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1   Introduction

The Person-Centred Virtual Visiting (PCVV) service was introduced in response to the COVID-19 pandemic, where visiting was significantly restricted, to provide patients with the ability to speak virtually with those that matter to them. The PCVV Service is established as an essential element of patient care, where every patient on admission will have the opportunity to discuss how they can be supported to be in contact with those who matter to them, either using their own device or a hospital PCVV iPad.

This document is published by the Person-Centred Health and Care (PCHC) team following guidance from eHealth, Information Governance, Infection Control, the Equalities and Human Rights Team, and wards who have innovated this approach.

2   Aim and Purpose

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

- Maximise opportunities for patients to keep in touch with people who matter to them
- Minimise the risk of infection
- Minimise the risk of damage to devices
- 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 PCV and PCVV.

As an integral part of Person-Centred Visiting conversations, staff should explore with each patient the options and preferences of in-person visiting and virtual visiting on admission and throughout their hospital stay, according to the current governance arrangements.

2.1   Conversation with Patient on Arrival into the 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 in section 13. 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.

- The admitting nurse should provide an overview of visiting, including virtual visiting, allowing for a conversational approach where decisions are shared, and agreement of personal choices reached.

- If the patient is not able to stay in contact with friends or family independently, PCVV should be offered as an option. This offering should be revisited with the patient regularly during their stay. 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.

2.2 Availability and Connectivity of iPads

With support from eHealth, Corporate Endowment Funds and Public and Private Donations, every inpatient and outpatient area has been allocated at least one iPad for the sole purpose of supporting PCVV, with most clinical areas having two. There are also several clinical areas who have access to an iPad held within a Cart, allowing more flexibility to support patient needs.

3 Facilitating a Successful PCVV Call and Managing the Device

To help provide a consistently reliable, quality approach to PCVV calls for patients and families, the following guiding principles should be followed:

1. **All staff** on the ward need to know where the PCVV iPad is located and understand the purpose of using the device to support virtual visiting calls between patients and family members.

2. **All staff** on the ward need to be familiar with how to use the core functions on the iPad to facilitate a PCVV call i.e., NHS Near Me.

3. **All patients and family members** should experience a person-centred compassionate approach when receiving a virtual visiting call. If a patient requires assistance to either set-up the call or whilst receiving the call, this should be organised by the ward team.

4. Requests for a virtual visit call from the patient, family member or friend, and those requests passed on from the PCHC Team, should be completed within a 24-hour period unless exceptional circumstance presents, or if a particular request is made for a day and time that is out with the 24-hour period. If this is not possible, the family member or person requesting the call should be advised of this and what alternative arrangement is being offered.

5. Outstanding virtual visiting calls should be passed on to the next shift if not completed. If the patient is transferred to another ward or hospital before the call is completed this information should be passed on to staff in the transfer ward. Good practice is to keep a logbook for audit trail purposes of all calls completed or outstanding.

6. PCVV requests should be facilitated for all people who matter to the patient where possible. The service is not exclusive for next-of-kin or direct family members.

7. All wards/departments should have a recognised structure and process of how virtual visiting calls are managed daily. This is not prescriptive but should be tailored to meet the individual needs and circumstance of each ward.

8. A process should be in place in each ward/department to ensure the safety and security of the iPad.

4 Key Steps Before, During and After Every PCVV call

4.1 Setting up a call

You will require the following information:

- Name of the relative/friend, or patient the person would like to speak to

- The relative/friend's mobile number or email address. You may have to contact the relative/friend to obtain their contact details on behalf of the patient

- If **interpreting support** is required. Further details can be found in Section 5.2.2

