

Digital support for health and social care staff during COVID-19 outbreak

From the Long Term Conditions Programme

May 2020

As a result of the coronavirus (COVID-19) outbreak we need to rapidly spread and upscale our use of proven digital technologies. The way we work has changed significantly. This guide sets out the digital options available to support you and the people you provide care and support for.

Who is this guide for?

Edinburgh Health and Social Care Partnership colleagues who are employed by NHS Lothian and the City of Edinburgh Council.

What are the digital support options? (click on the links to take you to the section)

- [Video consultations](#)
- [Telephone and video conferencing](#)
- [Connecting with peers](#)
- [Home and mobile health monitoring](#)
- [Wellbeing support – COVID-19 isolation/shielding](#)
- [COPD self-management](#)
- [Digital devices to support physical distancing and isolation](#)
- [Social media – using Twitter](#)
- [Online advice – helpful websites](#)
- [Staying active](#)

We recognise that every team is different and approaches may need to be tailored to suit.

Video consultations



What is Near Me?

Attend Anywhere has a virtual clinic setting called 'Near Me' which can be used for health and social care video consultations with people in their homes.

Who can use Near Me?

NHS Lothian staff within the Partnership.

How do I get set up?

Complete a NHS Near Me request form using the link shown below.

How do I get support?

NHSNearMe@nhslothian.scot.nhs.uk

NHS staff can find information on the NHS Lothian intranet:

<http://intranet.lothian.scot.nhs.uk/Directory/eHealth/NHSNearMe/Pages/default.aspx>

[Online training for Near Me](#)

Telephone and video conferencing



What is it?

Skype for Business helps frontline staff to contact people via their own personal Skype address.

Who can use Skype for Business?

Anyone who uses a Council computer, laptop or mobile device.

Note: You should use MS Teams if you have an NHS Lothian computer.

What can Skype be used for?

- can be used to connect with peers and people in their homes
- preventive work via observation and support post discharge
- examples: 1:1 exercise, functional ability, observation of fluid intake, equipment check

How do I get set up?

Skype for Business is available to all staff using a Council computer, laptop or mobile device. There is a [protocol](#) available for use with people at home.

How do I get support?

- ✓ There's lots of information available on the Council's website on [how to use Skype for Business](#) and [other digital tools](#).
- ✓ You can get remote training by contacting COTRS@edinburgh.gov.uk

Connecting with peers

What is Microsoft Teams?

Microsoft Teams is the hub for teamwork in Office 365.



Who can use Microsoft Teams?

NHS Lothian and Council staff within the Partnership.

Council staff will soon be able to access MS Teams.

What can MS Teams be used for?

- video and teleconferencing with chat function - people from outside the Partnership can join if invited
- instant messaging
- creating, sharing and editing files with your team
- sub-teams can be created – handy for communicating with different teams.

How do I get set up?

- go to: <https://teams.microsoft.com/>
- sign in with your NHS or Council email address and network password
- click 'Get Windows App' and your download of MS Teams will begin
- open MS Teams when the download is complete, please note you may be prompted to log in again.

How do I get support?

- ✓ See the [quick user guide](#)
- ✓ NHS National MS Teams Support Centre (NHS) – <http://nhsnss.service-now.com/teams> or call 0131 275 7777
- ✓ Call the Council's ICT helpdesk: 0800 085 7232

Home and mobile health monitoring



What is Florence?

Florence Telehealth is a web application and texting service used to reinforce a mutually agreed healthcare plan between a person and a healthcare provider.

Participating people only require a basic mobile phone.

Who can use Florence?

NHS Lothian and Council staff to support people at home.

What can it be used for?

- Florence reminds people to take their own readings or carry out self-management advice
- Florence can send texts with informational or motivation messages and reminders
- professionals can create protocols (text) tailored to meet people's needs.

How do I get set up?

- ✓ Email: Emma.Pattinson@nhslothian.scot.nhs.uk

How do I get support or advice?

- ✓ Email: Emma.Pattinson@nhslothian.scot.nhs.uk
- ✓ Call the helpline on 07980 734272

Wellbeing support: isolation and shielding

Using Florence Telehealth service during the COVID-19 pandemic

You can tailor messages to connect with staff or people while they are shielding or isolating at home either to offer advice, signpost to relevant information/websites or to support anxiety management. Here are some examples:

Self isolation texts

Hi it's Flo. Reply PRECAUTIONS or SYMPTOMS at any time to find out more on how to protect yourself & identify symptoms of COVID-19.

Exercising outside once a day alone or with those that you live with is good for your wellbeing. Flo

Hi it's Flo, Create a routine for daily self-care; this could include taking time to learn a new relaxation technique or a relaxing bath.

Ensure you have enough of any regular medication incase you need to self-isolate. Phone or visit your GP or pharmacy **website** if you need help with prescriptions. Take care Flo

Health anxiety texts

If you have regular home visits from any healthcare professionals or support services, please ensure to let them know if you are self isolating. Take care Flo

Hi it's Flo, when indoors for long periods you may feel claustrophobic at times. It can help to open windows to let fresh air in & look at the sky for a sense of space.

How do I get support or advice?

- ✓ Email: Emma.Pattinson@nhslothian.scot.nhs.uk
- ✓ Call the helpline on 07980 734272

Digital devices to support physical distancing and isolation



How can we use digital devices to support people?

