Health *Call*

Health Call Digital Care Home – The Community View

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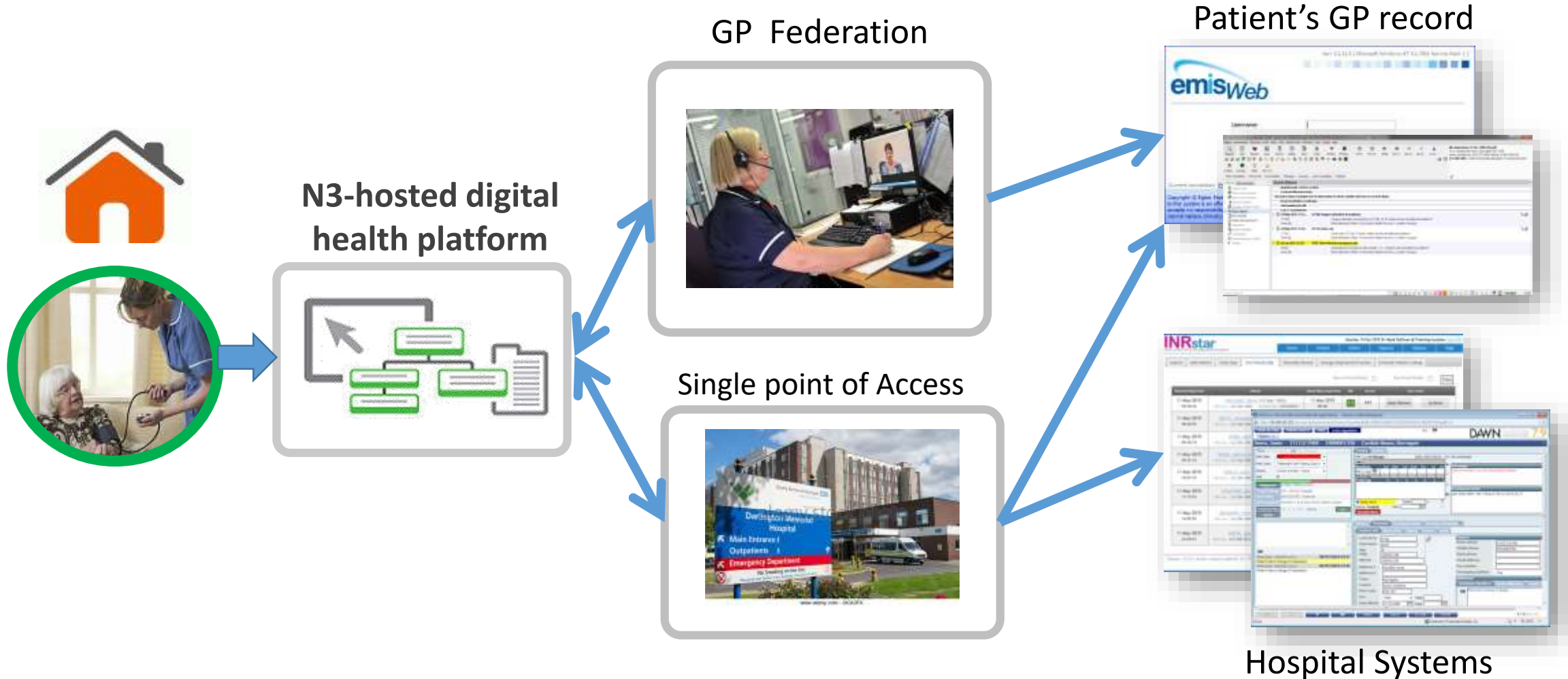
Digital Care Home

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DDHF
DURHAM DALES HEALTH FEDERATION

Integrated community
care partnership
County Durham

Health *Call* Digital Care Home – What is it?

GP Federation

Patient's GP record

N3-hosted digital health platform

Single point of Access

Hospital Systems

Health *Call* Digital Care Home – clinician point of view

- Unable to routinely monitor patients

- No method for care homes to feed information directly in to the clinical record

