

Guide for Care Home Residents and Families

A quick guide to the eRedBag

1. Aim of this guide

This document is a guide for people living in care homes and their families and friends to explain the eRedBag Pathway. The guide explains what the eRedBag is, how it works and how it can help when a care home resident goes to hospital in an emergency. The guide also covers what residents and families can do to help ensure the contents of the eRedBag are complete.

2. The Red Bag and eRedBag

When residents have to go to hospital in an emergency, the care home staff will pack a physical Red Bag to carry all the resident's personal belongings and include confidential medical information. The Red Bag provides important information for the hospital and helps keep all the residents belongings in one place. Now, as well as the physical Red Bag, the 'eRedBag' is a new way of sending the hospital all the paper information electronically. This makes sure all the information can be seen by any doctor, nurse or pharmacist electronically wherever they are in the hospital – so it is always available and cannot get lost.

The eRedBag has been approved by the NHS, hospitals and care homes. It is safe, secure and confidential.

3. What is in the eRedBag?

The eRedBag contains standardised information about the resident's general health, any existing medical conditions and the medication they are taking. It also highlights the current urgent health concerns. In addition to clinical information there is a section about social needs and preferences including information about next of kin, care needs and particular likes/dislikes. The information contained in the eRedBag has been approved by the [Professional Records Standards Body](#) (PRSB) - the organisation that creates standards for care records. The PRSB works to improve the safety and quality of health and social care.

The [new national standards](#), relating to urgent transfer to hospital (i.e. the information in the eRedBag) has been introduced to ensure that data is recorded and shared in a clear and consistent way across health and social care. All data contained in these standards can be found [here](#).

4. The benefits for residents and families

The eRedBag has many benefits for staff working across the NHS and in care homes. For residents and families, the benefits include:

- The wishes of residents, as expressed in care plans, can be transferred more effectively to hospitals in the event of emergency admissions. This offers reassurance of better patient-centred care both to residents and their families
- Having up to date and clear information readily accessible at all care-points results in fewer unnecessary assessments and interventions while in hospital, and better clinical and social care, both during emergency admission and following discharge, as well as reduced risk of re-admission to hospital
- The data items contained in the eRedBag have been nationally agreed in a standard allowing for health staff to know what to expect within the record wherever they work

5. How can you help?

As a resident in a care home, it's important to participate in keeping your information up to date.

As a friend or family, you can:

- Ensure the care home has your up to date contact details
- Encourage the resident to participate in updating and reviewing their care preferences and other information, when required
- Remind the hospital staff, if your family member or friend goes to hospital in an emergency, that there is useful information contained in the eRedBag they can access on their IT system.

6. Summary and further information

The eRedBag is a key step to joining up care for residents and improving communication between care homes and hospitals.

If you have any questions or would like to find out more, please contact your care home.

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