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

**Care Home Manager –** Marie Bannister

**Care Home –** Sutton Court

**How has using the eRedBag been different to using hard copy information on paper?**

The situation that we found with the paper-based system is that it often got mislaid. The majority of our time was spent on the phone of with the professional from the hospital trying to get accuracy of information and giving the same information over the phone that we've already sent.

By the time the paramedic has taken the red bag, gone to hospital, it’s not there anymore. The added problem was when someone was sent to St Helier’s for immediate care but was then transferred to St George’s for further investigations, or trauma care, by the time it’s been transferred from one place to another, nobody knows where the red bag information is – it’s lost in the transit.

Also, with the paper-based system, in an emergency, with the paramedics waiting outside, you don’t have time to do all the paperwork, you’re trying to do the escalation record, the MAR sheets, you’re in a hurry or you don’t have time to do it and there’d be incomplete information, but with the eRedBag.

And since we started with the eRedBag, even though the red bag might have been misplaced along the way, it’s all there, in the system.

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

I think the main benefit is to know that the information has actually been sent at the click of a button., With the age of technology you can actually transport all the information in a secure manner and that is the key aspect because when the paperwork gets misplaced you don't know whose hands it's landed into.

We can say to the hospital “Have you received the documentation? If you look in your e-Documents, this is where you're going to find it and it's all there”. So, to actually be part of the NHS network using the secure Mail, it was kind of an added bonus to care home managers to know that we were part of that system. We’ve also found that with the residents that have gone with the eRedBag, you haven't had the phone calls from the hospital asking for information because they had it on the on the e-documents system.

With ‘This is Me’ as well with regard to the end of life wishes the Hospital can know what to have in place, whereas before we would've had to print all of this off and it was time consuming and quite involved. Now, the hospital hasn’t had to ask us anything to do with the last days or hour of the person’s end of life wishes, and the families have been very complimentary of the end of life care received.

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

I think it's the quality of care - there isn't any missing gaps for the Hospital or anyone and to know we're working as a team. Everybody can give the care that the person deserves.

It's a reassurance for the family as well because they feel comfortable that the information is secure with data protection. These people are entrusting their care in us. We are able to share it in a professional and secure manner.