- No method for clinical staff to triage the priority of the referrals

- Poor/ limited information on referrals

- No baseline information

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BENEFITS of Health *Call*

- Improved info on referral allowing informed triage
- Able to monitor remotely and advise care home staff
- Improved communication with wider health professionals
- Providing health surveillance which allows slow decline to be detected
- Know what is 'normal' for the resident
- Facilitate early discharge as able to monitor patients more closely in community setting
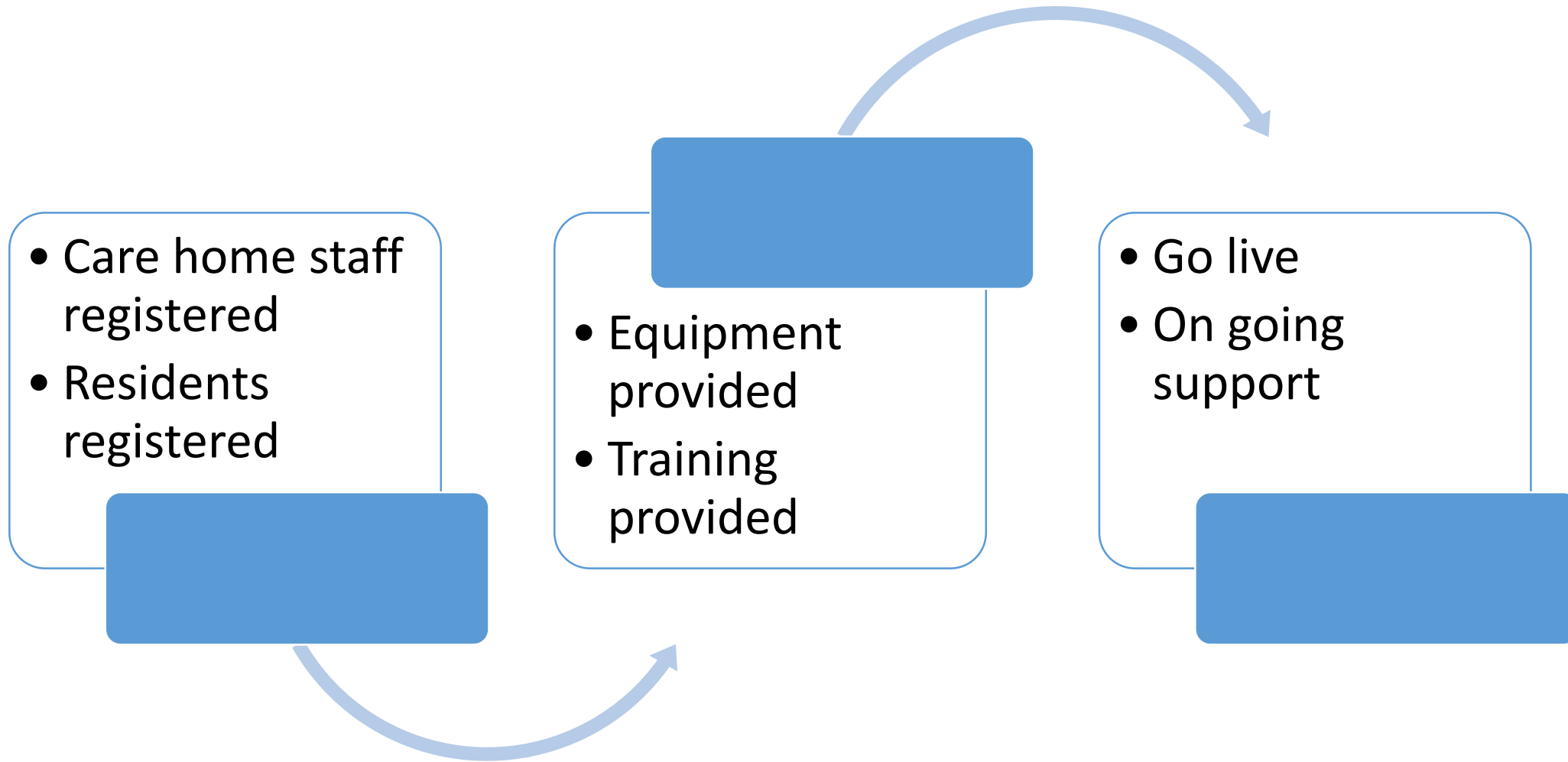- Safe and secure

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- Most of the feelings the staff went through before Health *Call*

- After training referrals were smooth and seamless basic observations updated in real time

- Equipment was fit for purpose

- Staff can escalate if needed and seek advice

- 24-hour use

- Helped staff understand what is normal for that person

- Staff became interested

- Relevant to person centered care

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How does it happen?

- Care home staff registered
- Residents registered

- Equipment provided
- Training provided

- Go live
- On going support

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Lessons learned

County Durham
& Darlington
Community Services

- Training carried out by the District Nursing team is invaluable

- Care home staff more anxious about the technology than taking the observations

- Collaborated approach to care in care homes

- Follow up support needed to help with managing the change is vital to the success

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Thank you

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