

FAQs

- **Q. What happens to the Red Bag if the resident is discharged to a new Care Home?**
A. The resident's belongings, documentation and medication will be transferred out of the Red Bag into a clean hospital bag or a bag brought in by the new care home. Each Red Bag has an identification number which is unique to each care home and their address is printed on the front of the bag to ensure it is returned correctly.
- **Q. How does the Red Bag get back to the Care Home if the resident dies in hospital?**
A. Each Red Bag has an identification number which is unique to each care home and their address is printed on the front. If the care home does not pick up the Red Bag from the hospital ward within a week, it will be passed to the hospital's Bereavement Service who will ensure it is collected and returned to the correct care home.
- **Q. Does each resident have their own Red Bag?**
A. No, the number of Red Bags allocated to a care home is based on 10% of the number of beds provided. Pilot schemes evaluated in other CCG areas have demonstrated that this is sufficient as only a small proportion of residents will be using the Red Bags at any one time.
- **Q. How will the Red Bag be cleaned?**
A. When the Red Bag returns to the Care Home, please follow the cleaning instructions, which are inside the Red Bag, to ensure you comply with Department of Health Infection Control Guidance and CQC requirements.
- **Q. Do we use the Red Bag when admitting to all hospitals?**
A. Yes, but we expect the Red Bag will mainly be used for emergency admissions to the Luton and Dunstable Hospital. We appreciate you may not always know which hospital the ambulance crew will be taking the resident to.
- **Q. Do we get extra copies of the documentation?**
A. Copies of the documentation will be provided at the training sessions and emailed direct to care homes. Care homes can also access electronic copies of the documentation on Luton CCG's website www.lutonccg.nhs.uk. If documents are updated, you will be notified and the new versions will be uploaded onto the website.

- **Q. Are all Care Homes using the Red Bag?**

A. A total of 23 Care Homes in Luton have been allocated Red Bags, mainly providing services to older people with one home providing services to people with learning disabilities. If you believe you should have a red bag and you don't, please contact: eunice.sudlow@nhs.net.

- **Q. Who do we contact if we have any queries about the Red Bag?**

A. Queries can be sent to Luton Clinical Commissioning Group, contact: Eunice Sudlow, Commissioning and Operations Manager for a response, email: eunice.sudlow@nhs.net .

- **Q. What happens if the ambulance service tells us to send in a signed copy of the DNACPR Certificate?**

A. The Luton and Dunstable Hospital and Bedfordshire Locality of the Ambulance Service have stressed that it is essential the **original** DNACPR Certificate is sent in. Different arrangement may operate in other localities. A copy of the certificate can be made and retained on the care home resident's file.

- **Q. What happens if the ambulance service tells us we must include all medication?**

A. Please ask for the name of the crew and send an email explaining what has happened to eunice.sudlow@nhs.net. We will follow this up with East of England Ambulance Service Trust.

- **Q. What happens if the bag does not come back to the care home with the resident?**

A. If the resident returns to the care home without the Red Bag please call the Patient Advice and Liaison Service (PALS) at Luton and Dunstable Hospital on 01582 497990 or email pals@ldh.nhs.uk who should be able to locate the bag for you.

- **Q. What happens if we need more Red Bags?**

A. If you feel you need more Red Bags please email eunice.sudlow@nhs.net. The Red Bags can also be purchased direct from Openhouse Products Ltd, 125 Craven Street, Birkenhead, Merseyside CH41 4BW. Email: sales@openhouseproducts.com or phone: 0151 647 4044. The product name is: "Vanguard Patient Overnight Bag – RED". The product code is: 10-01270.

- **Q. What if we need more document folders?**

A. Folders can be purchased direct from a variety of stationary suppliers. The folders issued with the Red Bag are “3mm Duraclip Red A4 Folders” which hold up to 30 x pages. The Product No. is 2200 03.

- **Q. When the resident is in hospital, how do you know who’s bag is who’s?**

A. The care home’s return address and telephone number are printed on the front of the Red Bag and the large clear pocket on the back of the bag should contain a folder with relevant information and documents relating to the resident / patient.

- **Q What happens if the resident returns and some of their belongings are missing from the Red Bag?**

A. Please call the ward that the resident was discharged from and discuss this with the ward staff.

- **Q. If the resident is going into hospital for a routine operation does the Red Bag have to be used?**

A. These bags are intended to be used for Emergency Admissions. However, if a resident is having a routine operation but will be spending the night in hospital then you can use the Red Bag.

- **Q. Do care homes need to send critical drugs into hospital with the resident?**

A. If a patient is on any rare or critical drugs e.g. clinical trial medicines then we advise that these are packed in to the Red Bag and sent into hospital with the resident.

- **Q. Should care homes be sending in liquid paracetamol with the resident to hospital?**

A. There is no need to send liquid paracetamol in as soluble paracetamol is available in most areas of the hospital and will (in most cases) be suitable.

- **Q. What are the implications of the General Data Protection Regulations (GDPR) on the Red Bag scheme?**

A. This new data protection legislation came into force in May 2018. It will strengthen the protection of individuals’ data and the role information sharing can play in improving services

and creating better outcomes and experiences for people. It will not hinder the transfer of information between a hospital and care home via a red bag or by phone, as there is a clear reason for sharing information as it relates to the provision of direct care.

- **Click here to view the You Tube Video produced by Sutton CCG Vanguard**
<https://www.youtube.com/watch?v=FH1ui Z07AY>

