NCL Care Homes Programme

Update to Barnet Health and Wellbeing Board

January 2023

Introduction and context

- North Central London (NCL) Integrated Care Board (ICB) is committed to improving the health and care of Care Home residents. NCL ICB's overarching aim is to **ensure care home residents receive pro-active, well planned, personalised care helping them to lead the happiest and healthiest lives possible**.

- As part of this aim, the ICB recognisees that alongside clinical and care support, technology and digital solutions can be used to modernise how care is delivered and can facilitate joined up support between organisations.

- Funding from the national Ageing Well Programme, the Regional Scaling Programme and Digitising Social Care have enabled the ICB to implement projects to support the delivery of the **Enhanced Health in Care Homes** ambitions.

Introduction and context

North Central London Integrated Care System

- **The Digital Care Home Programme was established** and has been rolling out programmes of work over the last 24 months aimed at improving the digital maturity of Care Homes across all 5 NCL boroughs.

- The digital care home programme aims to work with care homes to **increase their access to digital tools** which can improve care, whilst also working alongside care home staff to **provide training**. The support provided will enable care homes and staff to:

  ✓ Meet key data security standards and improve information governance standards

  ✓ Support the delivery of quality care through piloting digital tools such as remote monitoring and acoustic technology

  ✓ Increase connectivity

Overview of London Care Homes*

North Central London Integrated Care System

	London	ICS/STP				
		North Central London	North East London	North West London	South East London	South West London
All	1,332 CH 35,227 Beds	221 CH 6,202 Beds	258 CH 6,436 Beds	264 CH 7,375 Beds	241 CH 6,688 Beds	348 CH 8,526 Beds
Old people/ Dementia	584 CH 28,809 Beds	109 CH 5,139 Beds	101 CH 5,203 Beds	124 CH 6,248 Beds	101 CH 5,340 Beds	149 CH 6,879 Beds
Mental health/ learning disability	715 CH 5,587 Beds	106 CH 840 Beds	151 CH 1,167 Beds	133 CH 957 Beds	131 CH 1,052 Beds	194 CH 1,571 Beds
Physical disability	33 CH 831 Beds	6 CH 223 Beds	6 CH 66 Beds	7 CH 170 Beds	9 CH 296 Beds	5 CH 76 Beds

(Care home type)

*Taken from the November Report of the London Care Homes Digital Maturity Dashboard.

NCL Residential/Nursing Landscape

North Central London Integrated Care System

- NCL has the lowest level of nursing beds (per 50k population) across London

- 500 care home beds have closed over the last 2 years

- NCL has a higher rate of care home closure than other parts of London since 2014

- There is a mixed economy of businesses and operating models

All leading to :

- limited capacity in the market,

- a supplier lead environment,

- and a fragile market environment

	Care Home Beds	Care Home Type		
		Residential	**Dual**	**Nursing**
Barnet	2495	53	8	14
Camden	359	7		3
Enfield	1829	65		14
Haringey	473	30		2
Islington	565	9		8

