

Wednesday 18th November 2020

Care Home Edition 9

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 people 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

In this newsletter:

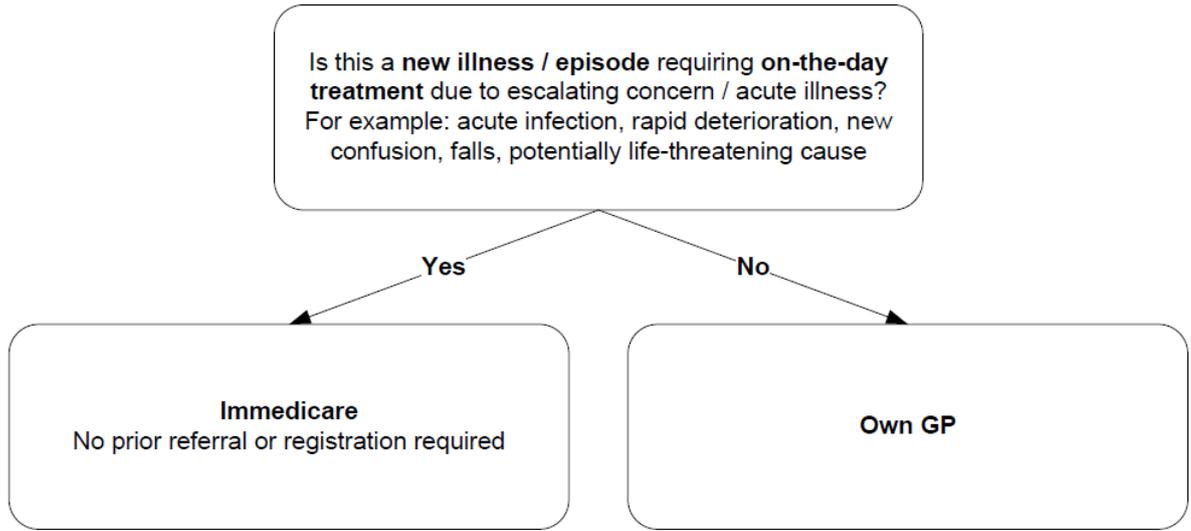
1. Immedicare or own GP update and approved portal user guides
2. Clinical home care guidance
3. Update on Delirium
4. National webinars
5. Falls Prevention
6. Managing a fall
7. Falls training
8. Learning by experience and supporting the care homes sector during COVID 19

Attached is a zip file containing all the associated documents.

1.Immedicare or GP update



Immedicare or own GP?



Examples of when to advise Immedicare *

- Acute infection needing on-the-day treatment due to escalating need
- Deteriorating patient where immediate decision is required by assessing clinician
- Fall requiring review
- New symptoms requiring immediate advice.

Examples of when a call should be handled by the GP surgery *

- Simple prescription requests e.g. food supplements, aperients, emollients
- Ongoing long term condition management
- Ongoing treatment of current illness requiring tweaking of medication or clarity on treatment plan
- Routine medication requests

*** Please note these are not exhaustive examples.**

- If the patient is displaying a deterioration that requires on-the-day treatment and advice, the home should contact Immedicare.
- Any ongoing episodes of care or prescription tweaks should be reviewed by the patient's own GP.
- Immedicare does not replace responsibility of the surgery for care home patients between the hours of 8am-6pm.

(See pdf Item 1a – Hub or GP pathway updated October 2020)

Telemedicine Portal to support GP access to patients in Care Homes - reminder

Please find attached our approved user guides for the Immedicare CareConnect portal.

There is a PDF copy for care homes, and a copy for “users”.

(See pdf Item 1b and 1c – Immedicare CareConnect Portal User guides)

2. Have your say: COVID-19 - Best practice in home care for adults



SCIE are looking for examples of good practice from home care services for both working aged and older adults to share good practical stories from across the home care sector, specifically around coping with COVID-19 management.

Please click on the link below to give examples of best practice that you might have encountered, or are using yourself, that you think would be useful to share more widely.

This could be an example of providing care, new or additional forms of support and communication, working with families, or support and training for staff. Particularly welcome are examples around improved partnerships with other agencies, new ways of working, and managing infection control at a local level.

