, it will not be possible for everyone to physically meet for a variety of reasons, shielding, ill health, proximity etc. Providers should continue to support virtual visits. Please see NHS Technology resources available for providers. [care@home newsletter 3/articles](#)

Family & Carer support- [Carers Resource](#) are available to provide support to friends or relatives who may be struggling at this time.

Hints & Tips- It is suggested that providers only consider implementing outdoor visits at present, in a carefully staged and managed approach. [Visiting Guidance for Adult Care Homes in Scotland](#) describes a staged approach to visiting. Every providers approach to visiting will slightly differ to take in to account the needs of the people they support and the environment. [Hints & Tips](#) document of best practice and ideas from fellow providers.

Resources- developed by Bradford Registered Managers Reference Group

Resources – Risk Assessments

[Visiting Risk Assessment](#)

[Individual Service User Risk Assessment](#)

Resources – Standard Operating Procedures

[Visiting Procedures](#)

[Manager Guidance](#)

[Staff Guidance](#)

[Flow Chart](#)

Resources – Visitor Information

[Visitors Guidance & Agreement](#)

[Easy Read Guidance](#)

3.b) How is my relative being cared for during the COVID-19 pandemic? FAQ's

North London Partners in Health and Social care PMO has produced a helpful FAQ's for family, friends and carers available at:

<https://northcentrallondonccg.nhs.uk/wp-content/uploads/2020/06/FAQs-Online.pdf>



4. Register now for regular testing of care home staff and residents

Staff and residents in care homes for over 65s and those with dementia will receive regular coronavirus tests as part of a new social care testing strategy.

From Monday 6 July **Weekly coronavirus testing for Care home staff and monthly testing for residents** will be rolled out in all care homes without a current outbreak to identify anyone with the virus to prevent the spread of coronavirus in social care

This is in addition to intensive testing in any care home facing an outbreak, or at increased risk of an outbreak

Care homes will need to **re-register** on the Care Home Portal to apply for regular testing.

Applications for regular testing are now open for care homes caring for **the over-65s and those with dementia**.

[Register for regular testing here](#)

[Find out more about regular testing](#)

The government's Vivaldi 1 care home study highlights the importance of regular staff testing while there is a higher prevalence in care homes.

5. Care@Home: Supporting patients with frailty with escalating needs during Covid-19

An NHSE briefing has been sent out to care home managers and provides an update on the alignment of care homes to Primary Care Networks and the time lines for this over the next 6 months

To find more information;

<https://www.england.nhs.uk/wp-content/uploads/2020/03/the-framework-for-enhanced-health-in-care-homes-v2-0.pdf>

For more detailed information, please also see the NHSE letter that was sent out to Primary Care on 1st May which details responsibilities during COVID-19

<https://www.england.nhs.uk/wp-content/uploads/2020/03/the-framework-for-enhanced-health-in-care-homes-v2-0.pdf>



6. Supporting patients to live with pain

Pain is a common complaint of the elderly. As the number of people older than 65 years continues to rise, frailty and chronic diseases associated with pain will likely increase. The elderly are more likely to have arthritis, bone and joint disorders, cancer, and other chronic disorders associated with pain. Elderly nursing home residents have an even higher prevalence of pain, which is estimated to be between 45% and 80%.

The elderly are often either untreated or under-treated for pain. Consequences of under-treatment for pain can have a negative impact on the health and quality of life of the elderly, resulting in depression, anxiety, social isolation, cognitive impairment, immobility, and sleep disturbances.

The elderly can be over treated due to changes in renal excretion and hepatic metabolism, as well as pharmacodynamic changes that occur with age, such as an increased sensitivity to certain analgesics, particularly the opioids. In addition, polypharmacy is a contributing factor for the increased incidence of adverse drug reactions.

There are a number of different ways to support pain management in older people and the website **"Live Well with Pain"** is completely free to use, and is full of techniques and resources to support clinicians and care homes to manage pain and to support patients to live well with pain.

