

## **IMMEDI-CARE offers 24/7 access to virtual clinical assessment and triage**

In order to provide the necessary wrap around services for care homes to support their residents, as the COVID 19 pandemic has escalated, the provision of the Immedicare telemedicine service at Airedale Hospital has been agreed for all care homes. This includes residential, nursing and learning disability homes and will provide 24-hour clinical support and guidance to care home staff during these challenging times.

Developed in partnership with local GP practices, care home staff can now contact the Telemedicine hub **as the first point of contact** for any clinical support or advice staff need for your residents. The hub is available 24 hours-a-day, 7 days-a-week and is provided by senior clinical assessors. In the coming weeks the hub will be expanded to include other clinical input including pharmacy, mental health practitioners, care of the elderly consultants and GPs to support the COVID-19 offer.

**End of Life care** – The hub provides a single point of contact for patients who are on the Gold Standards Framework (GSF) and known to be in their last year of their life. The clinical team provide support to patients and their carers 24/7, via a dedicated phone line or video conferencing facility.

**Remote education and training** – Once a home is enabled with Immedicare technology and has access to the 24/7 clinical hub, numerous other services can be provided remotely to support residents and their carers. This includes training on recognising deterioration, falls prevention, end of life care.

**Remote clinical supervision** – Having access to a clinical hub that is staffed by registered practitioners enables non-registered care home staff to be supervised remotely and supported to carry out tasks that may have previously been the realm of registered practitioners. We will also be providing homes with clinical equipment such as blood pressure monitors and pulse oximeters to help staff do this.

**Virtual assess to discharge** – The Virtual Discharge Room (VDR) allows clinical and social care staff in the hospital and the care home to carry out discharge assessments remotely to support same day, safe and timely discharge decisions.

**Virtual discharge follow up** – The ability to support early discharge with proactive clinical calls to care homes and planned appointments with residents from the Digital Care Hub team.

**Rollout** – Care Homes across Bradford district and Craven will be contacted to arrange dates for shipping of equipment. This will obviously take time to complete but we will

progress as quickly as possible. If your care home hasn't been contacted by Immedicare by Friday 17 April 2020, or for general questions about Immedicare, please contact Anna Smith [anna.smith2@bradford.nhs.uk](mailto:anna.smith2@bradford.nhs.uk), who will follow this up on your behalf.

#### **Immediate Access**

In the interim, until kit arrives with your home, staff can still connect to the Telemedicine Hub via the [www.immedicare.co.uk](http://www.immedicare.co.uk) home page where we have placed a link.

Care homes that have their own device, a webcam and have WIFI connectivity can connect by clicking on the **“call our clinical team now”** button and will be placed into the queue.

This is a short term option to provide access whilst we are working on the main rollout plan. Alternatively if the care home or staff members have a smartphone device that can be connected to the WiFi in the care home, this can also be used to contact the Hub.