

The benefits to you

This way of working has been proven to show many benefits for you as a care home staff member. Some of these are as follows:

- Better and earlier access to assessments for your residents when needed. This will help to reduce the likelihood of deterioration in a resident's condition.
- Access to neighbourhood hubs to help coordinate your residents' care. Services will include community nursing, community matrons, rehabilitation therapists, health and wellbeing workers, clinical care coordinators and other community services.
- Opportunity to improve your own skills and knowledge.



The benefits to your residents

For your residents, the Care Home Connect scheme will:

- Improve speed of access to healthcare professionals, diagnosis and any required treatment plan.
- Allow them to stay in the home where appropriate and not attend or be admitted to hospital unnecessarily. We have some good healthcare services, but we know from speaking to patients and carers previously that being admitted to hospital is sometimes distressing for them. Where possible, many prefer care to be provided in the community instead.
- Reduce the number of times they see different health professionals in different settings. You'll be able to have video consultations with healthcare professionals without the need for them to visit the home.

Contact

If at any point you have a problem with using the technology you can contact the Trust IT Servicedesk using the following details:

Tel: 01253 951016

Email: it.servicedesk@bfwhospitals.nhs.uk

Care Home Connect



A guide for care home staff

What is Care Home Connect?

We want to support you to provide residents with the most appropriate and timely care possible by changing the way we manage and treat those living with complex conditions. We know that your residents often have many illnesses and their health can deteriorate quite often meaning that they are frequently admitted to hospital. However, this isn't always necessary and care could instead be provided in the community by a nurse.

The aim of the Care Home Connect scheme is to improve your access to healthcare professionals who can support you and your residents. By using approved technology to carry out video consultations, the aim is to improve the diagnosis and treatment of your residents. As a result, this will not only mean that they can remain with you in the home, which is often their preferred place of care, but it will also help to ease some of the pressures on our local hospital, other services and yourselves.

What technology is involved?

We are making sure that care homes across Blackpool, Fylde and Wyre have a good broadband internet connection and the ability to use technology devices with this via a wireless connection, or WiFi, as you may otherwise know it.

The main device that you will use is an iPad. The iPad will come with Cisco Jabber software installed. This is communication software and can be used for instant messaging and video calls. Full training on how to use this iPad and the software will be provided to you and your colleagues.

All of the technology and associated software is encrypted and secure to use with the NHS network. It is managed and monitored by the IT department at Blackpool Teaching Hospitals NHS Foundation Trust.

It is care home staff's responsibility to ensure the patient and/or representatives are informed about any video consultation, before this takes place, to allow them to make an informed decision to whether they are happy to go ahead with this.

Any consent, written or verbal, must be noted within the patient record. If the patient and/or representative objects to the video consultation this has to be respected and again noted within the patient record.

How will this work?

The aim of using this technology is to allow you quick access to assessments from a relevant healthcare professional when a resident's condition may have deteriorated or you are unsure of how to manage new symptoms.

You will be provided with separate details of how to access this support.

