Next Level

Digitalising the future for the care sector

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Presenters

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- **Kim Gardner**, GP and former Frailty Clinical Lead, NHS Kent and Medway CCG

- **Mark Needham**, Director of Contracting and Programme Director - Digital First, NHS Kent and Medway Clinical Commissioning Group

- **Rebecca Pullen**, Lead for Enhanced Health in Care Homes – Ageing Well and End of Life Care, NHS Kent and Medway CCG

- **Morfydd Williams**, Director of Digital Transformation, NHS Kent and Medway CCG

Why is early identification and intervention for physical deterioration important in care home settings?

- 3% of people aged over 65 are care home residents

- Disproportionately account ED attendances (6%) and inpatient admissions (8%)

- High and increasing rates of frailty phenotype (50%) and cognitive impairment (66%)

Benefits of avoiding hospitalisation (transfer to the ED and inpatient admissions)

Associated harms

Up to 40% avoidable

Cost acute admission up to £3,779

40% residents at least one inpatient admission last month of life

Collaboration to improve outcomes for residents in Kent and Medway

Landscape

- 647 Care Homes settings in Kent and Medway
- Just under 16,000 beds – between 3 and 4x the number of acute beds in Kent and Medway
- Lack of digital maturity in care home settings
- Independent sector

Collaboration

CCGs, KSS AHSN, Docobo, Primary Care and Care Homes

Tools

Restore2/ mini and Docobo

Spread of impactful innovation: digital care homes and other digital journeys

Where did we start in care homes– the problem, the opportunity?

- March 2020: traditional face-to-face GP pathways no longer sustainable.

- 600 care homes in K&M also cut off from GPs due to the pandemic.

- Basic IT infrastructure and digital literacy recognised as issues facing care homes.

- Summer 2020, 200 GP practices successfully enabled

- Whole system bid to NHSx for "Digital Care Homes" programme

Scaling the spread and adoption of digital innovation

- Digital bridge between 195 GP practices and 400 care homes.

- Included 415 digital literacy sessions, help with NHS mail, data security, and loan of 509 iPads.

- Produced a national blueprint for scaling.

- The KSS AHSN economic evaluation evidenced the £500K investment as cost neutral, with 5% admission rate to hospital.

The digital bridge has supported the spread of adoption of digital innovation and care

- Winter 2020: 1000 people supported by digital monitoring for COVID oximetry - preventing deterioration (silent hypoxia) and saving lives.

- Summer 2021: Dr Kim Gardner developed digital remote monitoring using RESTORE 2 / NEWS 2.

- Empowers staff as advocates for residents - taking observations and using digital systems to articulate concerns and support needs of residents to GPs

- 2021: 300 beds in 10 care homes, plans to scale to 50 more homes.

- 2022: plans for 850 Virtual Ward beds as alternative to NHS bedded care – frailty and respiratory pathways.

Building a digital culture: confidence in the population, clinicians, and workforce

- Built confidence in the population to access digital health care pathways.

- Whole system strategy to change the "energy in the room" around digital.

- 2022: one million patients sent an eConsultation alongside face-to-face appointments

- We've helped GPs to monitor patients remotely in care homes, blood pressure monitoring and respiratory, sent LTC questionnaires by texts and improved ethnicity recording data.

- Upward curve for patient satisfaction in digital services (75%)

- Enabling wider groups of the community to access NHS services via digital

Future challenges: sustainability

- Digital technologies: good value but high cost and pump priming funds are more limited.

- How can we convince other programmes to sustain digital technologies?

- Careful and targeted shift from face-to-face to digital is central to sustainability.

- Key challenges: digital literacy of workforce and citizens, and digital exclusion

- Next 2 years critical for developing the evidence base, making manageable investments and maintaining clinical and patient confidence in digital.

Q&A