

COVID-19 Red Home Visiting Service – Service Specification

Service Specification No.			
Service	Temporary COVID-19 Red Home Visiting Service		
Commissioner Lead	Emma Prokopiuk / Sam Taylor		
Provider Lead	DHU		
Period	6th April 2020 until such time as deemed no longer needed		
Date of Review	1 June 2020		
Document Control			
Date	Reviewer name	Purpose of review	Document name/version number
01/04/20	Emma P / Sharon Gibbs	First draft document	V1.0
2/4/20	Various – from task and finish group	Further comments	V1.1

1. Population Needs

1.1 National/local context and evidence base

Primary Care Networks are currently organising their services to respond to COVID19. They have moved to offering a remote consultations first and all but procedures and appropriate face to face clinical assessments are being done by remote means embracing telephony, online consultations, email and video calls.

Red hubs are being formed across all PCNs where patients who require face to face appointments and are experiencing symptoms of COVID19 will attend these hubs.

However, there will be a cohort of patients that require a face to face clinical assessment who are truly housebound. It has been agreed that a dedicated service to support these patients in their home would be established.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	√
Domain 2	Enhancing quality of life for people with long-term conditions	√
Domain 3	Helping people to recover from episodes of ill-health or following injury	√
Domain 4	Ensuring people have a positive experience of care	√
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	√

2.2 Local defined outcomes

The service will;

- ensure that patients receive quality care by suitably trained and equipped clinicians working within defined guidelines for delivering care to people with suspected COVID-19 symptoms
- ensure that patients receive care delivered in a timely manner in a persons own home by the most appropriate clinician according to assessed need to ensure most effective

and efficient use of resource

- free up capacity in General Practice to enable primary care to concentrate on high quality service triage, remote consulting and provide the volumes required through the green and red hub

3. Scope

3.1 Aims and objectives of service

The key aim of the service is to deliver home visits by a suitably qualified and equipped clinician to patients deemed urgent and truly housebound meaning they cannot attend the Red Hub Clinic.

Service delivery will be in line with delivery of service to patients with suspected COVID-19 symptoms.

3.2 Service description/care pathway

For patients registered with a practice within Derbyshire, and have been triaged by primary care (see flow chart at appendix one), and are within the scope of the service, the service will deliver an in hours home visiting service for;

People with respiratory symptoms and/or temperature, who are deemed to be infectious as per current guidance (for example at this date, 1/4/20, this is 7 days from onset of symptoms)

Patients who are asymptomatic but are self-isolating as a result of a household member being symptomatic

That are housebound (using Staffordshire guidelines)

- Regardless of whether in a care home or their own home
- Who need an urgent assessment regardless of whether they are related to their respiratory symptoms or not

The service will ensure appropriate handover between in hours services and out of hours services and also with other in hours services such as Community Nursing.

Associated care records will be available as per current out of hours service.

Prescribing will be in accordance with current out of hours services and will use the present DHU Out of Hours code Y01897.

General practice will access the service using the following contact details;

0300 1000 432

Practices will arrange to pass on referral via the dedicated telephone number direct to DHU with the following information, calls should be made as early in the day as possible rather than leaving until the end of the day:

Patients:

- Name
- Telephone Number
- DOB
- Address

Commented [PT1]: ? is it appropriate to use the present DHU Out of Hours code Y01897 as this would support quick implementation

Referring GP:

- Name
- Surgery
- Contact details
- Description of Symptoms in line with red referral criteria
- Relevant history if needed
- Have worsening instructions been given to the patient?
- Does the patient require the clinical assessment within 2 hours YES/NO?
- If yes – URGENT priority on Adastra (visit within 2 hours)
- If no – ROUTINE priority on Adastra (visit within 6 hours)

The Home Visiting Service will link with the Out of Hours Service already commissioned which will flex its operational policies to ensure that patients who are potentially RED get seen at the weekend where wholly appropriate. The Out of Hours process must be followed in this instance.

Workforce capacity to deliver the increasing / decreasing demand will be reviewed on a daily basis and additional workforce may be called upon from within the system using the following;

- a) DHU own workforce
- b) LMC Pool and those in the Returners workforce
- c) Workforce pooled from other local organisations eg PCNs, DCHS community workforce

This service is available and will operate between the hours of **8am to 6pm** Monday to Friday (including Bank Holidays) initially for a period of 2 months, subject to regular review as the situation with COVID-19 evolves.

Commented [PT2]: If 9am clinical start ? referral start time as will need to ensure 2 hour visiting standard adhered to so ? timed from 9am if referring thinks appropriate

3.3 Population covered

The service will be provided for patients registered with all 114 GP practices within Derby & Derbyshire CCG.

3.4 Any acceptance and exclusion criteria and thresholds

The service is for patients registered with a practice within Derbyshire, and have been triaged by a primary care clinician (GP/ACP) (see flow chart at appendix one), and are within the scope of the service which include;

People with respiratory symptoms and/ or temperature, who are deemed to be infectious as per current guidance (for example at this date, 1/4/20, this is 7 days from onset of symptoms.)

