

Department	All NHSGGC inpatient wards
Written by	Rachel Killick, Lead Clinical Improvement Coordinator – Person Centred Care
Date written	Monday 20 th April 2020
Approved by	COVID-19 Strategic Executive Group
Effective date	Tuesday 21 April 2020
Review date	As Covid-19 Guidance is amended/changed
Responsibility	All inpatient areas and departments who have a hospital iPad

Standard Operating Procedure Person-Centred Virtual Visiting

1. Introduction

The purpose of Person Centred Virtual Visiting (PCVV) is to ensure that while normal hospital visiting is [suspended](#), patients have the opportunity to speak virtually to those who matter most to them during the COVID-19 outbreak, by using iPads to video call friends and family.

PCVV aims to provide the opportunity and support for all inpatients to contact their relatives and friends using their own mobile phone or tablet or by using a hospital iPad.

2. Purpose

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to ensure the following is achieved:

- Minimise the risk of infection
- Minimise the risk of damage to tablets
- Minimise the risk of information governance breaches
- Minimise the risk of theft
- Ensure a consistent approach is in place across all NHSGGC wards and departments for PCVV.

This SOP applies during the COVID-19 outbreak; it will be reviewed and updated on an ongoing basis, and revised once the outbreak is over.

3. Availability of Resource

Due to the availability of iPads, there is an initial requirement for these resources to be shared across wards in the first instance. By the end of April as more equipment becomes available, it should be possible to supply at least one iPad to every inpatient ward.

4. Functions Available

The iPads are all built by eHealth, and connected to the staff Wi-Fi with the following apps already installed: Zoom, Skype, FaceTime, Interpreter Now, Contact Scotland BSL, Attend Anywhere, AVA, Capita, and Microsoft Teams.

Zoom, Skype and FaceTime should be used for outgoing calls, not to exchange messages, videos or other media. If relatives do choose to send in messages on Zoom, Skype or FaceTime (for example photos or videos), they should be advised that they do so at their own risk, and that these are subject to the terms and conditions of each app.

There is also the potential to install [vCreate](#). vCreate is a secure video messaging service (asynchronous), allowing staff to film short messages which can then be securely emailed to a family member. This method is particularly useful if a real time conversation is not possible due to the patient's clinical condition or if they are not able to participate in a conversation due to cognitive impairment. The Scottish Government are currently supporting this service in all adult Intensive Care Units and PICUs (in addition to all the NICUs who already use it). There is existing eHealth, Innovation and Information Governance support for the project, which could be extended, to new clinical areas in GGC. If you wish to be included in this opportunity, please email your request to Virtual.Visit@ggc.scot.nhs.uk

Other additional Apps can be uploaded to support communication with patients on request.

If the Wi-Fi signal strength is consistently inadequate in the ward/department we can arrange for a 4G enabled device to be made available. Email request for this should be forwarded to:

virtual.visit@ggc.scot.nhs.uk

5. Support and Additional Information

To streamline all communication regarding the iPads a generic email account has been created:

virtual.visit@ggc.scot.nhs.uk

This should be used to:

- request support to use the devices,
- request assistance to support patients to make calls on their own devices or the hospital iPad,
- report any technical issues,
- request staff tutorials of how-to set-up a call, and
- any other enquires not covered above related to the iPad.

If you have a patient who requires assistance to use the iPad and the ward staff are not available to do this there is a small group of staff who are available to provide on-going support to patients. This support is available **Monday – Friday, 09.00 - 17.00**. Please supply the **ward, hospital and patient name** if requesting this support via the generic email account virtual.visit@ggc.scot.nhs.uk .

6. How to guides

Information on how to use FaceTime, Skype and Zoom are available [here](#).

The 'how to' guides are also available on each iPad.

7. Maintenance, security and storage of the iPad when not in use

The following principles should always be adhered to:

- The iPad should be charged regularly to ensure it is always available for requested video calls,
- The iPad when not in use should be stored in a secure location on the ward in line with the [Information Security Policy \(Physical and Environmental\)](#), accessible to ward staff
- An assigned named custodian should be assigned per ward for each iPad to ensure it is being used and stored correctly and securely, in line with the [Acceptable Use Policy](#)
- iPad chargers do not require to be PAT tested whilst in warranty, however a visual check of the integrity of the charger and cable should be undertaken.