<https://livewellwithpain.co.uk/>

7. Orthostatic Hypotension and Falls (dizziness)

Orthostatic Hypotension is a major cause of dizziness and falls in older patients. The symptom of dizziness can be worse in the hot weather or when patients are unwell.

If you have residents who feel dizzy when they stand up and who take lots of blood pressure medication it may be time to ask the GP to review them.

There is lots of simple advice that can help reduce the risk of dizziness leading to falls, including getting up slowly, exercising and keeping hydrated

The British Geriatric Society has produced a great Poster and Patient Leaflet to support care homes in advising older people with postural dizziness.

<https://www.bgs.org.uk/resources/cardiovascular-care-in-the-older-adult-patient-information>



8. Right Care, Right Place, First Time – A&E Attendance

The Immedicare/Digital Care Hub provides expert clinical care from a range of specialists and supports people to remain well in their usual place of residence. Where hospital is the best place to meet someone's needs, Digital Care Hub will support them to be admitted.

However in 2019/20, 69% of care home residents attending A&E were discharged directly with no follow-up treatment . Many of these people could have received safer care at home via the Immedicare/Digital Care Hub service and avoided the distress of attending A&E. It is positive to see there has been a reduction in A&E attendances from care homes since the expansion of the Immedicare/Digital Care Hub service to all care homes across Bradford district and Craven in April and May.

Please **continue to use the Digital Care Hub (Immedicare & Gold Line) as your FIRST port of call for any residents who are unwell** as unnecessary attendance at A&E puts the resident, your care home, the ambulance crews and A&E staff at increased risk of COVID 19 transmission and all patients returning from A&E need to be isolated for 14 days.

9. PPE Portal – changes to order limits

After considering the stock and demand levels of customers invited to the PPE Portal, the Department of Health and Social care (DHSC) have adjusted the order limits based on size and type of provider.

The NHS.Net issues around receiving the eBay confirmation emails has now been resolved to allow registration on the PPE Portal

More information is available on the DHSC PPE portal guidance page here:

<https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment>

The PPE Portal customer service team can be reached on **0800 076 6802** for enquiries or registration support



10. Training opportunities

Life Story Network / tide - together in dementia everyday are offering a free online refresher session (Knowing Me Pro) around dementia, depression and delirium at **11:00 am on 30 July 2020**

We look to make it really interesting and engaging to impart as much useful information in under an hour.

Please register by following this link

<https://www.eventbrite.co.uk/e/knowning-me-pro-a-learning-training-resource-with-a-difference-tickets-110274564190>

REACTMH® conversation training: Empowering you to support the mental health and wellbeing of our workforce

Our aim is to equip managers, supervisors and those with caring responsibilities to confidently hold supportive and compassionate mental health and wellbeing conversations, during and beyond Covid-19.

How is it delivered? Sessions last up to one hour, 15 minutes and run remotely using virtual platform technology.

How do I book? Please email tessa.hawkes@nhs.net to book onto a REACTMH session at a time and date that suits you.

What happens next? You will be emailed joining instructions a couple of days before the event starts.

PCPLD (Palliative Care of People with Learning Disabilities) Network Webinar by Kingston and St Georges, Faculty of Health, Social Care and Education on Wed, 16 September 2020, 13:00 – 14:30

The webinar will be of particular interest to anyone who is involved in supporting people with learning disabilities who are reaching the end of life, and those who are bereaved. That includes families, carers, health and social care staff, service providers and commissioners. People with learning disabilities are also warmly invited to attend, although not all of the talks or slides will be in accessible format. For more details please see:

<https://www.eventbrite.co.uk/e/pcpld-network-webinar-tickets-112437700188>

Bradford Connect is offering 2 training programmes that aim to up skill care workers to use technology available in care homes to connect residents with GPs and loved ones. See details on the **Barclays Digital Eagle** poster, below.

