

Learning from Well Connected Care Homes Projects



Academic Health
Science Network
North East and North Cumbria



YORKSHIRE & HUMBER
ACADEMIC HEALTH SCIENCE NETWORK

The following learning points are designed to share experiences from five projects undertaken in the North of England:

KEY THEMES						
	Learning from implementing NEWS	Learning from using a tablet in a care home	Learning from the economics	Learning from the education	Learning from the qualitative appraisal	The right care home environment
Learning Point 1	Remember NEWS is just one tool within the toolbox required for older person's care, implement NEWS in context and alongside effective training and support regarding your local care home population needs.	Simplicity and reliability.	There are significant information governance challenges which need to be addressed.	Take the training to the care home for face-to-face sessions, be flexible and adaptive to the care home's rota etc.	All professionals need to be aware of NEWS e.g. all major players, such as paramedics, GPs before full implementation / roll out. As part of that, must develop common language.	Getting the culture right – co-design with each care home to ensure fit with their systems and work practices.
Learning Point 2	Sustaining NEWS in care homes is challenging, you have to be prepared to go back round with it all continuously / build in sustainability plans. Involve all stakeholders early and share early successes.	No duplication.	We should consider what the economic benefits for the care home owners e.g. 13% less call outs for managers.	Have a designated team of educators, however involve Community Clinicians from the beginning to give shared ownership. Vital that they take the journey with you.	Practical implementation very challenging. So, implementation needs more attention because if it fails, care home staff etc. will be even more reticent to engage in future.	Having a dedicated resource to support the care homes.
Learning Point 3	Take a workforce development approach with built in competency assessment, (work-based learning and support vs stand-alone classroom-based training). Harness all available teams (including the use of care home NEWS champions) to support practice development and utilise opportunistic learning to support education and ongoing proficiency for care home staff.	Train care staff.	Health economics in this area are complex, but achievable, spend time on study design prior to project start.	Encourage and assist the care home staff with their career pathways. Consider 'Nurse Associate' rotational posts for job experiences i.e. Work in GP practice, with District Nurses, with NEAS etc.	Focus on PROCESS rather than only OUTCOME when evaluating NEWS implementation e.g. case vignettes. Need to be careful when judging the health economics. NEWS may change type (appropriateness of different service use).	System involvement – 'what's in it for me?' for all stakeholders.

For more information on the Well Connected Care Homes project please:

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Visit: <http://www.ahsn-nenc.org.uk/what-we-do/improving-population-health/digital-health/well-connected-care-homes/>

View the full case study at: <http://atlas.ahsnnetwork.com/well-connected-care-homes/>

View information about the event where the information was collated at: <http://www.ahsn-nenc.org.uk/event/implementing-technology-into-the-care-home-sector/>