Guide for Care Home Providers

Guide to Implementing the eRedBag

Contents

> *Mobilisation Lead:*
> *Please review this guide and edit it to ensure it is relevant for your rollout, then delete this box before sending to care home providers.*

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1. Aim of this user guide

This document is a guide for care home owners and staff. It is provided as part of the National Mobilisation Pack to support the local mobilisation leads in rolling out the eRedBag. It provides the background and benefits to the initiative, the requirements for care homes taking part, and the available connection options for you to get involved in your area. How your home gets involved will depend on which digital system your home uses.

Your local Mobilisation Lead will work with your home to support the connection. See the section below called 'next steps' for contact details.

2. About the eRedBag

The Hospital Transfer Pathway, sometimes called the Red Bag Pathway or Sutton's Red Bag initiative', was developed by Sutton Home of Care Vanguard in 2015 and has been cited as an example of good practice by NHS England, as well as aligning with NICE Guidance (NG27) on Transitions of Care. It has been implemented in around 80% of CCGs or ICBs across England using the NHS England Quick Guide.

The Hospital Transfer Pathway involves residents of care homes taking a Red Bag with them when they need to go hospital urgently or in an emergency. The Red Bag that goes with the resident contains paperwork, for example, copies of This Is Me, their Advance Care Plan and baseline assessment, as well as other items, such as essential medications and belongings.

In 2018, Sutton further developed the Hospital Transfer Pathway to include digital elements. Sponsored by NHS Digital's Social Care Programme, and in response not only to issues around the paperwork, such as it being incomplete or going missing, but also to the growing use of digital care planning systems by care home providers. These systems contained almost all the information required in the paperwork and copying the information into paper forms was seen as duplication and could lead to errors. The Hospital Transfer Pathway soon included a digital version of the Red Bag paperwork, which was transferred, via cloud-based software, from the care home to the hospital, at the same time as the resident transfer. The digital copy of the paperwork is called the 'eRedBag'.

The eRedBag can be accessed through the central hospital data portal. There is work happening for this data to be integrated with NHS systems and should expect this to be delivered in the coming years.

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

3. Benefits of the eRedBag

Headline benefits of the eRedBag:

- ✓ Releases time to care at the care home
- ✓ Releases time to care in hospital
- ✓ Reduces length of stay at hospital
- ✓ Prevents admission and readmission
- ✓ Improves experience for residents

> **"Before we had problems with disappearance of information and non-stop phone calls – now the eRedBag has really fixed the problems; it puts proper links between health and social care."**
> **Care Home Manager**

More details of the benefits of the digital transfer of information are:

More time to care for your residents in your home:

- Maintaining the Red Bag paperwork manually can take about an hour per resident every three months and is often completed by clinically qualified staff. Since the information is held digitally, this will not now need to happen, allowing more time to provide care
- Less time will be spent on the phone with the hospital staff because all the necessary information is in one place, accessible by the hospital staff

Better quality of care and safer care for your residents in hospital:

- Multiple clinicians are able to see up to date, reliable, comprehensive information to help their assessments and inform their treatment decisions
- The information is available instantly, often before the resident reaches the emergency department, enabling the receiving staff to prepare for your resident's arrival
- During transfer from your home to the hospital, the ambulance crew can read the information and prepare the handover to the hospital staff. They do not have to wait for any paperwork to be printed and can transfer your resident quickly and smoothly

Reduced length of stay at hospital:

- Preparing for discharge will be easier and quicker since the hospital discharge staff will be able to read the electronic information available and discuss the resident's requirements with the care home. They then can transfer the discharge information electronically to the home to make sure that your home is fully prepared for the discharge

Broader system benefits, governance and data protection:

- At a broader system level, uptake of the eRedBag encourages greater digital readiness and increased uptake of the Data Security and Protection Toolkit (DSPT). This leads to better data protection, improved standardisation and more scope for transferability across multiple sectors and settings.
- Improved assurance around data protection. The risks of data security breaches and fines are reduced through electronic transfer, particularly at times of significant pressure.
- Reduced complaints from care home staff, residents and families/carers due to improved communication between care homes and hospitals. Job satisfaction is linked to better patient/resident experience. Care homes find it easier to track residents.

4. Requirements for Involvement

Since this is a new way of sharing personal information, there are some data protection requirements for involvement. In addition, the care home needs to inform the residents, family members and carers of the new change to data sharing, as well as making sure that records are up to date.

Protecting data

☐ **Publish on the DSPT at Standards Met**

The DSPT is an online self-assessment tool that allows organisations to demonstrate they meet national data security standards. All organisations that have access to NHS patient data and systems must demonstrate that they are practising good data security and that personal information is handled correctly.

To provide this assurance, they have to show they have met the national standards through publishing on the DSPT at 'Standards Met'. Whilst meeting these standards can require some technical 'know how', there are benefits in terms of demonstrating your home's ability to keep information safe and to improve sharing of information between different settings.

There is support available to your home. Go to the Better Security, Better Care programme website where you will find excellent support and videos.

☐ **Review your privacy notice/s to make sure they include the digital sharing of data**

We have suggested some words here for care home privacy notices. These paragraphs are provided to support care homes with the correct wording for their privacy notices, however, they will need to be checked by local IG specialists before publication. Please note that a template for a privacy notice is available here: https://www.digitalcarehub.co.uk/resource/privacy-notice-template/

Communicating with residents and family members

☐ Inform residents and family members about the eRedBag. There is a guide to support you with this which the Mobilisation Lead will share with you.

Reviewing records

☐ Update key information in records:

- NHS number
- Recent photo of resident looking well
- First and second names
- Gender
- Date of Birth (DOB)
- Secure email address: shared NHSmail address for the care home or the NHS accredited email address

☐ Review the dummy eRedBag document to understand what information is likely to be included from your records.

It is important for care homes to have up to date records, so that in the case of an emergency, the information can be transferred knowing that it is complete and up to date.

Connecting securely

☐ Make sure that your care home uses a secure email address.

The NHSmail shared mailbox, or the NHS accredited email address, is the secure route for information to be shared via email. If the home has an NHSmail shared mailbox it is important that the home uses it as important information will be sent to it.

5. Options for involvement

The options for involvement in the initiative are:

- Links for sending eRedBag information from the care home to the central hospital data system can be enabled through electronic monitoring software systems such as Nourish or Person Centred Software (PCS). The software providers will be able to support you with this process.
- For those care homes which have no electronic monitoring software, all necessary information can be uploaded onto iPads and sent electronically using systems supported by one of the software companies. Care homes using the paper-based system have to meet similar requirements for GDPR and IG as those with electronic monitoring software.

6. Implementation

Once the option for involvement has been agreed, then staff will need to be trained in what is required for them to do at point of handover to the ambulance crew and how to respond to phone calls from hospital staff.

7. Next Steps

If you are interested in using the eRedBag please get in touch with your Mobilisation Lead to discuss the next steps.

> **There has been a very big difference now we are using the eRedBag. Previously, without the electronic information, it was very hard for the hospital because if they needed any information about the resident, it would take them a lot of time and effort for them to call us back over the phone. Now with the eRedBag, with everything being electronic, it is very easy. Before the resident goes to hospital, everything is already there in the eRedBag and we just send it through a secure link to the hospital.**
> **Care Home Manager**

Acknowledgements

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