8. Steps to follow on admission, to setting up a call, during a call and on completion of the call

8.1 On and during admission and at point of transfer to a different ward

- Every patient must be asked during their stay if they have ways to keep in touch with friends and family. The My Admission Record (MAR) can support this, with the prompts included on page 12. In wards which do not use the MAR, please ensure this is included in your admission processes and conversations.
- The patient should be offered the opportunity to identify who is **most** important to them – this could be a next of kin, friend, carer or family member.
- If the patient is not able to stay in contact with friends or family independently, PCVV should be offered as an option. If they say no, this should be revisited regularly, and the patient should be reassured that they can change their mind at any time.
- If at any time staff feel that in their clinical judgment, PCVV would be inappropriate (for example due to safeguarding concerns), PCVV should not be offered/ the offer withdrawn.

8.2 Setting up a call

8.2.1 *If the request is from the patient, you will require the following information:*

- Name of the relative/friend the patient would like to speak to
- The relative/friend contact details (mobile number or email address)
- If [interpreting support](#) is required. **Please note: these apps are available on each hospital iPad**

You may have to contact the relative/friend to obtain their contact details on behalf of the patient if these are not available and to request which method is suitable for them to receive the video call i.e. FaceTime, Skype, Zoom or vCreate (if this is available in the ward).

8.2.2 If the request is from a relative/friend of a patient, you will require the following information:

- Name of the patient they would like to speak to
- The relative/friend contact details (mobile number or email address)
- The method most suitable for them to receive the video call i.e. FaceTime, Skype, Zoom or vCreate (if this is available in the ward). **Please note: Facetime is only available for video calls on Apple products e.g. iPhone, iPad or Macbook**
- Offer support required to the family member so they can install any software required. Resources are available to support this are available [here](#). **Please note: these 'how to guides' are also installed on each iPad**
- If [interpreting support](#) is required. **Please note: these apps are available on each hospital iPad**

8.3 Before approaching the patient:

- Sanitise the iPad with detergent wipes (and alcohol wipes if the patient has suspected/ confirmed COVID-19), being careful of sockets
- Don appropriate Personal Protective Equipment ([PPE](#))
- **Please note: the above steps should also be taken when supporting a patient to use their own device**

8.4 During the call

- If the patient can independently make the video call, they should be supported to do this.
- If support is required to set-up the call the staff member should call the family member, introduce themselves, and check the technology is working appropriately.
- The staff member should be available to support the patient throughout the call and support them to speak to their family member using the iPad – this may include holding the iPad for those patients who cannot do so themselves whilst also maintaining social distancing measures where possible.
- If the patient is able to speak independently, it is appropriate for staff to retreat to an appropriate distance to support privacy and social distancing – but still be nearby to assist if required.
- **Please note: Only the front facing camera should be used throughout the call to ensure other patients, staff or relatives are not visible on the call**
- Where possible if the patient has their own earphones, available these should be used for the call to minimise interruption to other patients particularly in shared areas.
- **Please note: In the majority of situations it will not be appropriate for family members to record the live video call. If this situation arises and you are in doubt, please seek guidance from the nurse in charge.**

8.5 On completion of the call:

The staff member should follow the following principles:

8.5.1 Care for the relative/friend:

- Say farewell to the relative, and enquire about their emotional well-being
- Ask if the relative/friend is willing to provide some feedback on their experience of receiving the video call – what was helpful, what did not go so well, what could be better for future. This information should be completed on the [evaluation form](#).

8.5.2 Care for the patient:

- Check in with the patient – they may need some comfort and emotional support after the call.
- Ask the patient if they are willing to provide some feedback on their experience of using the video call – what was helpful, what did not go so well, what could be better for future. This information should be completed on the [evaluation form](#).

