

Carehomes

North East London

The challenge

When a care home resident requires clinical intervention, it can often mean visits to or from external care settings which increases infection risk.

At the start of the COVID-19 pandemic, North East London recognised that keeping residents safe and well in their care homes, and preventing avoidable hospital admissions and visits to care homes from external clinicians was a priority.

The solution

Inhealthcare's remote patient monitoring service means that care home residents in North East London can be connected to their GPs using the latest healthcare technology.

It helps clinicians to identify patients at risk of developing health problems and intervene early with treatment, reducing the likelihood of hospital admission.

The service connects primary care networks with up to 215 care homes in Barking and Dagenham, City and Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest.

Residents in care homes are often reliant on carers to communicate their needs to their GP but carers have mixed levels of medical knowledge.

The new service enables carers to gather vital signs readings from residents and submit these for automatic triage via the Inhealthcare Professional app. By routinely taking observations, care home staff gain a greater understanding of their residents.

The increasing pressure on the NHS means that it has become more important than ever to increase capacity in hospitals.

Finding ways to reduce avoidable hospital visits and admissions, support earlier hospital discharge of patients and reduce delayed transfers of care in the confidence that patients' needs will be met in the care home, can support this and ultimately support the NHS with elective recovery.



"This new service bridges the gap between care home residents and doctors in a time of reduced face-to-face interactions.

This simple and safe technology enables clinicians to spot the early warning signs of health deterioration and take the right steps to support the health and wellbeing of patients at home."

Bryn Sage, CEO Inhealthcare



How the service works

The service uses the standardised RESTORE2 and National Early Warning Score (NEWS) 2 system for assessing and responding to acute illness.

NEWS2 is a scoring system in which a score is allocated to physiological measurements including respiration rate, oxygen saturation, systolic blood pressure, pulse rate, level of consciousness or new confusion and temperature.

Care homes are supplied with blood pressure monitors, blood glucose monitors and thermometers as necessary. The service acts as an early warning system indicating early signs of an individual becoming unwell.

The NEWS monitoring service enables care home staff to record resident's information onto an app which calculates a NEWS score. The MIST (Mechanism, Illness, Symptoms, Treatment) algorithm can also be used as part of the questionnaire.

Carers complete an assessment using the Inhealthcare Professional app and information is sent to community care teams. If any readings fall out of range, alerts are generated for clinicians to

take action. Where WiFi is unreliable, Inhealthcare can provide a range of alternative connectivity solutions.

RESTORE2 is a physical deterioration and escalation tool for care homes and is designed to support carers and health professionals to recognise when a resident may be deteriorating or at risk of physical deterioration, enabling them to act appropriately according to the resident's care plan.

Information on each resident can be securely shared with the GP or other authorised health professionals through the patient record. This integration enables health care professionals to work in partnership with the care homes to respond to the needs of the individual and where possible, prevent unnecessary admissions to hospital.

Family doctors and care home managers use the Clinician Dashboard to access an instant overview of the health status of patients and residents.

Outcomes

- To date more than 600 patients have been registered on to the service.
- The service provides structure to and improvements in clinical communications between care homes and GP's
- Digitising the service saves time and frees up care home staff to focus on other tasks.
- By enabling earlier intervention, residents are at less risk of deterioration and hospital admissions will reduce
- Avoiding unnecessary travel by reducing hospital visits and admissions, and visits by external clinicians to care homes, reduces carbon emissions and air pollution



"The Inhealthcare remote monitoring service has enabled me to take a more proactive approach to monitoring residents.

It has made me more aware of changes that arise and logging our residents' observations helps us identify sooner when someone needs treatment.

This means they can receive treatment before they deteriorate and hopefully avoid greater intervention and hospital admission."

Care home worker - North East London