

## SCHEDULE 2 – THE SERVICES

### A. Service Specifications

Service name	Care Home Telemedicine Service
Service specification number	QVV/0293
Population and/or geography to be served	Care home residents in approx. 77 care homes across Dorset. c.3,500 beds in total to be covered.
Service aims and desired outcomes	<p><b>Aim:</b> To improve quality and timeliness of care for care homes and their residents. Reduce the reliance of care homes on 999, 111, out of hours and GP services for acute needs, and reduce unplanned admissions for care home residents</p> <p><b>The service will provide:</b></p> <ul style="list-style-type: none"> <li>• 24/7 clinical advice and support for care homes that meets or exceeds stated service levels</li> <li>• High quality clinical assessment, treatment or onward referral as required.</li> <li>• Non-medical prescribing for acute medication needs</li> <li>• Ongoing care home engagement, training and support</li> <li>• Detailed activity and outcome data in format permitting further analysis and cross-referencing with other sources</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Improved quality of care for residents</li> <li>• Service users more likely to remain in their usual place of residence where appropriate</li> <li>• Improved lived experience of care for residents</li> <li>• Improved access to clinical advice for care homes</li> <li>• More rapid commencement of treatment and medication</li> <li>• Improved training, support, confidence and resilience of care home staff</li> <li>• Reduced avoidable workload for SWAST, hospitals and General Practice</li> <li>• Reduced avoidable hospital conveyances and admissions</li> <li>• Alternative local services used effectively (eg DN teams, UCR, duty Geriatrician etc)</li> <li>• Data-driven assessment and monitoring of service, uptake, outcomes and benefits</li> </ul>
Service description and location(s) from which it will be delivered	<p><b>Clinical Consultation Service</b> A service providing on-demand video based clinical consultations available 24/7 via the Digital Care Hub. The Service Includes:</p> <ul style="list-style-type: none"> <li>• Initial clinical assessment by appropriately trained registered practitioners</li> <li>• Escalation to other specialist clinical resources (e.g. an appropriately qualified consultant, medical registrar or specialist nurse) where required</li> </ul>

	<ul style="list-style-type: none"><li>• Coordination with local clinical resources (district nurses, community teams, ambulance service and the resident's GP) where required</li></ul> <p>The principal mechanism for consultations will be video but voice calls and other forms of communication will be used where necessary.</p> <p>Each Telemedicine Consultation will be documented into SystmOne (an Electronic Patient Record) and a copy of this record is supplied to the GP electronically.</p> <p><b>Technology Provision</b></p> <p>A Service providing point to point video and audio communications between a care home or other Customer Site and the Digital Care Hub. The service includes provision and maintenance of suitable equipment and software, HD audio and video calling capabilities and User access to the Helpdesk</p> <p><b>Call Distribution Service</b></p> <p>Answering calls from Care Homes and transferring to the relevant operator.</p>
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