



COVID-19 CLINICAL SOLUTIONS

What did you do?

We led a team of nurses offering and delivering widespread virtual training to all carers in care homes within North Lincolnshire. The first training includes 'how to undertake clinical observations and escalate findings' (blood pressure; radial pulse; respiratory rate; tympanic temperature; and oxygen saturations).

Who are you?

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What was the problem?

When the COVID-19 pandemic was escalating the majority of care homes significantly reduced health professional's access to protect their residents. This led to us needing to find additional ways to support the carers to effectively identify, review, and refer poorly residents via SPA, with as much clinical information as possible.

What was the solution?

We worked as a team, and it would not have been possible without the full support of Project ECHO (launched in 2003, it now operates in 39 countries). The ECHO model is focused on creating a community of practice where 'all teach; all learn'.

Being mindful of precious carer time and to encourage attendance we produced a short 1-hour basic observations and SPA escalation training session, which included power point, video, practice time for carers, and a question and answer session. These sessions were all delivered via Zoom (a virtual platform).

To date we have delivered 10 1-hour sessions and trained 159 carers in 30 different residential care homes all over North Lincolnshire.

To ensure the carers could use these new found skills we have supplied 14 homes with tympanic thermometers (loaned by NLAG); procured (on behalf of the CCG) 32 electronic BP machines and 39 pulse oximeters to distribute to care homes

without equipment; and distributed 61 tablet devices (supplied by the CCG) so care homes could participate in training and support virtual consultations.

SPA have seen a marked improvement in the confidence of carers and standard of referrals making triage more effective, and hopefully in the longer term we should see reductions in unnecessary admissions to hospital so residents can be treated within their home environment.

Care home managers are reporting carers feel more valued and have really embraced this personal development opportunity, which has been evidenced by multiple attendance from the same care homes or sister homes. Training is planned to continue until October 2020 and beyond for updates as necessary.

Where can we find out more?

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