

## **WORCESTERSHIRE WEEKEND CARE HOME SERVICE**

**START DATE OF SERVICE:** 28 MARCH 2020

**LEAD GP:** DR GEMMA MOORE

**REPORTING ROUTE:** SYSTEM AND CCG

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### **BACKGROUND**

In the event of General Practice escalation, Worcestershire has taken urgent measures to commission a Worcestershire weekend Care Home Support Service from SW Healthcare Ltd to be available Saturday and Sunday between the hours of 09:00 – 17:00.

To reduce the burden on primary and secondary care, care homes in Worcestershire will be supported through this service. This should be considered the first point of contact prior to calling Out of Hours, NHS111 or 999.

To support the CMS' ability to look up and contact GP practices with updates to the health status of their patients receiving CMS care, all Clinicians will have access to EMIS across all GP practices in Worcestershire.

EPS will be available to Emis Clinical Services imminently, but in the meantime prescriptions will be handwritten by the GP covering the service.

### **LOCALLY DEFINED OUTCOMES**

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- Provide immediate clinical advice to all care home staff, paramedics and community nursing staff about patients in care settings
- Reduce ambulance call outs
- Reduce conveyance to hospital
- Support Care Home staff, patients and relatives
- Deliver palliative care to patients in care settings
- Make difficult decisions regarding escalation to hospital, treatment and end of life plans, following local guidance
- Work with community staff and pharmacies to deliver emergency drugs when required
- Manage requests for prescriptions and medication queries as needed

### **POPULATION COVERED**

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The service will be provided to all 64 GP practices in Worcestershire, the Clinical Team will have access to EMIS Clinical Services and all consultations will be input onto the Patients clinical notes through remote consultation.

### **CLINICAL WORKFORCE**

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- Dr John O'Driscoll
- Dr Jonathan Salter

- Dr Chris Wilkinson
- Dr Peder Reddy
- All retired GP's that are on a retainer with the CCG.

## REFERRAL ROUTES

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All Care Homes in Worcestershire will be able to contact the weekend service either by e-mail to [sowoccg.SWHealthcareccc@nhs.net](mailto:sowoccg.SWHealthcareccc@nhs.net) or by telephone to 03333 324129

## MEDICINES MANAGEMENT

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### 1. Prescribing

All patients should receive appropriate medication in line with relevant local and national guidance and local formularies. The provider will ensure the supply of medication is in line with the Worcestershire Area Prescribing Committee Joint Formulary, relevant commissioning policies and the provider Medicines Policy and procedures.

The CCG will provide a supply of pre-printed FP10 forms, which will be handwritten by the GP covering the service.

### 2. Delivery of Prescriptions

There will be a list of community pharmacies offering a weekend service available to GPs within the service. The GP will telephone the pharmacy to ensure that they are carrying sufficient stock, prior to sending the FP10. The GP will contact a local taxi service who will collect the FP10 and take it to the nominated pharmacy. The driver will wait for the drugs to be dispensed and then deliver them to the Care Home.

## HOME WORKING

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Clinicians will be based at home and work in line with the SWHC Home Working Policy. Each Clinician will be issued with a soft phone license connected to a central inbound number. This ensures that they can use their laptop and personal mobile phone to make and receive calls, which will be routed through the advertised number.

## INFORMATION TECHNOLOGY

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NHS digital team are in receipt of 10 laptops that will be configured and distributed to the Weekend Care Home Team.

## APPENDIX 1

### Weekend Care Home Pathway

