



Care City Wave 2 Test Bed:

Digitally-enhanced support roles transforming care for people with long-term conditions

Care City is an innovation centre for healthy ageing and regeneration, working as an innovation partner to the health and care system in East London. Care City is part of the Test Beds programme, run by NHS England and the Office for Life Sciences to test combinations of digital and pathway innovations in clinical settings with real patients.

There is a double digital divide in healthcare – many patients with long-term conditions struggle to access digital tools, but so do the support staff that help them. Our Test Bed tackles these issues together. Support staff can use digital tools both to transform the help they give to patients and to support self-management. We are testing three enhanced, digitally enabled roles for support staff, which both increase skills and productivity and improve outcomes and experiences for patients.



Three Enhanced Roles

EXPERT CARERS

Working with domiciliary carers and care homes across the Borough of Havering, we will build skills and confidence in using digital technology to spot deterioration among patients with long-term conditions early and to support better management of medication.

Our innovation partners include:



WHZAN
TELEHEALTH

Digital measurement of vital signs



Healthy.io

Digital urine analysis



ECHO

Digital medication management and adherence support

DIGITAL PRESCRIBERS

Working with primary care across Barking & Dagenham, we will enable healthcare assistants and care navigators to make digital prescriptions simply and effectively, building their skills and confidence and reducing the burden on GPs.

Our innovation partners include:



Our mobile
health

The platform for digital prescribing, integrated into EMIS

Sleepio

Proven digital intervention for sleeplessness



Liva
healthcare

A digital platform connecting patients and health professionals to drive behaviour change

ADMINISTRATOR PATIENT SUPPORTERS

Working with Barts Health NHS Trust, we will work to automate and improve appointment booking within the heart failure pathway. We will support Barts to use digital tools to better engage patients, supporting education and exercise between appointments.

Our innovation partners include:

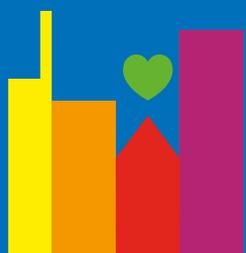


TickerFit

Digital programmes of education and exercise for heart failure

drdoctor

Digital appointment and pathway management



Benefits and Deliverables

The Test Bed will aim to show that these innovations – used in combination, through existing health and care services can:

- Reduce digital exclusion for patients and workforce
- Increase confidence for self-care for patients
- Build the skills, confidence and productivity of the health and care workforce
- Improve the management of long-term conditions
- Reduce pressure on GPs, use of A&E and unplanned admission

Deliverables will include:

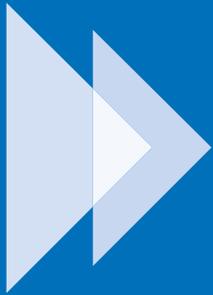
- Impact data and an evaluation report
- Blueprints on patient systems and pathways that deliver better outcomes and experiences at lower cost
- An investable proposition for workforce remodelling, setting the costs of training and change against outcomes and savings achieved
- Events, articles and digital collateral to help the work of the Test Bed spread across the system

Achieving Change at Scale

The roles on which Care City is focused account for one million members of staff nationally across our health and care system. We are excited about the chance to make a difference for this many people, and the countless patients they support. To that end, we are already working with adoption partners beyond East London, to ensure we learn on behalf of the whole system and model adoption elsewhere.

At present, we are exploring with partners the potential to package the outcomes of our programme as sets of enhancements to existing Level 3 Apprenticeship programmes. We believe this connects with systems' needs to support integrated care, retain and develop staff and support the prevention of ill-health. This work continues, and we would be delighted to share it with more potential partners.

Care City – Our Approach



As an innovation partner to the system, Care City tests innovations through the mainstream service delivery of its partners. This 'real world testing' is vital to Care City's approach, because it generates vital intelligence not just about how innovations combine with one another, but how they combine with existing health and care services.

As well as being embedded in a set of working partnerships, Care City is embedded in the clinical governance of East London's health and care system. The Accountable Officer for the STP – Jane Milligan – is the Executive Sponsor for the programme, and Care City will also report on its progress through the Clinical Senate of East London Health and Care Partnerships.

For further information on the Test Bed programme, please contact Care City

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