Quest for Quality in Care Homes

Using telehealthcare to enable integrated, anticipatory and sustainable health and care services

Steve Tope, Tunstall Healthcare
A Proactive Model of Care

- Using technology as part of a multi-disciplinary approach to maximise efficiencies across health and social care economy.
- Enabling people to live healthier and happier lives, with greater control of their own care.
- Services becoming more integrated around the patient.
Quest for Quality Integrated Approach

Calderdale Clinical Commissioning Group

Calderdale and Huddersfield NHS Foundation Trust

Calderdale Council

Tunstall
Implementation

IT – access for GPs and Quest Matrons to real time clinical records in care homes

Technology – telecare and telehealth to help provide proactive, preventative care

MDT – integrated social and clinical approach
Quest for Quality

Latest Results to March 2016

- **45%** Reduction in GP visits to care homes
- **26%** Reduction in hospital stays
- **33%** Reduction in emergency admissions
- **30%** Reduction in hospital bed days used
- **£799,561** Reduction in cost of hospital stays
**Impact on staff**

**Increased Productivity and Morale**
- Reduced requirement for checks on residents
- Support and training provided on specific issues
- Staff working more proactively
- Increasing empowerment of care home staff at triage
- Increased staff confidence
Impact on patients/residents

Improved Outcomes and Quality of Life
- Helped over 1,000 people in 25 care homes
- Increased safety and reduced anxiety
- Improved self-management
- Focus on prevention through telecare
- Enhanced continuity of care – dedicated team
- Holistic care
The Future

- This new model of care is replicable
- This innovative approach aligns with Calderdale's Care Closer to Home programme and our status as a Vanguard site for NHS Five Year Forward View
- We will continue to expand our single access, multi-disciplinary system to move healthcare into the community
- The aim is to ensure the right skills and services are in the right place at the right time.
“An innovative programme, using technology to underpin integrated services, making best use of resources and improving the quality of care”
Thank you

Questions