

# Well Connected Care Homes

# Aims

- Support care homes in becoming internally and externally 'well connected' in the digital age
- Enhance the quality of care experienced by care home residents
- Significantly improve communication between care homes and the external health environment.

# Background

- Started in early 2017
- Digital intervention using a tablet
- Multiple apps on tablet including NEWS
- Differing approaches in research/evaluation
- Focus on single site in Phase 1
- We now have 4 regional projects, connected via this programme

# Collaboration with partners

- Regional project group, NECS, NEAS, Newcastle University, Sunderland CCG, Tyne & Wear Care Alliance, Great North Care Record, Health Economist, PSC
- Commissioned research from Health Research Team at Newcastle University
- Worked closely with NECS on IG
- Y&H AHSN

# 4 Locality Projects

- Sunderland
  - Digital collection of NEWS, standard referral pathway, small reduction in A&E and NEA but greater reduction in bed days (£179,00 savings)
  - Qualitative study showed disconnectivity with system and low confidence issues
  - Implementation plan changed to align with outcomes from study
  - NEWS analysis, approx. 23,000 scores

- Gateshead Newcastle

- Study designed to compare tools, Bartel and NEWS correlated with hospital admission
- Single trainer and trainer using community nursing teams with the latter having stronger and faster roll out
- Increases in confidence levels, changes in use of common language etc

- Hartlepool and Stockton
  - Implemented as part of suite of training modules
  - Involved community teams and specialist teams in training delivery
  - Reductions in A&E and NEA
  - Standard referral pathway
  - Increase in hospital resource use using health economics model used in Sunderland

- Durham and Darlington

- Using standard kit not Bluetooth
- Electronic referral pathway allowing transfer of data into background systems, i.e system1 and EMIS
- Significant reduction in urgent call outs by community nursing teams, reduction in home manager call outs.
- Care Home module now on HIE allowing opportunity to roll out at scale.



# Outputs

- IG Data Sharing Template (case study to follow)
- WCCH case study, Atlas accepted
  - <http://atlas.ahsnnetwork.com/well-connected-care-homes/>
- NEWS study, waiting publication
- Qualitative paper nearing submission
- Event publication, PLUS quick guide of learning.
  - <http://www.ahsn-nenc.org.uk/what-we-do/improving-population-health/digital-health/well-connected-care-homes/>

# Next steps

- Areas for Phase 2 and beyond
  - Spread of existing initiative, 4 projects plus new localities
  - Increase connectivity across the system, e.g. NEAS
  - Expansion of digital data i.e. end of life plans
  - Continue research, patient pathway case study, test early detection hypothesis
  - Consider support for 24hr response/support for care homes
  - Connectivity with PSC and deteriorating patient/NEWS2 programmes



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