

Health *Call*

County Durham
Care Partnership 



Implementation of Health Call Digital Care Home in County Durham

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Health Call Animation Video



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Overview of Health Call Digital Care Home (HCDCH)

What is it?

- Electronic referrals & remote monitoring: community health services & primary care
- Also adding: wound care, video consultation (incl. MDT) and undernutrition service

What we did?

- Solved a shared problem, working with Care Homes to develop the right solution
- Partnership working throughout
- Implemented HCDCH in 93 Older People Care Homes and 2 Extra Care establishments

Why we did it?

- Make it easier for Care Homes to make quality referrals, more efficient system for all
- Reduce unnecessary admissions to hospital and identify early signs of deterioration
- Improved care for the resident / service user

Who we worked with?

- Older People Care Homes & Extra Care Provider
- CDDFT & GP Federations
- Health Call Solutions

Links to COVID-19?

- Original plan OP Care Homes over 2 years - reduced to 14 months, Extra Care started now
- Reduces footfall in Older People Care Homes & Extra Care, as enables remote monitoring
- Enables access to remote health support, request COVID-19 testing through HCDCH

Key Challenges

Pre COVID-19

- Digital skills of care staff
- Changing behaviour
- Broadband / connectivity issues

During COVID-19

- Care Homes refusing entry
- Remote support to staff using HCDCH
- Sourcing kit

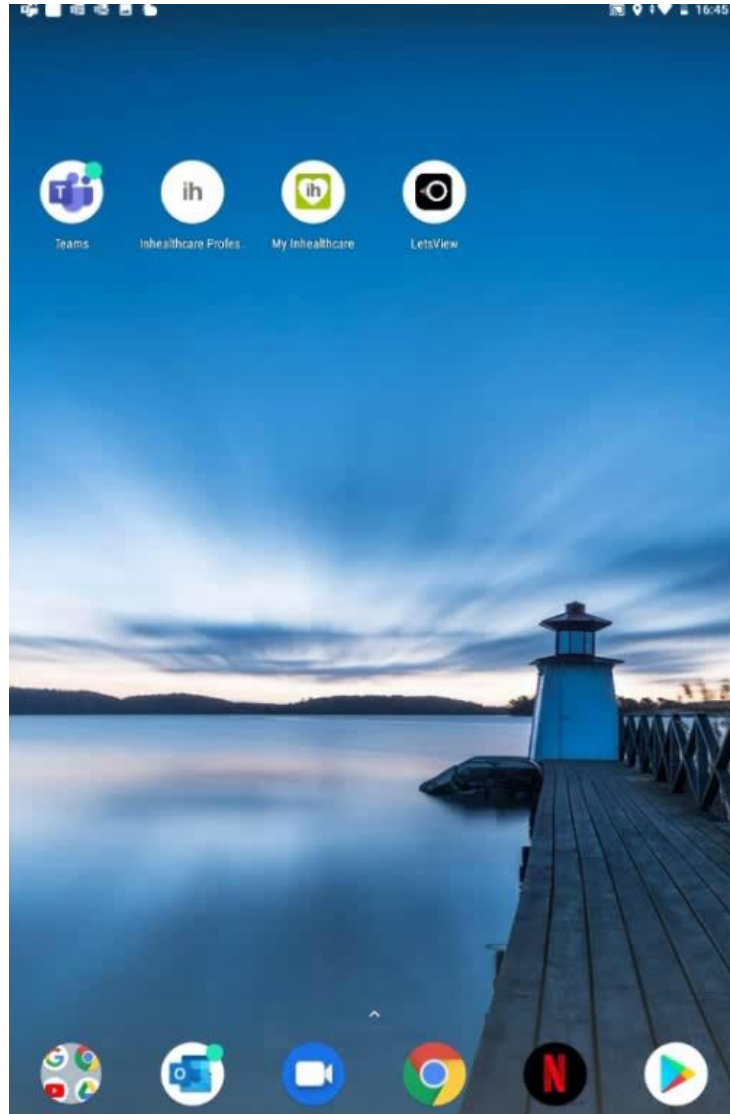
COVID -19 has meant barriers removed too

Lessons Learned

- Engage with all stakeholders at all stages
- Don't overestimate the digital skills of care staff, can be some anxieties about technology
- Ongoing support to providers and being responsive to problems
- Recognise good ideas & communicate how feedback has been used
- Take advantage of the different expertise / skills

What does it look and feel like?

- Submitting a referral



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What does it look and feel like?

- Receiving the alert

Clinician **Admin centre** Organisation administration

Patient name or NHS number

inhealthcare

Alerts **2** Unprocessed alerts Processed alerts

SMITH, Chloe () NHS No. 311 490 9655	<input type="button" value="View alert"/> <input type="button" value="View patient"/>
1 - Urgent Created 22-Jun-2020 16:35	S.B.A.R - Alert Alert - In hours
THOMPSON, Lynne () NHS No. 784 513 6824	<input type="button" value="View alert"/> <input type="button" value="View patient"/>
1 - Urgent Created 18-Jun-2020 13:56	SBAR - Alert Alert - VAWAS

Powered by **inhealthcare** WWW-SANDPIT - 2.41.0 - 2020-05-06 10:45

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Benefits to residents, staff & system



Care Homes

- More empowered care home staff
- More time to spend with the patient
- Patient feeling better cared for
- Better, safer care
- End to end audit record
- Reduced phone calls



Clinicians

- NEWS2 calculated from observations provided
- Structured contextual referral using SBAR
- Reduced unnecessary clinical consultations
- Knowledge of EOL and DNACPR directives
- In context wound assessments with photos
- Baseline observations to support clinical decisions



System

- Reduced hospital admissions
- Reduced costs across the system
- Integrated into EPR – improved sharing of information

Care Home Quotes:

- Quick and easy to use
- During COVID has helped reduce the footfall into the care home
- Has reduced the times as a manager I am called back to the home after leaving work
- After using Health Call Digital Care Home for 3 weeks I have had 1 admission to hospital, I would usually have 2 admissions per week”

Advanced Nurse Practitioner:

- “The information provided by the care home through this is far more than we ever got over the phone. We can quickly prioritise who we need to see urgently, we are not seeing as many inappropriate referrals from care homes which has freed our time up to see more patients.”