

Prompt sheet for phone check-ins for patients /carers/family members

(Version 3)

We have produced this to guide people when making phone check-ins. It is not a script and not exhaustive but highlights the important areas that should be covered. As we start this process of checking in on people, issues will emerge so please feedback comments and suggestions to Nick and we can amend.

PLEASE CONTACT THE PATIENT AND THE MAIN CARER (OR OTHER CARER IF MAIN CARER IS NOT AVAILABLE) UNLESS THERE IS GOOD REASON NOT TO.

1. Introduce

2. Explain why phoning

Coronavirus outbreak, checking if you are ok and if you need any help

3. Check for COVID-19 symptoms

Check whether they have fever, cough or shortness of breath/difficulty breathing

a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)

a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

IF THE PATIENT OR CARER HAS ABOVE SYMPTOMS

Tell them to stay at home.

Inform carer if appropriate.

Phone 111 or GP on patients' behalf if patient or carer unable to do so.

FLAG TO DUTY SENIOR AND CONSULTANT. RAG RATE AS RED.

4. Patients should remain isolated in their home for 12 weeks. **That means no one in the household should go out for 12 weeks.** If that is not possible, other members of the household should try to isolate the vulnerable member within the house. Do patients know about the advice to **STAY AT HOME** and are they intending to follow it.

Check understanding

Do you think the patient will remember to stay at home?

IF YOU THINK THE PATIENT/CARER DOES NOT UNDERSTAND/WILL NOT REMEMBER/ IS UNABLE TO ISOLATE THIS MUST BE FLAGGED TO DUTY SENIOR AND CONSULTANT. RAG RATE AS RED.

5. Do you know where to get advice if you think that you may have symptoms of COVID 19

If patients develop symptoms tell them to stay at home and contact a relative/carer.

They could phone their GP or 111 but should **not** visit GP or A&E

6. Make sure patients have food/medicines while isolated

Food:

How are you managing to get your groceries?

Do you manage to get groceries yourself or do you have someone who can help?

Record who does this and contact number

Do you know where to get help with groceries if you need it? (see list of agencies that can help at bottom.....please add to this list if you know of other resources)

Medications:

Do you have enough of your medications?

How do you usually get your medications?

Personal care:

How are you managing personal care of yourself or your cared for person?

IF YOU THINK THE PATIENT/CARER DOES NOT HAVE A SYSTEM IN PLACE TO GET FOOD AND MEDICINES PLEASE RAG RATE AS RED AND WORK WITH THEM TO SET UP A SYSTEM – THIS MAY INVOLVE CONSIDERABLE WORK. IF ARE NOT SASTIFIED THAT A ROBUST SYSTEM CAN BE PUT IN PLACE PLEASE MAKE SENIOR AND CONSULTANT AWARE

7. Assessment of Mental Health

General mental state:

how are you feeling?

how are things at home?

generally do they sound like they are able to look after themselves?

Risk to self and others:

Assess IF APPROPRIATE (NOT ROUTINELY). Be aware of past and present risk information available on RIO.

General mental health advice:

Encourage people to keep doing what they enjoy (as long as it is inside!)

Who can they identify in their social circle to speak to?

Do they know that they can call the CMHT Duty number if they are experiencing distress, that they can call the TH Crisis Line number 24 hours

IF YOU HAVE CONCERNS ABOUT THEIR MENTAL HEALTH PLEASE PROCEED IN THE USUAL WAY INVOLVING SENIOR AND CONSULTANT AS NECESSARY. RAG RATE ACCORDINGLY.

******PLEASE MAKE A RIO ENTRY AFTER EACH CONTACT BUT KEEP IT BRIEF AND FOCUSED! PLEASE MAKE SURE ANY USEFUL TELEPHONE NUMBERS ARE RECORDED******

Appendix

- Wiltshire Farm Foods: 0800 077 3100

This organisation can deliver frozen ready-meals to you (they also have vegetarian and gluten-free options). You can warm the meals up in the oven or microwave. Delivery is free, however, the meals do cost depending on which ones you choose.

- Oakhouse Foods: 0330 021 6774

This organisation also provides frozen ready-meals that you can heat up in the microwave or oven. They can also deliver groceries to you (including household cleaning items and toiletries). Please call their number to order a free brochure so you can choose the items you'd like to order. The meals and items cost, and orders over £30 can be delivered for free otherwise there is a delivery charge.