

Highlights and Impact from Bedfordshire, Luton and Milton Keynes' Funded Projects

Anna Ellis

Digitising Social Care Programme Manager for
Bedfordshire, Luton and Milton Keynes
Integrated Care System



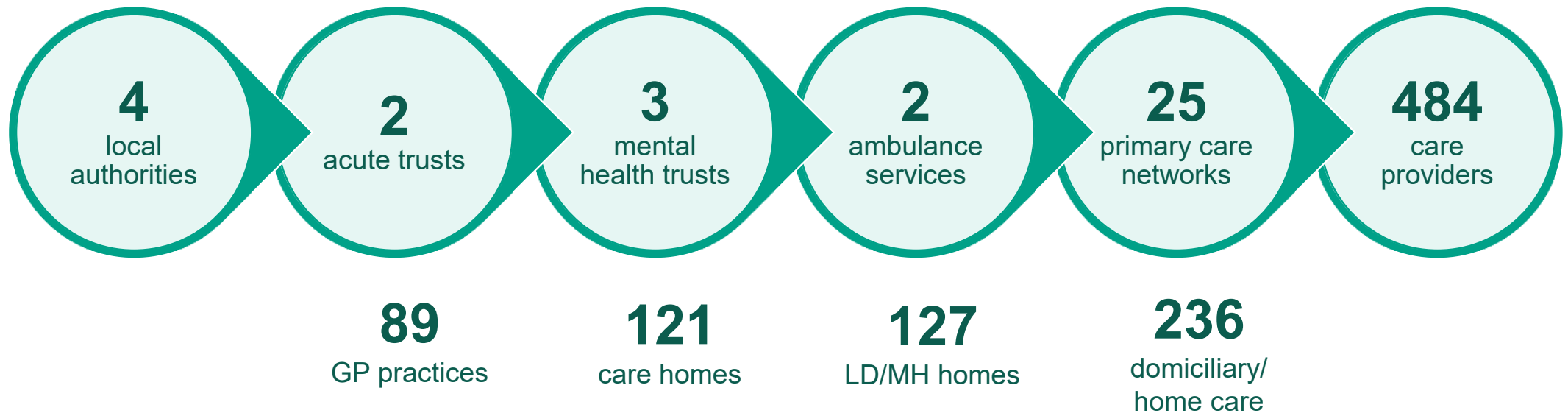
Introduction

- As a programme team working with our system partners, we deliver the Digitising Social Care Programme across Bedfordshire, Luton and Milton Keynes (BLMK) Integrated Care System (ICS)
- Our funded pilot projects have targets and deliverables set by NHS England
- We work with care providers, technology suppliers and other partners to deliver and evaluate the benefits and impact of each project
- Today we will share an overview of some of our projects and examples of the impact we have seen to date

Our partners



One Integrated Care System



- System-wide **relationships supported by a dedicated team**
- Highly effective **partnership working** based on **true co-design**
- **Significant benefits** for our **residents** and our **care providers**.

Current projects in BLMK



Our digital offer includes:



Enhancing patient access through remote monitoring: Whzan



Improving communication and workflow: NHSMail/secure mail, Proxy Access



Supporting independent living: MiiCare



Digital records: Digital Social Care Records



Preventing falls and promoting independence: Raizer Chair, GaitSmart, Acoustic Monitoring



Strengthening data security: Data Security and Protection Toolkit



Enhancing wellbeing: RoboPets



Pain management: PainChek

Whzan Blue Box Telehealth Monitoring



What is it?

Portable kit to measure pulse, blood glucose, oxygen levels, blood pressure, respiratory rate and body temperature. Data is automatically captured in the system which allows care staff to take baseline readings for an individual and then use the system to calculate early warning scores to detect changes and deterioration earlier.

Integration with SystemOne enabling GPs to directly import patient information from Whzan into the patient record.

Anticipated benefits and impact

Individuals

- Earlier identification of change in vital signs leading to quicker intervention

Providers

- Positive impact on carer confidence in decision-making
- Efficiencies in care provision

System

- Reduction in NHS 111 and GP calls and appointments
- Reduction in ambulance calls and conveyances
- Reduction in A&E and hospital admissions

Whzan feedback



This kit absolutely increases the quality of life of the people we support because the readings help us identify if a resident is unwell or if their situation is getting worse.

(Care provider)



The technology has made such a positive difference and transformed our care home. Our residents are safer and healthier, and our staff are happier because they can now give more time to the residents, while also knowing the care they can give is so much better.

(Care provider)



Whzan feedback

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“

The equipment is very simple to use, so the person using it doesn't have to be medically qualified... It can avoid unnecessary calls, but if the care home is concerned about readings which they might feel are not normal for that resident, then they can contact us for further advice.

(GP)

”

“

It is like a modern nurse in a residential home. It allows information to be passed on quickly to other healthcare professionals if further treatment is required. If I was to have a fall, I know the seniors would use the Whzan kit to check that I was okay and that there was nothing wrong. It has done previously, and will continue, to give me peace of mind in knowing that I am okay.

