

Slough COVID-19 Virtual Ward Pilot

Working together' to provide best possible bespoke holistic care for our population



Dr Lalitha Iyer

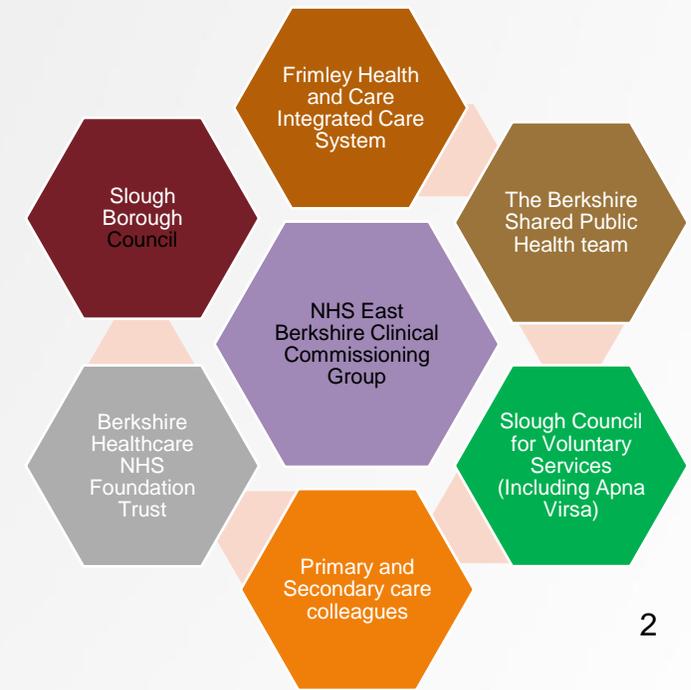
The Slough Pilot : Dr Lalitha Iyer and Tracey Faradey –Drake

Our aim

The core aim of the Slough project is to strengthen the ability of individuals and communities to work in partnership with the NHS, local authority, public health and voluntary/community sector organisations to protect themselves from the direct and indirect harms of the virus and provide a holistic approach to support the population of Slough.

5 Work streams

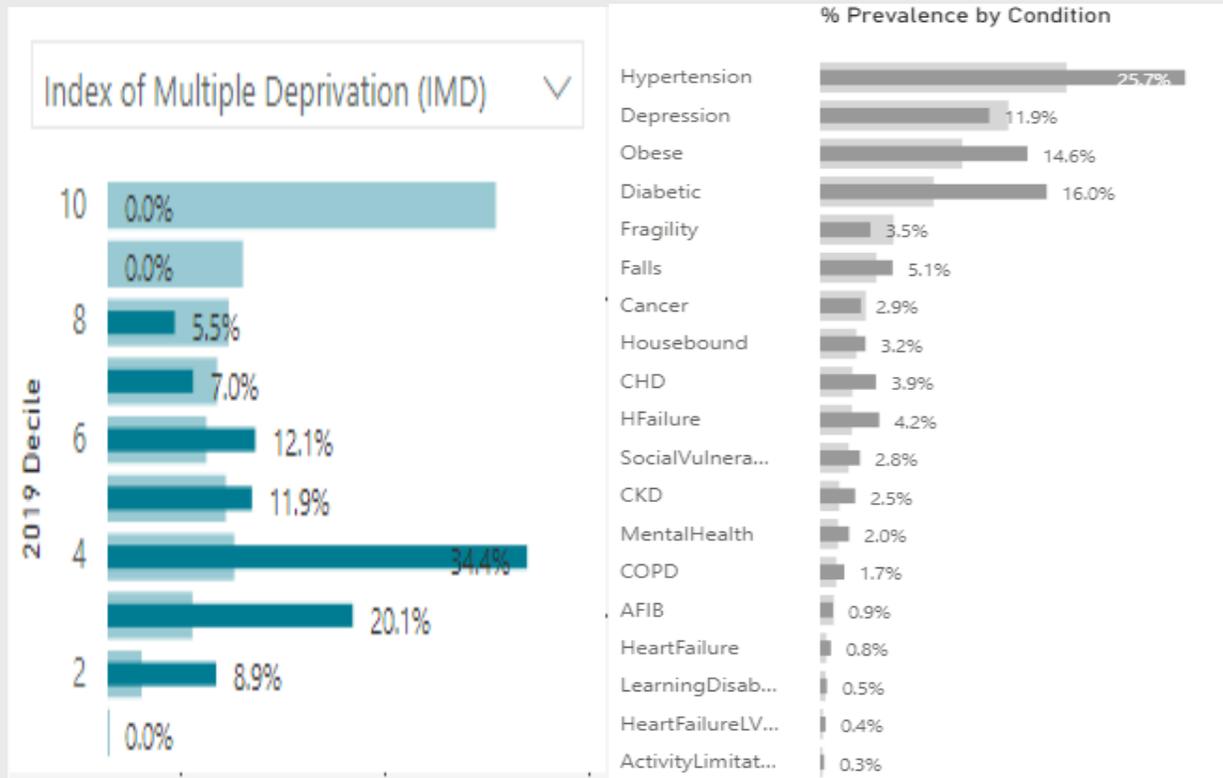
- ❖ Community awareness & engagement
- ❖ Prevention & Harm reduction
- ❖ Covid-19 clinical management
- ❖ Improving Information
- ❖ workforce



