**Important Covid-19 updated service access information for Herts Valleys CCG care homes & the additional nursing and residential beds set up**

**April 2020 -** This document sets out the revised health and care integrated support available to staff/teams supporting existing and additional Nursing and Residential Beds in West Hertfordshire during Covid-19. All services have commenced an incident management approach and business continuity plans have been formulated to identify critical interventions and functions of each service. Where possible services are planning to manage patients in crisis at home and support prevention of admission. Please ensure all staff who would use these services are aware of the current changes, we will let you know as soon as there are any further changes.

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| **SERVICE** | **Changes** | **How to contact** |
| **Emergency Care Practitioner (ECP)**  **[Image result for paramedic car picture](https://www.bing.com/images/search?view=detailV2&ccid=EPj/EgVh&id=E8C6DA884AEDF29E61B48B6E7B98D50540E3FE16&thid=OIP.EPj_EgVhHENcHDKP0P31SQHaFj&mediaurl=https://c2.staticflickr.com/4/3061/2790019786_1bff0c2804_b.jpg&exph=768&expw=1024&q=paramedic+car+picture&simid=608030306303478226&selectedIndex=0)** | **If your resident is suffering from symptoms of**   |  |  | | --- | --- | | * Head injuries (without loss of consciousness) * Wounds * Burns & scalds * Joint & limb injuries * Soft tissue injuries | * Rib injuries * Back pain * Chest infections * Urinary tract infection * Dizziness/Vomiting * Minor allergic reactions | | Call:  0345 601 0552  06:30-23:00 hrs seven days a week  Ensure you are with your resident when you call. |
| [Image of the NHS 111 logo](https://www.england.nhs.uk/wp-content/uploads/2014/05/nhs-111-logo.jpg) | **For out of hours health advice from**   * GP * Palliative care nurse, * Mental health nurse, * Pharmacist * Dentist | Call: 111  24 hours a day 7 days a week  Ensure you are with your resident when you call. |
| **GP/Primary Care** | Each care home has a link GP practice that is continuing to provide core medical services via telephone and video conferencing to care home residents.  Additional primary and community care offer is being worked up. | Please contact your allocated practice for access to primary care  If you need urgent care i.e. if a resident has fallen or has a new health issue please phone for the ECP car |
| **Care Home Improvement Team** | The CHIT team is a **critical service** and will offer high priority support for residential and nursing homes with increased admissions.   * Supporting nursing and residential homes with trouble shooting, ensuring patient safety, mitigating risks, training, supervision and escalation of concerns. * Providing telephone advice into nursing and residential homes for end of life linking with the hospices and RPCS. * Infection Prevention and Control advice. | Please contact your allocated CHIT nurse  If you need to speak to the CCG, you can try them on 01442 898888 |
| **Post Hospital Review Team (PHRT)** | The PHRT is a **critical service** and will offer social care support to those patients discharged to nursing and residential homes for further assessment.  The PHRT will also provide social care support for those who are discharged home from hospital settings on transitional pathways.  All patients discharged to either a care home or their own home will have an allocated Social Worker/Community Care Officer in the PHRT within 24 hours of discharge from hospital. | 01442 453665  0300 123 4042 |
| **Mental Health**  [Image result for cartoon picture of a head](https://www.bing.com/images/search?q=cartoon+picture+of+a+head&id=A3C668BBABA10935663B5479B8575239FEEB02E0&FORM=IQFRBA) | At this time mental health support into care homes can be accessed through HPFT’s Single Point of Access service.  Referrals to the service will be prioritised and the team will support residential and nursing homes with hospital discharges and avoid unnecessary hospital admissions | HPFT Single Point of Access (SPA):  Tel: 0300 777 0707 from 8am – 7pm  email: [hpft.spa@nhs.net](mailto:hpft.spa@nhs.net)  Out of hours 01438 843322 |
