

Health Call Digital Care Home: Commissioner Views

**Sarah Douglas,
Project Manager for Supporting the Provider Market
(DCC Adult and Health Services)**

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Health Call Digital Care Home: The Commissioning Context

**Recruitment
& Retention**

**Technology &
Innovation**

Supporting the Provider Market:

**Working closely with Partners &
Providers to improve services for
the people of County Durham &
support market stability &
sustainability**

Health Call



**Training &
Development**

**Interfaces
with Health &
Social Care**

**Proactive
Interventions**

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Health Call Digital Care Home: The Pilot Stage (Pre Commission)



It solves a problem!



Co-production approach



Collaborative working



Works in all settings & digital maturity not a barrier



Impact on admissions, care home staff time & residents

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Health Call Digital Care Home: The Commission

Sustainable

Value for
money

Outcomes

Well managed

Effective
communication

Continuously
improves

Development
potential

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Durham
County Council



Health Call Digital Care Home: The Wider Benefits of the Commission

Resources
used more
effectively

Integrating
Care Homes
into the
system more

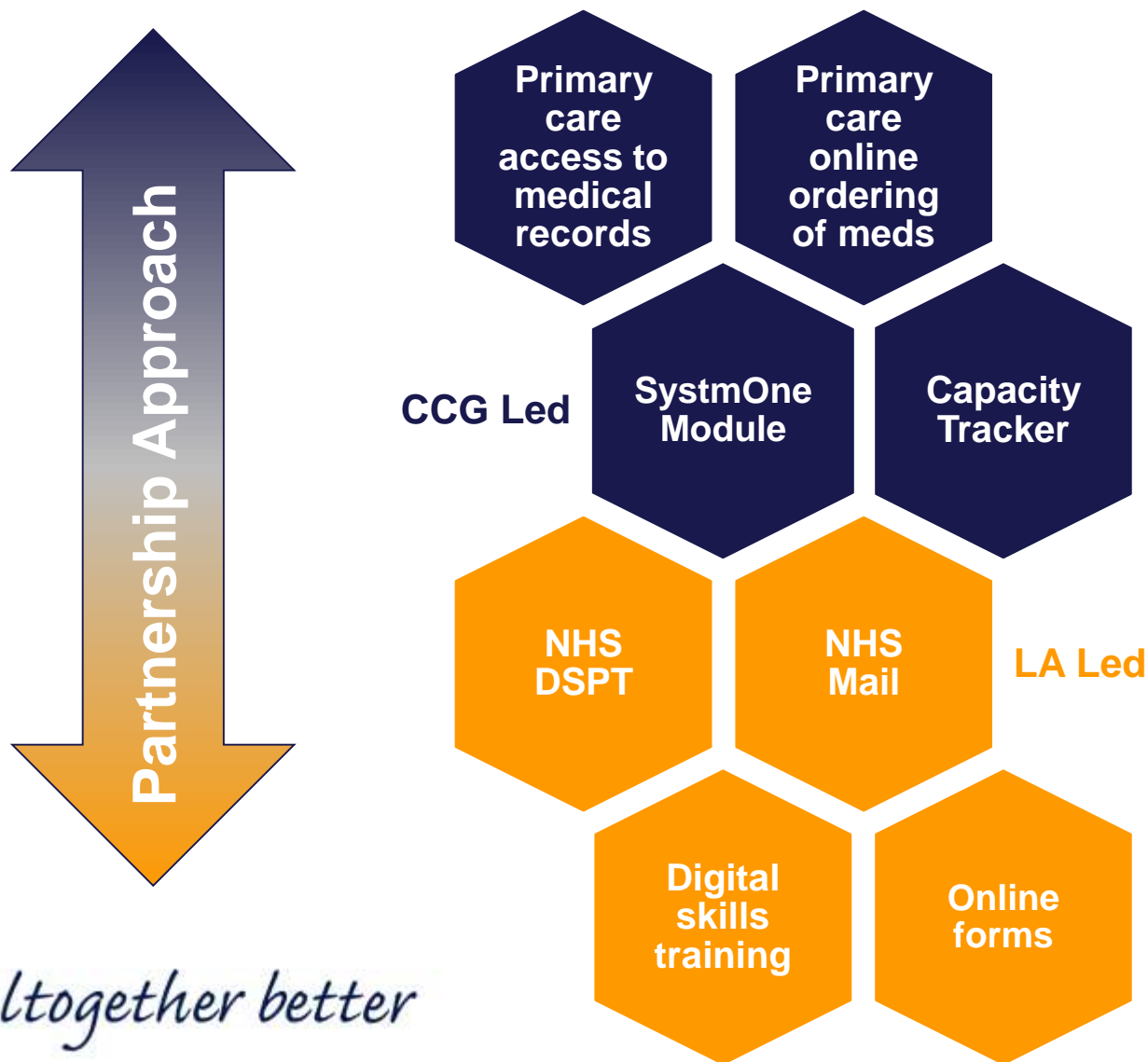


Digital
foundation for
Care Homes

Leading to
new ideas &
conversations

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Health Call Digital Care Home: The Wider 'Digital Offer'



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