About Slough.....



- Over 60 % of Slough residents live in deprivation deciles 2-4
- Slough is significantly more densely populated than the rest of Frimley ICS
- There is significantly higher prevalence of Hypertension, Obesity and Diabetes compared to the rest of Frimley ICS



What this means for Slough and Frimley ICS

- Increased rates of Covid-19 are impacting communities with high numbers of BAME residents.
- 54% of Slough's population fall within this category (2011 census).
- 27% are recorded as not speaking English (2011 census) as a first language.
- 1 in 6 households have no member speaking English
- Other key factors at play:
 - Multi-generational households
 - Larger households (HMO)



COVID-19 Clinical Management

Covid-19 Clinical Management work stream is led by Dr Lalitha Iyer which focuses on:

- ❖ Preventive outreach
- ❖ Active Home monitoring/ Virtual Ward
- ❖ Early Hospital Admissions



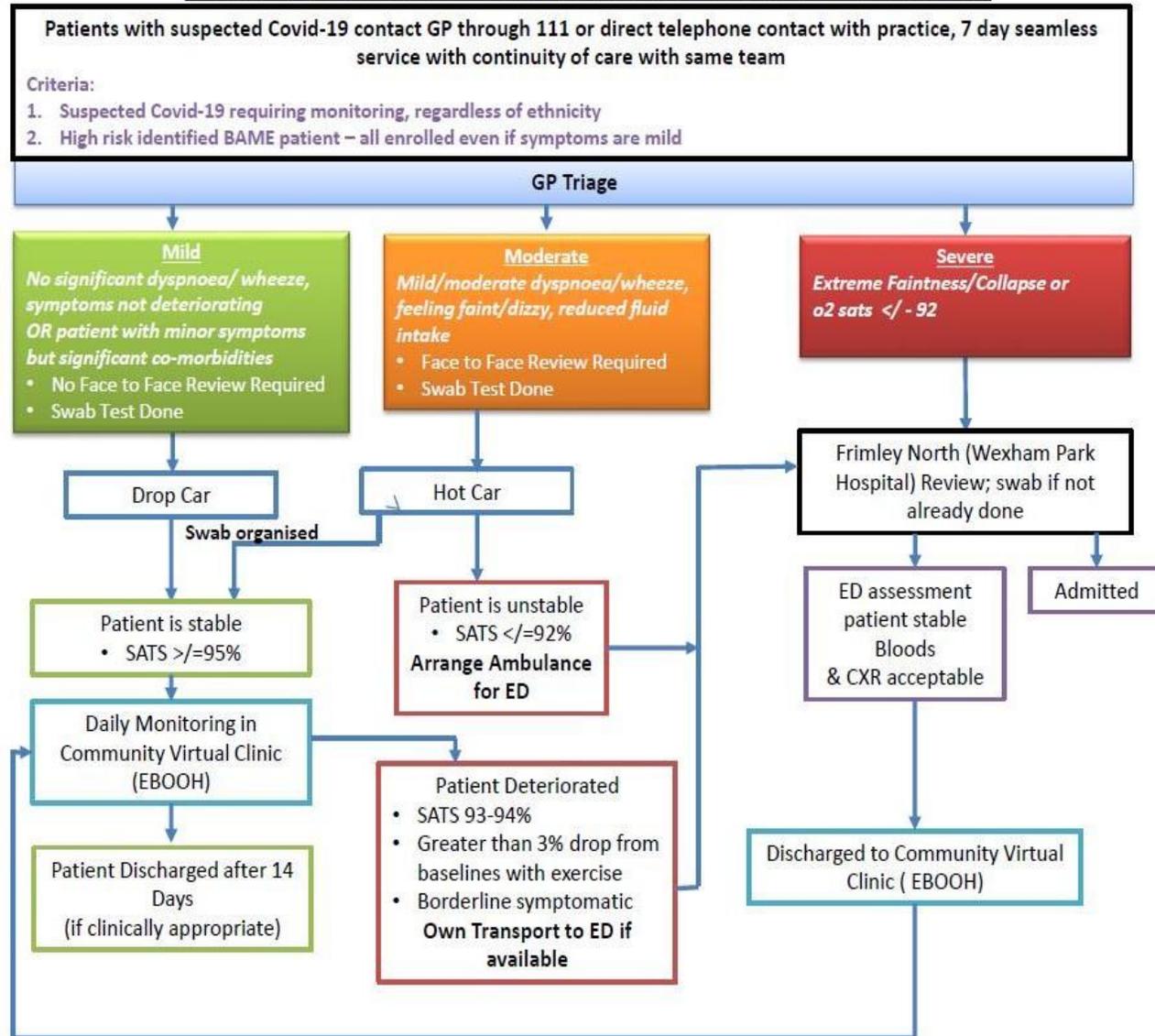
Was a regional pilot. The clinical arm of **enhanced monitoring** with oximetry by enrolling patients into a virtual ward has been included as one of **3 national pilot sites**.

