

NHSX Digital Care Homes North Cumbria

Programme briefing



Background

In 2020, NHSX initiated a new Remote Monitoring Scaling Programme to build on the digital health advances achieved during the COVID-19 pandemic, and accelerate the use of digital innovations to transform patient care.

As part of this programme, the Academic Health Science Network for the North East and North Cumbria (AHSN NENC) supported projects to deploy the Health Call “Digital Care Home” service into the region’s care homes. Care homes in the North Cumbria region have since joined the programme and are being supported to implement this digital transformation.

The AHSN NENC is now working together with the dedicated project teams from the Clinical Commissioning Groups, health care professionals, Health Call, local authorities and various other stakeholders to support the completion of the digital service’s rollout to care homes.



Aims

The programme aims to build on previous regional collaborative work, supported by AHSN NENC, to spread proven digital innovation into the region’s care homes, such as the Well Connected Care Homes programme that focusses on digitally enabling care homes.

Additionally, the network supported the “is my resident unwell?” tool, which is a communication aid to enable care homes to effectively report a resident, who they believe may be unwell, to other health care professionals.

Complimented by these initiatives, the broad aims of the programme are:

1. To support care homes in the adoption of the Health Call Digital Care Homes service to become better connected in the digital age.
2. To enhance the quality of care and overall experience for the care home staff and the health care partners delivering it.

3. To significantly improve communication between care homes and the wider health care services.

Closely monitoring resident’s health remains an important part of the day to day routine in care homes and COVID has taught us just how critical this is.

By utilising the Health Call digital service, the programme will enable care home staff to digitally monitor resident’s deterioration & refer to care providers where and when appropriate.

The programme aims to be completed by June 2022.



Health Call Digital Care Home Service

Health Call is collaboration of seven NHS Foundation Trusts across the region. Their “Digital Care Home” service is a unique technology that allows care home staff to refer patient details to clinical teams using a secure portal, such as a website or app.

A key feature within the service is the SBAR tool (situation, background, assessment and recommendation) which enables staff to provide clinical observations such as; blood pressure, oxygen saturation and provide details of their concerns.

The system calculates the NEWS2 (National Early Warning Score) score based on the information provided which in turn allows the home to provide a high-quality referral and gives the clinical staff the ability to triage and better manage their caseloads.

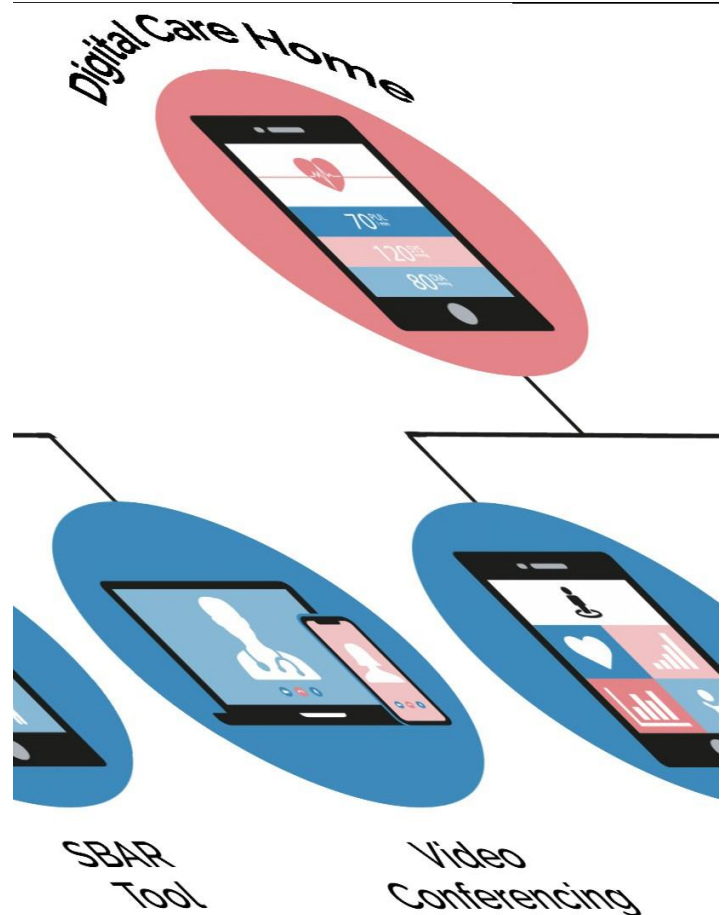
If required, all information is pulled through into the electronic patient record making this available to the wider health system.

Users of the system will be provided with the necessary equipment which will consist of:

- n A tablet device used to enter/access key information
- n A pulse oximeter, blood pressure cuff and digital thermometer

In addition to this, care home staff will also be able to carry out video calls using the tablet provided.

For more information on the service click [here](#).



Benefits

The benefits of the Digital Care Home service are vast. This can range from improved satisfaction with residents feeling they receive better care in which they are more involved, greater reassurance for resident’s families, care home staff feeling more empowered with increased confidence when communicating with healthcare professionals.

The digital technology also helps to free up care home staff from lengthy phone calls, allowing them more time with their residents. It can also help reduce the number of times a care home manager is called out when a resident is unwell. In addition, clinical staff can triage referrals electronically, improve caseload management and improve their ability to provide the right care to the right person at the right time.

There are also wider cost saving benefits for the NHS associated with the digital service that contributes to reduced hospital admissions, A&E attendance and visits to the care homes by health care professional.



Care home requirements and support available

Care homes will be supported to adopt the digital service by their local project teams, who will provide the necessary tools, access to the system and training (IT and clinical).

In return, it is expected that each care home provides the necessary leadership to ensure the devices are used effectively and built into their team's daily activities and any handovers between teams.

Care home teams will also be required to make themselves available to project, providing the necessary information when required and ensure the necessary resources and staff are in place as and when required by the project e.g. training and engagement events.

Timely communication to all key stakeholders will be critical to the success of the service. Upon completion of the training, the expectations will be that the care home staff, along with the

support of their health care teams, will continue to carry out the following activities to support the achievement of the programme aims and its associated benefits:

- n Measure, record and send readings, along with NEWS2 scores, to health care teams
- n Ensure all key information about the resident is sent using the SBAR tool

A dedicated project team is in place to support your care home team.

For further information please contact:

North Cumbria Lead: [Cumbria Health ch.digital@cumbriahealth.nhs.uk](mailto:ch.digital@cumbriahealth.nhs.uk)

Support materials will be provided by the project and be readily available to all care home staff.



To further compliment these resources the following are also available:

Health Call Digital Care Homes:

Is my resident unwell? tool

National Early Warning Score (NEWS2) resources:

Health Education England – Managing Deterioration Using NEWS.

Well Connected care homes

Identification and escalation of physical deterioration in care home residents

[Website](#)

[Video](#)

[Tool](#)

[Poster](#)

[Website](#)

[Resource pack](#)

[Videos](#)

[Project update](#)

[Resources and details of training providers](#)