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

**Care Home Manager –** Rekha Govindan

**Care Home –** Chegworth Nursing Home

**“Your advanced care plans, your DNACPR is all there and typed up in one complete pack. So even if the DNACPR form gets lost, it is there electronically and scanned in the eRedBag.”**

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

One issue we had before the introduction of the eRedBag was that the hospital would always say “We don’t have it” or “You didn’t send the Red Bag”. With the eRedBag, we have evidence that the paperwork was sent. Secondly, with the physical paperwork, before the eRedBag, the first port of call was always A&E – they would take out all the copies, read through it and leave it on the desk and then it would disappear. The paperwork would not make it to the second port of call, the intermediate ward, or the admitting ward. So, the first group of people would know about the patient, but the second group would not know, so you had a problem with continuity.

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

Now, even if the physical paperwork is not there, it is there digitally in the system and that to me is the biggest benefit, even if the hard copy has got lost, it’s still there with the eRedBag.

It’s also all done in a timely manner. Since last July when I click the eRedBag button, it’s all been sent. I also have an accurate record of when the ambulance left us, so I know when they left and if there are any delays at least I can say when they left.

It’s a complete package, compared to the paper version. Your advanced care plans, your DNACPR is all there and typed up in one complete pack. I used to have fights with the ambulance crew – they wanted the original DNACPR. Since I have the DNACPR downloaded with the eRedBag, the ambulance don’t need to see the original anymore, they’re happy to take it.

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

For residents, we can download and scan the DNACPR report from the Hospital Pack and the advanced care plan is always a part of that. So even if the DNACPR form gets lost, it is there electronically and scanned.

The community team also know about the eRedBag, so they ring and ask if I need any help. If I need help when the patient comes back to us, or if they are readmitted, I can ask for help if we need a review or any input, we need from them.