

Care @ Home

Health and Care Programme

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Care @ Home – APRIL TO JUNE

What was still in place

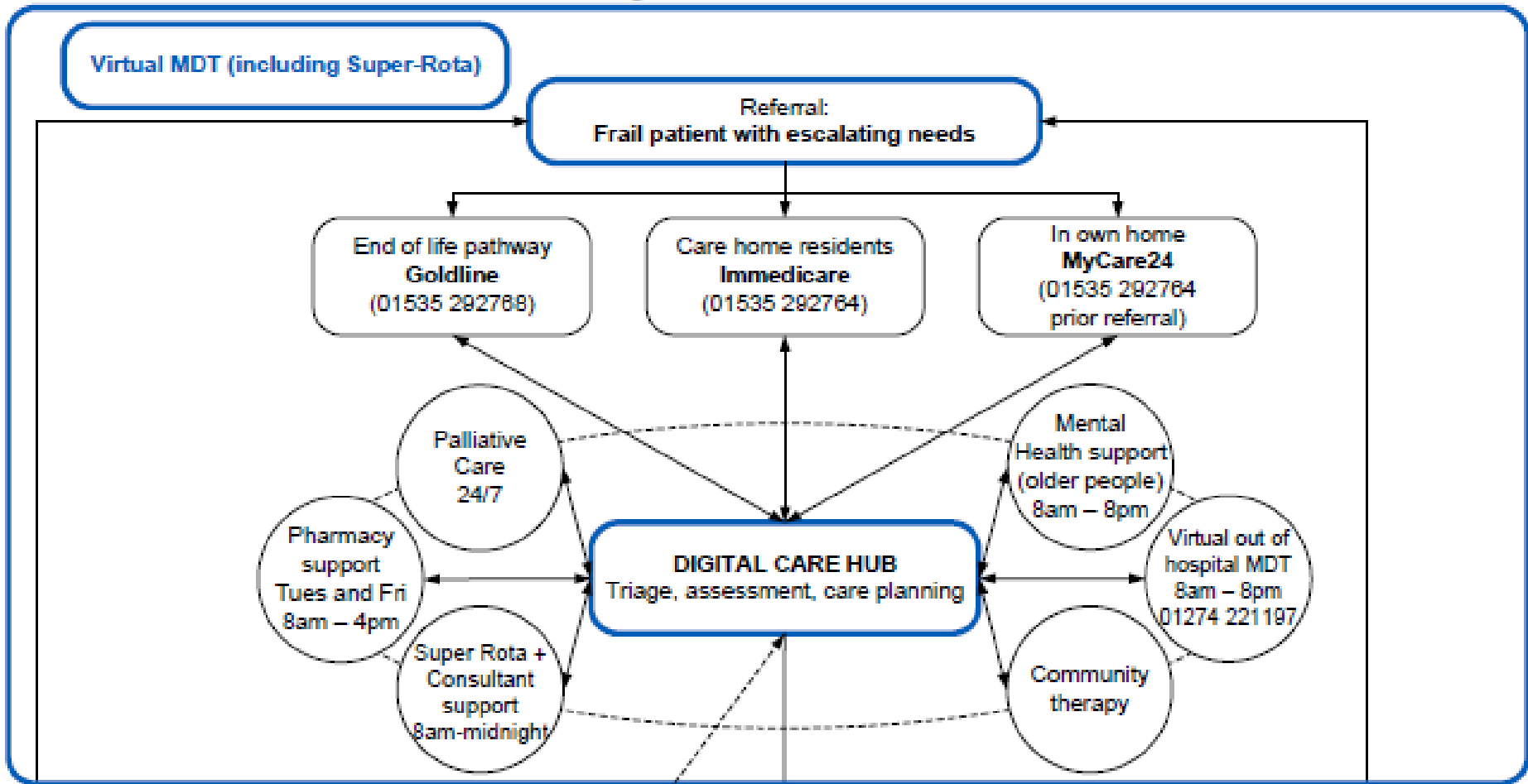
- Regular GP for all routine medical queries or needs
- Community matrons and district nurses to support homes
- 111 and 999

What was new to support during COVID

- Telemedicine for all care homes 24/7
- Super-rota of clinicians 8am-12am, 7 days per week
- ‘Out of Hospital’ MDT 8am-8pm, 7 days per week
- MyCare24 for housebound and frail people at home via their own device
- Integrated community response pathway

Integrated Community Response

Care@Home COVID-19 Operating Model



Care @ Home – 1ST JULY ONWARDS

- Telemedicine for all care homes 24/7 until March 2021
- Super-rota of clinicians 8am-8pm 7 days per week until 31st July
- Out of Hospital MDT stood down, pop up MDTs can be re-established
- MyCare24 for housebound and frail people at home via their own device
- Discharge to Assess – all care home admissions from hospital and community will have an assessment and plan done by the super-rota

Care @ Home ongoing support

- Distributed pulse oximeters and thermometers, continue to experience supply issues for thermometers and BP machines
- Developing modules such as “nutrition, malnutrition, hydration” and “promoting continence and managing incontinence”
- Plans for the provision of community-based rehabilitation services for those who are recovering from COVID-19
- Continuing to work in partnership with GPs on the requirements of:
Enhanced Health in Care Homes and
Pharmacy and Medicines Support to Care Homes

Care @ Home

health and care system response

What has worked well

- Partnership approach across the sector and health and care providers
- Continual feedback on how to improve the service offering
- Rapid implementation and roll out of new services
(we've achieved more in 12 weeks than 5 years...)

What could have been better

- Earlier dialogue to address issues as they emerged

What not to lose

- Collaboration and partnership approach to developing / refining services
- Ability to do things once and quickly

An Ask

- Nationally you were required to complete a self-assessment template (23 questions) on:
 - IPC/EoL/Virtual training
 - Supportive calls
 - Weekly MDTs
 - Personalised care plans
 - IPC advice
- There will be another template sent this week deadline of **19th July**