4.1.1 Facilitating a virtual visit using Near Me

Instruction	Picture of button to press
Log into Near Me using the shortcut on the home screen of the PCVV iPad. If you do not have a Near Me account, log a call with the IT Service Desk.	
Press the waiting area of the site you are in.	
Press 'Consult Now.'	
Press 'Consult Now' again.	
Complete the form with the details of the family member/ friend you are about to call.	
Press 'Send Invitation.'	
Press 'Open call.'	
Once the family member accepts prompts on their screen, the virtual visit will start.	
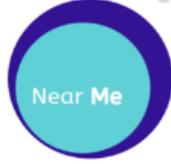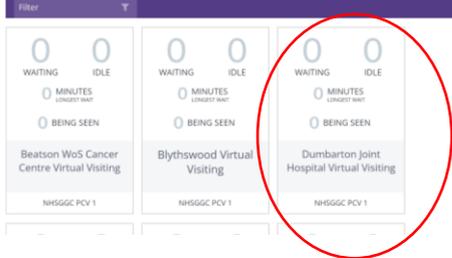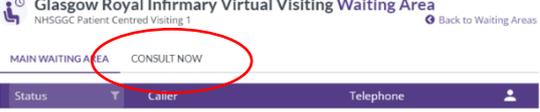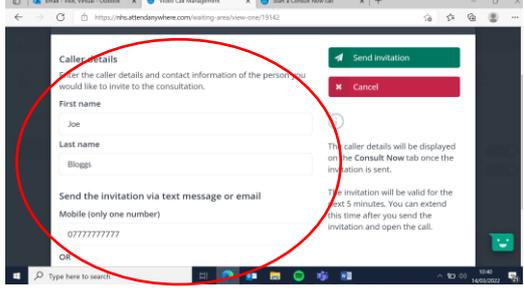
Further guidance and support with Near Me is available via the Resource Centre (Please note that you require to be logged in to Near Me to access these resources).

The staff member should adhere to the following principles for virtual calls using both ward devices and the patient's own device:

4.2 Before approaching the patient:

- Where possible, iPads should not 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.**

- When taken from storage, check the iPad, case or cart is clean and dust free.

- Sanitise the iPad, case, and cart with detergent wipes (and alcohol wipes if the patient has suspected/ confirmed COVID-19). Care should be taken when cleaning to avoid ingress of moisture into the device sockets. Cleaning should include the mesh handle on the iPad Case, where this is in use.

- If the stand, case, or iPad is visibly contaminated with blood or other body fluids then it should be cleaned with a chlorine-based detergent.

- Don appropriate Personal Protective Equipment (**PPE**)

- For further infection prevention and control guidance, refer to NHSGGC's Guidance for the Decontamination of Equipment and the Environment.

4.3 During the call

- Assess if the patient requires help during the call e.g., if they are cognitively compromised or lack the strength to hold the iPad for themselves?

  o If so, utilise the stand on the back of the iPad to prop the iPad up in front of the patient using their table to support the iPad or use an iPad Cart if available on the ward.

  o Provide the appropriate support to the patient throughout the duration of the call.

- Ensure appropriate PPE is in place as required.

- 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.

- In most 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.

4.4 On completion of the call:

- Log out of Near Me.

- Invite the participants to use the **evaluation form** to provide feedback for improvement.

- Sanitise the iPad, case, and cart with detergent wipes (and alcohol wipes if the patient has suspected/ confirmed COVID-19), being careful of sockets.

- If the stand, case, or iPad is visibly contaminated with blood or other body fluids then it should be cleaned with a chlorine-based detergent.

- For further infection prevention and control guidance, refer to NHSGGC's Guidance for the Decontamination of Equipment and the Environment.

- Doff **PPE** as per the recommended procedure

- Once cleaned the iPad should be stored in a clean dry area, switched off, and put on charge.

- 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. (If a volunteer has facilitated the virtual visit, ensure the nurse in charge is asked to document the call as required).

5 iPad Controls and Apps

5.1 Using an iPad in a Cart

To view the iPad screen in the Cart, press the **'home button'.**

Please note: the iPad in the cart is never switched off but will hibernate when not in use.

It is recommended that the cart is charged overnight to ensure the device has sufficient power for use each day.