They would like to know what has been found that has helped and could benefit others in a similar situation. Examples can be new practice developments or where aspects of existing practice have been particularly valuable since COVID-19.

https://r1.dotmailer-surveys.com/m/103ccf674de8ac054o5b6ec04d600819fa9-e7827b7c0617e6a04uknd2f7a648f22c6f16-DFEA63EEF378C3011YQGYTDA11108717367E7F?utm_campaign=11759938_SCIELine%2010%20September%202020&utm_medium=email&utm_source=SOCIAL%20CARE%20INSTITUTE%20FOR%20EXCELLENCE%20&utm_sfid=003G000002DRGtVIAX&utm_role=Manager&dm_i=4O5,7020Y,1YQGYT,S7Q2S,1

3. Update on Delirium

The Bradford care homes resource pack (see page 23) contains updated guidance on Delirium and supporting people who may be more confused than normal and lists a number of resources available for more information and support.

<https://bradford.connecttosupport.org/media/kjsnw1u4/2020-09-28-bradford-care-home-resource-pack-v1-0.pdf>

4. National Webinars

4a) Public Health England infection control webinars

The free Public Health England infection control webinars are now taking place every **Friday at 3pm**.

Please use this link to register for the day/s you would like to attend the webinar.

<https://www.eventbrite.co.uk/e/friday-covid-qa-for-care-homes-and-social-care-tickets-110157076782>

The confirmation email will contain the link for the webinar. Click the 'go to online event' button.

You can also dial in by phone on **0208 495 3300**, Conference ID: **7950138#**

If you have any issues with accessing the meeting please email swhpt@phe.gov.uk

4b) Whole Care Home Testing webinar

The Department of Health and Social Care are hosting a webinar each weekday, in the morning and afternoon on the whole home swab testing process.

The Department of Health and Social Care strongly recommends them for care homes about to receive their test kits, but anyone from an eligible care home yet to carry out whole care home testing can attend one. More dates / times are added all the time.

Please register to access the webinar.

<https://event.on24.com/eventRegistration/EventLobbyServlet?target=reg20.jsp&referrer=&eventid=2375949&sessionid=1&key=724EF6345473A192F6B9C19334699A29®Tag=1077953&sourcepage=register>

5. Falls Prevention

Falls and the consequences of falls can significantly impact a person's wellbeing, mobility and confidence. Older people living in care homes are three times more likely to fall than older people living in their own homes, with the results of these falls often being more serious.

Many factors can contribute to this heightened risk, such as physical frailty, the presence of long term conditions, physical inactivity, taking multiple medications and the unfamiliarity of new surroundings. However, in many cases taking the right steps at the right time can actively support an individual and reduce the risk of falls and harm from falls.

The interaction of factors that contribute to an individual's risk of falling is unique to them. For this reason, it is important care homes for older people have a person centred approach to manage and prevent falls and fractures. This helps to improve the overall quality of care for an individual and has a huge impact on a person's level of independence, participation and enjoyment in life.

Please see *page 24* of the Bradford care homes resource pack contains information and resources available to support care home staff on reducing the risk of falls and responding to care home residents who have had a fall

<https://bradford.connecttosupport.org/media/kjsnw1u4/2020-09-28-bradford-care-home-resource-pack-v1-0.pdf>

6. Managing falls

The National Falls Prevention Coordination Group (NFPCG) have developed a poster providing information on managing a fall that may require an ambulance during the Covid-19 pandemic.

The first page is intended as a context for organisations and covers general advice.

Page two is intended to be used separately and can be displayed in areas where it can be seen by nursing and care staff for reference. The poster is available for download in the link below.

<https://aace.org.uk/news/national-falls-prevention-coordination-group-nfpcg-publishes-falls-faqs-poster-for-care-homes/>

7. Falls training – Bradford District Care Foundation Trust

FALLS PREVENTION AWARENESS TRAINING

Train the Trainer

The training will start on **24th November, 2pm - 3pm** and will run for **4 weeks every Tuesday till 15th December**.

2-3pm Maximum 1 hour for each session

If you work within a nursing home, care home or home care with an interest in training your colleagues in falls prevention, then this is the course for you. Join The Falls Prevention Team from Bradford District Care Foundation Trust on 4 short sessions.

Staff can email Jane at CFT.Training@bdct.nhs.uk to register their booking will be confirmed and the Workbook will be sent electronically.

