

# Digitising Social Care in SW London

## South West London Integrated Care System (ICS)

### What are we doing?

Thank you for visiting our marketplace stand at the Digitising Social Care Engagement Event. In South West London we are proud to be supporting the digitisation of our care homes through many different digital projects including:

- Digital Social Care Records (DSCR)
- eRedBag
- Remote Monitoring
- Sensor Based Falls Prevention and Detection
- Electronic Medication Administration Records (eMAR)
- Shared Care Records (ShCR)
- Data Security and Protection Toolkit (DSPT)

### Our vision

Our vision is to support and enable care homes to use digital solutions to make their systems more efficient and deliver the best care for their residents.

### Further information

For further information on these projects or to discuss how digital integration in your care home can help you achieve your goals, please feel free to ask us at the market place stand or contact us using the contact details in the following pages or at

[SWLcarehomes.admin@SWLondon.nhs.uk](mailto:SWLcarehomes.admin@SWLondon.nhs.uk).

## Digital Social Care Records

### What is a Digital Social Care Record (DSCR)?

A DSCR is an electronic care planning system that supports the digital recording of care information and care received by an individual, within a social care provider setting, replacing traditional paper records. It provides a platform which other remote care tools can integrate with and enables an individual's personal care and support plan to be shared in real time with authorised health and care professionals.

### How does this benefit a care home and its residents?

Potential benefits of using a Digital Social Care Record include:

- reduced admin time
- reduced costs
- increased compliance with regulations and standards
- improved service for residents (more time to care)
- improved management and oversight
- improved data quality and management

### What are we doing in SWL?

The NHS in South West London (SWL) is funding care homes to help them move from traditional paper-based systems to Digital Social Care Records.

SWL will pay the first year costs of a new digital system including licence fees, the cost of hand-held devices, training and a contribution to any local set-up costs.

### Who to contact for further information?



**Mark Worboys**

DSCR Mobilisation Project Manager

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## eRedBag

### What is the eRedBag?

The eRedBag is the electronic version of the paper documents included in the Red Bag that travels with a resident when they are admitted to hospital in an emergency.

### How does this benefit a care home and its residents?

The eRedBag helps improve the experiences and quality of care of residents moving from their care homes to hospital in an emergency and then back to their care homes. It provides healthcare staff with up-to-date information about care home residents, quickly and easily, enabling them to deliver the best possible care.

### What are we doing in SWL?

We have developed the eRedBag Pathway to improve digital information sharing and communication between care homes, hospitals and community.

We are working with care homes, software providers and South West London's four hospital trusts to roll out the eRedBag across the full care system.

### Who to contact for further information?



#### **Sami Jordan**

Project Manager for eRedBag, Red Bag, Access to Shared Care Records and DSPT

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## Remote Monitoring

### What is Remote Monitoring?

Remote monitoring allows a care home to digitally monitor the vital signs of its residents including their blood pressure, pulse rate, oxygen levels and temperature. The equipment is Bluetooth enabled and sends the readings to the tablet. The tablet automatically calculates a NEWS2 score and alerts care home staff to refer to their local escalation plan. These devices also send results to a dashboard accessible by health and care staff, such as the GP.

### How does this benefit a care home and its residents?

Remote Monitoring helps staff detect early deterioration, enabling residents to receive better, faster and more effective care and potentially reducing unnecessary hospitalisations and ambulance callouts.

The residents' GPs can view each resident's dashboard remotely and have instant access to the results of vitals monitoring. This reduces the time staff spend on administration, improves communication and supports staff to provide the best care possible for their residents.

### What are we doing in SWL?

We are working with VCare and Whzan to provide Remote Monitoring to SWL care homes. Homes receive free equipment, training and the license costs are funded for the first 12 months. Throughout the duration of the project, homes have the support of SWL's Digital Integration Support and Liaison Officers (DISLOs), and potential face to face support with a Clinical Digital Educator on site to assist with training and support.

### Who to contact for further information?



**Lisa Atik**

Senior Project Manager – Remote Monitoring

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## Sensor Based Falls Prevention and Detection

### What is Sensor Based Falls Prevention and Detection (SBFP)?

SBFP, includes a range of devices, designed to detect when someone is at risk of falling. Monitors use sensors and artificial intelligence to monitor residents in their rooms and alert when movement (or sound) is detected outside of a normal range. The alert is received through a mobile device (through an app on a smartphone or tablet), initiating a response from a care worker.

### How does this benefit a care home and its residents?

SBFP helps ensure a prompt response from care workers, avoids the need for planned, potentially disruptive, night-time checks and avoids waking the resident when not necessary. All of this helps ensure residents get a better night's sleep.

By being more responsive to signs of movement (or sound), a more immediate response is possible, helping to reduce the incidence of falls.

### What are we doing in SWL?

South West London are able to fund the first 6 months of a pilot with SBFP, enough time to realise the benefits of the system to both care home residents and staff.

### Who to contact for further information?



**Paul Harper**

Senior Project Manager

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## Electronic Medication Administration Record (eMAR)

### What is eMAR?

eMAR is an Electronic Medication Administration Record.

### How does this benefit a care home and its residents?

An Electronic Medication Administration Record is designed to provide safe medical administration and record keeping, leading to fewer administrative errors and more accurate stock counting and reordering.

### What are we doing in SWL?

We are involved in the piloting of VCare's eMAR system, which is designed to reduce errors, improve compliance, and increase efficiency of medication management between care home and pharmacy.

### Who to contact for further information?



**Beth Horsell**

DSPT Coordinator, ShCR and eMAR  
Engagement Lead

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## Shared Care Records

### What is a Shared Care Record?

Shared Care Records (ShCR) is a secure view of an individual's healthcare records via the One London Record.

### How does this benefit a care home and its residents?

There are many benefits a care home and its residents such as:

- Avoiding some hospital visits, missed appointments and delayed admissions
- Proactive follow up and management of care, treatment and medicines including visibility of actioned repeat prescriptions
- Access to historic health information not disclosed at point of placement such as allergies and medical conditions
- Avoiding delays during discharge process
- Reducing phone calls between care homes, hospitals, pharmacies and GPs.

### What are we doing in SWL?

Nine care homes in SWL have gone live with the ShCR pilot project which offers secure access to selected care homes to the One London Record, offering full visibility of their registered residents Health and Care Information.

### Who to contact for further information?



**Beth Horsell**

DSPT Coordinator, ShCR and eMAR  
Engagement Lead

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## Data Security and Protection Toolkit (DSPT)

### What is a DSPT?

The Data Security and Protection Toolkit is an online self-assessment tool for health and care organisations to demonstrate compliance with the 10 data security and protection regulations.

### How does this benefit a care home and its residents?

CQC looks favorably on care homes that have achieved the DSPT Standards Met status as this demonstrates that the care home has appropriate policies in place to keep the confidential data of its residents and staff safe and secure against data breaches and cyber-attacks. It reassures everyone you work with that you are taking data security seriously.

DSPT Standards Met is a basic requirement should services wish to pursue the various digital opportunities on offer through South West London ICS.

### What are we doing in SWL?

In SWL we offer free 1-1 DSPT support sessions which will explain the questions being asked and assist with the completion and renewal of DSPT. We will also advise you when DSPT is available for review and renewal to avoid compliance lapsing and further risks.

### Who to contact for further information?



**Beth Horsell**

DSPT Coordinator, ShCR and eMAR  
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