5.1.1 Using the external speaker attached to the Cart

- The speakerphone automatically powers ON when the USB cable or the 3.5mm jack is plugged in. If in case the speakerphone does not power ON automatically, please press and hold the call buttons (buttons with handset icons) simultaneously for 5 seconds to manually power ON the speakerphone.

- The level on the speaker can be adjusted using the and buttons on either side of the speakerphone. If the volume is increased/decreased during the call, then the level is saved only for current and future calls. Similarly, the level for music playback and ringtones can be set.

- If you would like to disable ringtones on an incoming call, please press and hold the – button for 1 second. To enable again, press and hold the + button for 1 second.

- On an incoming call, you can press button to answer the call. Once you are in a call, you can double-tap the same button to place the call on-hold.

- While you are on a call, you can press button to end the call.

- While you are on a call, you can press the mute button to mute the call. Press the same button again to un-mute the call.

- When the speakerphone is switched ON and there is no activity, you can press

    button once to check the battery status. You will see one of the below LED indications. The LEDs flash for 5 seconds and then go off.

5.2 The iPad Control Centre, and accessing the Safari Browser

Detailed instructions on how to use the iPad can be found at **www.support.apple.com.**

If further technical guidance and support is required, log a call with the IT service desk using the eHelp icon on the desktop.

Logo	Title	Purpose and Registration Guidance
	Control Centre	• To access the iPad control centre, using your finger swipe down from the top right-hand corner of the screen. The control will appear as displayed on the left. You can use this to increase and decrease the volume and the brightness of the screen and more. To close it, swipe up from the bottom of the screen or just tap the screen. • To zoom in and out on the screen, spread fingers apart or together across the screen. • To move from one page to another on the iPad home screen, swipe your finger across the screen - swipe right to left to go forward or to go back left to right.
	Safari Web Browser	• Safari is the default browser on Apple Devices. This can be used for browsing the web or opening links in documents etc.

5.3 Apps and Icons available on the iPad

The following apps and icons are already installed to support the following aspects of person-centred care.

5.3.1 Communication tools to facilitate virtual visits

Logo	Title	Purpose and Registration Guidance
	NHS Near Me/ Attend Anywhere	• Near Me is a video consulting service with specific approval for use in NHS settings. • It is the default position for facilitating virtual visits. • Any member of the clinical team can have a Near Me account. To request a Near Me account log a call with the IT service desk using the eHelp icon on your desktop. • Further guidance and support can be accessed here (N.B. You need a Near Me account to access this).
	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. • The Scottish Government are currently supporting this service in all adult Intensive Care Units and PICUs, in addition to all NICUs who already use it. • 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. • To request an account, log a call with eHealth using the eHelp icon on your desktop

5.3.2 Communication support tools

For further information and guidance on how to use the Apps please contact Jac.Ross@ggc.scot.nhs.uk (Equality and Human Rights Manager)		
Logo	**Title**	**Purpose and Registration Guidance**
	SignVideo	• Provides a quick link to an online British Sign Language Interpreter who can support you to communicate with your Deaf patient. • Any difficulties accessing this link, please follow Option 1 or 2 as described in the 'Communication Support Tools' guide. • Click to view video below on How to Call a BSL Interpreter Online using the Sign Video App – YouTube
	Contact Scotland BSL	Provides a link for British Sign Language users who wish to call or receive a call from hearing family members.
	AVA	• Provides a link for patients with a hearing loss who would normally lip read and cannot because of staff wearing masks. • Provides a written caption of what you are saying in real time for the patient to read.
	Capita Live Link	• Provides a link for patients who do not speak English but who speak another language. • Provides a telephone interpreter to help communicate with a patient who speaks another language, and for staff to call out to a patient or family member who is not on the ward.
	BSL 999	Provides an online BSL interpreter directly to emergency services.

5.3.3 Feedback and Evaluation

If further information and guidance is required how to use the 'Care Opinion' App, please contact the Patient Experience Public Involvement Team:

patientexperience@ggc.scot.nhs.uk

Logo	Title	Purpose and Registration Guidance

	Care Opinion	• Care Opinion is one of NHSGGC's main ways to gather feedback from patients and carers.
		
