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| **Committee/Forum:** | Dr Margaret McGuire, NHSGGC Director of Nursing |
| **Report Title:** | Person-Centred Virtual Visiting |
| **Report Author:** | Rachel Killick, Lead Clinical Improvement Coordinator – Person Centred Care |
| **Report Date:** | Monday 13th April 2020 |

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| **Situation:** | The purpose of this paper is to recommend an approach to supporting person centred virtual visiting (PCVV) during the COVID-19 pandemic. |
| **Background:** | Prior to the pandemic, Person Centred Visiting (PCV) was in place across the majority of NHSGGC adult acute inpatient areas. This was a commitment of NHSGGC’s Quality Strategy and a key objective of Scottish Government. However as a consequence of the COVID-19 pandemic, it has been necessary to impose [strict restrictions](https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-the-public-patients/hospital-visiting-restrictions-now-in-place/) on visiting.During this unprecedented time it is therefore vital that we continue to find ways to support patients to maintain contact with the people who matter most to them. Whilst the majority of people will have their own phone or tablet, there are those who do not have access to this technology and are therefore more vulnerable to isolation, loneliness and not being able to access support from loved ones. The opportunity to encourage patients to use technology to stay in touch (such as FaceTime or similar) has already been recognized; some wards have been using tablets provided for other purposes, and have received positive feedback from patients, family and staff about the difference this has made. iPads are already in use in:* DME wards in the South
* DME wards in the GRI (with limited staff resource to support calls)
* Ward 27 in the RAH (surgical ward)
* Neonatal and Paediatric units (vCreate)
* Critical care units across NHSGGC ([vCreate](https://www.vcreate.tv/news/In-response-to-COVID-19-vCreate-is-now-available-to-Adult-ICUs) project funded by the Scottish Government)

Critical Care units across Scotland have been provided with 50 tablets, with vCreate installed. [vCreate](https://www.vcreate.tv/news/In-response-to-COVID-19-vCreate-is-now-available-to-Adult-ICUs) is a secure video messaging service, allowing staff to film short messages which can then be securely emailed to a family member. This method is particularly useful if a real time conversation is not possible due to a number of reasons including the patient’s clinical condition.Other wards have used realtime video calling apps, such as FaceTime and Skype, to support patients to be able to have a conversation with the people who matter most to them. This paper outlines the Board’s formal approach, to create consistency and equity of opportunity across hospital sites and services, and ensure that we are effectively addressing any areas where inequality exists. |
| **Assessment:** | :* eHealth have initially supplied100 wifi enabled iPads distributed the week of 07/04/20. Each ipad has the following communication apps installed - Zoom, FaceTime and Skype, to support patients without tablets to see their relative. These iPads will connect with the **staff** Wi-Fi network. Potential impact on bandwidth will be monitored.
* A further 200 4G enabled iPads are being procured via endowment support and should be in wards within 2 weeks.
* If vCreate is required this can be installed on request using the generic email address (virtual.visit@ggc.scot.nhs.uk)
* Infection control have indicated that provided adequate precautions are taken (wiping iPad after each use with detergent wipe, undertaking appropriate hand hygiene and wearing PPE where required), this should be appropriate during COVID-19. For patients with suspected or confirmed COVID-19, it is necessary to wipe down with a detergent wipe **and** alcohol wipe. To enable this procedure, iPads will **not** have covers. A Standard Operating Procedure is being progressed, to provide operation/ function support, infection control, information governance and security guidance.
* To support ward staff to focus on clinical requirements, and to ensure eHealth are not inundated with requests from wards to support them to use the iPads, the Clinical Governance Support Unit and Patient Experience Public Involvement Team have reassigned staff to provide limited support to patients to use the iPad, and maintain appropriate governance of them as outlined above. This could potentially be a volunteer role in time.
* Corporate Communications have successfully prompted this via press releases and internal communications, this will continue on an ongoing basis

In addition to the iPads and software themselves, wards would also be provided with:* A SOP detailing the infection control, information governance and theft precautions to be taken (draft in progress)
* Videos and user guides showing how to install and use the software, produced by Library services and eHealth
* Posters or leaflets promoting the opportunity, produced by Corporate Communications.
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| **Recommendations:** | * The plan for a total of 300 iPads to support person centred virtual visiting is endorsed
* Reassigned staff from the Clinical Governance Support Unit support the distribution and use of iPads
* Endorsement is given to a role for either volunteers or reassigned staff on each site to provide ongoing support as the restrictions continue.
* The Person Centred Health and Care Team will work with the Board’s lead for Palliative and End of Life Care to develop and align related processes.
* Use of the iPads is monitored and evaluated, to support decision making around potential further procurement of iPads / technology to support the strategy.
* Corporate Communications create a virtual campaign to raise awareness of Person centred Virtual visiting stories and opportunities during COVID-19
* Ongoing consideration be given to future funding of this approach.
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