

Questions and Answers from 7 October webinar

Q. What is basic information

A. Its the minimum data set which allows a discharge home

Q. Would the discharge risk assessment be standardised and basically work as a NOA

A. Different types of hospitals have different levels of risk so I would expect there to be a level of variation. However there are some issues I would expect to be assessed as standard such as safeguarding, Housing and level of function before admission

Q. What are P2 NHS beds?

A. These are short term beds for rehabilitation before somebody returns home

Q. For residents returning from hospital should providers demand a Covid test before discharge

A. Discharge policy expects this and in NCL acutes are working to receiving the test results on time. The response on where there is an occasional delay to the result, or where it's a positive result, is up to a local decision – ie if this person needs alternative accommodation or can be isolated in a care home. There is however a tension between getting a test response back, and exposing an individual to becoming infected by staying in hospital longer. In NCL trusts, test results for care homes are prioritised where possible, to have faster turn-around

Q. For discharges where tested positive will the patients be discharged to normal care homes within community or will CCG be coordinating facilities for isolation periods

A. Hi, for the policy in NCL. When someone tests positive on a care home pathway, they will be discharged to an NHS stepdown bed until they are no longer infectious

Q. Are you awaiting discharge swab result before discharging to decide whether discharge to care home or step down bed?

A. Yes, our acutes are confident that the vast majority of the time they have the testing processes to have results before discharge. Clinical leadership was really key to our system recognising this was a necessity to reduce the risk to the general population. Worth remembering numbers are small - we only discharge tens of people per week to care homes

Q. Are care homes allowed to refuse patients to return

A. The Dept of Health winter plan for adult social care states that care providers should alert their council social care team if you feel you cannot accept a person being discharged from hospital that will be safe in terms of infection control (page 22 of the document).

Q. An area of concern for us is that we may share information with homes on nhs.net, However they either don't monitor these mailboxes Or reply back to us from their organisations email address

A. This is part of local conversations agreeing how you are communicating across health and care - many care homes complain about the lack of emails they receive. Might be worth having a local forum to bring your teams together with care homes to discuss how you could use NHSmail - we are happy to help facilitate these sessions if needed.

Q. Where do we get the care home providers email and secure email accounts to enable effective communication

A. You can find these in the NHSmail people finder but the slides have details on how to do this

Q. Our biggest problem as a care home is that we always send a RED Bag with all the information needed for the Hospital to know about the resident; but the paperwork rarely gets out of A&E - and so we get lots of calls about information that we've already sent. As far as discharge is concerned we get multiple and overlapping calls about OT and Physio; we get told at 2pm a resident is coming back - but TTAs not sorted until after 5pm - so Resident back much later, when we don't have full staff on site, just the night staff. Discharge summaries often incorrect.

A. This is something that many care homes are finding - does anywhere have any good ideas about embedding the use of the Red Bag information within hospitals as this does enable discharge information back to care home. It's really supporting the whole transfer of care. The South London HIN have shared the Red Bag implementation resources here <https://healthinnovationnetwork.com/projects/transfer-of-care-the-red-bag-project-in-care-homes/>

Q. What is the expectation from care homes in regards to information and minimum data set

A. I think it is good to ask them this question locally but also the PRSB are setting out the minimum data set you can find out more here <https://theprsb.org/projects-2/socialcarepathfindersurvey/>

Q. E Red Bag what happens to home without electronic care records?

A. The ambition will be to support digital maturity of care homes to enable this and Sutton has started to explore this. In the meantime looking at embedding the use of NHSmail and the Red Bag process in partnership could help enable readiness. <https://healthinnovationnetwork.com/projects/transfer-of-care-the-red-bag-project-in-care-homes/>

• iPad offer to care homes During the COVID-19 pandemic, NHSX are helping care homes to provide ongoing care to residents - by providing iPads and helping to improve internet access. The iPads will allow staff in care homes to:

- connect care home residents with loved ones remotely
- hold video consultations with health and care professionals
- use NHSmail (a secure NHS internal email service)
- get direct access to any other tools or systems needed to support the care of residents.

Homes without a stable wifi connection throughout their building will also receive a data-enabled SIM card free for 12 months with each iPad.

Click below for more information or to apply for an iPad. The deadline for applications is Friday 23 October 2020.

You can read more about the iPad offer here <https://www.digitalsocialcare.co.uk/care-homes-to-benefit-from-thousands-of-ipads-to-help-residents-stay-in-touch-with-loved-ones>

Q. How will the e-red bag work with non HIE system? We have a Care Information Exchange in our area... are the principles transferrable?

A. Yes and within the London Digital First team we will shortly have someone in post focusing on how we enable digital transfers of information which will be fantastic to learn from Sutton and other areas to develop an approach for London working with local areas. This links to the PSRB work <https://theprsb.org/projects-2/socialcarepathfindersurvey/>

• Social Care Providers can get more advice from <https://www.digitalsocialcare.co.uk/>

• iPad offer to care homes: <https://www.nhsx.nhs.uk/covid-19-response/social-care/ipad-offer-care-homes/>

Q. What is DSPT?

- A. Data Security and Protection Toolkit - any organisation transferring care information needs to have completed the toolkit. For care homes you can find out more about registering for the DSPT and the support available to complete the toolkit
<https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/>
- Q. Where can we get a list of care home ODS codes?
- A. <https://odsportal.hscic.gov.uk/Organisation/Search> allows you to search on a name, post code etc which is probably the easiest way to search for a home. We are hoping that care homes start to use their NHSmail accounts on CapacityTracker etc so you would be able to use this as a directory to support your search
- Q. I just would like to ask, please can you clarify do service users in supported living accommodation have to be tested once in 28 days? Moderator please clarify ...thank you
- A. The regular testing applies specifically to care homes (CQC registered) not to supported living settings. There is however a one-off testing programme for supported living settings being rolled out now. Your local Director of Public Health will be aware of this.
- Q. When will the ODS code emails address be live? have tried a couple of random ones and they say they are not valid :(
- A. Not every care home has an email address so it is not perfect but if they have an active NHSmail account they are live now. If you have the previous email address this will still go through. If you identify that they don't have an email address please feel free to pop them in touch with us and we can support them to get in touch hlp.londonchnhsmailrequests@nhs.net
- Can I just add that if there are any Care Homes in South West London interested in taking up the eRedBag they can contact SWLcarehomes.admin@swlondon.nhs.uk
- Q. For Newham - do you think the tool is transferable to a large rural area where there may be 30 or 40 care homes in relation to resourcing
- A. Yes I think so, we can share the tool with you so you can have a look - is excel based and staff have found it easy to use. we have expanded to our other 18 homes and also developed for Supported Accommodation and Extra Care settings
- Q. Could end of life residents be transferred before test results?
- A. This would depend on the individual care home, and would need to be agreed with them on a case by case basis. If they felt they could safely take a resident. The Newham's checklist approach can help commissioners also know if the care home is in a place to do this
- Q. Could the CQC mandate to care homes that they provide an isolation suite / room for all new admissions as a precautionary measure whilst waiting for Covid19 test results?
- A. The ASC Winter plan published by DHSC in September have an action for local areas to identify a premises that is safe, and every area should have a place that can fulfil this role. This location can then be inspected by CQC, using their covid assurance framework, and this can then be identified as a designated setting for covid positive individuals to be cared for.
- Q. How do we manage residents who are walking with a purpose in the ward and should be isolated for 14 days once discharged knowing isolation will not be successful
- A. Acknowledged that this can be very difficult for residents and homes. These cases need to be looked at individually, and in Newham they've put in lots of 1-1 support in to deep that person and others safe.