

Care @ Home – Support from the health and care system

What is new to support during COVID

- Telemedicine for all care homes 24/7
- Super-rota of clinicians 8am-12am 7 days per week (GPs, consultants, mental health practitioners)
- Out of Hospital Multi-disciplinary team 8am-8pm 7 days per week
- MyCare24 for housebound and frail people at home via their own device

What is still in place

- Still have your regular GP for all routine medical queries or needs for your residents
- Community matrons and district nurses still in place to support homes
- 111 and 999



Telemedicine



What is Telemedicine (Digital Care Hub/Immedicare)?

- 24/7 video enabled access for care home staff and residents to qualified healthcare professionals in the Digital Care Hub
- It will often be referred to as the Airedale Digital Care Hub (Hub), Telemedicine or Immedicare
- The initial call will be answered and triaged by a call handler and transferred to a nurse for a response

When should the Digital Care Hub be contacted?

- For any resident where there is a clinical concern, for example their condition may have worsened, their needs escalated or they require clinical advice or care that same day

Telemedicine

What will they do?

- The team will provide clinical assessment, advice and support or they will coordinate services to provide on or off site support.

How does this help the home?

- It provides immediate access to a clinical team 24/7
- Where homes are able to, it can reduce the number of visiting clinicians by offering an alternative to a GP or nurse visit to protect vulnerable residents
- It does not replace 999 where there is an emergency
- It does not replace the home's regular GP who will continue to care for residents

Think: **Telemedicine**

Do you feel unsure or need advice or support for a resident?

“if in doubt, call us now”

Falls

Chest Infections

Skin Complaints & Wound Care

Urine Infections

Diarrhoea

Breathing Difficulties
& Breathlessness

Increased Confusion

Dehydration

Medication

Nausea & Vomiting

Remember - you can call us 24/7 with any health-related concern, not just these highlighted above.

ANY EMERGENCY

Always contact 999 first then the Hub for support until paramedics arrive
e.g. Cardiac chest pain, suspected stroke, severe head injury or loss of consciousness.

Super-rota



What is the super-rota?

- GPs and Consultants from across our local providers who are experts in care of the elderly, rehabilitation, A&E, Palliative care, Older People, Mental Health

Why has this been set up?

- To provide an enhanced level of care in and out of hours which supports residents to stay in the home rather than transfer via ambulance to hospital
- To reduce the number of health staff entering care home premises, thereby reducing an infection risk
- To provide an enhanced level of support and reassurance to homes during the COVID-19 pandemic
- To minimise the risk of infection by reducing unnecessary conveyance to A&E

Super-rota



How is it accessed?

- Following a video consultation with the nurse in the Hub, they may refer the resident to the super-rota for further clinical input
- The clinician will conduct a video or telephone consultation remotely via the Hub laptop in the home
- All notes will be recorded in SystmOne (the resident's medical record) and the resident's own GP will be notified of the consultation and outcome

When is it available?

- Monday – Sunday 8am – midnight
- (Note that mental health support is available 8am-8pm)

Out of Hospital MDT

What is the MDT?

- Provides coordinated care for residents who have complex and escalating needs
- Provides further wrap-around support when homes are experiencing outbreaks or high numbers of poorly residents
- Comprises social care practitioners, therapists, advanced nurse practitioners, nurses from the personalised commissioning team
- The team will conduct assessments, and review existing care provision and equipment needs – this can be done both virtually and through a visit (where required)

How is it accessed?

- Referral for an individual comes from health or social care staff
- Homes can access the support of this MDT by contacting either the Digital Health Hub or the commissioning team at the council

When is it available?

- Monday – Sunday 8am – 8pm midnight

What other support is available

- **Goldline** in place 24/7 for palliative care patients who are on the End of Life register
- **Pulse oximeters, thermometers** and **blood pressure monitors** have been ordered/delivered where requested by homes. Training will be done virtually by the hub either as required or in a facilitated session.
- **Weekly virtual catch ups** are being established with the Hub for any queries homes may have (accessed via the virtual training room on the laptop), however you can contact either the commissioning inbox or Immedicare@bradford.nhs.uk with any queries anytime.
- **MyCare24** is available 24/7 via the Hub for housebound or frail patients at home who have been referred by a health professional. They receive nurse support and wrap around care from the Hub and Super-rota.
- **Medicine reviews** will be done for residents upon discharge from hospital to the care home; ongoing pharmacy support is available in the Hub.

Re-cap

- Registered GP for any routine clinical needs for care home residents
- Digital Care Hub (via the laptop provided) for any escalating needs in and out of hours
- Super-rota provides an enhanced level of clinical input to the Digital Care Hub to support residents to stay at home where possible
- Out of Hospital MDT to provide wrap around care, accessible via the Hub

WHO SHOULD I CALL?