People who are asymptomatic but are self-isolating as a result of a household member being symptomatic

That are housebound (using Staffordshire [guidelines](#))

- Regardless of whether in a care home or their own home
- Who need an urgent assessment regardless of whether they are related to their respiratory symptoms or not

Commented [PT3]: ? same as paragraph on page 2

The service excludes

- People not registered with a Derby and Derbyshire CCG Practice
- Mobile "shielding" patients with symptoms – they should be seen at the red hub
- People without COVID19 symptoms – they should be seen through the normal home visiting routes –now via the green hubs.

3.5 Interdependence with other services/providers

Derbyshire Community Health Services
Secondary Care
Social Services
Derbyshire County Council
Derby City Council
General Practice / PCNs

4. Applicable Service Standards

4.1 Applicable national standards

4.2 Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)

n/a

4.3 Applicable local standards

5. Applicable quality requirements and CQUIN goals

5.1 Applicable Quality Requirements (See Schedule 4 Parts [A-D])

5.2 Applicable CQUIN goals (See Schedule 4 Part [E])

6. Location of Provider Premises

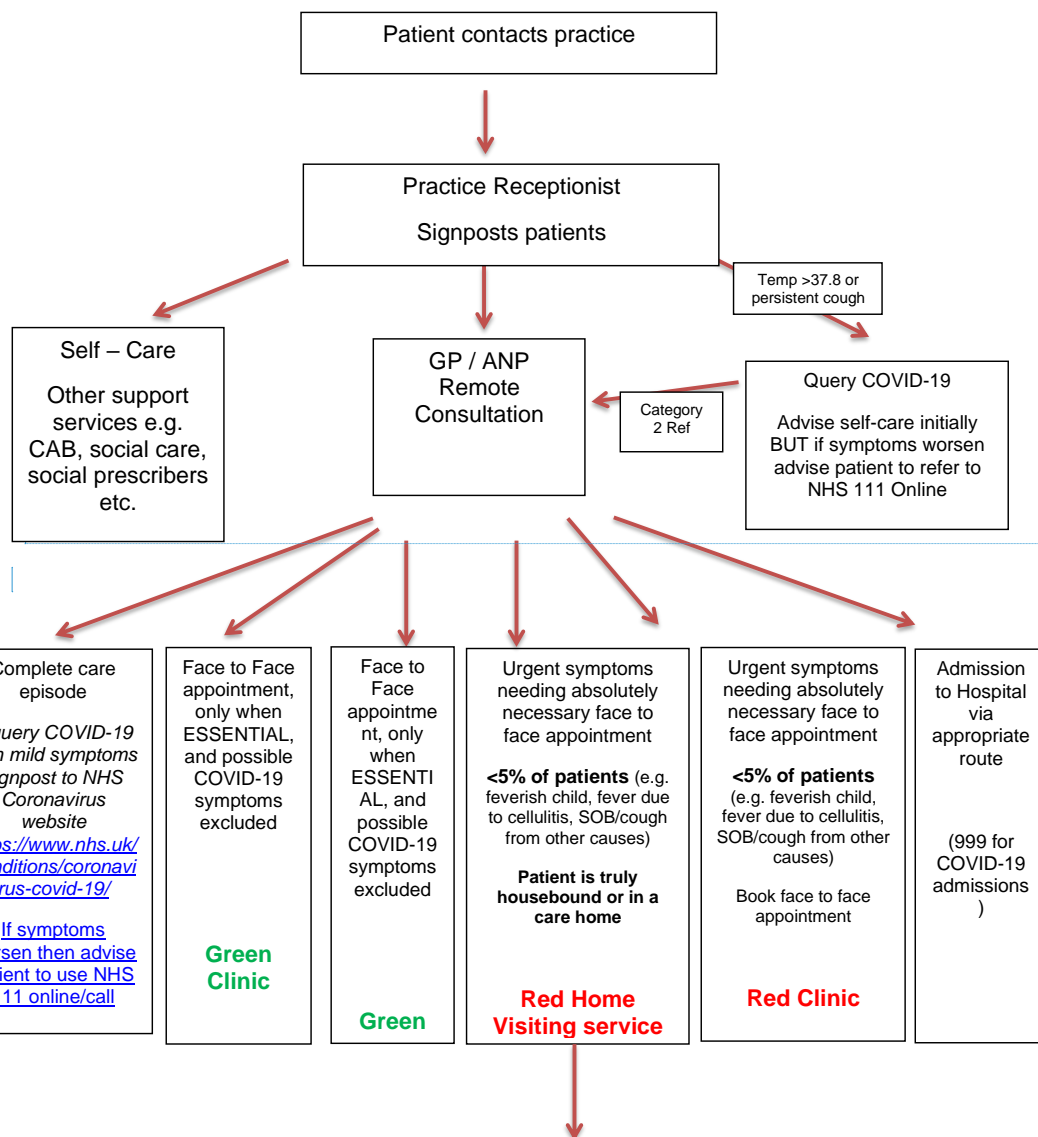
The service will operate from the Johnson Building in Derby.

DHU Response Vehicles will be based in various areas throughout Derbyshire to ensure minimal delay with commencement times of the service. Currently DHU vehicles are based at several operational out of hours bases and there is no reason to change this going forward unless deemed to be necessary.

APPENDIX ONE – SERVICE FLOW CHART

Patient Access Procedure Guideline & Flow Chart for Red Clinic and subsequent Red Home Visit

This process is to enhance and clarify the procedure during the current climate.



Commented [PT4]: Does the 'green home visiting' service need adding ?