Feedback from Care Home Managers

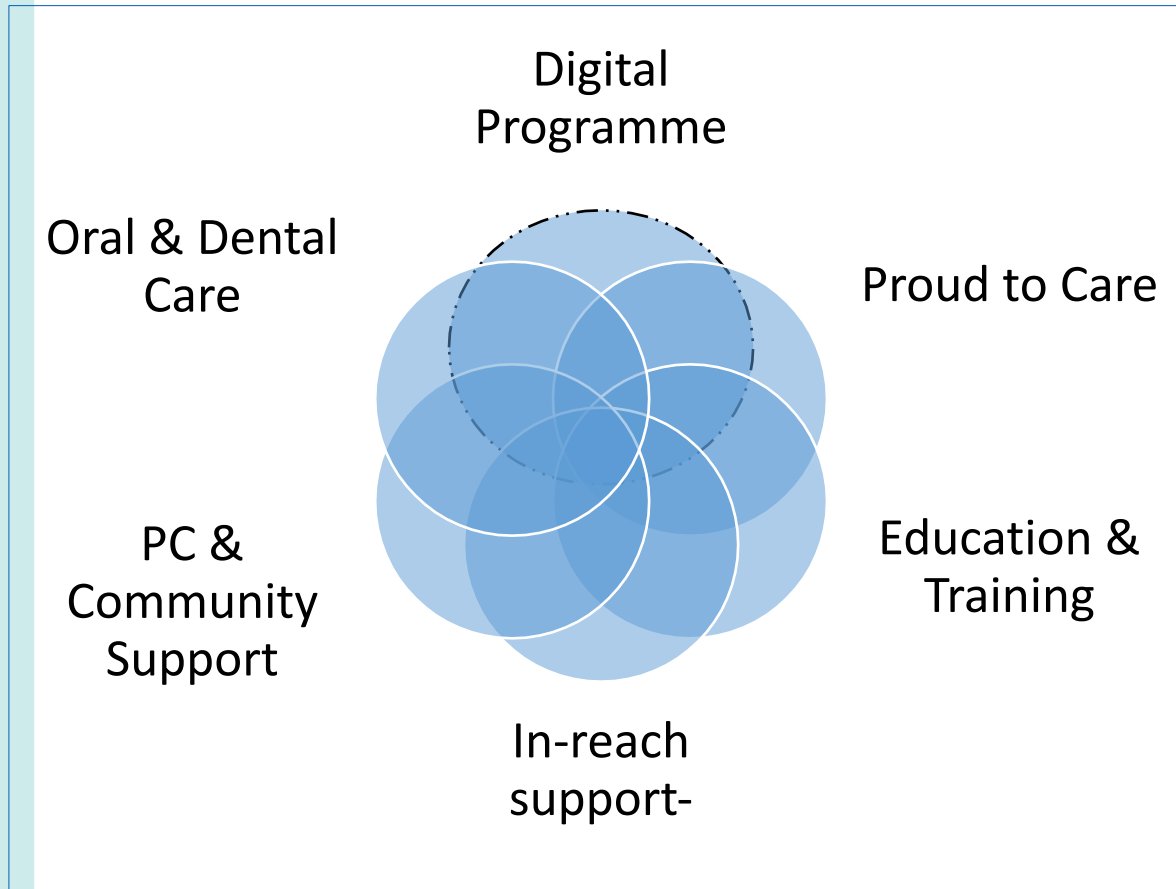North Central London
Integrated Care System

Their business:

- Financially challenging- impacts on both quality of care and staff recruitment , retention & development
- Recruitment issues, especially Registered Nurses
- Historical inconsistency of approach e.g., continence products
- Long term care is their core business, not step-down care
- Too many end-of-life patients is disruptive to residents, and resource intensive for limited financial benefit
- Issues with one-to-one care
- Locally we have some excellent care homes which have a real focus on staff training

What would help:

- Support to access community services for clients e.g., level of GP input, dentistry
- Specialist support with palliative care and behaviors which challenge
- Support with one-to-one arrangements
- Access to acute clinical expertise at the weekends
- Consistent certification of death process, especially at weekend
- Support with staff recruitment
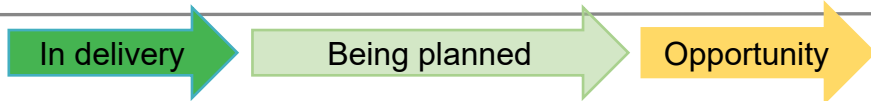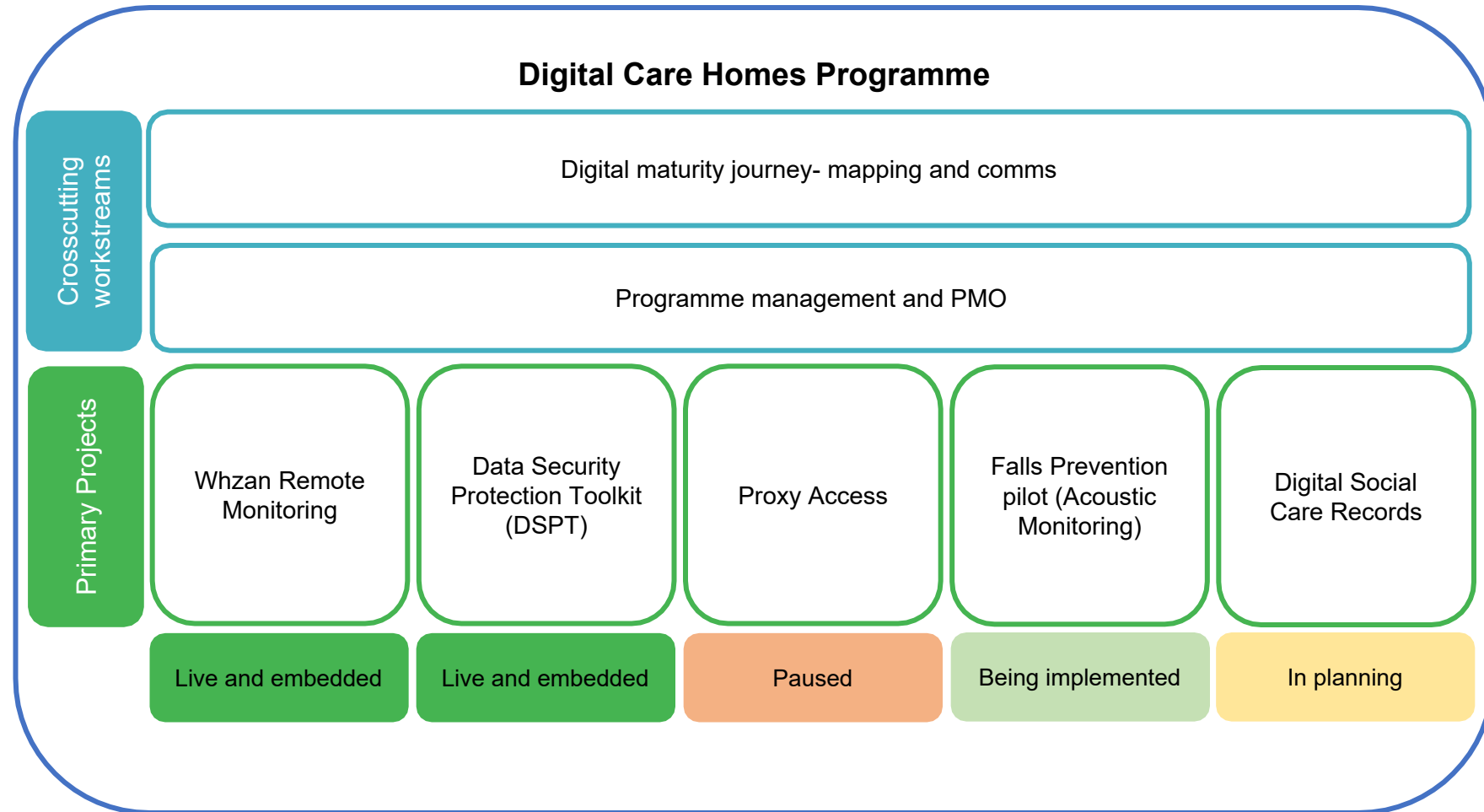
EHCH Deliverables

NCL Offer

Digital Programme

Oral & Dental Care

Proud to Care

PC & Community Support

Education & Training

In-reach support-

EHCH Framework :

