

From: Compassion In Care
Sent: 31 January 2023 13:43
To: dhsc.publicenquiries@dhsc.gov
Subject: Virtual wards



Registered Charity: 1102282

Compassion in Care

**Breaking the chain of elderly abuse
Complacency - Ignorance - Denial - Silence**

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Dear Sir,

We write with regard to your latest policies,

Our concerns regarding virtual wards

There is scant detail available from you on this. Firstly care is about much more than monitoring vital observations, how for example are pressure sores, food and fluid intake to be monitored?

Our concern is vulnerable elderly people will be discharged to fend for themselves.

Clinical teams visiting once a day are **not** going to deliver the basic care needed to sustain life such as food and fluids. Local authorities have rationed care to the point there is little capacity in place to sustain the level of care that will be required as a result of your policies.

Care at home

Once there was an incredible publicly owned home care system but, that service was destroyed when it was privatised, as a result care standards were driven down and costs were driven up, resulting in suffering, neglect and rationing of care; huge pressure placed on the NHS for decades as a direct result of that privatisation. But you never learn and are now trying to put a sticking plaster on a system destroyed by privatisation.

What is the emergency response time for medical intervention on these virtual wards? As according to your own information it appears to be two hours, if someone was in hospital and required urgent care to sustain life, would they have to wait two hours? We hope not, therefore your policy is a human rights abuse condemning elderly vulnerable people to a completely different standard of basic care.

How will these virtual wards be monitored when currently there are not enough staff to run real wards safely?

Your policy amounts to abandoning the most vulnerable. Virtual wards may work well for younger fitter people, who can for example access the toilet, food and drink themselves but, it seems to us

that you intend to discharge older more vulnerable people into this system with disastrous consequences.

Care standards, care home beds

Regarding the blocks of care home beds you have purchased, are the elderly discharged into these care homes given any choice?

We can see no information regarding the standards of care in your chosen homes, how are you making judgements about this? Please do not tell us that you are relying on the latest CQC rating, over 90% of calls to our helpline about poor care are about services that CQC rate good.

We expect a full response that specifically answers the questions we have asked. Your treatment of the most vulnerable is appalling, the denial of basic care based on age is a violation of human rights. Please do not blame staff who have been forced to strike, this situation has nothing to do with staff standing up for their rights, it has everything to do with your incompetence and contempt for human life.

We look forward to hearing from

Eileen Chubb