West of England
Academic Health
Science Network

NHS
Bath and North East Somerset,
Swindon and Wiltshire
Clinical Commissioning Group

BSW ICS NHSX SCALING UP
IMPROVING REMOTE MONITORING OF RESIDENTS IN CARE HOMES

BSW/WEST OF ENGLAND AHSN PROJECT TEAM

Role	WTE
Programme Management	0.4
Project Manager	1
IG specialist	Commission to support 20-25 homes
Change Analyst	1
Clinical Lead (GP)	0.2
Technical Lead	0.4
RA & Training	Commission to support 20-25 homes
Clinical transformation- frailty	0.2
Clinical transformation- care home	0.2
Analyst	0.5
Other requirements	PCN/Homes backfill, comms, benefits

PHASE 1
INFORMATION GOVERNANCE
Support Care Home to achieve DSPT
'Standards Met'
(Pre requisite of Technical)

PHASE 2
TECHNICAL
SystmOne environment set up,
software installed
Staff trained and able to access

PHASE 3
TRANSFORMATION
New ways of working co-developed with
PCN/Home
Platform for remote monitoring

APPROACH

To implement the SystmOne (TPP) Internet First module to nursing/care homes in BaNES, Swindon & Wiltshire (BSW) with a focus on simplicity using four main elements:

- Remote Monitoring via recording of information e.g. Observations
- Viewing of Information
- Improved Communication
- Medications

This is to improve communication with health services, increase efficiencies around information sharing, empower residents, and enable care home staff to provide the most appropriate, individualised care.
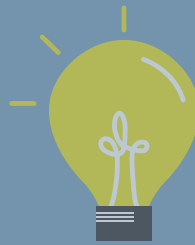
48
Number of Care Homes on shortlist

20
Number of Care Homes we are aiming to deploy to by end of quarter 4

Ease of access, custom TPP dashboard provided to consolidate frequently accessed information and quick links for communication and data entry

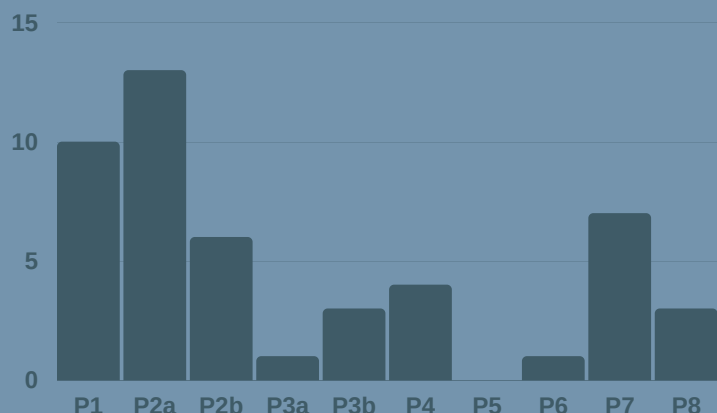Future plans to develop additional functionality to simplify:
- TEP/EOL Data Entry
- TPP Eobs application
- Shared Rotas
- Automation

We have created a 'menu' of changes that Care Homes (working with their GPs) can use to help identify processes and changes to implement

Prioritisation & Engagement

P1	Care Home Live has Standards Met
P2a	PCNEngaged / Care Home hasStandards Met
P2b	PCN Engaged / Care Home doesnt have Standards Met
P2c	Care Home Live - No DSPT
P3a	Practice & Home engaged butnot wider PCN / has Standards Met
P3b	Practice & Home engaged but not wider PCN / doesn't have standards Met
P4	Home is engaged / has Standards Met
P5	Homes with high admissions & ambulance calls / has Standards Met
P6	Homes with Standards Met but no contact made
P7	Home is engaged / doesn't have Standards Met
P8	Moved to out of scope (for now)

(Bar chart: P1=10, P2a=13, P2b=6, P3a=1, P3b=3, P4=4, P5=0, P6=1, P7=7, P8=3; y-axis 0–15)

Potential Benefits

- Facilitate remote monitoring by allowing recording of observations which can be viewed by other healthcare professionals (e.g. NEWS2 score)
- A reduced need to contact GPs and other NHS healthcare professionals due to the direct access to clinical records
- The ability to directly message GPs rather than rely on telephone contact through the practice switchboard
- More efficient ordering of medications for residents
- Access to discharge summaries when a resident leaves hospital including up to date information for medicines

"TPP SystmOne is easy to use and provides a digital tool that enables the care home nurse to contact the GP with questions/queries regarding the residents past medical history, requesting medications or communicating concerns about a resident, this will save so much time and improve quality of care."
Sian Davies - Carehome Nurse