(Resident)

”

PainChek



What is it?

Innovative pain management technology to improve the care of residents, especially those with communication difficulties or learning disabilities or dementia. PainChek uses artificial intelligence to measure small changes in facial expressions and voice to detect pain and quantify a pain score. This enables staff to take more accurate and consistent pain assessments, leading to more informed pain management decisions. Integrates with DSCR.

Anticipated benefits and impact

Individuals

- Decreasing pain scores resulting in a reduction in behaviours of concern
- Improved sleep
- Improved quality of life

Providers

- More effective medication prescribing and improved decision making
- Reduction in safeguarding incidents
- Improved confidence of staff in identifying and managing pain

System

- Reduction in avoidable admissions and readmissions
- Collaborative pain management decisions

CASE STUDY A

PainChek supporting GPs to enable data-led decision making

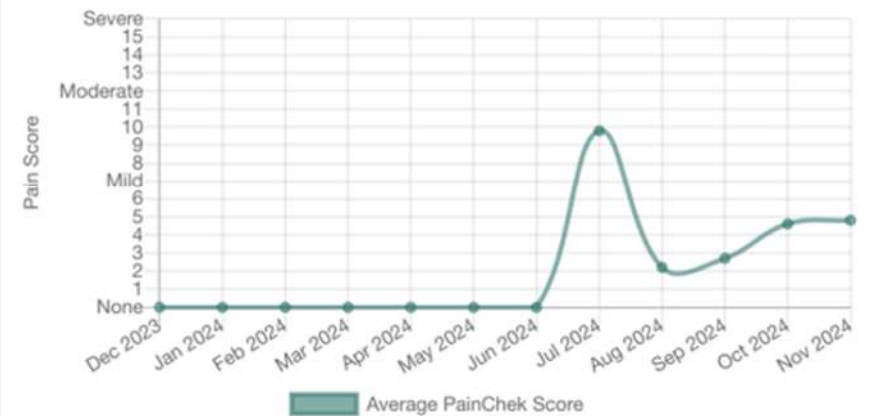
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Key Findings

- Resident A is living with advanced dementia and is registered as End of Life/Palliative Care. A was taking regular Paracetamol, Ibuprofen Gel and Antipsychotic medication.
- Resident A was displaying distressed behaviour, particularly whilst having personal care, leading him to bite himself whilst trying to bite a member of staff.
- PainChek assessments were carried out following the incident and moderate pain was identified therefore the decision was made to send A to hospital.
- On return from hospital no medication changes had been made but the care home team were concerned that A was still visibly distressed and so continued to monitor using PainChek.
- The home presented the PainChek data to the GP who decided to start a pain patch, after which A's pain and pain and distress has decreased.
- Whilst PainChek analytics (Fig 1) shows that A's pain is slightly increasing again, this data will enable the care home team to have continued data led discussions going forward with the GP and Mental Health Teams regarding A's pain and distress levels.

Average PainChek Score History Dec 2023-Nov 2024 ⓘ



RoboPets



What is it?

Robotic cats, dogs and birds which use technology to respond to voice commands and interact through realistic movements. Ideal companions for the elderly, people living on their own, or anyone who is unable to have a pet of their own.

Benefits and impact

Individuals

- Reduction in anxiety and agitation
- Improved mental health and wellbeing
- Improved quality of life
- Improved independence and confidence;
- Reduction in feelings of isolation and loneliness

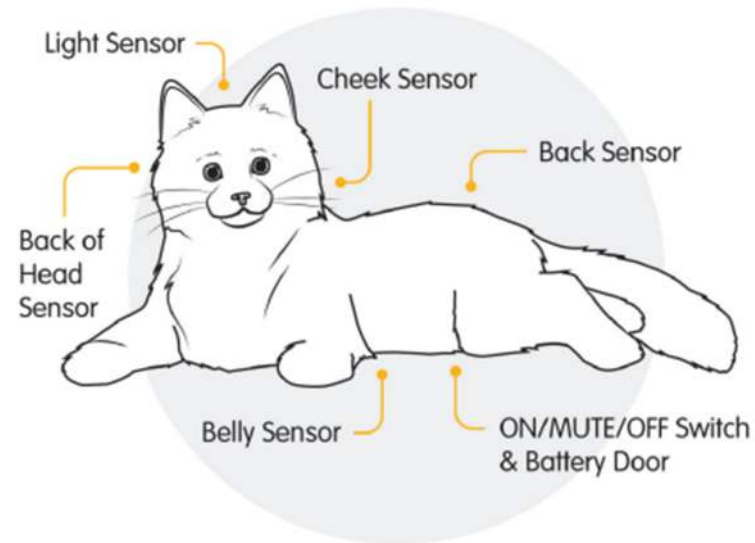
Providers

- Reduction in behaviours of concern
- Improved communication between the cared-for person and their carer

System

- Potential reduction in GP call outs and hospital admissions due to incidents

RoboPets



Cat-like movements & sounds



Soft fur inspired by real feline breeds



VibraPurr™ realistic cat purr

RoboPets feedback



The singing bird pet especially adds a fun ambience to the home and can be utilised for chiropodist, dentist, vaccination visits etc as a calming distraction for all.

