



Health Call

Digital Care Home

Why the need?

Care homes have no direct access to NHS IT systems

The phone is predominately used to contact the wider health system wasting hours and often repeating themselves

No ability for clinical staff to remotely monitor residents in care homes

The Solution?

A digital service that allows care homes to refer residents to clinical services

The Digital Care Home service from Health Call can be used in a variety of ways to benefit care home residents' and healthcare professionals. This leaflet focusses on the use of the SBAR tool within Health Call's Digital Care Home Service and the positive results it delivers.

The Health Call Digital Care Home Service allows care home staff to refer patients details to clinical teams using a secure portal, such as a website or app. Using the SBAR (situation, background, assessment and recommendation) Tool, staff are able to provide clinical observations such as blood pressure, oxygen saturation and provide details of their concerns. The system calculates the NEWS2 score based on the information provided which in turn allows the home to provide a high quality referral and gives the clinical staff the ability to triage and better manage their caseloads. All information is pulled through into the electronic patient record making this available to the wider health system.

To find out more about our Digital Care Home service, visit nhshealthcall.co.uk/digital-health-products/health-call-care-home-monitoring/

The Benefits of our Digital Care Home service



Improved Satisfaction

Residents feel better cared for and more involved in their care

Families are reassured that their relatives are being cared for

Care home staff feeling more empowered



Cost Saving

A reduction in admissions of **2 per month per care home** after Health Call Digital Care Home has been deployed

A reduction of **30%** in Advanced Nurse Practitioner visits compared to an increase in homes where Health Call Digital Care home has not been deployed



Improved Efficiency

Care homes benefit from spending less time on the phone meaning that they have more time to spend time with their residents

Clinical staff are able to triage referrals and better manage their caseloads and provide the right care to the right person at the right time

13% reduction in the number of times a care home manager is called out to the home when a resident is unwell

What Healthcare Professionals Say About Health Call Digital Care Home

"Health Call Digital Care Home works with us and gets the information to where it needs to be without spending ages on the phone"

"As a result of Health Call Digital Care Home I am called out less by the care staff when they are worried about a resident"

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Get Involved:



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