Digital devices can support people in many ways to keep safe and well during COVID-19. For example when people are at risk of falls, have difficulty with low vision, mobility and other underlying health conditions. Digital devices can support this and much more.

What types of devices are available?

Wifi enabled digital accessories:

- wifi bulbs set to go on at set times. And enhance room light
- video doorbells
- wifi blinds/thermostats etc.

Voice activated devices – digital assistant:

- medication prompts
- diary events/timed reminders
- hands free calling

Digital hubs/mobile devices

- video conferencing
- remote medication and welfare checks
- online shopping
- online communication

Apps:

- take and record body temperature
- managing mood, for example mindfulness
- visual planning.

How do you know what type of device will be best?

We have two checklists to help decide what support might be needed:

- [digital needs checklist](#)
- [digital device guide](#)

Where can I get more information?

For information and guidance, contact the occupational therapy technology service:

- ✓ Email COTRS@edinburgh.gov.uk (support for both NHS and Council staff)
- ✓ Call 0131 443 3837 and leave a message.

Social media



The Partnership has a Twitter account **@EdinburghHSCP** and this is the best place for posting and sharing stories about the great work taking place in teams across the Partnership. If you have a story, video or picture you'd like to share, please send it to the Partnership's communications team by emailing EHSCP.Communications@edinburgh.gov.uk.

What is Twitter?

Twitter is a social media platform that can be used to share what is going on in your work: positive experience of people in the community or good news stories.

What can Twitter be used for?

To promote key messages, share experiences, raise awareness and connect you with what's going on in your community.

What do I need to know before using Twitter?

If you choose not to use the Partnership account to share news about your work or those you work with, and use a personal or team profile instead:

- you must follow the NHS Lothian and Council social media policies:
[NHS social media policy](#)
[Council social media guidelines](#)
- you will need to get the written consent of everyone in an image before you can share it
you must download and fill in a copy of the consent form for each photo you share. The consent forms are available on each organisation's intranet site:
[Download the NHS Lothian consent form](#)
[Download the Council's consent form](#)
- remember to tag **@EdinburghHSCP** to make sure we share your content and celebrate the great work taking place.

Remember to follow **physical distancing** guidelines in any photos.

How do I get stories on social media?

- ✓ Make use of the EHSCP Twitter account wherever possible by contacting EHSCP.communications@edinburgh.gov.uk

How do I get support?

- ✓ Contact the EHSCP communications team by email EHSCP.communications@edinburgh.gov.uk
- ✓ For online support, see Twitter's help centre: <https://help.twitter.com/en>

Online advice



COVID-19 health advice and support

- [NHS inform](#)
- [Breathing Space](#)
- [Health Protection Scotland](#)
- [Online safety advice](#) from the Get Safe Online website

Long term conditions

- for **lung conditions** including COPD – you can find information on the [Chest, Heart & Stroke Scotland](#) and [British Lung Foundation](#) websites.
- for **asthma** – you can find information and advice on the [Asthma UK](#) website
- for **cystic fibrosis** – look at the [Cystic Fibrosis Trust](#) website and online resources.

Support for colleagues in NHS Lothian

You can find a range of advice and support on the NHS Lothian intranet site:

- [wellbeing support](#)
- [COVID-19 Base](#)
- [self isolation advice](#)

You can also call the:

- ✓ staff COVID-19 helpline - 0131 537 8530
- ✓ NHS Staff Wellbeing helpline - 0131 451 7445, open 8am – 6pm Mon - Fri



There's also information on the NHS Scotland Scottish Terms and Conditions Committee [\(STAC\) guidance](#) web pages.

Support for colleagues in the City of Edinburgh Council

You can find a range of advice and support on the [Council's staff section](#) on the web pages:

- [homeworking guidance](#) for staying psychologically well
- [homeworking management plan](#)
- [COVID updates](#)

Staying active



Why stay active?

Staying active is more important than ever, particularly for those people who are self isolating or returning from a hospital stay. We should all be aiming to be physically active for 150 minutes per week and include some strength and balance activities. Here are some suggestions on where to go for information. Remember every little bit counts!

Staying active when working from home

Here are some good tips about how to [stay active when working from home](#).

Online exercises for people with long term conditions or at risk of falls

- [NHS inform strength and balance exercises](#)
- Fit for Health is a 16 week physical activity programme for people with long term conditions run by Edinburgh Leisure in partnership with Edinburgh Health and Social Care Partnership. The programme has [online tips for keeping active during lockdown](#), and also a [45 minute video of a Fit for Health Class to do at home](#).

Getting back on your feet

Advice for people who have been discharged from hospital, from the Chartered Society of Physiotherapy:

- [Advice for staff to encourage activity in people discharged from hospital](#)
- [Advice for people who have been discharged from hospital](#)

I hope you found this guide useful.

If you'd like more information about any of the digital solutions in this document, you can contact:

- ✓ Elizabeth Payne, Digital Support, Long Term Conditions Programme
Elizabeth.payne@nhslothian.scot.nhs.uk
- ✓ Julie King, Assistive Technology Occupational Therapist
Julie.king@edinburgh.gov.uk

Working together for a **caring,
healthier, safer** Edinburgh