8.5.3 General Points:

- Delete relative emails and contact numbers immediately following the call (iPads will be blocked to incoming calls)
- Doff **PPE** as per the recommended procedure **Please note: this step should also be taken when supporting a patient to use their own device**
- Wipe down iPad with detergent wipe (and alcohol wipe if the patient has suspected/ confirmed COVID-19), being careful of sockets. **Please note: this step should also be taken when supporting a patient to use their own device**
- **Do not** put a case on the iPad unless this already has prior approval from infection control. Cases with stands are being centrally sourced and procured, and will be provided as soon as possible.
- Staff members supporting patients to make video calls must not have [symptoms](#) of COVID-19
- Where possible, iPads are not to be shared between symptomatic and asymptomatic COVID-19 patients. Where this is necessary, iPads should be used with asymptomatic COVID-19 patients first, and then symptomatic COVID-19 patients. **The iPad should be sanitised as per guidance before and after each patient use.**
- Brief the nurse in charge about the call if required – complete details of the call in the relative's communication sheet and any follow-up information for future call requirements.
- Return iPad to its dedicated secure storage facility, and charge if required
- Complete the evaluation survey available [here](#)

9. Evaluation requirements

Due to the level of investment of eHealth resource and staff time, it's imperative that we understand:

- whether PCVV is of benefit to patients, family members and staff,
- any teething problems with implementation (practical and technical),
- any additional improvements that can be progressed for future use etc..

Where possible patients and relatives/friends should be invited to provide their experience of using the video call. This should be reported [here](#)

10. Recommendations

This SOP has been written by the Lead Clinical Improvement Coordinator – Person Centred Care following guidance from eHealth, Information Governance, Infection Control, the Equalities and Human Rights Team, and wards who have innovated this approach. Appraisal of available feedback will be undertaken for each review.

Written by:

Rachel Killick, Lead Clinical Improvement Coordinator – Person Centred Care

Approved by: COVID-19 Strategic Executive Group

Date: Tuesday 21 April 2020

Review date: As Covid-19 Guidance is amended/changed

Document History			
Version	Date	Comment	Author(s)
1.0	16/04/2020	Initial document	RK
1.1	28/04/2020	<ul style="list-style-type: none">• guidance for cleaning of patient's own device• update about provision of cases and stands• clarity about scope of SOP	RK
1.2	30/04/2020	Guidance about recording of live video calls	RK
1.3	14/05/2020	Guidance about PAT testing chargers	RK
1.4	20/05/2020	Guidance about receiving messages from relatives	RK
1.5	27/05/2020	Links to eHealth policies about appropriate device management	RK

Appendices

Appendix A - PPE guidance

<https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-nhsggc-staff/infection-prevention-and-control/>

Appendix B - Infection control procedure

- don and doff **PPE** as per the recommended procedure for each patient
- wipe down iPad with detergent wipe (and alcohol wipe if the patient has suspected/ confirmed COVID-19), being careful of sockets
- do not put a case on the iPad unless this already has prior approval from infection control
- Staff members supporting patients to make video calls must not have **symptoms** of COVID-19
- Where possible, iPads are not to be shared between symptomatic and asymptomatic COVID-19 patients. Where this is necessary, iPads should be used with asymptomatic COVID-19 patients first, and then symptomatic COVID-19 patients.

Appendix C – FaceTime User Guide

A 'How-to guide' for staff and relatives/friends available [here](#).

Appendix D – Zoom User Guide

A 'How-to guide' for staff and relatives/friends is available [here](#).

Appendix E – Skype User Guide

A 'How-to guide' for staff and relatives/friends is available [here](#).

Appendix F - vCreate user guide

A 'How-to guide' for staff and relatives/friends is available [here](#).

Appendix G – Interpreter Now User Guide

A 'How-to guide' for staff and relatives/friends is available [here](#).

Appendix H - evaluation template

<https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5Jmtn3PrsFhfFAoTx-400VrkZUMzIOOUk1NU9MRUNEWk5LOFo1VzVSRTY3QiQIQCN0PWcu>

Appendix I – Information Security Policy – Physical and Environmental

<http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/PoliciesandProcedures/Non%20Clinical%20Policies/Documents/NISD%202018/Information%20Security%20Policy%2010%20Physical%20and%20Environmental%20v%20N1.0.pdf>

Appendix J – Acceptable Use Policy

<http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/PoliciesandProcedures/Non%20Clinical%20Policies/Documents/Information%20Security%20Policy%2019%20Acceptable%20Use%20v%20N1.0.docx.pdf>