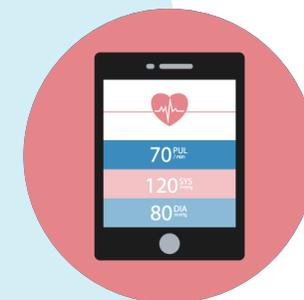


Health *Call*

Digital Care Homes



Background

Digital Care Homes includes a range of products which allow care homes to interact with NHS services. This includes video conference, electronic referrals and remote monitoring, wound management and undernutrition.

Health Call products are designed to integrate with existing electronic patient records, which means that any data captured is integrated back into NHS records.

Products from the range are optional so the offering can be customised depending on local requirements.

It was initially set up across all care homes in County Durham as a way for care home residents to be digitally referred to local hospital services. Previously care home staff would have to ring the hospital to speak to clinical teams, and often admit the patient for further care.

How it works

The Health Call SBAR Digital Referral and Remote Monitoring allows care home staff to refer patients to clinical teams using a secure portal, such as a website or app. Care homes are provided with a kit and training so they can take observational data and submit this electronically to healthcare teams.

Care home staff collect observational data such as blood pressure and oxygen saturation and can provide details about their concerns. The service uses the SBAR (situation, background, assessment and recommendation) tool.

The system calculates the National Early Warning Score (NEWS2) based on the information provided which allows the home to provide a high-quality referral. Clinical teams receive this data and it means they can triage the patient effectively and better manage their caseloads.

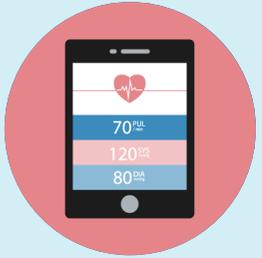
All information is pulled through into the electronic patient record making this available to the wider health system.

In addition to SBAR Digital Referral and Remote Monitoring, care homes can also benefit from using our Video Conferencing solution so that clinicians can directly see and speak to residents and staff. A Wound Management and Undernutrition are also available.

Product features

- Data captured integrates back into the patient's clinical record.
- Training to care home staff in how to use the equipment and provide readings is provided.
- Care homes receive feedback and support from the clinical team about the next steps.





Digital Care Homes

Benefits

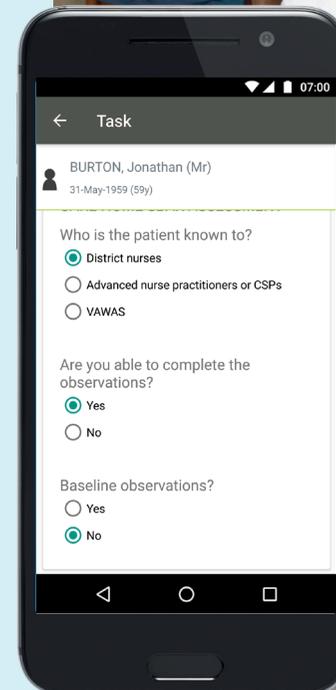
- Care home staff are empowered to provide support to their residents, safely backed up by healthcare teams.
- It highlights signs of deterioration and means that the right care can be put in place.
- Improved communication between health and care teams.
- Clinicians are better informed which helps them to manage their caseloads.
- Can result in a 30 per cent reduction in community nursing visits.
- Reduced hospital admissions by an average of 3.4 per home, per month.
- Care home staff spend less time spent on the phone resulting in more time spent with residents.
- Reduced duplication of work, no double entry requirement.
- Residents feeling better cared for and more involved in their own care.
- It provides a full, digital clinical audit trail.

Deployments

The SBAR Digital Referral and Remote Monitoring is in over 400 care homes in County Durham, Gateshead, South Tyneside and South Tees. Nine care homes in Rotherham have also deployed the solution.

"Health Call Digital Care Home works with us and gets the information to where it needs to be without spending ages on the phone." Care Home Manager

"Before Digital Care Homes, as nurses, we did not know what we were walking into, we just had been informed the patient was unwell. We now have good observational measurement and an outline from carers describing signs and symptoms." Community Staff Nurse



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