Care element	Sub-element
1. Enhanced primary care support	Each care home aligned to a named PCN, which leads a weekly multidisciplinary 'home round'
	Medicine reviews
	Hydration and nutrition support
	Oral health care
	Access to out-of-hours/urgent care when needed
2. Multi-disciplinary team (MDT) support including coordinated health and social care	Expert advice and care for those with the most complex needs
	Continence promotion and management
	Flu prevention and management
	Wound care – leg and foot ulcers
	Helping professionals, carers, and individuals with needs navigate the health and care system
3. Falls prevention, Reablement, and rehabilitation including strength and balance	Rehabilitation/reablement services
	Falls, strength, and balance
	Developing community assets to support resilience and independence
4. High quality palliative and end-of-life care, Mental health, and dementia care	Palliative and end-of-life care
	Mental health care
	Dementia care
5. Joined-up commissioning and collaboration between health and social care	Co-production with providers and networked care homes
	Shared contractual mechanisms to promote integration (including Continuing Healthcare)
	Access to appropriate housing options
6. Workforce development	Training and development for social care provider staff
	Joint workforce planning across all sectors
7. Data, IT and technology	Linked health and social care data sets
	Access to the care record and secure email
	Better use of technology in care homes

The Digital Programme

North Central London Integrated Care System

- The Digital Care Home Programme is run by NCL ICB, with advice and guidance from North London Councils.

- The programme also works in partnership with NCL Training Hub who are heavily involved in delivery of the primary projects.

Digital Care Homes Programme

Crosscutting workstreams	Digital maturity journey- mapping and comms
	Programme management and PMO

Primary Projects	Whzan Remote Monitoring	Data Security Protection Toolkit (DSPT)	Proxy Access	Falls Prevention pilot (Acoustic Monitoring)	Digital Social Care Records
	Live and embedded	Live and embedded	Paused	Being implemented	In planning

In delivery → Being planned → Opportunity

Whole programme update

North Central London Integrated Care System

Programme Status Update	On Track

Project	RAG Rating		Aligned target	Notes
	November 2022	December 2022		
Better Security, Better Care (DSPT)	Target Achieved	Target Achieved	**NHSE Target 75%** **ICB Target 90%**	The project coordinator team have achieved 90% of homes in NCL reaching DSPT Standards Met. In addition to this, 93% of Whzan legacy homes assigned to the DSPT Team have signed a Data Sharing Agreement (DSA) enabling them to use Whzan within IG rules. A funding MoU has been received from NHS England and is awaiting sign off from NCL ICB. Planning and operational discussions around the BSBC project and national programme for next year underway with an evaluation commissioned by NHSE also being completed with NCL being selected as one of the ICBs to be interviewed.
Remote Monitoring (Whzan)	Delivery off track	Delivery off track	**1,800 new residents to be monitored by Whzan by March 2023**	• Whzan rollout delayed due to ongoing capacity issues within team alongside IG and DSA signing process, although this is now completed and no longer impacting the rollout as much. • NRL IG discussions ongoing. Query around request has been sought to establish source. • 111 pilot continues at pace, funding is delayed due to a missing signature on the MoU from Adastra. • GP and Care home champion scheme awaiting launch from within Training Hub
Digital Care Record	On Track	On Track	**Baselining survey launched and 50% response rate by March 2023**	Funding signed off and ICB governance completed. 3-year implementation plan drafted and out for feedback. Digital maturity baselining survey ready to send to providers after engagement with local authority teams. Work to identify early adopters and providers with good engagement is underway with a plan for starting to support these homes being developed.
Acoustic Technology	Delivery delayed	Delivery delayed	**10 new homes onboarded and using Acoustic Monitoring by March 2023**	Project has now started with team members in place and engagement with homes and key stakeholders underway. Contracting work in ongoing but supplier has started to host webinars and attend meetings with key stakeholders.

Progress to date

North Central London Integrated Care System

As of October 2022, the care homes programme in NCL has delivered the following:

- Number of homes supported = **>170**

- Percentage of care homes at **"Standards Met"** on DSPT = **90%**

- Number of beds actively monitored on Whzan = **>2000**

- Number of NEWS2 scores generated = **>48,000**

- Number of training sessions delivered to care home staff = **>500**

- Very high Number of care home staff trained

[Taken from the Digital care homes team dashboard]

Teams currently funded by the programme (22/23)

Digital Maturity team (Project Coordinators)

Responsible for:
1. Data security support (DSPT completion etc)
2. IG support
3. Digital social care records support
4. Monitoring provider maturity