(Learning Disability Residential Home)



One gentleman in particular absolutely loves his new dog, Benji. He strokes him, talks to him and introduces him to anyone who comes to the house. It is company for him when he is alone in his home.

(Domiciliary Care Provider)



RoboPets feedback

“

...she is looking after Mitsy as she would look after her own real cat, she said since she has the RoboPet she doesn't feel lonely. She brushes Mitsy twice a day and talks to her.

(Extra Care Housing Provider)

”

“

Two service users have the robopets birds in their bedrooms and play and interact with them every day. Interacting with the birds really appears to lift their mood and encourages the service users to chat and interact with staff and other residents as they like to discuss the bird songs and noises they make.

(Residential Home – Mental Health)

”

Razier Chairs



What is it?

A chair that can be built around a person to lift them from the floor after a fall where there's no injury – reducing the time spent on the floor to minimise discomfort and the need for ambulance assistance. It is improving post-fall care in care homes by enabling quicker and safer recovery for residents. The scheme has been extended to domiciliary care providers to explore how it can enhance post-fall care.

Benefits and impact

Individuals

- Improves resident safety, care and experience
- Improves outcomes and quality of life
- Residents less likely to have health issues from the fall or to need a hospital stay.

Providers

- A single member of staff can lift quickly and safely, optimising care staff time

System

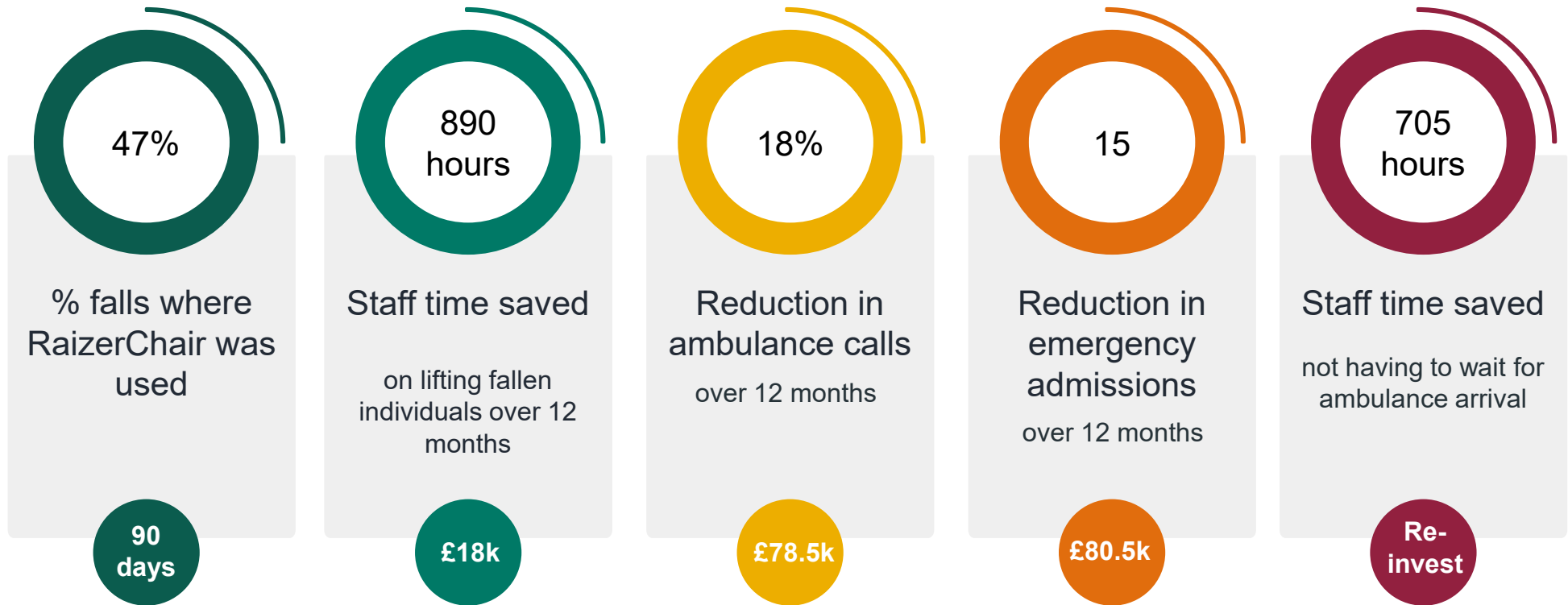
- Reduces reliance on the ambulance service

Razier Chair Impact

Based on 142 care homes

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Contact details

- Email the team: blmkicb.digital.socialcare@nhs.net
- Visit our webpages: <https://blmkhealthandcarepartnership.org/about/our-priorities/data-and-digital/digitising-social-care-disc-programme/>

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