**Resident’s Perspective- Interview Notes for eRedBag User Story**

**Name:** Shri Mehrotra

**Role:** Director, Healthwatch Sutton

**“From a Healthwatch point of view, we think the eRedBag system is working very well – we have seen the benefit it has had to Care Home staff, residents and their families, as well as clinicians. We hope to see the eRedBag rolled out to the rest of the country.”**

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

I am a Director at Healthwatch Sutton, and I sit on the eRedBag Steering Committee which discusses the plans for the project. As a Healthwatch Sutton Director, my role on the Committee is to represent the patient voice.

I was originally on the Red Bag Steering Committee and Vanguard Programme. The original Sutton Red bag was very successful as a number of care homes joined in and lots of training was given to the care homes and the hospital. The paper-based system had all the required information for clinicians which meant residents didn’t have to repeat their story again, which was a big improvement.

However, as the system grew, we found that papers sometimes got lost and care homes had problems with contacting the hospitals or were told they couldn’t get information due to data protection – so the eRedBag was born. The programme has already come a long way, this was a step in the right direction. There is still a lot of work for the care homes to do with the eRedBag such as training, legal obligations and data protection.

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

Under this project, there were many challenges e.g. agreement from multiple stakeholders, understanding the needs of individual care homes, engagement with interagency holders, data security, data sharing with the NHS, social care and care homes, IT related communication channels, training and technical connections with St George’s, St Helier, Epsom and Kingston hospital.

I am pleased to say that the majority of the above challenges have been met through careful planning, meetings at every stage, checking that set targets have been met and also through co-operation of various teams working together.

Additionally, good work has already been done with the new project ‘About Me’.

At present, there has been two successful events to promote eRedBag. One was held at Belmont Care Home where care home staff and clinicians gave reports on what was working with the system, and areas for improvement. It was good to watch the videos developed for both the care homes and the hospital, as it showed that a lot of work had been done.

In participating care homes, patient records are automatically transferred to St Helier Hospital electronically. E-discharge summaries are sent to the care home’s secured account. This provides a better quality of care as information is shared digitally, which ultimately saves time and reduces residents’ stay at hospital. Above all, there is a joined-up journey in health and care.

However, I think we still need to do more in terms of promotion and publication to engage more care homes, but we’ve come a long way from the place where the eRedBag was and where it is now.

I must say that the guides for the Health & Social Care Commission, care software provider, care home staff, owners and providers, acute staff, ambulance staff, residents and family members/carers are nearly at the final stage which should make the journey easier.

The good thing is as a Steering Group, we meet monthly and look at targets and any unmet targets on the agenda and discuss reasons why targets have not been met.

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

The main challenge is training for staff, which may be difficult at the moment, due to Covid. Everyone, not just care home managers need to have an electronic notepad or iPad and be trained on how to use it. Fortunately, the government has recently announced that they will be providing care home with notepads.

From a Healthwatch point of view, we think the eRedBag system is working very well, in both the areas of health and care. We have seen the benefit it has had to both residents and their carers, cutting down on bureaucracy and meaning that residents going into hospital don’t have to answer the same questions. This has the additional benefit of reducing the patient’s stay in hospital.