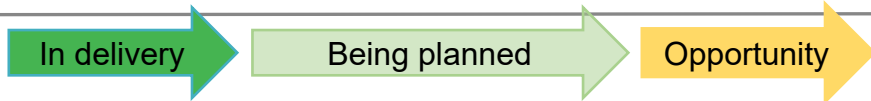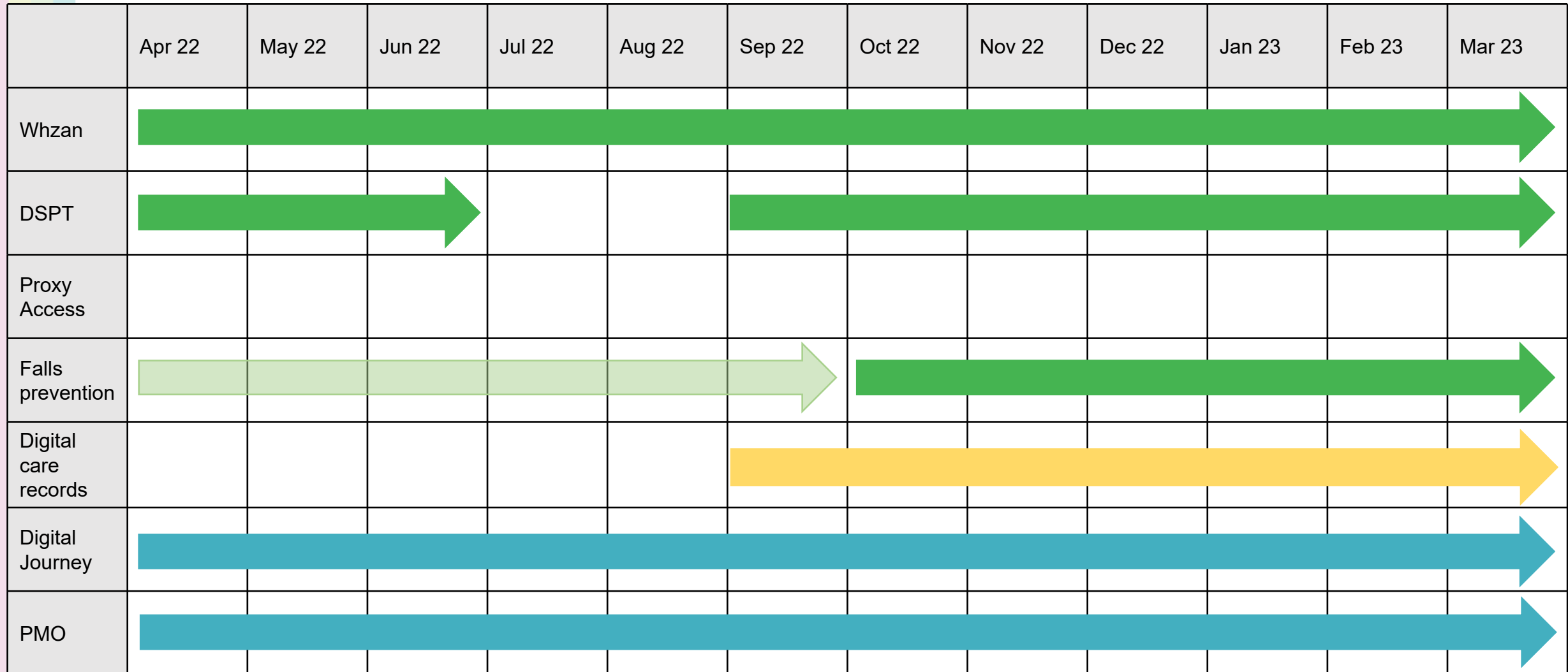**Clinical education team (Nurse educators)**

Responsible for:
1. Providing clinical skills training and support to providers
2. Implementing and monitoring of remote monitoring technology
3. Ongoing clinical support to social care providers

Acoustic Monitoring team (Falls)