Although this started as a BAME pilot, we are including **all high-risk patients regardless of ethnicity**.

Frimley Health and Care



Slough Covid-19 Pilot: Clinical Pulse Oximetry Pathway for the high risk group



Frimley ICS adult Covid clinical management guidelines aligned to national recommendations for pulse oximetry with our consultants



The service is run by East Berkshire Primary Care out of Hours (EBPCOOH) via COVID19 Hubs clinics.

Referrals can be made anytime via email and via Phone between 8:00 – 20.00 hrs
Patients will be monitored between 8:00 – 20.00 hrs.

Virtual Ward Dashboard

Enrolment on Virtual ward



N= 43

**M= 14
F= 29**



**Active patients
= 12**

Source of referrals



Referrals via
GP =8



Referrals via
OOH =25



Referrals via
CCAS =17

Virtual Ward Dashboard details

Multi-generational Households = 4 households made up 19 Patients



3/ 43 patients are living alone

40/43 patients are living with a family member

Multigenerational household = Asian
India/Pakistani origin

Virtual Ward Case Studies



Family Z- multigenerational house hold

Asian –Pakistani British origin.

7 family members in all

Age cohort : 10 month to 67 years

2 grandparents, 2 parents and 2 grandchildren and 1 aunt
in annexe self isolating

Male parent's brother at a different address had recently
visited, was asthmatic and was also positive for Covid.



Index case for referral was 66 year old grandma with HT, IHD, DM and wheelchair bound ; 4 adults and 10 month old Covid positive ; all adults recruited

Grandma admitted due to deteriorating sats to 93 % ; no worsening of symptoms

Mum : informed us 2 days later : 18/40 pregnant : influenced SOP with maternity

Virtual Ward Case Studies



Mrs XX is 45 yrs old widowed a few days ago.
Asian –Indian British origin.
Cardiac arrest witnessed at home by wife and son, death certified as Covid and PE.
Mrs XX and her 8 yr. old son both tested Covid positive after the death of her husband.
Mother tested positive a further 2 times after **self-presenting** for swabbing.
Positive 1 - 13/07/2020
Positive 2 - 25/07/2020
Positive 3 - 02/08/2020
During a consultation it was noted that the child was bradycardic and hot van visit was dispatched and child was sent to hospital, both are well and recovered.



