Expert Carers

This pathway blueprint illustrates how **digital diagnostic tools (Whzan and Dip.io) and data** can be used to empower **domicilary carers** to better support their service users independance and health as part of their care plan

Key: Patients' thoughts · Expert Carer thoughts · Existing aspects of Expert Carers role · New aspects of Expert Carers role

Care agency set up — System · Staff

Service user consent — Awareness · Consent

Expert Carer visit with Whzan and Dip.io — Test · Result · Escalation outcome · Continued visits

Service user experience

Service User

Targetted service users are those who are frequently admitted to hospital, are bed bound, are suffering with multiple long term conditions or have families who are health anxious.

"I'm looking forward to having more responsibilty."

Service user is introduced to Whzan and Dip.io by their care agency worker (Expert Carer) on one of their regular visits to the service users house

"It sounds like I will be getting a lot more out of my visits."

If the service user agrees, they will be asked to sign a consent form

"It's great being able to do more for my client."

Service user is visited by carer on a regular visit and receives tests with the digital diagnostic tools

"Being able to have at home assessments has made me feel safer and more involved in my condition."

Care agency actions

Expert Carers

The Expert Carers in this test are **Domicilary carers from Care Agencies**. Their current role involves visiting people in their own homes to assist with house hold tasks and personal care.

Selection and Training
- Expert carer is selected
- Receive combined training of Whzan and Dip.io

Regular visit
Carer visits service users home for regular visit

Introduction
Introduce service user to how Whzan and Dip.io work and the pathway

Onboarding
- Give service user information sheet and consent form
- Give signed consent form to care agency office

Regular visit
Visit service users home. Assist with their medication, hygiene, food and other personal care / house hold tasks

Digital diagnostics test
- Bring Whzan and Dip. io on every visit
- If the service user looks ill / every 28 days use the Whzan kit to take blood pressure, pulse, oxygen, heart rate, temperatures and respirarotry rate.
- Based on results follow the escalation protocall

Care Agency Office

Set up
Design and embedd NEWs protocals (clinical lead approved)

Selection
Select patients and establish roles:
- Expert Carers
- In hour Implementation lead

Implementation Lead

Onboarding
- Send letter to patients GP to inform them of Whzan/Dip. io (ensure the GP is well aware of expected calls from the Expert Carer)
- Get service users baseline metrics from their GP
- Onboard and upload patient data to Whzan portal
- Send consent to evaluation partner

Enablers

Evaluation and Monitoring

Evaluation Partner

Data agreement
Sign data processing deed between the care agency and Evaluation partner (allows for processing the data collected during pilot)

Data capturing
Create spreadsheet for Care Agency to capture data for evaluation

Evaluation partner allows for implemention lead to have access to their secure internal portal so implementation lead can upload data spreadsheet securely

Consent recorded

Facilitation – Care City

Evaluation set up
Introduce Nuffield and Care Agency

Training
Arrange training on Whzan and Dip.io for agency

Ongoing role
- On-ground implementation support
- Monitor data collection
- Run co-design sessions

Clinical Input

GP provides baseline
Service User's GP provides Expert Carer with baseline figures so they can be aware of Service Users expected normal results

GP updates patient records
Letter from Care Agency is noted on patients records

Whzan portal
Whzan portal monitors and records data on service users

Dip.io app
Dip.io captures data on results through the app

Results will be automatically emailed over to the Care Agency office through the Whzan portal

Clinical advice
GP / 111 to provide sound clinical advice to the Expert Carers / Care Agency for the next actions to take

Indicators

Cost – For one Expert Carer

£106	£52	£22	£17.50
6 hours of engaging stakeholders and signing documents	3 hours of training for Expert Carer	1 hour 5 mins of Expert Carer visiting and explaining innovations to service user and gaining consent	Up to 1 hour for Expert Carer to carry out Whzan test

£8.75 - 30 mins to inform the office

£43.75 - 2 hours 30 mins to do the Dip.io test and then escalate for clinical input

£52.75 - 3 hours for urgent escalation and clinical visit (GP or A&E)

Total £206 - £250

Key Performance Indicators

- Build a good rapport with all stakeholders involved and ensure care agency is keen to take this project forward
- Roles are clearly established and training makes Expert Carer feel confident and enthusiastic about using digital diagnostics
- Expert Carer explains confidently and clearly the innovations and the new pathway to their service user
- Service user has a clear idea of what to expect from their home visits and see these new aspects as a positive thing
- Expert carers are utilising the digital diagnostics as and when suitable
- Expert Carer is able to appropriatley and confidently follow the protocols to ensure the right action is taken
- A combination of clinical advice and accurate diagnostic data results in the best outcome for the service user

Resulting Outcomes
- Reduce uneccessary appointments
- Improved medication adherance and patient well being

Whzan NEWs score

Service User doesn't require further action

Service User Experience
No further action is required for the service user

Expert Carer actions
- Explains to service user that they are ok
- Continue regular visit as normal

Service User may require non urgent action

Expert Carer actions
- Explain result to service user
- If consent has been provided, carry out urine test with Dip.io

Expert Carer actions
Expert Carer uses result to seek clinical advice from service user's GP or 111 to discuss the next action

Service User Experience
Once clinical advice is sought the service user may require no further action or their GP may carry out a home visit / further investigation

Service User may require urgent action

Expert Carer actions
Expert Carer will explain result and then proceed to carry out urgent escalation protocols set out by the care agency which will include clinical input

Service User Experience
Once urgent clinical input is sought, service user may be seen by paramedics/GP or admitted depending on severity of results/ condition. Clinical intervention will take place from here

Patient experiences continual monitoring

"Being able to play a bigger role in my clients health has made me feel enpowered and developed my relationship with my client."

Carer continues regular patient visits

Digital diagnostics test
Expert Carer does test for service user every 28 days unless the service user looks ill and so requires a test

Implementation Lead

Submitting data
Log the following information about the service user on the evaluation spreadsheet
- NEWs score from the Whzan portal
- Dip.io results from the app
- Their escalation outcome

Submit the spreadsheet via secure portal

Evaluation partner
Evaluation partner receives data via their secure portal and uses it to evaluate