**Appendix four**

Telehealth in care homes sample



communication summary

**Who? How? When? What? Lead**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Which stakeholders do we need to communicate with?** | What methods could we use to communicate with them?\* | Is there a target date for the communication to take place? | Is there a key message for this group? | Who will lead on this? |  |
| **Person and their family members/ representatives** | This is a person-centred approach with the person at the heart of decision-making, consent and co-production. Each delegated activity decision-making process will be different to ensure people are fully involved. | | | | |
| **Primary Care** | * Identify GPs who support the programme to be champions to spread by word of mouth * Present to PCN Alliance members * One to one follow up as requested |  | This will support remote clinical decisions, potentially reducing:   * visits to care homes * ambulance attendances * hospital admissions | Must be a GP |  |
| **Care home managers** | * Webinars * Newsletters * Registered Managers Network meetings * One to one visits if needed |  | This technology will help you to keep the people you support at home for as long as possible, and to  identify those who may need medical support. | Project lead in conjunction with Registered Managers Network Chair |  |
| **Care home owners** | * Newsletters * Annual care provider conference |  | Potential costs and benefits to the organisation.  No clinical decisions will be transferred to care staff. | Care Association Chair |  |
| **EHCH Leads (may have different titles such as care home support team)** | * Presentation at peer group meeting * Newsletters |  | Remote monitoring as part of a person-centred plan can support the management of deterioration | Project lead |  |
| **Specialist clinicians** | * Newsletters * One to one discussions |  | * Overall project * Depends on their specialism | Project lead |  |
| **ICB project leads** | * Newsletters * One to one discussions |  | * Overall project * Depends on their specialism | Project lead |  |
| **Commissioners and regulators** | * Newsletters * One to one discussions |  | * Overall project * Depends on their specialism | Project lead |  |

\*Where possible use existing, trusted methods of communication – peer groups are excellent places for facilitated discussions.