



**Vale of York**  
Clinical Commissioning Group



**Care Homes and  
Domiciliary Care**

Tuesday 21 April 2020



**Tees, Esk and Wear Valleys**  
NHS Foundation Trust

### **How can we help *you*?**

#### **Support from the Care Home and Dementia Team**

During these very difficult times, the Care Home and Dementia Team want to support you and the vital work that you do every day. With the current restrictions in place due to Covid-19, we are visiting your care home less than usual, but we want to do everything we can to keep in contact with you and your residents. Most importantly, we want to know what support you need from us so that we can do our best to provide it.

**As this is the first article we have included in the Partners in Care bulletin, we have picked a couple of items that we hope you will find useful, but we look forward to hearing your suggestions. There is information on a video link appointment system for the NHS and some ideas for supporting each other.**

#### ***Keeping in contact***

The NHS's Attend Anywhere service is a virtual way for us to speak to residents

and care staff via a video link. It is very simple to use, and can be done via any smart phone or tablet with Google Chrome. We just send you a link that will take you to a virtual waiting room and at the appointment time, we open up the video chat. It has been used in a couple of care homes already with good results and really positive feedback from patients and carers. To request an appointment, please contact the team as you would normally, and ask for an NHS Attend Anywhere appointment. All of our staff have access to this facility and will be happy to offer an appointment. This service can also be used to deliver group training sessions which we would ordinarily provide within the care home.

**Please note: the above information is specific to the homes that are supported by the Care Home and Dementia Team working out of Huntington House, York. If your care home is supported by another community based mental health team, please contact them for advice about using this system.**

### **Taking care of yourselves**

You and your staff are working hard every day to care for your vulnerable residents, during very difficult times. As carers it can be easy to forget your own wellbeing needs. This website provided by NHS Health Education England is a great online source of ideas for supporting you and your staff. Ideas include having regular, short team catch ups to share experiences and listen to each other, but also making sure your team still has things to look forward to. For more information please visit: <http://covid.minded.org.uk/>



We are really keen to provide the support that **you need** – not what we **think** you need. If you have any ideas of topics that you would like covered, please use this email address ([tewv.chad.york@nhs.net](mailto:tewv.chad.york@nhs.net)) to send us them. **Please note: this email should not be used to discuss specific residents as it is not constantly checked.** A member of the CHAD team will be attending the Partners in Care ECHO sessions, so you can always contact us there too and let us know your thoughts.

Future items will include information from our Occupational Therapist, Karen Melody, on how to talk to residents about covid-19 with a downloadable image based information sheet.

Warmest regards,

The CHAD Team