

# HTAS Webinar Series— Responding to COVID 19

## TEAM WORKING

- Put measures in place to **ensure effective team working and safety for staff:**
  - \* use a large room for meetings to comply with social distancing and use technology (e.g. Microsoft Teams) to allow others to join remotely.
  - \* Ensure staff who are not techy 'savvy' are supported by hosting in-house training sessions.
  - \* Home working.
  - \* Some teams are having staff work longer shifts to reduce the time they're in the office and supports with childcare.
- Set up a working group teleconference to troubleshoot and **discuss best practice/changes** in practice as the COVID-19 situation is rapidly-changing.
- Ensure staff **receive scrubs and PPE** for going onto wards, and limit access to wards where possible.
- **Use video calling** to consult patients.
- **Screen patients** if they have symptoms prior to home visits. Make use of PPE for patient contacts.
- **MDT's and staff meetings continuing** with the use of Microsoft teams as well as using larger rooms for face-to-face meetings in an attempt to maintain social distancing,
- Weekly STP teleconference to discuss updates regarding clinical working guidelines.
- Support staff and patients from the impact of COVID 19 pandemic

## RISK MANAGEMENT AND LEADERSHIP

- Continue to undertake home treatment with **similar frequency** to normal circumstances *remotely*. Emphasis should remain on building relationships with patients and carers.
- Undertake face-to-face assessment when unable to do this remotely and make a clinical judgement on the suitability of this.
- Senior clinicians should engage in MDT's, as they help us understand different perspectives and depth of decision making.
- Share guidance being distributed locally and nationally within your teams to inform decision making.

## KEY MESSAGES

- Ensure people continue to have access to crisis resolution and home treatment services.
- Work as a team to make challenging decisions.
- Support and protect patients and staff from COVID19 infection.
- Prioritise the needs of patients individually.
- Make use of digital technology to advise and support patients where possible.
- As a priority ensure safer staffing in crisis home treatment services.
- Make use of national and local NHS trusts guidance to support decisions.

## MEDICOLEGAL AND ETHICAL CONSIDERATIONS

- **Only use approved platforms to do video consultations** with patients as there are concerns about patient confidentiality.
- Practical tips to ensure patient confidentiality:
  - \* **check identity of patient;** don't be in a public place (yourself or patient);
  - \* **assess who is in the room** during consultation.
- Have a **discussion with patients and carers** to decide what form of consultation would be appropriate.
- **Document all decisions,** the rationale for decisions and key considerations. If these are judged at a later date, this is the evidence that will be considered.
- Be prepared to justify your decisions.