Responsible for:
1. Implementation of acoustic monitoring technology
2. Providing training for providers around acoustic monitoring
3. Providing ongoing support to providers around key clinical areas such as Physiotherapy and Medicines management in relation to Falls

Project timescales

North Central London Integrated Care System

	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Whzan												
DSPT												
Proxy Access												
Falls prevention												
Digital care records												
Digital Journey												
PMO												

In delivery Being planned Opportunity

Key messages & learnings

North Central London
Integrated Care System

Keeping care home staff engaged with remote monitoring takes time, energy and a dedicated team

Resources are needed to get clinicians across the system utilising patient data from remote monitoring

Funding and support at all levels fundamental to success

Great potential to use remote monitoring in different patient cohorts across NCL

Comprehensive evaluation of remote monitoring needed and ongoing analysis of data

Falls Prevention – Acoustic Monitoring

North Central London Integrated Care System

Context

- Care home residents 3x more likely to fall than people living in the community

- Older adults who fall have the highest risk of death or serious injury

- Falls associated with increased need for full time care and longer hospital admissions

Data from NCL over 5 months (2021):

- **>320 falls in care home residents**
- **>100 falls were across 10 care homes**
- **>65% resulted in hospital conveyance**

- Due to their significant impact NCL committed to reducing falls

- Successful bid to run a Falls Prevention Pilot Project in 2022/23

What is acoustic monitoring?

- Digital tool which attaches to the wall of residents' bedrooms with command hooks (no nails)

- Monitors sounds throughout the night

- Provides an alert to care home staff via handheld devices if sounds are above threshold suggesting a resident is at risk of falling

- Alerts can be listened to by care home staff and managed accordingly

- Aims to enable proactive care which prevents falls and reduces interrupted sleep for residents

Digital Social Care Records

North Central London Integrated Care System

Digital Social Care Records (DSCR)

- Replace traditional paper records

- Person-centred care records

- Enable information to be shared securely and in real-time

NHS England's Target

- 80% of adult social care CQC registered providers will have adopted an assured digital social care record by March 2024
- Funding awarded to NCL

Key considerations

- Interoperability with current and future care records

- Opportunity to support social care in creating personalised care plans

---

NHS England's Assured Provider List:

1. Care Control Systems
2. CareVision
3. Eclipse by OLM
4. iplanit by Aspirico
5. Log my Care
6. Nourish
7. PASS by everyLIFE
8. Person Centred Software (PCS)

NHS England have stated they are happy to work with providers to assure them if they are not already on the list above.

Current delivery plan for DSCRs

North Central London
Integrated Care System

Digital maturity exercise

- Run an exercise to recapture the digital maturity of all CQC providers across NCL.
- This will include amongst others; Wi-Fi status, if there is a DSCR, which provider is used etc.
- Currently we assume there will be two surveys one for Care Homes and one for Domiciliary care providers.
- This will also demonstrate whether there has been improvements in digital maturity in recent years

Implementing DSCRs

- Using the results from the digital maturity exercise, NCL will then work with providers without a DSCR to put one in place.
- Some funding can be used to pump prime technology, where this is needed, and with the agreement that providers will fund following year 1.
- NCL will also work with NHSE to get more DSCR providers onto their accredited provider list.

Remote Monitoring - Whzan

North Central London

Context: covid-19

- NCL sadly had 522 excess deaths in care homes (Jan 20-Feb 21)

- Staff and residents were isolated and worried

- Clinicians needed to provide remote care - reduce risk of outbreaks in care homes

Ambition

- ✓ Recognise deterioration in care home residents early
- ✓ Support proactive care
- ✓ Enable clinicians to assess residents remotely
- ✓ Develop the skills and support the wellbeing of staff in care homes
- ✓ Be part of bringing the Enhanced Health in Care Homes framework ambition into reality

Remote monitoring in care homes

- Introduced Whzan blue box to care homes

- Staff take patient observations which are automatically uploaded via Bluetooth to a portal which clinicians can view

