

NHS Highland Overview:

Our aim was to demonstrate that technology specifically the Alcove Video Carephone and the Komp with Komp Pro could support people in their own home who would otherwise be admitted to a hospital or a care facility.

The Problem

- Limited social care increases admittance to the acute hospital or a care home if
 - an unpaid carer is unwell, or
 - if they become more frail and live alone
- There is very limited availability of care staff especially in the Out Of Hours period
- This negatively impacts on the person having to unnecessarily leave their home, it causes stress for themselves and their family/loved ones
- The social care and social work teams are arranging care at a point of crisis. Multiple teams have to travel to a persons home, often more than once a day to review
- This increases demand on all services, if they are unable to support and review people in an innovative way admission to an acute setting is often the only option to keep a person safe

AIM

- **Support people in their own home who would otherwise be admitted to a hospital or care facility**
- **Enable visual connectivity to the integrated health and social care team to ensure a person remains safe at a time of crisis**
- **Provide a timely service unrestricted by travel and available to a person whether in a city or remote rural community providing equity of support**
- **To reduce distress and social isolation of a person by enabling connectivity to the social care team and any family or carers**
- **To reduce visits, decrease isolation and to support those people in crisis who live in remote geographical areas**

Outcome

We supported people in their own home who would otherwise be admitted to a hospital or a care facility.

We enable visual connectivity to the integrated health and social care team to ensure a person remains safe at a time of crisis

We provided a timely service unrestricted by travel and available to a person whether in Inverness city or in a remote or rural community within Inverness District, providing equity of support

We reduced distress and social isolation of a person by enabling connectivity to the social care team and any family or carers

Key Learning Points

- Keeping good communications with the team of clinician's who were working with the technology was the key to the success of our project
- Trialling two different types of Tec at the same time was a challenge
- Telecare can take a few days to set up, we can use this technology instantly and releases resource where in the Highlands we have a resource deficit

Challenges, What Worked Well & Next Steps

Challenges

- The Komp have decided to no longer roll this work out for health boards, an SBAR is in progress to challenge this decision to stop funding for further projects
- Waiting for technology to be delivered reduced time for PDSA, which meant that PDSAs had to be done around a systematic approach causing manual testing
- Understanding the operational aspects of purchasing technology
- Rolling out to staff on the ground, an education and engagement process that is needed takes time to get staff on board
- Lack of admin support, a lot of admin was needed for this project and without having an identified resource this became a challenge
- Staffing was an issue, although there was the core team there was a need for clinicians on the ground to understand, help roll out and bring back the information to enable the next PDSA cycle. It was hard to ask staff to undertake extra work
- Trialling two different technologies at the same time was a struggle

DN time saved with 1 person who is insulin dependent over 22 weeks:

Number of days KOMP being used successfully without any nursing visits: 190 Days

1231 miles saved

190x £6.34 Mileage = £1204.60

190x £10,20 nurses resource lost in travel time= £1938.00

Total Cost Savings over 190 days £3142.60

What worked well

- Key players such as group-physio
- Clinicians involved in engagement with local elderly support centre players
- Use of technology, setting up a systematic approach gave the clinicians the ability to deliver
- Choosing a central point people can access the technology at any point, rather than having to go through another team, made it more reactive
- Information sheet/communications we had good feedback on this important learning
- Links with TEC team and Komp experts, customer service line with technology use, resulted in the TEC working really well for us
- Winners of The Digi Fest 2022 poster award enabled us to share our successes of the project and be recognised

Next steps

- Trying to secure further funded for how well this worked. An SBAR is currently in progress to acquire funding
- Trial the alcove at a different location
- If successful with the funding bid the education roll out across the team will continue
- Work could be used in different areas where NearMe doesn't work, or folks don't want to use other technologies. That was the beauty of the Komp was the simplicity