COVID-19 Clinical Management feedback



Patient feedback:

Mrs and Mr Z : “ I would have sat at home and would have not known what to do thank you so much for your help. my family is very appreciative of all the support you guys offered”

Mrs X :

- “If this service was not available I would have not got any help , I lost my husband I was worried and GP f2f consultation were not available . I was lost totally didn't know where to go for help and I would have not known what to do so I am extremely grateful for this help and service. I felt very supportive and comfortable.*
- Digital Vs Paper*

Virtual Ward Dashboard

*Hospital Referrals from Virtual
ward = 3*

*1/3 Died after
hospital
admission*



NO10 COVID-19 Taskforce visit August 2020



- Visits to hot spots, testing centre, multiple meetings
- Great interest in enhanced monitoring and virtual ward
- Collaboration, partnership working commended

Effective communication

#OneSlough



#One Slough Tuk Tuk

Taking Covid messages around Slough

- Multilingual communications – video, native language leaflets, community group engagement, social media, Asian radio.
- GP radio interviews on various aspects of proactive care

<https://www.spreaker.com/user/asianstar1016/sbba-nhs-one-slough-covid-pilot-project>

Dr Lalitha Iyer interview

Culturally attuned communication portals

Frimley Health and Care

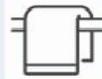
NHS

How to stay healthy in a multi-generational household to avoid the spread of Covid-19

- 

Ensure every member of the household washes their hands with soap and water regularly for a minimum of 20 seconds or use hand gel sanitiser
- 

Minimise as much as possible the time any elderly or vulnerable family members spend in shared spaces such as kitchens, bathrooms and sitting areas and keep shared spaces well ventilated
- 

Always keep 2 metres away from elderly
- 

Make sure elderly or vulnerable people use separate towels from other people in the house both for drying themselves after bathing and showering and for hand hygiene purposes
- 

It can be difficult for some people to separate themselves from others at home. If you share a kitchen with a elderly or vulnerable person, avoid using it while they are present
- 

If you do share a toilet and bathroom with a elderly or vulnerable person, it is important that you clean and wipe surfaces you have come in contact with. Closing the toilet lid, before flushing may help too
- 

Another tip to consider during use

FOR SLOUGH RESIDENTS

We have produced this flyer for key information on coronavirus and testing. If you require a test please utilise the new testing centre at the old Montem leisure centre car park, SL1 2QG. It is open daily from 8am to 8pm for drive through or walk through. You can get a test whether you have symptoms of coronavirus or not. You can book an appointment by calling 119 or simply turn up on the day (the wait time may be slightly longer without an appointment).

You should get tested if you show symptoms of coronavirus which include: a high temperature, a new continuous cough or a loss of, or change to, your sense of smell or taste.

If you test Covid-19 positive:

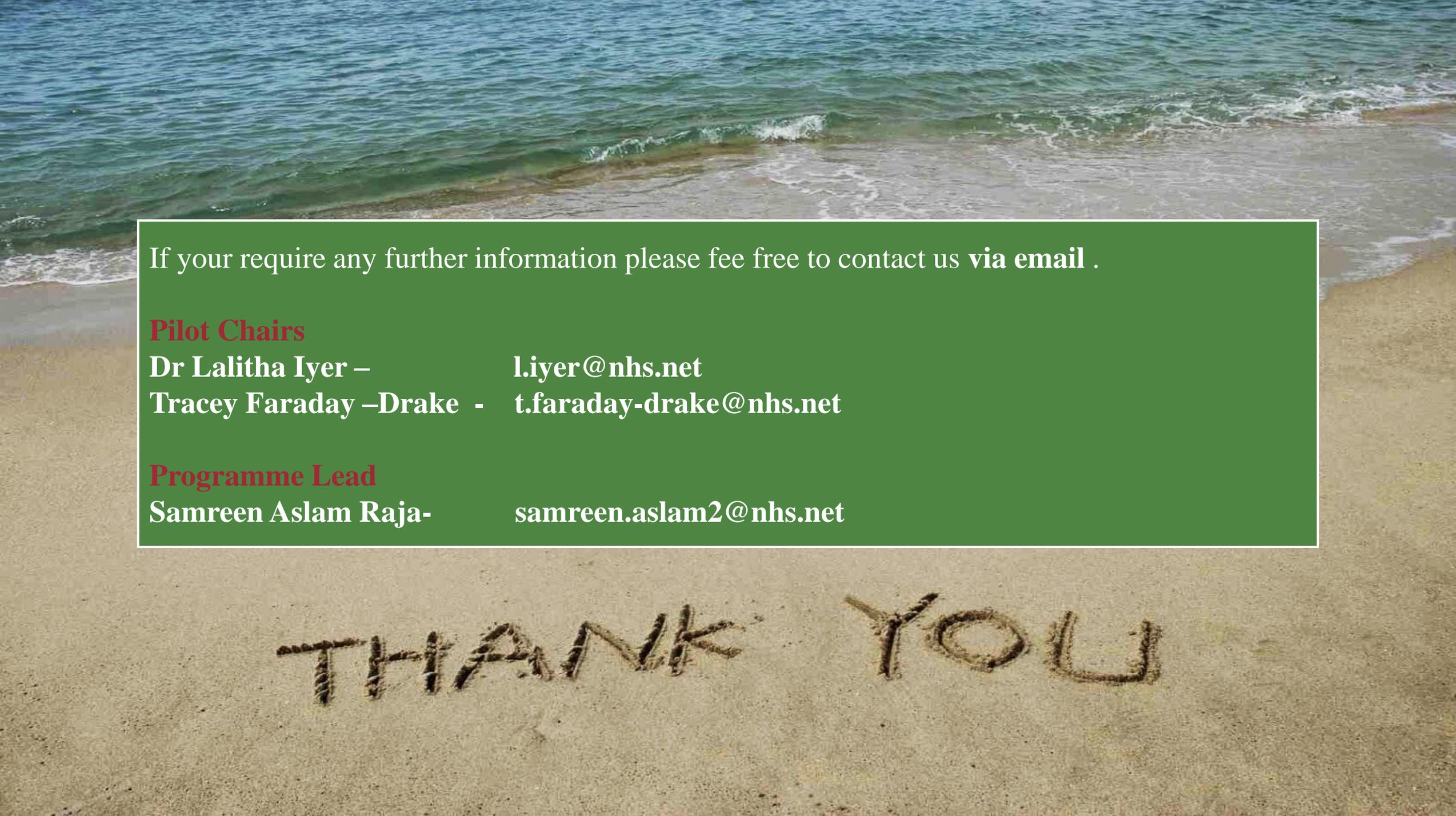
- Immediately call your GP and inform them of the test result as they will now provide expedited support. To find your local GP please go to www.nhs.uk/service-search/find-a-gp
- Self-isolate for at least 10 days from when your symptoms started - even if it means you're self-isolating for longer than 14 days
- Anyone you live with must self-isolate for 14 days from when your symptoms started
- Anyone in your support bubble must self-isolate for 14 days from when your symptoms started
- Ensure you follow the instructions and guidance provided by NHS Test and Trace when they make contact with you to find out your contacts

If you test Covid-19 positive or negative:

- Continue to follow the key government guidelines of how to protect yourself and your family from coronavirus including regular handwashing, social distancing and wearing a face covering
- Please also follow the NHS Test and Trace guidance if you are negative but have been in contact with someone that is positive. www.gov.uk/coronavirus
- Explore other ways that you can protect yourself and your family from coronavirus such as losing weight, stopping smoking and being more active. For more information on this go to www.publichealthslough.co.uk/campaigns/one-slough
- Consider other areas of health support and advice that you might need through visiting www.publichealthslough.co.uk or calling 01753 373646. For example on immunisations, mental health, healthy eating or oral health
- If you are not shielding and need other support such as housing, council tax or benefits go to www.slough.gov.uk or call 01753 475111
- If you are shielding or vulnerable and require immediate support with things like food or medicine please call 01753 944198
- If you are Covid-19 negative, but are symptomatic or unwell, please contact your GP as you would normally, or contact NHS 111

For more information and for the national coronavirus guidance please go to www.gov.uk/coronavirus or email publichealthslough@slough.gov.uk





If you require any further information please feel free to contact us **via email** .

Pilot Chairs

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THANK YOU