



immedicare

Digital Nursing Service

Supporting Nursing and Residential Care Homes

Heather Bygrave: Relationship Team Manager
13th January 2022



Airedale

NHS Foundation Trust

In partnership with Airedale NHS Foundation Trust and Involve



Our Services:



- **24/7** NHS Clinical and Technical Support.
- Digital Care Hub – Airedale NHS Foundation Trust
- Secure Video Consultation, access to local DoS
- **29,296** clinical consultations across the whole service between January 2020 and December 2021
- **90%** of residents remained in their care home setting Post Consultation
- **60%** of consultations required no Onward Referral
- Using Immedicare, Ambulance Conveyances - Reduced by **33%**



Key Points



- 24/7 Video Assessment based on clinical judgement at that point in time
 - Increase care confidence and enhance their roles
 - Reduce anxiety for residents, relatives and carers
 - Reduce GP visits, Emergency Department attendances and admissions
- We hold clinical responsibility for residents who have been assessed by our service, until hand over to a local HCP, or the patient improves and the case is closed – task sent to GP Practice
- We can manage any onward referrals that are required – Local directory of services
- Reduced risk for care homes - encouraged to use our service for advice and support
- We will work closely with local service providers, to develop innovative processes that will supplement and support current services – remote discharge, links to ED and use of the Portal
- Most calls meet the need of the patient and so save unnecessary transport to hospital

Immedicare Pathway



Top 10 reasons to call Immedicare



Call Immedicare

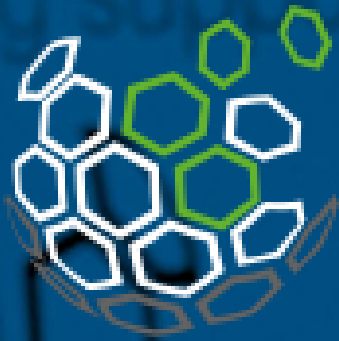


1 Urgent clinical assessment	2 Book planned assessment that day	3 Test call
4 Technical support	5 Book training with Relationship Manager	6
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Ongoing Relationship Management



- Ongoing support to care home staff and management to ensure staff are confident using Immedicare, giving training where needed, facilitate any clinical & technical support if required
- Attend care home forums, CCG, PCNs meetings
- Bi-Annual service reviews with all care homes to gather qualitative feedback and gather themes of positives and negatives
- Quarterly Contract Review Meetings
- Immedicare care home consultation data shared monthly with CCG's, PCN Clinical Directors, Care Home Leads and PCN Managers
- Immedicare care home consultations data and newsletter shared quarterly with care home management



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If you require any further information or have any questions please do not hesitate to contact either:

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