- Team of nurse educators providing holistic and bespoke training

- Developed a localised NEWS2 escalation pathway for each borough

Outcomes over 18 months…

North Central London
Integrated Care System

48,000 NEWS2 scores taken	**4300** residents have undergone remote monitoring	**127** care settings across **5** boroughs
80% of care settings have remained on the programme	**>4,500** care home staff trained	**86%** increase in student nurse placements in social care

Reduction in London Ambulance (LAS) usage & cost of admissions

North Central London Integrated Care System

Number of LAS call outs to NCL care homes over 8 months (Apr-Nov 2019 & 2021):

Care homes without remote monitoring

14% reduction in LAS call outs

Care homes with remote monitoring

28% reduction in LAS call outs

Cost of non-elective admissions (NEL) from NCL care homes over 1 year (Jan-Dec 2019 & 2021):

Care homes without remote monitoring

27% increase in cost of NEL admissions

Care homes with remote monitoring

4% increase in cost of NEL admissions

Average £ of a NEL when patient's care home has remote monitoring:
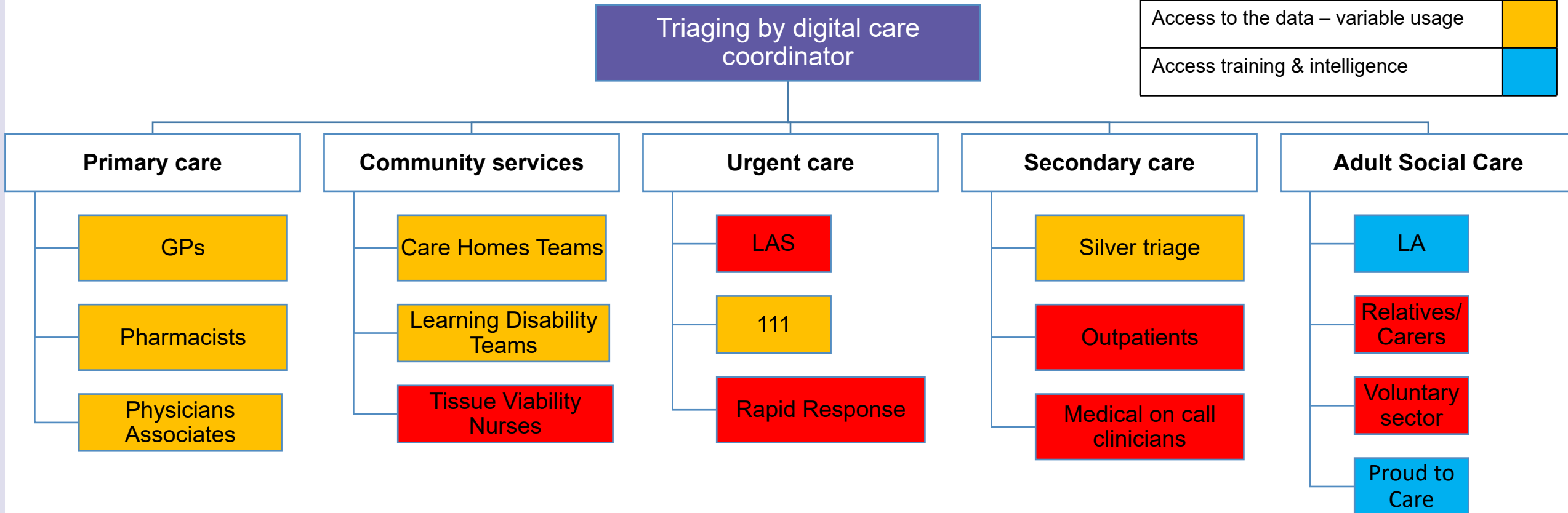
£663 less

Reduced cost of non-elective admissions likely due to:

- Deteriorating patients being recognised earlier, leading to less complex admissions
- Remote monitoring supporting early discharge and management in the community

Using patient data across the system: unlocking the full potential

North Central London Integrated Care System

New role to be created	
Not yet accessing the data	
Access to the data – variable usage	
Access training & intelligence	