		• Care Opinion is an independent organisation and provides a safe and simple way for people to anonymously share their experiences of health and care services.
		
		• Patients and carers can share their feedback prior to being discharged by answering three questions:
		    o What was good?
		    o What could be improved?
		    o How did it feel?
		
		• Staff within NHS GGC receive a notification and can respond in real time.
		
		• Individual registration is required to receive alerts to stories and respond.
		
		• Ward teams are responsible for reflecting on feedback to celebrate the positive aspects of care and identify key learning to change practice and improve care.
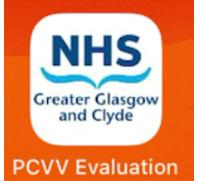
	PCVV Evaluation	• Link to a short survey allowing patients, families/friends, and staff members to give feedback on their experience of using the PCVV iPads and service. • This feedback helps us to reflect, learn and improve the service.

5.3.4 Information and support

Logo	Title	Purpose and Registration Guidance
	PCVV	Link to local guidance & advice on person-centred virtual visiting, including an evaluation form to provide feedback
	COVID-19	Current COVID-19 advice and guidance.

5.3.5 Health improvement

If further information and guidance is required, please contact: **perl@ggc.scot.nhs.uk**		
Logo	**Title**	**Purpose and Registration Guidance**
	REPS	• This app consists of two post-stroke exercise programs TASK and PUSH. • Both programs utilise a strategy that can assist recovery after stroke - repetitive practice • TASK involves the repetitive practice of four everyday tasks, whereas PUSH involves the repetitive practice of arm movements.
	Support & Information Services	This page provides information about the NHSGGC Support and Information Services and how to contact the service for advice.
	Quit Your Way	This page provides information for patients about the stop smoking services and support available, what they offer and how to contact them.
	Money Advice Services	This page provides information and guidance for patients about money advice services available.
	Carers Information	This page provides information for patients and relatives who are carers.

5.3.6 Spiritual care

If further information and guidance is required, please contact:
chaplains@ggc.scot.nhs.uk

Logo	Title	Purpose and Registration Guidance
	Islamic Prayer Times & Qibla	• For the worldwide Muslim community. • The App will tell you in which direction to pray & when it is time to pray at your location, the App notifies you. • You can change to different prayer time conventions and view Ramadan timetable with Suhoor/Iftaar notifications.
	Daily OM – Hinduism	• OM is the sacred sound & a spiritual symbol in Hinduism that signifies the essence of the ultimate reality, consciousness. • It is a syllable (referred to as Onkara) chanted either independently or before a mantra in Hinduism. • This OM app contains 300+ mantras to solve everyday problems & smooth your thought process.
	Sikh World	• "Waheguru Ji Ka Khalsa Waheguru Ji Ki Fateh." • Raises awareness about Sikhs & Sikhism teachings & Gurus. • You can read & listen to Sri Guru Granth Sahib Ji. Daily morning Hukamnana/Katha of Daily Hukamnama/Sangrand Hukamnama from Sri Darbar Sahib (Golden Temple) etc & a Media Centre & Sikh Tube for audio/video files.
	The Buddhist Bible (Buddhist Holy Book)	• This is a reader's edition, not a critical edition of the best available translation of key documents of The Buddhist Holy Book. • This book can be read repeatedly for new insights into The Lankavatara Sutra, The Diamond Sutra, Sutra of Transcendental Wisdom & Sutra of the Sixth Patriarch.