| **Community Nursing**  [Image result for cartoon pictures about healthcare](https://www.bing.com/images/search?view=detailV2&ccid=cjKILKun&id=B9D33958468587C84B5B3B10139D34C4993AA442&thid=OIP.cjKILKunqCJPGRyHP-pukgHaFL&mediaurl=https://static.vecteezy.com/system/resources/previews/000/088/834/original/medical-cartoon-icons-vector.jpg&exph=980&expw=1400&q=cartoon+pictures+about+healthcare&simid=607991325176432529&selectedIndex=117) | Community nursing and therapy is a **critical service** and will continue to support nursing and residential homes in line with the below:  For **residential homes** the team will continue to support and maintain high priority support functions, these are as follows:   * End of life nursing support * Complex wound management * Diabetic care including diabetic foot and insulin administration * Urgent catheter care * Prevention of admission * Nursing bowel care – where required regularly * Non molecular weight heparin injections * Urgent assessments e.g. high risk of falls and advice   For **nursing homes** the team will provide support in an advisory role for complex care such as tissue viability or IV antibiotics. | Community Nursing SPA:  0300 200 656  8am to 10pm  7 days a week  DXS |
| **Wheelchair service**  [Image result for a wheelchair](https://www.bing.com/images/search?q=picture+of+a+wheelchair&id=5FC0CF0E33A745B550729F541B524351C3CD7ACB&FORM=IQFRBA) | **Provide wheelchairs and equipment such as:**   * Manual wheelchairs * Powered indoor and outdoor wheelchairs * Specialist buggies, wheelchairs and seating for children * Specialist bespoke seating systems for use with a wheelchair * Pressure relieving cushions and some accessories for wheelchairs | Call: 0333 234 0303  8.00am to 5.00pm Mon-Fri  For current wheelchair users.  \*New users should be referred into the service by a qualified healthcare professional such as a GP, district nurse, physiotherapist, occupational therapist. |
| **Community Speech and Language Therapy (SLT)**  [Image result for picture of speech and language therapy](https://www.bing.com/images/search?view=detailV2&ccid=16/tIT/5&id=FF1CAC236ECC759F30FDE263F25BFA61092C44A3&thid=OIP.16_tIT_5GSlDacNCdiBSqQHaGY&mediaurl=https://autumndawnbryant.files.wordpress.com/2015/01/slp-heart-word-cloud-on-clear-pink-and-green-neon.png&exph=689&expw=800&q=picture+of+speech+and+language+therapy&simid=608040558439697570&selectedIndex=27) | High priority patients for dysphagia assessment only (Nursing and residential homes) | CLCH SPA:  03000 200 656  (DXS/ Electronic Referral System (ERS)) |
| **West ( HIDs) Community Diabetes Nursing Team**  [Image result for cartoon picture of diabetic nure](https://www.bing.com/images/search?view=detailV2&ccid=9jNiEJEH&id=A792773B2C470DB4789583EF4C29A70DC4BB4D59&thid=OIP.9jNiEJEH-Bh1qHHIV0BfBQHaCD&mediaurl=https://www.foodandhealth.com/images/clipart/Diabetes.png&exph=512&expw=1845&q=cartoon+picture+of+diabetic+nure&simid=608028051437782008&selectedIndex=86) | **Contact for advice relating to:**   * Advice for management of people with poorly controlled Diabetes. * Diabetes treatments * Supporting Initiation of injectable therapies liaising with the District Nurse teams | REFERAL: Via eRS by GP  Call : 01727 732082  9am–5pm Mon - Fri |
| **Nutrition and Dietetics Service**  **(Community Dietitians)**  [Image result for picture of dietician](https://www.bing.com/images/search?view=detailV2&ccid=fWhk3/m/&id=EC7EC7C4C3766D4501C1BFEC75998003E3C6D8E8&thid=OIP.fWhk3_m_0baExqC-QcONnwHaE7&mediaurl=http://www.usnews.com/cmsmedia/e0/d5/81ff5d45492c84703f1e3d5d8127/bestjobsvideo-dietician.jpg&exph=1133&expw=1700&q=picture+of+dietician&simid=608001757676900225&selectedIndex=9&qpvt=picture+of+dietician) | **Contact for advice and support relating to:**   * Treatment for malnutrition where following the current guidance has not worked * Home enteral tube feeding | Call:  01727 732011  9am-5pm Mon – Fri |
