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Beyond virtual wards

How digital home care can help in urgent care

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Same Day Emergency Care & RM

- **North Bristol NHS Trust** is the first hospital to use home monitoring within its SDEC
- Across the country SDEC services are over full
- **Southmead Emergency Department's** SDEC is supporting people with conditions including **cellulitis & diverticulitis** return home with monitoring support rather than face admission
- **Sirona Health & Care** their community services partner providing the monitoring
- Having **real impact** since opening in July
- Now represents **20% of their virtual ward patients** being **emergency admission avoidance** in this way, the remainder early discharge
- **Highly replicable model**



Health Hubs for Long Term Conditions

- Taking a cohort of people living with LTC often advanced disease & providing them with RM & dedicated clinical support as “wrap around” care to keep them well at home & out of hospital
- **70%** acute hospital beds used are due to LTCs
- Best sites in the country include **Airedale NHS Foundation Trust** that has seen a **41% reduction** in emergency admissions in its COPD cohort as well as reductions in GP visits
- They are now supervising **3,600** people with COPD in this way & targeting **7,000**
- **Imperial College Healthcare NHS Trust** is achieving similar rates in their Heart Failure cohort
- Major area of interest for Doccla sites around the country & applications to HTAAF
- **Highly replicable model**



Urgent Community Response Teams & RM

- **Hertfordshire Community Trust** has a mature virtual ward service supported by an impressive remote monitoring hub running its Hospital At Home care
- The hub is staffed by **community nurses**, including nurse specialists in areas from respiratory to palliative care, **GPs, therapists and paramedics**
- Have extended RM to their **Urgent Community 2 hour Response Teams** – so can now provide a Doccla Box to patients to provide remote monitoring for a period rather than admit to hospital
- Working closely with **East of England Ambulance service**
- At times taking the Stack directly and responding to Cat 3, 4 and 5 calls with UCR alone – demonstrated a **huge impact on both response times and handover delays during these periods**
- **Highly replicable model**



Rapid Response Vehicles & RM

- With rapid response services and ambulances, the choices for the GP/paramedic are often **very binary**
 - Home with absolutely nothing OR
 - Hospital with absolutely everything
- **Lots of patients sit somewhere between**
- RM provides a means to have **5-7 days monitoring** to reassure/escalate accordingly
- This model being trialled by **Herts Urgent Care** with the monitoring provided by the Hospital at Home team at **Hertfordshire Community NHS Trust**
- **Highly replicable including to ambulance trusts**



High Intensity Users & RM

- **Cambridgeshire Community Services** have a new service providing home monitoring to their High Intensity Users – went live in October
- Used the **data on who is at most risk of a hospital admission** this winter to identify the cohort & equipping them with RM
- Doccla also providing the **clinical monitoring support**
- **Matthew** can say more about this
- Other great examples include **Frimley Health & Care** who are using RM to close health inequalities in their population & have seen marked impact in terms of emergency admission reductions
- **Highly replicable model**



Edna & Bob

“The service has been excellent. It’s so much better for me to be at home – I can have what I like to eat, a nice cup of tea and a good night’s sleep in my own bed. I feel like I made a quicker recovery because I was at home.

I was so grateful someone was looking after me, and you’re in constant contact with the team, so you feel so safe. The nurses would come to my home to take my blood test to make sure I was responding well.

The tech was easy to understand, and everyone was so patient in explaining it to me. I’d recommend Hospital at Home to anyone.”

docclaⁱ

