

Help & Care operational support offer during Covid – 19



Our aim is to support residents of Dorset who have chosen to access our services already and for those identified by GP surgeries, social and community services as being vulnerable but not necessarily in crisis at present. In addition to current responsibilities and availability, we will deploy all Help and Care staff to:

- Continue to accept referrals and manage caseloads but adhere to current safety guidance offering telephone, email or video conferencing as alternatives to face to face.
- To explain the offer of discharge to resume once the threat of Covid-19 has ceased.
- Make contact with individuals who have previously accessed the service to offer our remote information, advice and reassurance service.
- Work with GP surgeries and associated teams to provide a remote Wellness Check , information, advice and reassurance service to vulnerable patients not being supported by a specific health or social care service at present.

The process:

PCN/GP surgeries will send specific patient lists to Help & Care using agreed encryption (NHS email or Secure Messaging)

Community referrals , other organisations and individuals can refer or make contact through usual channels: www.helpandcare.org.uk contact@help&care.org.uk 0303 303 0153

PCN Referrals: The lists will then be split and 30 contacts at a time will be sent by Secure Messaging to a specific Help & Care worker to action the Wellness Check calls.

Community referrals: These go to our Single Point of Access Team (SPoA) for action.

Service is explained

The individual accepts the service

Wellness Check is undertaken (see How To guide)

Notes will be added to Help & Care CRM as an account where action is taken or as an Information Provision where no further action is taken, and an account is not created.

System1 would usually be updated as a matter of course but as access to work in surgeries is limited, we will issue:

1. Weekly report to surgery on list activity/progress
2. Immediate notification if specific action has been taken regarding the health and safety of the patient
3. A summary of the conversation (on the Workflow template) to be sent to the surgery for attachment to patient records at a time or future date to suit the surgery.
4. If the individual rejects the service we will signpost to another service if necessary
5. GP Surgery will receive weekly report of contact made

Service is explained

The individual accepts the service

Wellness Check is undertaken (see How To guide)

Activity will be recorded on the Help & Care CRM in line with normal practice and for reporting purposes.