

Virtual Wards - Finding out about Virtual Wards

Thank you for expressing an interest in taking part in our research about virtual wards.

Before you decide whether you are happy to participate, we would like you to understand why this work is being done and what it would involve for you. We will be happy to answer any questions you have. Please ask us if anything is not clear.

What are Virtual Wards?

Virtual wards are sometimes called Hospital at home.

Virtual wards mean you stay at home instead of going to the hospital if you are very ill, so you get the healthcare you need at home instead of in a hospital.

[Click on this link for Virtual Wards explained in Easy Read.](#)

What are the aims and purpose of this work?

As virtual wards are expanding, we want to ensure that people with learning disabilities or autistic people are not excluded and that it doesn't lead to further health inequalities. We aim to ensure virtual wards work well for people with learning disabilities and autistic people. We want to understand and see the implementation of the right kinds of reasonable adjustments built into the virtual wards.

People with learning disabilities experience health inequalities (die younger than other people). They are likely to need additional support to live well in their homes. There is a risk that people who live alone or with minimal support might not understand what is needed to self-monitor conditions or use the reporting systems available. We want to understand the impact on families or care and support staff or personal assistants (PAs). For example, it is important that things like self-reporting are able to be done by supporters, and this doesn't disadvantage others who might live with that person.

Taking part

It is very important that we hear from a range of people, and we would like to hear your views and experience as a key stakeholder in the support of people with learning disabilities or autistic people and someone who may be impacted by the implementation of virtual wards.

Do I have to take part?

It is up to you to decide whether to take part in this piece of work. If you agree to take part, we will then ask you to sign a consent form. If you choose not to take part, it will not affect you or your organisation in any way.

What will happen to me if I take part?

A NDTi team member will interview you online by Teams or phone call at a time that suits you. The interview is likely to last 30 minutes. We will take written notes of the interview. We may also transcribe the discussion using the Teams transcription function, if you agree to this. We will always let you know if you are being recorded and check with you first.

We want to find out:

- what's good about virtual wards
- what could be improved
- what helped to make these changes and what got in the way;
- what difference this made to people.

You can choose not to answer questions and you can choose to stop at any time.

What will happen if I don't want to carry on with this piece of work?

You can choose to withdraw from the interview at any time without giving a reason. If that happens, you can choose whether:

1. we keep and use our notes about what you have already told us; or
2. we destroy our notes about what you have said so far. Please tell one of the NDTi team if you want to withdraw.

How will you use the information I give you?

- The contact information you give us will be used to make arrangements to meet up with you online or arrange a phone call.
- Everything you tell us in the interview will be kept confidential within the NDTi team. We may include things you say in our reports as quotes, but we will not use your name or any other information that will identify you.
- The exception to the confidentiality agreement is if you tell us something that indicates that you or someone else is at risk of harm. We would discuss this with you before telling anyone else, unless we feel doing so poses a risk to anyone.
- The information we get from you and other people taking part in the project will be used to write a report and guide about what we are learning about virtual wards. We will share this resource with the NHSE team leading virtual wards to ensure that the reasonable adjustment guide reaches ICBs (Integrated Care Boards) and the relevant health and clinical staff in their area. The report will also be freely available to all on the NDTi website.

What will you do with my personal information, and what rights do I have?

Your name and contact information you give us will be stored electronically on NDTi's internal ICT systems. These are compliant with the official level of the Government Security Classifications Scheme, meet the requirements as outlined within the Cyber Essentials Scheme and are compliant with the General Data Protection Regulations (GDPR 2018). Access to the information will be restricted, and only key members of the team working on the project will be able to access it. Notes from interviews will be anonymised at the first opportunity to do so and kept separately from your personal information. Your personal information will be stored for up to 12 months after the research ends, and then we will delete it.

Under General Data Protection Regulation (GDPR), we need to tell you what the legal basis for us processing your personal information is. This is 'consent' – through reading this information sheet, agreeing to participate and signing the consent form, you are consenting to us processing the personal information detailed above for the purposes of this research.

Your rights regarding your personal information are detailed below. You can exercise your rights at any time, by making a request to NDTi's Data Protection Officer either verbally or in writing.

The right to be informed - This Participant Information Sheet provides you with information about how we will process your personal data and keep it safe, how long we will keep your personal data and, if applicable, who we will share it with.

The right of access - NDTi have processes in place to ensure that we respond to a subject access request without undue delay and within one month of receipt.

The right to rectification - You have a right to have inaccurate personal data we hold about you rectified, or completed if it is incomplete. We have one calendar month to respond to your request. In certain circumstances we can refuse a request for rectification.

The right to erasure - You can ask that we erase your personal data.

Expenses and payment

We do not anticipate that you will incur any costs through taking part. We are not paying anyone to take part in the call for evidence or this project.

Risks or benefits of taking part

We do not anticipate that there are any particular risks from taking part in this project. If you find any of the questions sensitive or difficult you do not have to answer them. You can take time out of the interview if you would like a break or you can stop the interview at any time.

We hope that you will enjoy discussing your experiences. We also think that health professionals and individuals will benefit from hearing about your experiences.

Who is organising this project and piece of work?

The National Development Team for Inclusion (NDTi) is the organisation leading this piece of work. NDTi is a not for profit organisation working to enable people at risk of exclusion, due to age or disability, to live the life they choose. To find out more about NDTi please call 01225 255 268 or visit our website: www.ndti.org.uk

What if I want to exercise my rights under GDPR around the personal information that is held about me?

You can do this at any time, by making a request to NDTi's Data Protection Officer either verbally or in writing. NDTi's Data Protection Officer is Sally Richens, Director of Resources and Executive Director, NDTi, 4 Queen Street, Bath, BA1 1HE. Telephone: 01225 255 268. Email: office@ndti.org.uk.

How can I complain to the Information Commissioner's Office?

Whilst we encourage that you discuss any concerns you may have about how NDTi hold or process your data with our Data Protection Officer, you have the right to complain directly to the Information Commissioner. The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 0303 123 1113. Website: <https://ico.org.uk/concerns/>.

The team who will be conducting the interviews include:



Madeline Cooper
Programme Lead - Equal Lives Team
Telephone: 07764 972136



Lyn Griffiths
Development Lead – Learning Disability
Telephone: 07851 246149