



Welcome to The HOUSE Journal

Lindsay Oliver, National Director

COVID-19 Special

The Year of Care team would all like to pass on their sincere thanks to front line and essential workers who continue to show dedication to the people they serve. Our team have either been pulled back into clinical duties or are currently doing their bit to social distance by working at home. As a result of feedback from Year of Care GP clinical leads we have produced some resources and guidance about care and support planning during the pandemic. This includes suggestions on which groups of patients to prioritise and how to best run the process when the consultations are most likely to happen over the telephone.

In addition, we are all finding that the current crisis is making us look at more inventive ways to do things; it would be great to hear from you about how you are adapting the care and support planning process and how some of this might look once we are out of the side of this.

You can continue to contact Year of Care at the usual e-mail address: enquiries@yearofcare.co.uk. The team is working at home however we are contactable on the following mobile numbers:

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Year of Care has developed resources to support practices to continue to offer remote care and support planning to their population specifically during the coronavirus outbreak

These resources are available here: <https://www.yearofcare.co.uk/care-and-support-planning-during-coronavirus-pandemic>. They can be downloaded and adapted to include local information.

The resources are:

Care and support planning during the coronavirus crisis

A summary produced by two GP experts suggesting which groups of patients you may wish to prioritise. This also includes an overview of how you might adapt the care and support planning process during the current crisis.

Care and support planning using the telephone

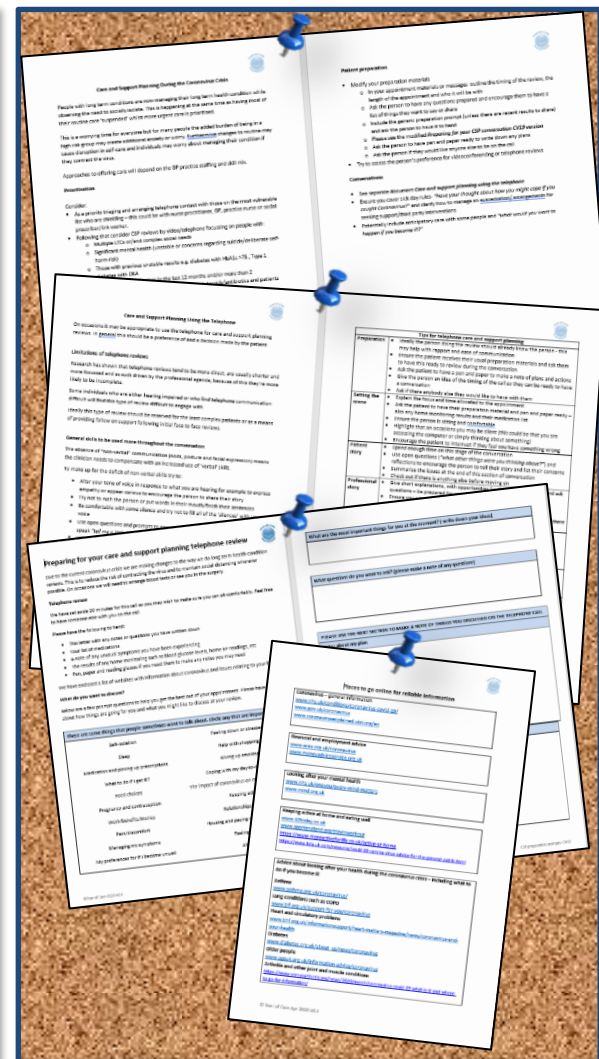
Research has demonstrated that telephone consultations may be more directive than face to face visits. This short guide makes some suggestions as to how to modify the process to include preparation and also shares some top tips on consultation skills during these reviews.

Preparing for your care and support planning telephone review

A new resource to support patients to think through what they would like to discuss during their care and support planning remote consultation. Specifically including coronavirus topics such as what do to if you become unwell, linking in advanced care planning.

Places to go for reliable online information

A short list of reputable websites and web links covering topics that may be affecting people as they try to stay well at home. Please add local information where relevant.



CARE AND SUPPORT PLANNING DURING THE CORONAVIRUS PANDEMIC

The Centre for Evidence-Based Medicine (CEBM) reviewed the evidence on the management of long term conditions (LTCs) during pandemics and national emergencies. Their findings conclude that people with long term conditions are at risk of “neglect” during pandemics. In particular cardiovascular disease, diabetes, older people and people in deprived areas are at increased risk.

You can read the full article by clicking on the link below:

<https://www.cebm.net/covid-19/supporting-people-with-long-term-conditions-ltcs-during-national-emergencies/>

People with LTCs are managing their long term health condition(s) while observing the need to socially isolate. This is happening at the same time as having most of their routine care ‘suspended’ whilst more urgent care is prioritised. Many face the added burden of being in a high risk group and maybe finding it hard to self-manage due to changes in activity and food supply, alongside worries about managing their condition(s) if they contract the virus.

Some practices are beginning to consider which groups of people living with LTCs they prioritise for telephone reviews. This will depend on skill mix and staff availability. National guidance from RCGP suggests:

- Significant mental health (unstable or concerns regarding suicide/deliberate self-harm risk)
- Those with previous unstable results e.g. diabetes with HbA1c >75, type 1 diabetes with DKA
- COPD with hospitalisation in the last 12 months and/or more than 2 exacerbations in last 12 months/requiring oral steroids/antibiotics and patients on long term oxygen therapy
- Asthma with hospitalisation in the last 12 months/those who have ever been admitted to ITU/2 or more severe exacerbations in last 12 months or on biologics/maintenance steroids

It may also prudent to include people living with multiple LTCs or/and complex social needs.

Care and support planning using the telephone

Practices have adapted to the challenge of supporting people with LTCs during lockdown by using the telephone, and in some instances video, for care and support planning conversations.

Feedback from around the community of practice has highlighted some additional considerations for those conversations:

- Preparation is still important and whilst a reduction in face to face encounters might mean routine ‘disease surveillance’ is much reduced, people still benefit from being prepared in other ways
- During the telephone review the absence of non-verbal cues means that language and consultation skills are more important than ever

The resources can be downloaded here:

<https://www.yearofcare.co.uk/care-and-support-planning-during-coronavirus-pandemic>

How has your practice adapted care and support planning to meet the challenges posed by COVID-19?

It has been incredible to hear about the hard work and determination from general practice to continue to support their population and also the speed at which new solutions have been successfully introduced.

It would be great to hear about adaptations practices delivering CSP have made to continue to support people during the coronavirus pandemic. Please contact us at: enquiries@yearofcare.co.uk



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