

## Terms of Reference & Project Statement Between

Tameside & Glossop Integrated Care Organisation NHSFT
&

### The Objective:

To provide access to Health Care Assessors via a digital service, to assist staff and patients in none emergency situations, the service should assist with early interventions for illness, long term disease management and minor injuries. This in turn will prevent unnecessary hospital attendances and admissions, reducing demand on the Ambulance service and Emergency Departments, along with enabling patients to be treated within the comfort of their own surroundings where possible.

### Future Developments

- Health surveillance
- Health promotion
- Joined up care with good utilisation of all community services and health care partners.
- 24/7 service

### Roles & Responsibilities of Tameside & Glossop Integrated Care NHSFT

- Will supply and maintain I.T. enabling equipment to enable video conferencing between care establishments and the Trust. In addition the Trust will provide the care establishment with equipment to undertake baseline observation, along with training for none qualified staff.
- The Nurse assessor will handle calls via the skype for business video link to support staff with evidence based advice in relation to the presenting complaint, ensuring patient safety is paramount, and a quality service is delivered to patients and staff.

- In the event that the Skype connection should fail during a consultation call, it will be the responsibility of the Digital Health Assessor to reinstate the call and continue with the assessment. There may be a slight delay in reconnecting the call, however this should occur within 1-2 minutes.
- Should reconnection of a Skype call not be possible the Digital Health Assessor will contact the care staff by telephone.
- The Nurse Assessor will inform the patient and staff when the situation is beyond their level of experience or expertise and utilise other resources available to them such as the Medical registrar, Consultant of the day for the Emergency department & the Advanced Nurse Practitioners within Ambulatory care alongside the patient's own GP.
- It is the responsibility of the Trust to inform the care home of any planned service down time or maintenance that will affect the running of the Digital Healthcare Service, within a timely manner.
- In relation to the Trust's Standard Operating procedure for Digital Healthcare, in the event that the staff are unable to connect to the Digital Health Centre, **they must resort to their previous methods of escalating patients care via 111, GPs or 999 in an emergency.** The Trust will not be responsible if staff choose not to escalate in the event of a Digital system failure.
- Tameside & Glossop Integrated Care NHSFT staff have a duty and legal obligation to report via the appropriate systems, any safeguarding matters that may be witnessed or arise from a consultation.

### Care Home Roles & Responsibilities

- Staff should actively participate in the programme, engaging with the assessors and giving constructive feedback and making suggestions for improvements going forward.
- Staff should report any failings with any equipment I.T. equipment to the Digital Health Centre ASAP so this can be rectified.
- We ask the staff & the home to please replace any batteries that there observation equipment may need
- The Home is responsible for the equipment and is liable for any loss or damages that occur, and the home should report any issues to the Digital health Centre.
- Skype calls should be made to the Digital Health Centre, and not to individuals within the team, in order to ensure that all calls are acknowledged and handled in a timely manner

- In the event that a Skype call cannot be connected for any reason, home staff should contact the department via telephone, so that assessment and advice can still be offered as appropriate.
- If staff identify or feel while engaging with the Service, that they need further training or guidance with the above equipment please contact the Digital Health Centre where this can be arranged.
- Staff should ensure that patients details i.e. Name, DOB, Address & NHS number are all accurate and up to date prior to sharing with the Digital Health Centre staff.
- Staff need to ensure a true account of the patient's condition, complaints and symptoms are communicated to the Digital Health Assessors so an accurate assessment can be made and the appropriate treatment or advice given.
- All Acute emergency unresponsive patients should be an 999 immediate response and not go through the Digital Health Centre
- If the Care Home Staff have any concerns in relation to the Trust's Digital Service or the staff delivering this, please contact the clinical Nurse Lead for Digital Health or Grace Wall

This is by no means an exhaustive list and should any party feel that there is an element that should be added to this project statement please feel free to commence discussion.

**Peter Grace**  
**Emergency Nurse Practitioner &**  
**Clinical Nurse Lead for Digital Health**  
Digital Hub Ward 43  
Tameside and Glossop Integrated Care NHS Foundation Trust  
**Mobile:** 07867806528  
**Email Work:** [peter.grace@tgh.nhs.uk](mailto:peter.grace@tgh.nhs.uk)