| **Bladder and Bowel** | Urgent referrals will be triaged and managed through the community nursing teams.  Continence pad orders and deliveries will continue. | CLCH SPA:  03000 200 656  (DXS/ Electronic Referral System (ERS)) |
| **Community Respiratory Team**  [Image result for cartoon picture of lungs](https://www.bing.com/images/search?view=detailV2&ccid=LCDw/O67&id=E5902ADD3AF7DBD16825A00A02E4227420C63AB1&thid=OIP.LCDw_O67URRxnAv59MD2TgHaG2&mediaurl=http://worldartsme.com/images/coughing-up-a-lung-clipart-1.jpg&exph=1203&expw=1300&q=cartoon+picture+of+lungs&simid=607998923001957050&selectedIndex=6) | High priority services will continue:   * Hospital at Home * Early Supported Discharge * Oxygen assessment * Advice Line * TB active management   The following services provided by the Respiratory services have been stood down:   * Pulmonary Rehab * Sleep CPAP set up * Chest Physio * Routine follow ups | 01442 287 604  DXS/ Electronic Referral System (ERS) |
| **Lymphedema** | High priority visits only are being completed | CLCH SPA:  03000 200 656  (DXS/ Electronic Referral System (ERS)) |
| **Community Neuro rehab** | High priority visits for complex patients and first assessment of rare and rapid conditions. | CLCH SPA:  03000 200 656  (DXS/ Electronic Referral System (ERS)) |
| **Heart failure** | High priority visits are being completed. Urgent referrals are being triaged. Clinics are been undertaken as telephone consultations. | CLCH SPA:  03000 200 656  (DXS/ Electronic Referral System (ERS)) |
| **Specialist Palliative Care** | End of life care is being given by a variety of services. However if general advice and support is needed this can be accessed by the 24 hour palliative care advice line or local specialist care provider.  Peace Hospice, Hospice of St Francis and Rennie Grove are continuing to provide services to patients. The Palliative Care Advice line for patients, referrers and families is still available 24/7 hours of. | Palliative Care Referral Centre  03332 340 868  [westherts.pcrc@nhs.net](mailto:westherts.pcrc@nhs.net)  24 hour Palliative Care Advice Line  01923 335 356  (This advice line can be accessed by Patients as well as families and referrers) |
| **Learning Disabilities Community Nursing** | The Community Learning Disability Nurses within the Hertfordshire County Council Adult Disability Teams can support care providers with making reasonable adjustments for people with learning disabilities and co-ordinate care jointly with health and social care colleagues to achieve the best health outcomes.  Hertfordshire County Council have **Acute Liaison Learning Disability Nurses** who support acute hospitals to ensure that the persons learning disability does not get in the way of delivering equitable health outcomes.  Hertfordshire County Council have **Specialist Epilepsy Nurses** who work with people with learning disabilities to ensure effective multi-disciplinary management of the persons epilepsy within the community. | Referrals for Community Learning Disability Nursing to be sent to  [ldnursereferrals@hertfordshire.gov.uk](mailto:ldnursereferrals@hertfordshire.gov.uk)  Referrals for Acute Liaison Nursing input to  [healthliaisonteam.referrals@hertfordshire.gov.uk](mailto:healthliaisonteam.referrals@hertfordshire.gov.uk) or telephone 01438 845372  Referrals for Specialist Epilepsy Nurses  [epilepsy.referrals@hertfordshire.gov.uk](mailto:epilepsy.referrals@hertfordshire.gov.uk) or telephone 01442 453017 |
| **[Image result for 999](https://www.bing.com/images/search?q=picture+of+999&id=F59FC3FAC6EF49ABF0AA9F36D86D6A81DF342D94&FORM=IQFRBA)** | **FOR LIFE OR LIMB THREATENING**  **EMERGENCIES ONLY** | Call: 999  24 hours a day 7 days a week |