Please submit expressions of interest indicating whether you would like to sign up to one or both of the courses to this email:

Rupali.Patel@bradford.gov.uk



Barclay's Digital Eagle

Barclay's Digital Eagle is offering 2 training programmes that aim to up skilling care workers use technology available in care homes to connect residents with GPs and loved ones.

Session 1: (30 mins) Introduction to iPad/ Tech that will help you to understand how to do things like hold a virtual doctor's appointment.

Main focus of this session will be to ensure the care workers know the end to end process of how to organise and run a virtual appointment.



Session 2: (30 mins) Utilising technology to enhance social interaction within the care home.

Using videos and guides, we will help maximise the use of the technology in your care homes. Connecting residents to families through video chatting, watching videos and playing music via YouTube.

The sessions will be delivered Online and step by step guides and videos will be provided to refer back to. Digital knowledge can also be enhanced at a future date using our specifically designed learning platform "Digital Wings"

Please submit expressions of interest indicating whether you would like to sign up to one or both of the courses to this email:

Rupali.Patel@bradford.gov.uk



We're supporting 500 care homes with digital skills.

Barclays Digital Eagles have pledged to deliver training sessions to 500 care homes across the UK in 2020. The virtual training is designed to give care home residents and staff the confidence to use technology to stay connected to local GP practices virtually, as well as their loved ones.

NHS Education and training resources available to support healthcare staff from across the NHS and independent sector organisations.

These resources will ensure staff feel comfortable and confident in their roles during the pandemic and provide guidance in tandem with further support, including face-to-face training. Topics include PPE, infection control and other role-specific guidance identify the skills required to deliver safe care for our population during this pandemic, providing easy access to education and training in a single place.

Details of the Open and accessible training resources can be found below <https://www.england.nhs.uk/coronavirus/workforce/education-and-training/>

11. Loneliness in care homes: A Health Watch Report

Most of us will feel lonely at some point but there are some experiences common in older age that can make it more likely.

A recently published report highlights the impact of lockdown on mental wellbeing of residents in care homes. Although focused on Leeds there is an assumption that there would be similar findings in any area...

<https://healthwatchleeds.co.uk/reports-recommendations/2020/what-relatives-of-care-home-residents-in-leeds-are-saying/>

The report includes some helpful comments on how to combat loneliness

How can you help loneliness? - some useful resources from Independent Age

https://www.independentage.org/get-advice/personal-life/loneliness/staying-connected-and-well-when-you-need-to-stay-at-home?gclid=Cj0KCQjwgJv4BRCrARIsAB17JI4Uuhu5-r0L0wwTKHfAZrvqaht8_vjQzMc9MVKocP7TViFjTc2LiYaAgt0EALw_wcB

Their advice guide suggests things which could help to reduce loneliness, as well as information about where to look for more help.

It covers:

- why someone might be feeling lonely
- ways to stay in touch
- overcoming practical barriers
- trying something new
- learning to be alone
- helping others.

If you're feeling lonely or you know someone else who might be, the guide can help find ways to feel more connected and you can [Order your free copy here.](#)



12.Dementia and Covid-19

Dementia United from Greater Manchester have collated resources related to dementia and COVID-19 for care home staff to use with residents (16 April 2020). They recognise that these are challenging times for care homes and how this is impacting on residents with Dementia. The paper is not intended as a definitive resource; rather it is to guide to support the great work that is already taking place across communities during the COVID-19 pandemic.

<https://www.gmhsc.org.uk/wp-content/uploads/2020/05/Resources-for-care-homes-April-2020-.pdf>

Open forum – Zoom call reminder

If you have questions, issues, challenges or something to share about 'supporting people with frailty during COVID-19 - the Bradford approach, join Dr Sara Humphrey and the Care @ Home work stream on Tuesdays from 12.30pm to 1.00pm in an open forum Zoom call.

You can join the Zoom meeting using this link.

- Meeting ID: 829 3087 9157
- Password: 863891