	Mindfulness: Being Human (L)	• This App is about getting OUT of your mind & INTO your life! • Making mindfulness simple… science shows practising mindfulness can have a powerful effect on improving mood, better concentration, increased creativity, reducing stress & how we manage our emotions. • This app draws on both Western psychology as well as Eastern mindfulness practices.
	Bahá'í Prayers	Besides prayers and hidden words, the app includes functions like bookmarks, Qiblih Compass, Badi Calendar, Bahá'í World News Service Feed, Solar Times, Personal Reminders, Daily Notifications with Holy Verses & a few more functions.
	TorahAnytime.com	• Instant access to top quality video & audio Torah classes by the world's greatest Torah scholars. • This app was created to provide a convenient, easily accessible & fun learning experience for Jews & anyone interested in Judaism.
	Ocean 2.0 Interfaith Reader	An interfaith book lover's tool providing the core literature of many of the world's religions with a huge amount of content & plethora of features like an audio feature.
	Gideon Bible App	• This app offers mobile access to Scripture in a multitude of languages including text & dramatized audio bible so you can read and listen to the bible in your own language. • You can search Bibles by language or by country. • Download text & audio for offline reading & listening. • Access 'helps' for tough times, search keywords, book names & specific verses. • Bookmark, highlight & add notes. • Share any verse via Facebook, Twitter, SMS & email.

		• Stay in sync with a free Gideon Bible App Account.
	JesuitPrayer	• Read daily Scripture, Ignatian Reflection & Prayer. • View virtual prayer cards, set 'call to prayer' reminder and 'call to daily examen' reminder. • The Spiritual Exercises help deepen a relationship with Christ & to move contemplation into service. In collaboration with the Magis Center for Catholic Spirituality & Loyola Press, Jesuit Prayer to anchor your day and strengthen your resolve to remember what truly matters.

6 Maintenance, Security and Storage of the iPad:

6.1 Key Principles

- The iPad should be stored in a secure location alongside the charger and in line with the **Information Security Policy (Physical and Environmental)**, ensuring the device is always accessible to ward staff.

- Staff must risk assess each individual patient on every occasion the iPads is in use to determine if the patient requires assistance or can use the iPad independently and unsupervised.

- The iPad should be charged regularly to ensure it is always available for use.

- A named custodian, typically the SCN, is assigned for each iPad to ensure it is being used and stored correctly and securely, in line with this SOP and the **Acceptable Use Policy**

- The asset tag of the iPad should be added to the ward/department asset register for retrieval of information if the iPad is lost or stolen.

- If the iPad is lost or stolen a **Datix Incident Form** (DIF1) should be completed and this reported via the **IT Service Desk by** using the eHelp icon on your desktop.

- IPads, carts and chargers require to be PAT tested in line with existing ward practice for routinely PAT testing electrical equipment on the ward.

- Do not edit your iPad. Please do not allow patients to use their own account credentials on any of the apps on the iPad as this can render the device unusable. Help and support is available via logging a call with the IT Service Desk, using the eHelp icon on your desktop.

- iPads should be switched on at least once every two months, to avoid the risk that they are removed from the network due to lack of use.

6.2   iPad Cases and Carts

iPad Cases or Carts approved by the Hospital Infection Control Team should be used on all the PCVV devices. These must be sanitised before and after every patient use as per instruction in **Section 4.2** above.

It is important that the iPad is <u>not removed from the Cart</u>. Keys are retained by eHealth Staff for this purpose.

7   Troubleshooting

7.1   We are locked out of the iPad, an App or icon

- When logging into NHS Near Me, click the link that says, 'Forgot password?' and follow instructions accordingly.

- If you are locked out of the iPad itself, or any other iPads or icons, log a call with the IT Service Desk in the first instance.

7.2   The iPad is not connecting to the Wi-Fi

- Click on the Wi-Fi symbol in 'settings' and connect to WPA2 Main.

- If the iPad does not connect automatically to WPA2 MAIN use the following information:

    o Username: xggc\mobile-wifi

    o Password:P@!sley2021!

- If this does not resolve the connection issues, log a call with the IT Service Desk using the eHelp icon on your desktop.

7.3   The Wi-Fi Signal is not good in the ward

- Check the iPad is connected to corporate Wi-Fi (WPA2-Main).

- Where signal issues exist, some wards have had success connecting the iPad to the patient Wi-Fi network.

