

Summary: Suspected Coronavirus Care Pathway - Residential and Nursing Care People

Suspected Cases

Consider COVID-19 infection in a person with any of the following:

- New continuous cough, different to usual
- High temperature ($\geq 37.8^{\circ}\text{C}$), shivery, achy, hot to touch
- Loss or change to sense of smell or taste

Care home people may also commonly present with non-respiratory tract symptoms, such as new onset/worsening confusion/sleepy or diarrhoea and other subtle signs of deterioration.

Record observations where possible: Date of first symptoms, Blood Pressure, [Pulse respiratory rate](#) and Temperature (refer to Thermometer instructions) – Remember to [Maintain fluid intake](#)

For more support contact Immedicare using the laptop provided

Isolation for people who walk around for wellbeing (dementia, learning disabilities, autism)

Use standard operating procedures for isolating people who walk around for wellbeing ('wandering'). Behavioural interventions may be employed but physical restraint should not be used.

When caring for, or treating, a person who lacks the relevant mental capacity during the COVID-19 pandemic, please follow [government guidance](#).

Communication with the NHS

- Local Restore2 materials are available at this link [Restore2](#) (a deterioration and escalation tool) if you have been trained to do so. Where appropriate please ensure that people are offered advance care planning discussions and that their wishes are recorded.

Do you have NHS Mail?

Send emails directly to your GP, Community Team and Hospital

To get an **NHS.net email** complete [this form](#) and email it to: [England DSPT North](#)

Please [register](#) and use **Capacity Tracker** to support hospital discharge planning.

Isolate and Monitor

Person to be isolated for **14 days** in a single bedroom. Use [Infection Control Guidance](#) for person using PPE ([guidance](#) and [how to wear and dispose](#))

Due to sustained transmission PPE is to be used with all people. Additional PPE is required for Aerosol Generating Procedures as recommended [here](#)

Ensure the correct donning and doffing technique is used ([video](#))

Practice the 5 steps to hand hygiene [here](#)

Consider bathroom facilities. If no en-suite available.

- Designate a single bathroom for this person only
- Use commode in room

Record observations at least daily and if possible twice a day. If concerned contact Immedicare. This includes asymptomatic residents.

What to do in case of an outbreak? An outbreak is defined as two or more people in the care home diagnosed with symptoms compatible with Covid-19

If you have one or more new symptomatic people and these are the first new cases for over 28 days:

Contact: The Health Protection Team (Yorkshire and Humber)

Phone number: 0113 386 0300

Email: yorkshirehumberhpt@phe.gov.uk

Update: **Capacity tracker, your Local Authority and RIDDOR**

How to access Personal Protective Equipment (PPE):

- Order PPE through your normal supplier.
- Contact your Local Authority or visit the [Bradford Provider Zone](#) for external suppliers.
- [Guidance for Residential Care Providers](#)

Resources and Support for Care Home Staff

- [Guidance on how to work safely in care homes](#)
- [COVID-19 Care Platform](#)
- [Bradford Provider Zone](#)
- [RIDDOR reporting of COVID-19](#)
- [Recognising & Responding to Deterioration – Module 1 – Softer Signs](#)
- [Recognising & Responding to Deterioration – Module 2 – Measuring Vital Signs](#)
- [Recognising & Responding to Deterioration – Module 3 – Keeping Residents Safe Through Good Communication & Teamwork](#)



Urgent clinical advice for care homes concerned about a person displaying symptoms of COVID-19

- Care home staff concerned about a person who may have COVID-19 symptoms are being asked to contact Telemedicine through the laptop for fast access to urgent advice from a senior clinician.
- Before calling, record observations where possible: Date of first symptoms, blood pressure, pulse respiratory rate and temperature (refer to thermometer instructions). Please have access to any care plan, future wishes document for your person.

Immedicare

Care homes can access the telemedicine service at Airedale Hospital for new illnesses or episodes requiring on-the-day treatment. Each home has an Immedicare laptop which can be used to access the service.

Calling Immedicare: Press

- 1 - For an urgent clinical consultation (the person needs to be seen immediately)
- 2 – To book a planned appointment (home can call back at a pre-arranged time).
- 3 – To make a test call.
- 4 – To report a technical issue.
- 5 – To book a Telemedicine training session

Please have the resident with you and their details ready:

- NHS number
- Full name
- Date of birth
- Care plan
- Medication sheet
- Any observations

Laptop maintenance

Once a week restart the laptop so that any software updates can be automatically installed. A good time to do this is Sunday night, before the start of the new week.

Immedicare or own GP?

