**Implementer - Interview Notes for eRedBag User Story**

**Name:** Robin Wells

**Role:** CASPA and Person Centred Software - to represent the software provider sector and deliver the eRedBag project to the care home base of PCS and other providers.

**As someone involved in the implementation of the eRedBag project what did you see as your role in particular?**

CASPA represents the care software providers to the social care sector and as such, provides a means for the project to be given broader support from within the supplier community, especially from the technology aspects. Once the project had been technologically proven in the first phase by Person Centred Software working with Sutton, CASPA was able to broaden the number of software suppliers by extending the project to other CASPA members (e.g. Nourish Care). to represent the software provider sector and deliver the eRedBag project to the care home base of PCS and other providers. My role was to ensure that other software providers were made aware of the project’s potential and were encouraged to participate.

For example, Person Centred Software worked with a number of its existing care home customers in the first phase and in the second phase, Nourish Care was able to bring more care home users into the project. Person Centred Software also provided technical expertise and support in developing the solution, whilst providing technical liaison with other software providers, NHS Digital and the CCG amongst others.

**What do you think has worked well with Planning, setting up and promoting the eRedBag through the care homes and hospitals?**

* **Implementation**

The project has raised numerous challenges primarily associated with getting the care homes to achieve the requisite data security standards for exchanging data electronically. The move from paper to digital transmission was relatively simple, however, the main challenge was around getting homes to achieve the relevant DSPT standards and this required significant input and support from the Sutton team working with the software suppliers. There was also a lot of work which need to be done in order to convince care homes that the digitisation of the Red Bag did not have any effective change on the way in which their care planning system operate – i.e. the eRedBag was provided significant operational improvements for both the carer and those in care.

* **IT / Technology**

The prevailing IT infrastructure required to send data between the various bodies proved to a challenge in gaining clear understanding of the data exchange standards. We had to work closely with a number of technology suppliers who were initially less enthusiastic about the project and the team did well to raise the project’s profile in order to gain the necessary technical support.

* **Promotion**

Promotion of the project was a great success – the original physical Red Bag project had established a de facto standard across the country and it was relatively simple to get organisations to grasp the principle of providing a digital Red Bag and the benefits which it would provide. Sutton did an excellent job of managing the project; promoting this both to care homes; presenting to the Pathfinder Project groups (& NHS Digital); and working with the local NHS Trusts and their suppliers. We were pleased to provide support to these important activities where appropriate.

* **Monitoring and Review**

The Project management and reporting has been of the highest standard – much of the success of the project can be attributed to the Sutton Project management team (SWL CCG) who have managed to corral a wide range of groups including the NHS Trusts, software suppliers, LAS, PRSB, Healthwatch and of course, the care homes, whilst grappling with issues around data security and data standards.

The review process has been well managed, especially against the background of COVID coinciding with the project’s implementation, thereby removing the ability to visit care homes. I cannot offer enough praise for the excellent project management team that has made this project such a success.

**Finally: what do you see as the challenges in the system with implementation and how could other areas overcome them?**

The main challenge is getting larger number of care homes to adopt the eRedBag, gain the necessary DSPT accreditation, and understand that their data is more secure than on paper. This can be achieved through continued promotion and support by both the supplier community, SWL CCG and NHS Digital. Examples of good initiatives, such as the “how to guides”, have helped to overcome challenges for care homes. In most care homes the staff and managers have been keen to implement the system, whilst those responsible for data protection have been more reticent and there will be a need to ensure that data protection officers understand that the eRedBag offers a more secure system, especially for urgent referrals. In this particular case, support from NHSx could assist with such understanding.

We learnt that early engagement with the technology and Information Governance teams at trust level would also help to ensure swifter adoption when the project gains national roll-out. Also all those involved need to understand the benefits of the eRedBag, so that carers use the eRedBag because they know that it can save lives and make the service users pathway safer and at the hospital end that nurses look for the eRedBag for all admissions and populate the discharge information when a service user returns to the care home.