

Introduction to the eRedBag Pathway for care home staff



This induction is designed to give care home staff an overview of what the eRedBag is.

It will cover:

- Background to the eRedBag
- What the eRedBag Pathway is
- What the eRedBag is
- Benefits
- Resources available



For guidance on how to send an eRedBag, refer to your software providers user guide.

If support is needed, please email

SWLCareHomes.eRedBag@swlondon.nhs.uk

Red Bag Pathway: benefits and challenges

Benefits

- ✓ Safe and easy transfer of information & belongings between Care Home, ambulance and hospital
- ✓ Improved quality of clinical triage and efficiency in A&E and wards
- ✓ Medicines optimisation
- ✓ Reduction in unnecessary conveyances, admissions and treatments
- ✓ Reduction in length of stay
- ✓ Better joined up care
- ✓ Reassurance for residents and their families



Challenges of the Red Bag:

- Not all homes have Red Bags
- Red Bags get lost

Challenges of the papers

- may not be ready in time for ambulance staff to review in the home
- may not actually be in the Red Bag
- may not be up to date
- may not be easy to read
- may not transfer through the hospital with the resident
- hospital staff may not realise papers are in the Red Bag

Due to the challenges faced with the documentation, we had to come up with a solution for this information to be received at the hospital. In 2018, the design of the eRedBag Pathway began



South West London

Discharge papers sent digitally



PDF



- eRedBag
- Reason for going to hospital
- About Me
- Medical History
- Medications
- EOLC Plans



How is the information transferred electronically?



The eRedBag is transferred electronically from the care home (via encrypted, cloud-based software and a secure network connection) to the NHS.

Hospital staff in all four hospitals in South West London, community teams and GPs can view the information via the local shared care record, called Connecting your Care (CyC), on their desktops.

Ambulance crew can view the eRedBag via the National Record Locator (NRL) in the Summary Care Record application (SCRa) on their tablets

Care homes can view the Discharge Summary electronically by using CyC (this is in development)

The eRedBag is a pdf and contains:

- Details of the resident/patient, care home, GP and next of kin
- CARES Escalation Form – symptoms, concerns and actions taken by care home prior to transfer to hospital
- Medical history, including episodes of illness not escalated to the GP and suspected allergies not informed to the GP, falls history
- Medication list and MAR chart, including record of non-prescribed meds
- Vital signs observations (if nursing home and for some residential homes)
- Body map – including pressure sores, skin integrity
- End of Life Care (EOLC) plan, Advanced Care Plan and DNACPR, if any
- Reasonable adjustments and any impairments, mobility, moving and handling
- About Me form - routines, what the resident likes to talk about, upsetting things, personal preferences, end of life wishes, life story
- Safeguarding, challenging behaviour, legal information, consents and risks
- Additional support plans, such as personal behaviour support plan



An example of what the eRedBag is

CARES Escalation Form This home uses  PERSON CENTRED SOFTWARE

NHS STAFF: The authoritative version of this document is available via your electronic records system. As a person providing care it is your responsibility to check the electronic record.

Date/time of call: 22/10/21 20:14

	Service user details: Mr Alf Jones Date of birth: 07/03/1945 NHS#: BB12345C	Care home details: Alexander Downs 12 Downs Avenue, Sutton, London, SW3 1LA Room: 02 (Nursing) Residents currently tested positive for coronavirus (COVID-19) : 0 Workers currently tested positive for coronavirus (COVID-19) : 0
	 Additional precautions required: uti, flu	GP details: Dr Graham Smith: 0191 237654, Surgery Road

Consent to share information with health care providers: YES
Is there DoLS/LPS in place: YES
Is there DNACPR in place: YES

Concern

▶ **What is the concern regarding the patient?**
Alf has become less responsive and is lethargic. He had a recent bout of flu and has deteriorated.

▶ **List symptoms:**
Alf's blood sugar levels have dropped and is confused.

Action

▶ **What actions have you taken to manage the patient's condition?**
Hourly observations and NEWS2 scoring. Encouraged fluids.

Response

▶ **What were the notifiable affects from these actions?**
Alf's condition has continued to deteriorate

▶ **MedicalHistory**
Alf has a pacemaker in situ. My pacemaker was inserted in March 2014 , my first one was inserted 10 years ago.
Alf have been diagnosed with osteoarthritis which causes pain and sometimes reduced mobility.
Alf does experience pain regularly due to osteoarthritis. He has pain in his lower back which can make him feel a little stiff when he gets up out of bed or from a chair. He is prescribed pain relief patches to help him manage this pain which staff support in administering.
Alf is able to let staff know if his pain is better or worse than usual and staff will support him with this.
Staff can normally tell when Alf is in pain as he does change his body language and will ask for help. He cannot always verbalise this so it is important for staff to know the signs so they are able to support him as much as possible.



