



Personal Outcomes Stories during COVID: Learning from practice

Your role and organisation: Lisa Maynard, Improvement Adviser, Care Inspectorate

How have you been able to keep a focus on what matters to people during COVID?

My team in improvement support have been very lucky in that the role we're undertaking during the crisis involves speaking with care home managers directly, and getting an insight on what matters to them, and how they are coping in general.

What have you had to do differently and what made this possible?



We are involved in the roll out of Near Me, the video technology that allows care home residents to have appointments with their GP without leaving the home. We are individually calling over 800 older people in care homes at the moment in order to introduce the technology to them and improve confidence and awareness of its use.

Initially, the Near Me roll out was planned to take place slowly, to get people used to the new technology and to reduce anxiety amongst staff who may not have great IT skills. The sense of urgency, the willingness of staff to help each other and to break normal ways of working all heightened and encouraged the use of Near Me. The residents also embraced this to allow them to have contact with the 'outside world.'

What have you noticed that has been better? (for people using the service/staff/the organisation)



We have had lots of delighted staff members feeling excited about using it – the convenience and ease of the technology, and some good news stories are starting to come in about its use. One example: A care home manager was able to quickly set up an appointment with a local GP to find out if a resident's rash was shingles, as she had a pregnant member of staff who was under 12 weeks. The GP was able to quickly reassure that it was not shingles, and the manager said that before this would've taken ages. Others are using the technology comfortably and have been doing so since the lockdown started for podiatry clinics and GP appointments, as well as chats with the district nurse.

How did this make you feel?

It feels wonderful that we're helping to raise awareness and to make life easier for staff and older people at this crucial time.

What have you learned through this?

People will engage in new ways of communicating quite happily if you take time to explain and be patient!

Anything else you want to tell us?

We are moving on to Children's Services next, although they are being invited to get in touch if they want to use the service, as their needs are much different.
We have been praised by the Scot Govt for our work in rolling Near Me out rapidly.