**Care Homes - Interview Notes for eRedBag User Story**

**Care Home Manager –** Arthur Tanare

**Care Home Deputy Manager** – Mary Sallan

**Care Home –** Belmont Nursing Home

**“Before we had problems with disappearance of information, non-stop phone calls – now the eRedBag really fixed the problems, it put links between health and social care properly.”**

**How has the experience of using the eRedBag been different to using the Red Bag information on paper?**

There has been a very big difference now using the eRedBag. Previously without the electronic information it was very hard for the hospital, because if they needed any information about the resident, it would take them a lot of time and effort for them to call us back over the phone. Now with the eRedBag with everything being electronic it is very easy. Before the resident goes to hospital, everything is already there in the eRedBag and we just send it through electronically and there is no more difficulty as there is a secure link to the hospital.

**What would you say are the benefits or challenges for care home staff with the eRedBag?**

All the information is there – risk assessment, care plan, scanned copy of the medication as well as copies of the DNACPR, so everything that is needed is complete and in there. Before the ambulance staff would only accept the original copy of the DNACPR, but now since we have the eRedBag electronic pack they will accept the scanned copy of the original in the hospital pack.

For the care home staff, especially the nurses, when you are dealing with an emergency situation, extra work is the last thing you want to do. With the eRedBag system there is only a few specific bits of information we need to add the vital signs for example and the reason for the hospital transfer. The rest we just press print and the eRedBag goes straight to the hospital. It saves us time because there is far less administration involved and the hospital now no longer calls us for information because it’s all there in the eRedBag.

**What would you say are the main benefits for residents or relatives?**

For the hospital staff to provide good care, they need to know the residents, like what is safe food for them to eat, preferred drinks to give - and while they are in hospital between two to four days, they will be bored there, because it’s a hospital, so with the information they have on their likes and dislikes and the activities they like to do, it’s all indicated there on the eRedBag. So, the staff in the hospital can even see they like for example to watch BBC or listen to the radio, so there is a benefit both psychologically and physically for our residents. So, the discharge from hospital is shorter because they recover faster.

**Has the eRedBag helped with communication with the Hospital? How?**

Yes - all the information they need is in the eRedBag and there is continuity of care as they have all the care plans and assessment there. In addition, there is improved communication with the residents’ families as the eRedBag has information on the next of kin, whether they have the lasting power of attorney and so on.

**We want to promote the eRedBag with other care homes – what do you think are the main selling points?**

The eRedBag promotes continuity of care for residents when they go to hospital and due to less admin needed, it gives more time for nurses to provide care during the emergency. It also reduces the risk of any breach of communication as it’s electronic and I think it also shortens the length of stay. Before we had problems with disappearance of information, non-stop phone calls – now the eRedBag really fixed the problems, it put links between health and social care properly.