Sessions Include:

Falls screening and multifactorial assessment, Osteoporosis, Medications and Falls, Strength and Balance Exercise, Postural Hypotension, Visual Impairment, Feet and Footwear, Action Planning, Safety Huddles and more

The training will be delivered via Telehub virtual training room

Joining details:

- Open Google Chrome (must be Google Chrome, not Google)
- Enter <https://meet.medio.link> in to the address bar
- Enter BAWCTrainingRoom@medio.link in to the 'Person or conference to call' box
- When prompted, each individual who enters the "room" should enter their own name and the name of their care home and connect the call
- You are now in the Bradford, Airedale, Wharfedale and Craven virtual training room

[\(See pdf Item 7 – Falls Poster May 2020\)](#)

For further information, please contact:

Sharon Bond

Falls Prevention Team Leader,

Bradford District Care NHS Foundation Trust

Phone: 07701280151

Sharon.bond@bdct.nhs.uk

8. Learning by experience and supporting the care homes sector during COVID-19

The National Care Forum & the University of Leeds have been working with care home colleagues & NHS staff to capture these experiences from the frontline of care and health and to share the lessons learnt with care homes that have not yet experienced the virus and other key stakeholders such as the NHS, the DHSC, PHE, the CQC and older people's organisations.

This project looked in detail at the clinical presentation and illness trajectory of COVID-19 in older people, what had worked well, or what more was needed, for providing the best care and treatment and lessons learnt for supporting older people in care homes. The practical ideas and actions suggested will help find better ways to manage the virus and to inform our future response in subsequent waves

The report which can be found in this link: [LESS COVID-19: Learning by Experience and Supporting the Care Home Sector during the COVID-19 pandemic](#)

(See pdf Item 9 – Less Covid-19 V2)

It can be read in its entirety or can be accessed by reading the summary + summary boxes 1 to 7, and call to action. Feedback is welcome – within the report there is reference to an online survey to enable comments on resonance, relevance and gaps: <https://leeds.onlinesurveys.ac.uk/less-covid-report-feedback>

Any feedback provided will be reviewed in January 2021 and an updated report produced. Any queries, just ask: K.Spilsbury@leeds.ac.uk or liz.jones@nationalcareforum.org.uk

Here is a summary of just a few key areas from the report

1: Clinical presentation

- COVID-19 does not always present as a new continuous cough and fever in older people.
- A range of symptoms have been identified in older people with COVID-19.
- Staff (and families) should be alert to subtle changes in the older person and seek to 'rule out' COVID-19.
- Gastrointestinal: Diarrhoea
- Physical: Reduced mobility Vomiting Increased falls Reduced appetite Weight loss Fatigue 'taking to their bed' Tremors Seizures
- Cognitive: Increased confusion
- Other: Looking/ feeling 'unwell' Delirium (due to acute illness) Pallor Bleeding (from nose and eyes)

2: Unpredictable illness trajectory

- Some patterns, based on participants' experience, were noticed in the illness trajectory for older people with COVID-19:
 - About one-third of older people will show signs of recovery within 48 hours;
 - About two-thirds of older people described as severely ill;
 - It was not possible to determine who died or recovered in the severely ill group
- Death could be sudden (within a couple of hours) or occurred at about day 8 or 10 when someone who appeared to be recovering suddenly deteriorated.
- Older people who were severely ill and went on to recover were described as having a slow recovery, drawn out over several weeks and susceptible to further respiratory infections.

3: End of life care

- Due to the unpredictable illness trajectory for an older person with COVID-19 it is important that individuals (with family members when appropriate) have the opportunity to discuss treatment and specific preferences for end of life care
- An older person with COVID-19 can deteriorate rapidly and so access to health care professionals and medicines is important to ensure they receive necessary care to manage symptoms and to promote comfort for the individual at the end of their life

- Peaks in the virus outbreak can create localised shortages of EOL medicines for care home residents
- Restricting family visits at the end of life is distressing for all – residents, their relatives and staff
- In the absence of family members, frontline staff have an important role in “being there” for an individual at the end of their life
- Effectively communicating with family members when their relative is dying, and particularly in circumstances when they cannot visit, is important for bereavement care and support of the family
- COVID-19 has had a devastating impact on frontline staff due to the pressure and intensity of work and the significant loss of life that they experienced in a short time period
- Care expertise is essential to support an older person dying with COVID-19 to have a dignified, calm and pain free death

