

## -DIGITAL SYSTEMS IN CARE HOMES TO IMPROVE OUTCOMES-

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| <b><u>Organisation(s):</u></b>  | Durham County Council (as part of County Durham Care Partnership)   |   |
| <b><u>Country:</u></b>  | England   |   |
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| <b><u>Theme:</u></b>  | <input checked="" type="checkbox"/> Ageing & Care<br><input type="checkbox"/> Asylum & Migration<br><input type="checkbox"/> Young People<br><input type="checkbox"/> Children & Families<br><input type="checkbox"/> Community Care<br><input type="checkbox"/> Co-Production<br><input type="checkbox"/> Disability<br><input type="checkbox"/> Housing & Homelessness  | <input type="checkbox"/> Active Inclusion & Employment<br><input checked="" type="checkbox"/> Integrated Services<br><input type="checkbox"/> Mental Health<br><input checked="" type="checkbox"/> Service Quality & Management<br><input checked="" type="checkbox"/> Technology<br><input type="checkbox"/> Workforce Support<br><input type="checkbox"/> Minimum Income<br><input type="checkbox"/> Other, please specify: |
| <b><u>Principles of European Pillar of Social Rights:</u></b><br><i>Check the 20 principles <a href="#">here</a>.</i> | <u>16. Health Care</u><br><u>18. Long term care</u>   |   |
| <b><u>Current status of the practice:</u></b>   | <input type="checkbox"/> Concept and design phase<br><input type="checkbox"/> Experimental and execution phase<br><input checked="" type="checkbox"/> Expansion and monitoring phase<br><input type="checkbox"/> Consolidation and transformation phase<br><input type="checkbox"/> Other (please specify)<br>—   |   |
| <b><u>Social issues to address</u></b><br><i>Please explain the issue(s) in more detail.</i>                          | <p>Using digital systems in care homes to improve monitoring of residents and access to timely health care through digital referrals. It's a simple IT solution that allows care homes to improve the quality of referrals to health care services and have better data sharing. The aim is to improve outcomes for residents and reduce unnecessary hospital admissions which can have a negative impact on people.</p> <p>This work began before 2020 to improve access to health services, to assist with remote monitoring of residents and to improve the digital maturity of care homes. As a result of the Covid-19 pandemic however it was scaled up at pace across all older people's care homes in Durham County Council local authority area to also reduce unnecessary footfall and improve infection prevention and control.</p> |   |

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| <p><b><u>Objectives:</u></b><br/>Please provide a <b>maximum of three</b> objectives in bullet points.</p>                         | <ul style="list-style-type: none"> <li>• Increase staff efficiency and allow staff more time to care for residents</li> <li>• Ensure residents get health care that is more timely and prevent them from having escalating health needs</li> <li>• Reduce unnecessary hospital admissions</li> </ul>  |
| <p><b><u>Activities:</u></b><br/>Please summarise the activities put in place to achieve the objectives (maximum 200 words).</p>   | <ul style="list-style-type: none"> <li>• The technology solution is 'Health Call Digital Care Home' which was rolled out as a system to support electronic referrals into community health and primary care services and remote monitoring of residents. It allows the creation and sharing of baseline observations to develop a record of what is 'normal' for each resident and also identify signs of deterioration. Resident information is then pulled through to the electronic patient record. Subsequent developments have included the addition of wound care, falls prevention, diabetes remote monitoring, undernutrition and video conferencing services for residents.</li> <li>• Care homes receive a pack with tablet and medical equipment to use for remote monitoring plus training and technical support. The "Is my resident unwell?" tool is also used as part of training to support identification of early signs of deterioration.</li> <li>• These electronic referrals are now dealt with as standard rather than telephone referrals. Clinical staff have better information to make their decisions which makes the process safer and more effective</li> </ul>                    |
| <p><b><u>Evaluation of practice:</u></b><br/>Please explain how you evaluate the practice, and if you achieved our objectives?</p> | <p>A full evaluation of Health Call Digital Care Home is currently underway and is expected to be published in 2023</p> <p>So far the following milestones have been achieved:</p> <ul style="list-style-type: none"> <li>- 109 care providers are now using the system across Durham County Council, which covers 4,000 residents</li> <li>- Over 1,300 care staff have been trained to use this</li> <li>- There have been over 30,000 digital referrals which have been made per year, these previously would have been telephone referrals which take longer</li> <li>- Families of residents have been reassured</li> </ul> <p>The full evaluation will be needed to detail how all objectives have been met but so far the following initial impact measures have been found:</p> <ul style="list-style-type: none"> <li>- 19% reduction in Accident &amp; Emergency attendance</li> <li>- 24% reduction in emergency admissions to hospital</li> <li>- 31% reduction in hospital admission rates</li> <li>- Reduced length of stay in hospital by 15%</li> <li>- Reduction by a third of inappropriate nurse visits to residents in care homes</li> <li>- Estimated cost saving of ~£8million</li> </ul> |
| <p><b><u>Three key reasons for success:</u></b></p>  | <ol style="list-style-type: none"> <li>1. Focus on staff training has been essential from the start and throughout the programme</li> </ol>   |

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|   | <ol style="list-style-type: none"> <li>2. Worked in partnership with care homes, Council and local health services so that everyone has felt part of the solution from the beginning</li> <li>3. The system provides clear roles and responsibilities and takes into account all professional knowledge so staff across all services are valued and appropriately involved</li> </ol>   |
| <b><u>Links to supporting documents:</u></b><br><i>e.g. website or report of the practice</i> | <p>Local Government Association Case Study:<br/> <a href="https://www.local.gov.uk/covid-19/covid-19-local-examples-care-technology-approaches">https://www.local.gov.uk/covid-19/covid-19-local-examples-care-technology-approaches</a></p> <p>Health Call Care Homes services: <a href="https://nhshealthcall.co.uk/product-category/care-home/?post_type=product">https://nhshealthcall.co.uk/product-category/care-home/?post_type=product</a></p> <p>Health Call Digital Care Home animation:<br/> <a href="https://www.youtube.com/watch?v=Oqq4sQgZIBg">https://www.youtube.com/watch?v=Oqq4sQgZIBg</a></p> |