# myKiosk - Remote Observations in Care Homes

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Background

- Bolton has a number of initiatives already in place aiming to upstream care and deliver proactive interventions to support the health and wellbeing of care home residents and avoid admissions

- COVID-19 crisis made it critical to use technology to reduce face to face contact

- Requirement to provide observations equipment to care homes

- Accelerated the transformation of the model of care, changing working practices for the long term.
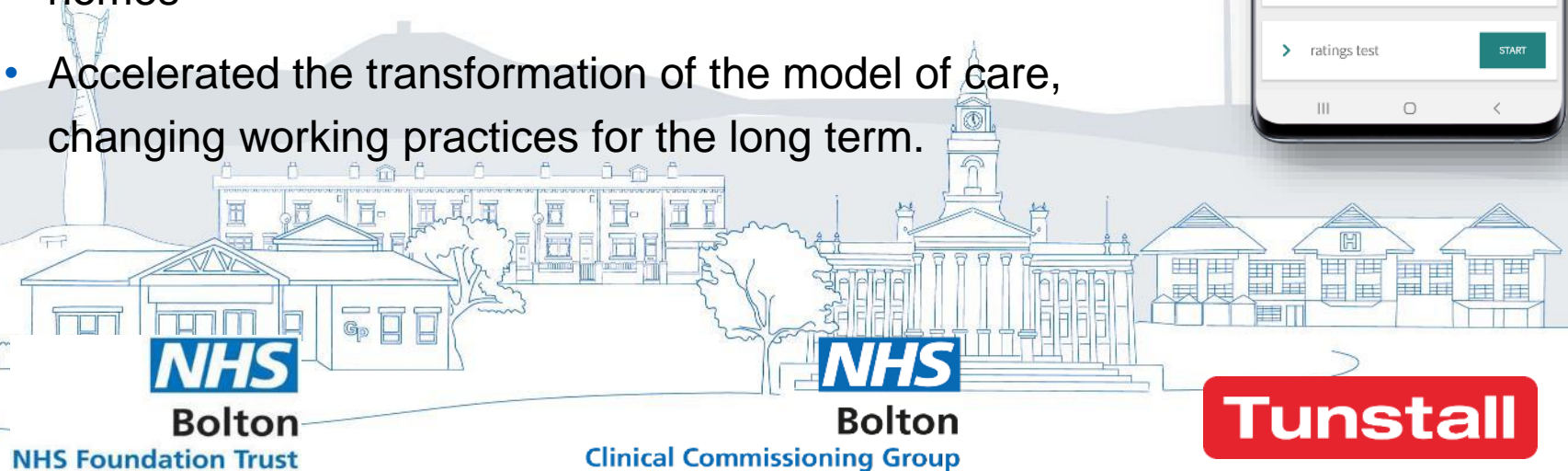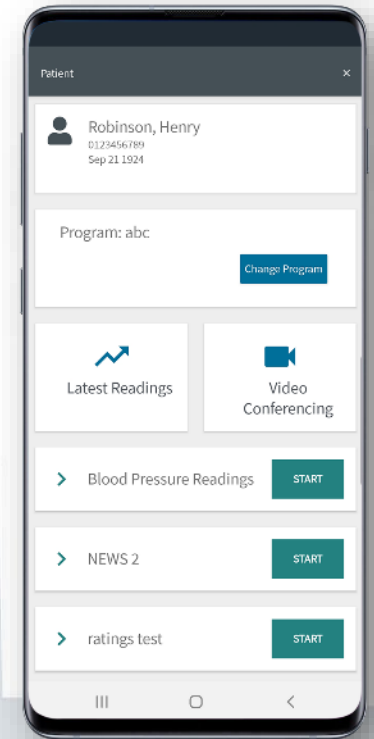
What is myKiosk

- myKiosk multi-user application/ software on an Android tablet device which is connected via Bluetooth to peripherals which include:

    - Pulse Oximeter

    - Thermometer

    - Blood Pressure monitor

- The data recorded by the care home staff is shared remotely with the Admission Avoidance team via triagemanager.

- This allows the advanced nurse practitioners and clinical case managers to remotely assess and monitor the residents, supporting and advising the care home staff.

- Care homes are using MyKiosk to assess and monitor a range of vulnerable residents and not just those with suspected Covid.

Progress

- The system was rolled out within six weeks across all 36 (over 65s) Care Homes
    - Training on taking observations and use of equipment provided to all care homes.
    - Setup and delivery of 42 devices.

- Over 1100 residents registered on the system.
- June saw the first full month of usage with 479 observations recorded on 104 residents, at the end of October a total of 945.
- Local pathways have been adapted to incorporate remote observation readings and reduce face to face visits as appropriate.

Benefits/Outcomes

- Reduces the need for clinical staff to attend care homes unnecessarily to take observations or carry out assessments, thus reducing risk of cross infection

- Helps to prioritise residents' care – identifies those most in need of interventions and further treatment

- Support early detection of symptoms to enable timely interventions and improved outcomes – preventative care

- Can reduce need for more complex care/hospital admission reducing demand on acute care setting

- Able to be implemented rapidly – pandemic acting as an enabler for change

Care Home feedback

- Staff find it easy and simple to use

- Really useful to check if someone isn't well

- Increases carers ability to look after residents

- Able to provide greater information to GPs and clinical teams when escalating concerns

- Care Home staff are upskilled in taking observations

- Use the information to upload to their own records

- Reduces the need for visits from GP and Admission Avoidance team

- Remotely monitor residents over a period of time to avoid hospital admission
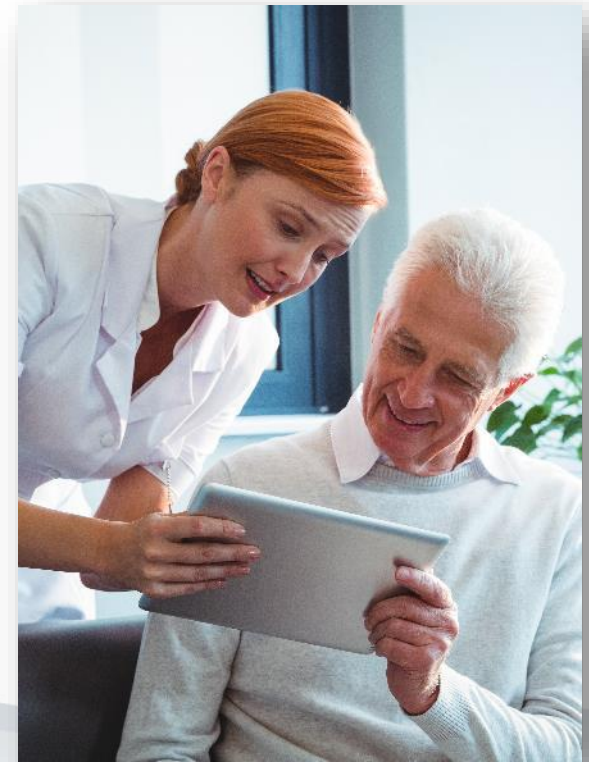
Scalability/Lessons learnt

- Pandemic has engendered a willingness to change – overcome barriers of cultural change for workforce using technology.

- Meets criteria in NHS Long Term Plan for increased adoption of technology enabled care and Enhanced Health in Care Homes.

- Ability to prove the cost effectiveness for long term funding.

- System readiness to adopt tech enabled care (workforce who will have to interface with the tech but also the public)

- Need for continued support and training to the care home staff to support utilisation

Thank you