

Project: Docobo Integrated Digital Healthcare System

Team:	Dementia Crisis Support Service, Medway Community Healthcare, Jodie Howie, Karen Clarke, Claire Mills, Daniel Oades
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Background

The Dementia Crisis Support Service at Medway Community Healthcare is a community-based team who provide short-term crisis intervention for people living with dementia and their carers. The Dementia

Crisis Support Service looked to support collaborative working with the staff in three local care homes using Docobo - a telehealth system, which enables remote monitoring of patients with long term conditions. It helps to monitor patients in the community, support decision making by clinicians and provides early warning system to ensure timely intervention.

It was hoped that use of the remote monitoring would:

- up- skill the care home staff by improving their skills and knowledge
- provide them with a means to record physical observations, and view instructional videos
- prevent the sending of inappropriate referrals and duplication of referrals to other healthcare teams, internally within MCH and externally in Medway
- improve joint working relationships between all involved
- provide assurance for families
- ensure that care provided by care home staff is *patient centred care*

What Happened

Three care homes were identified and approached as viable candidates for the trial. Each home had access to a Docobo tablet, enabling them to complete a customised questionnaire asking questions about patient's general health and behaviour. The questionnaire results were remotely processed and automatically delivered to the Crisis team as a report. Interpretation of the results enabled the Crisis team to provide advice and appropriate guidance to the care home. Data obtained from the Docobo system could also be shared (with consent) to a variety of professionals and services including GP's, Local Authorities and the Older Peoples Mental Health Team. This in turn would speed up health interventions and get patients the appropriate care as quickly as possible.

See Daniel and Claire pitch at the KSS Dementia Care Improvement Network's 1st Network Event held in September 2018 here: <https://youtu.be/xFwPx6zD2Gc>

The team noted that many of the crisis calls, coming from local care homes could be avoided by staff having Dementia Training. The team, working in partnership with Docobo set up the tablets to provide simple and fast dementia training in order to up-skill new starters.

Things that worked well

- Improved engagement - the system engendered better working relationships with care homes, encouraging partnership working and building trust
- More appropriate referrals and a reduction in duplicate referrals - the system provided care home staff with greater depth of information, resulting in fewer knee jerk referrals and more appropriate referrals
- Greater efficiency in ways of working - there were fewer visits by the Crisis team to care homes using the Docobo system
- Up skilling of staff - care home staff felt more in control and skilled in using the equipment. The Docobo system provides them with means to view instructional videos and record observations.
- Higher quality patient care and assurance for families – the combined impact of the above improved quality of care. The system supports the ethos of person centred care

Challenges

- Engagement - the system only works if care home staff are willing to engage and use the system
- Addressing high staff turnover and ensuring new staff have relevant dementia training
- Effectiveness and recognising it takes time to build trust with staff and patients
- Use of data – as plans changed then it has been difficult to obtain like for like data

'We have been part of the trial for Docobo, as a busy nursing home and dementia unit we have found this a great asset and support to the home and our residents. The system has benefitted our residents greatly, through using the system it has meant that referral times have been cut considerably, which in turn means our residents are seen and receive treatment promptly. The dementia support team have been able to respond if there is anything which raises concern immediately from our input into the system. This for our home has been the most beneficial assisted equipment, we have found this most valuable for the care and support for our nursing home and our residents.'

Andy Williams, Home Manager, Grace Manor Care Centre

See Samantha Robinson present report and feedback at the KSS Dementia Care Improvement Network's 3rd Network Event held in November 2019 here:

<https://youtu.be/J2MGk5E1yEc>