Triaging by digital care coordinator

Primary care
- GPs
- Pharmacists
- Physicians Associates

Community services
- Care Homes Teams
- Learning Disability Teams
- Tissue Viability Nurses

Urgent care
- LAS
- 111
- Rapid Response

Secondary care
- Silver triage
- Outpatients
- Medical on call clinicians

Adult Social Care
- LA
- Relatives/ Carers
- Voluntary sector
- Proud to Care

Supporting the wider system

Increasing capacity in the healthcare system

- Improving capability of care homes to manage complex needs preventing delayed discharge and placement breakdowns

- Supporting the use of alternative clinical pathways to keep people at home where appropriate

Workforce

- Developing staff skills on how to manage complex health needs

- Supporting retention and resilience through 1:1 and group support

- Developing the future care home workforce through student placements in adult social care

Person centred care

- Supporting residents needs being met in the care home

- Improving quality of life through meaningful activities

Increasing capacity in the healthcare system

Developing workforce

Person centred care

Whzan blue box

Delivering on key system priorities

North Central London Integrated Care System

Health Inequalities

The Green Plan

Care at Home

Community based winter falls response

Adaption and Adoption

Celebrating success

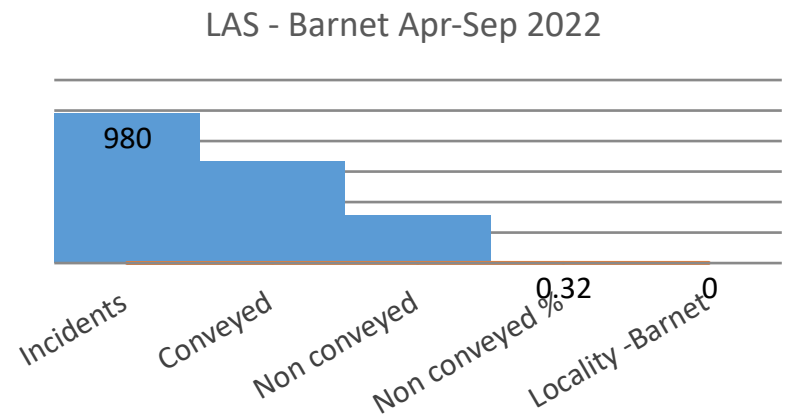# Barnet data summary

Whzan

Total kits 75 in 36 care providers

Whzan usage in Barnet	Number of readings
July 2022	465
August 2022	460
September 2022	326
October 2022	671
November 2022	650

Whzan usage Jul
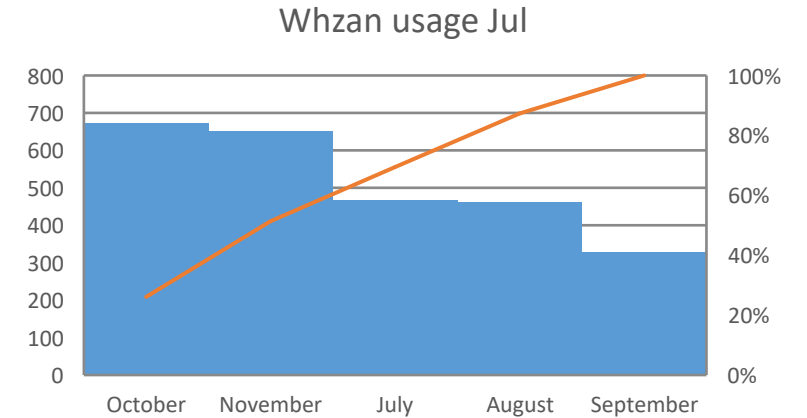
April – Sept 2022 Barnet LAS conveyance data

Locality -Barnet	Incidents	Conveyed	Non conveyed	Non conveyed %
Barnet	980	667	313	32%

DSPT in Barnet

- 77 / 86 care homes are at "Standards Met" on DSPT
- **89.5% complete**

LAS - Barnet Apr-Sep 2022

Any questions?