The information being transferred meets national standards published in 2020: <https://theprsb.org/standards/carehometohospital/>

The eRedBag has information that is complete, up to date, clearly structured, legible, in colour and searchable

The eRedBag contains a photo of the resident looking well

The information could be updated easily and quickly to respond to the pandemic

Betty's journey on the eRedBag pathway: The SAME journey, with BETTER outcomes

The physical red bag will still come with the care home resident



Betty's journey on the eRedBag pathway:

The SAME journey, with BETTER outcomes



South West London

Better quality, more joined-up, timely, safer care

All information going to hospital and returning is **up to date, standardised** and never lost:



- **Less time spent on administration** and duplication leads to **more timely care and more time for direct care**
- More time for direct care leads to **better quality care**
- Easy access to up to date information leads to **better 'hand overs' across teams** and the system, and therefore, joined-up care
- Better **joined-up care leads to safer care**
- **Quicker discharge**

Before and After the eRedBag

An ED Nurse's views...

Previously – when we asked about the issues...

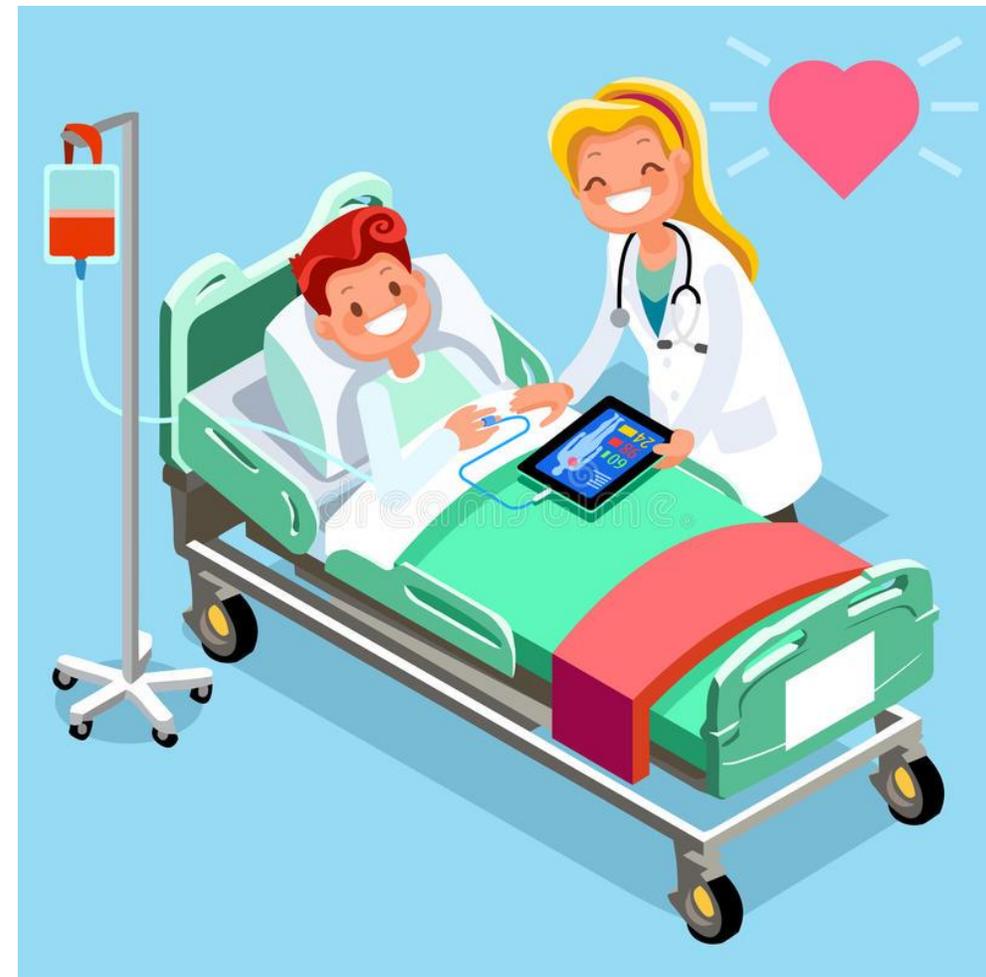
- “Paperwork can get misplaced, or not be there, or it can be difficult to understand the handwriting”

Then – when we asked about the concept...

- “Having an eRedBag on the system would be so helpful – when we get a pre-alert from the ambulance service we can prepare, knowing their medical problems, allergies and special care plans needed”

Now – when we asked how the eRedBag is used...

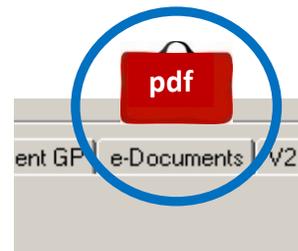
- “The eRedBag is very helpful. We look at e-Docs folder when care home residents come in – that helps us as information is usually missing. Even with physical red bag, the information is not always there. It helps with nursing care. Otherwise the doctor normally has to call the care home.”



Want to know more?

There is loads of help and expertise available at the following places:

- This email address: SWLCareHomes.eRedBag@swlondon.nhs.uk
- Weekly Tuesday Information Sharing Webinar
- This website: <https://healthinnovationnetwork.com/resources/implementing-the-eredbag-pathway/>



End of Session