- If the Wi-Fi signal strength is consistently inadequate in the ward, log a call with the IT Service Desk using the eHelp icon on your desktop.

7.4   The iPad has a 4G Sim and is not connecting

If you have an iPad with a 4G sim card and are unable to connect to any of the apps, you should check the following:

- Is the WIFI on? – To check go into settings > click on Wi-Fi > if the Wi-Fi button is green, switch it off (as the iPad will be looking for a non-existent Wi-Fi connection)

- Check that mobile data is switched on – Go to settings > mobile data – the button should be Green

- If further support is required, log a call with the IT Service Desk using the eHelp icon on your desktop.

7.5   The iPad has been accidentally damaged

Log a call with the IT Service Desk using the eHelp icon on your desktop.

7.6   The iPad in the cart is not working

- Check that the iPad is charged.

- If further support is required, log a call with the IT Helpdesk using the eHelp icon on your desktop.

7.7   We have an old/ donated iPad – can this be repurposed for PCVV?

- Log a call with the IT Service Desk using the eHelp icon on your desktop.

- If suitable, eHealth will asset tag the device, configure the ward iPad to the PCVV profile and add to the PCVV Inventory.

7.8   We have found an iPad that does not belong to us

Log a call with the IT service desk using the eHelp icon on your desktop.

7.9   The ward needs an additional iPad for PCVV

- The iPad will not be supported for clinical activity (e.g., Trakcare, HEPMA, clinical photography). Requests for iPads for other purposes other than PCVV should be made directly to the eHealth Programme Management Office **PMO@ggc.scot.nhs.uk**

- A small supply of additional iPads is available by logging a call with the IT service desk using the eHelp icon on your desktop, however when this supply is exhausted it will be the responsibility of the service to replace these.

7.10   Can WhatsApp be added to the PCVV iPad profile?

WhatsApp relies on a mobile number. The iPad do not have an associated mobile number and therefore this is not possible.

7.11   Can donated non-iPad tablets be set-up for PCVV?

This is not something eHealth will support. However, wards are welcome to set-up these devices themselves via patient Wi-Fi for other purposes.

7.12   Can Facebook, FaceTime, Skype or Zoom be used for a virtual visit?

We can only support virtual visits on NHSGGC iPads using Near Me.

7.13   Can the ward/department use their own iPad cover?

iPad covers and cases should be approved by the Infection Control Team prior to purchase to ensure this is compliant with cleaning and disinfecting procedures.

7.14   Can an iPad charger and USB cable be replaced if this is lost?

A small supply of iPad chargers and USB cables are available by logging a call with the IT service desk, however when this supply is exhausted it will be the responsibility of the service to replace these.

7.15 There is no sound coming from the iPad

- Check the volume – Go to setting > turn the Ringer and Alerts up

- If there is still no sound, clean the headphone socket and power connection socket using a cotton bud.

8 Appendix 1 - Document Control

Document Name	PCVV SOP for Patient Facing Staff
File path and file name	https://scottish.sharepoint.com/sites/PCHCTeam/Shared Documents/Person Centred Virtual Visiting/SOPs and User Guides/00 Current Live Versions/SOP - PCVV SOP For Patient Facing Staff/SOP - PCVV Patient Facing Staff and Volunteers V7D1.docx

Audience	Patient facing staff and volunteers requiring to facilitate PCVVs
Written by	Person Centred Health and Care Team
Owner's name	Ann McLinton
Purpose	The guide exists to support Patient facing staff and volunteers to successfully facilitate PCVVs
Approved by	Ann McLinton, Programme Manager
Publication date	28 December 2022
Last amendment date & editors name (autofill)	28/12/2022 Ann McLinton
Purpose of most recent amendment	• Update of interpreting app information • Inclusion of guidance to regularly turn iPad on • Removal of directions to contact virtual.visit mailbox for support
Review date	Maximum 6 months from publication date
Responsibility	Ward staff adhere to content