

Virtual Frailty and Older People Service

This service has been developed in response to the COVID-19 Pandemic and the need for the NHS to respond caring for frail and older people closer to home. CHFT response has been to develop a virtual response to support care home residents and people over the age of 70 living in their own home

The Calderdale and Greater Huddersfield system is under severe pressure, particularly for care home patients and vulnerable older people living in their own home. The Virtual frailty and elderly care service is a supportive response to work in collaboration with primary care networks and community services.

There is recognition that we are in uncharted territory in terms of increased number of referrals for care home support and patients living in their own home. We need an approach that utilises staff from across our system and seeks mutual decisions for our frail and elderly population.

Virtual frailty and Older People Service

(a) Inclusion Criteria; patients who could be accepted into this service would include:

- Residents in a care home that have been reviewed by QUEST, Care home support team or GP and feel would benefit from a virtual review from a geriatrician creating collaborative working leading to a robust decision and plan of care for individual patients.
- People over the age of 70 years old that are either frail or older who have been reviewed by the GP and would benefit from a virtual review from a geriatrician to enable the correct care planning pathway.
- In the hours of 9am-5pm over 7 days a week

(b) Exclusion Criteria:

- Residents in a care home that are for full active treatment that have a significant acute event and need hospital admission.
- People in their own home that are acutely unwell and require hospital treatment
- Out of the hours of 9am-5pm

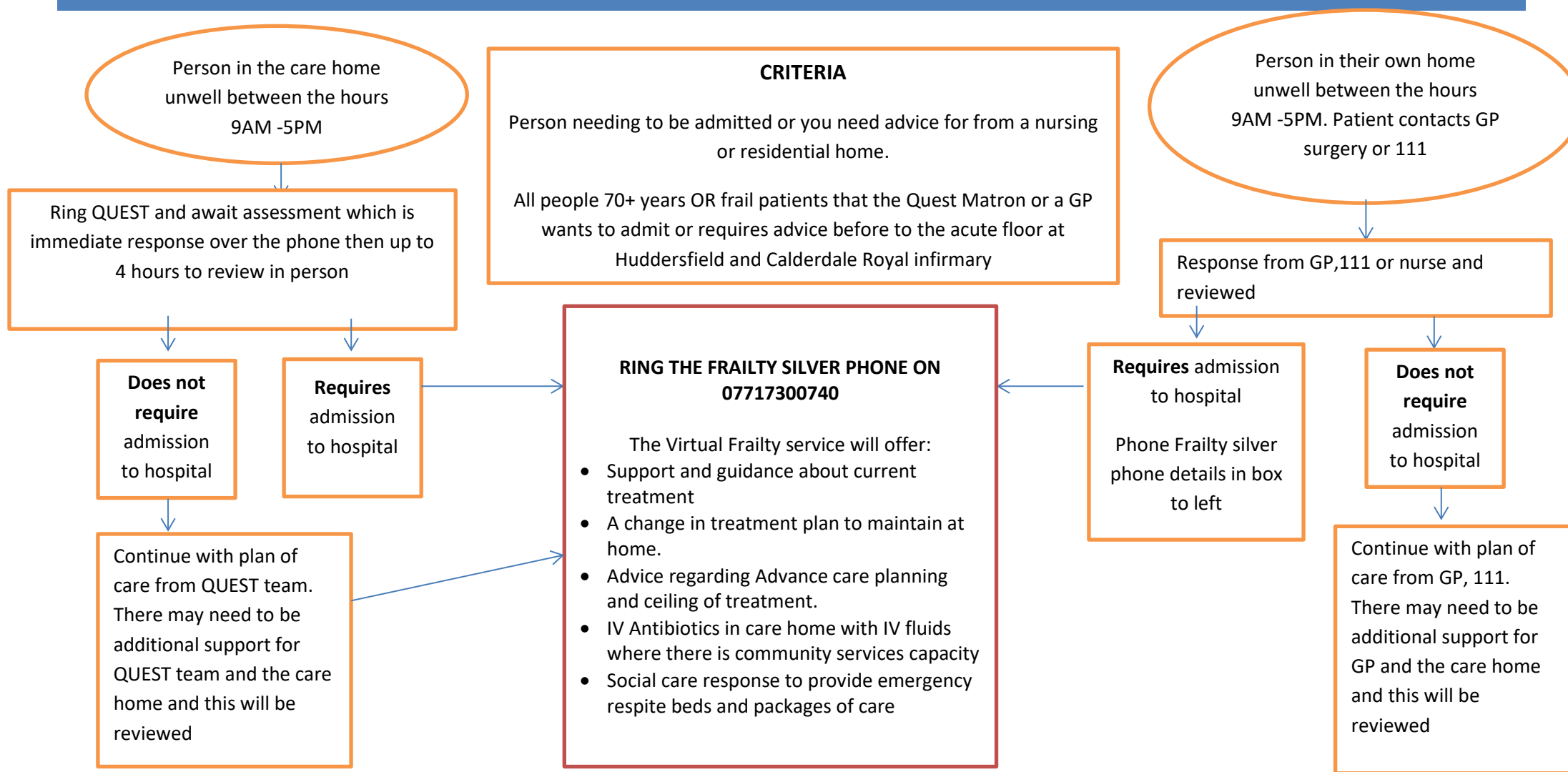
The virtual service will offer:

- A multi-disciplinary review to deliver an agreed plan of care which will enable care closer to home or a planned admission to hospital for investigations
- Follow up of a patient referred
- IV anti-biotics including first dose delivered at home without any need for the person to come to hospital.
- IV fluids at home or in the care home
- Virtual follow up of person if required
- Decisions regarding ceiling of treatment and Advance care Planning
- Access to social care and continued community support

Virtual Frailty Service for frail and older People in the community- Calderdale

Pathway of care

Frail and older people living in Calderdale when there is a potential COVID 19 risk either in their own home, including care home, or in the acute hospital



7 day service, 9am-5pm. The criteria and pathway to review weekly as discussed with the PCN directors