

Digital Care @ Home

December 2023

Health and Overview Scrutiny Committee

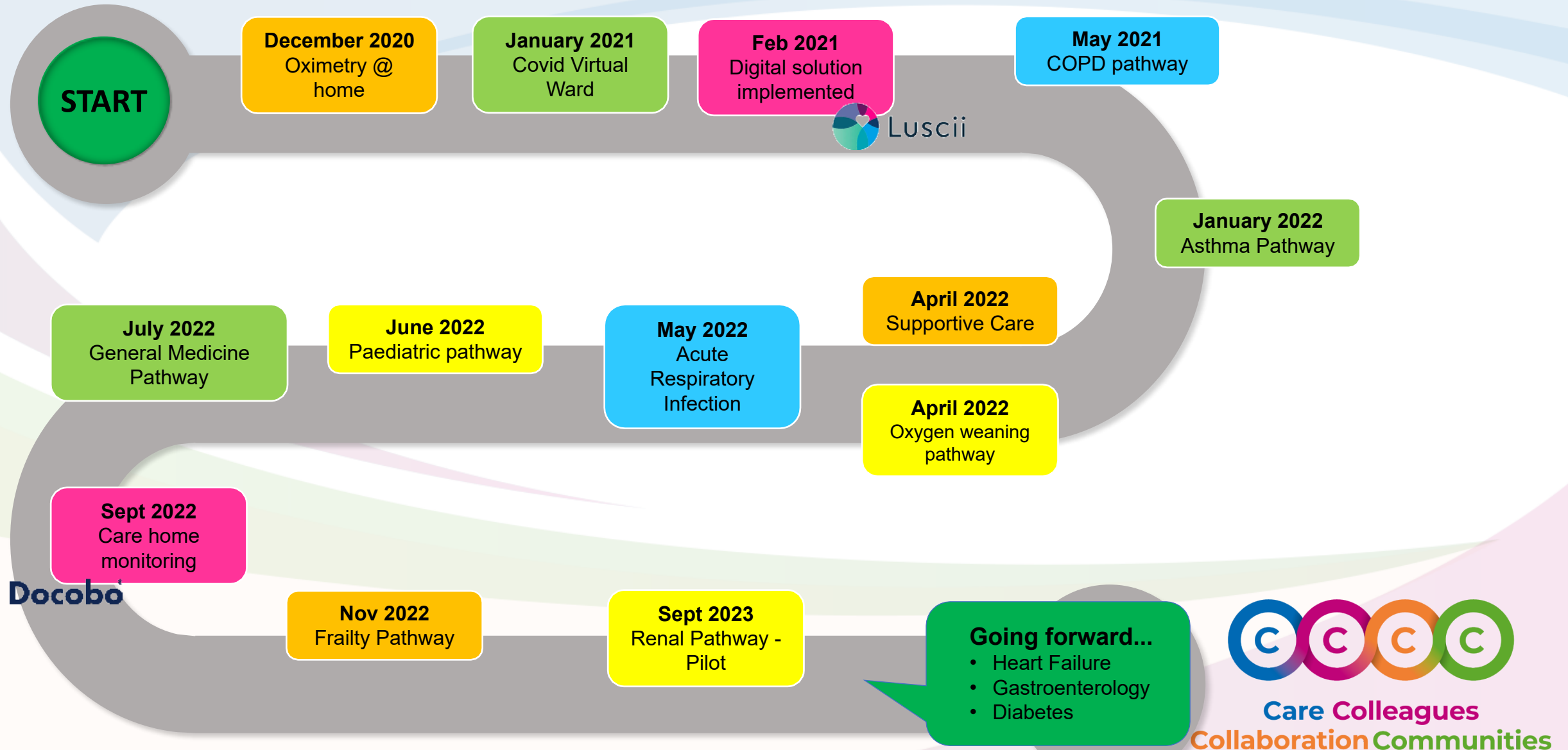
Working in partnership

The Royal Wolverhampton NHS Trust
Walsall Healthcare NHS Trust

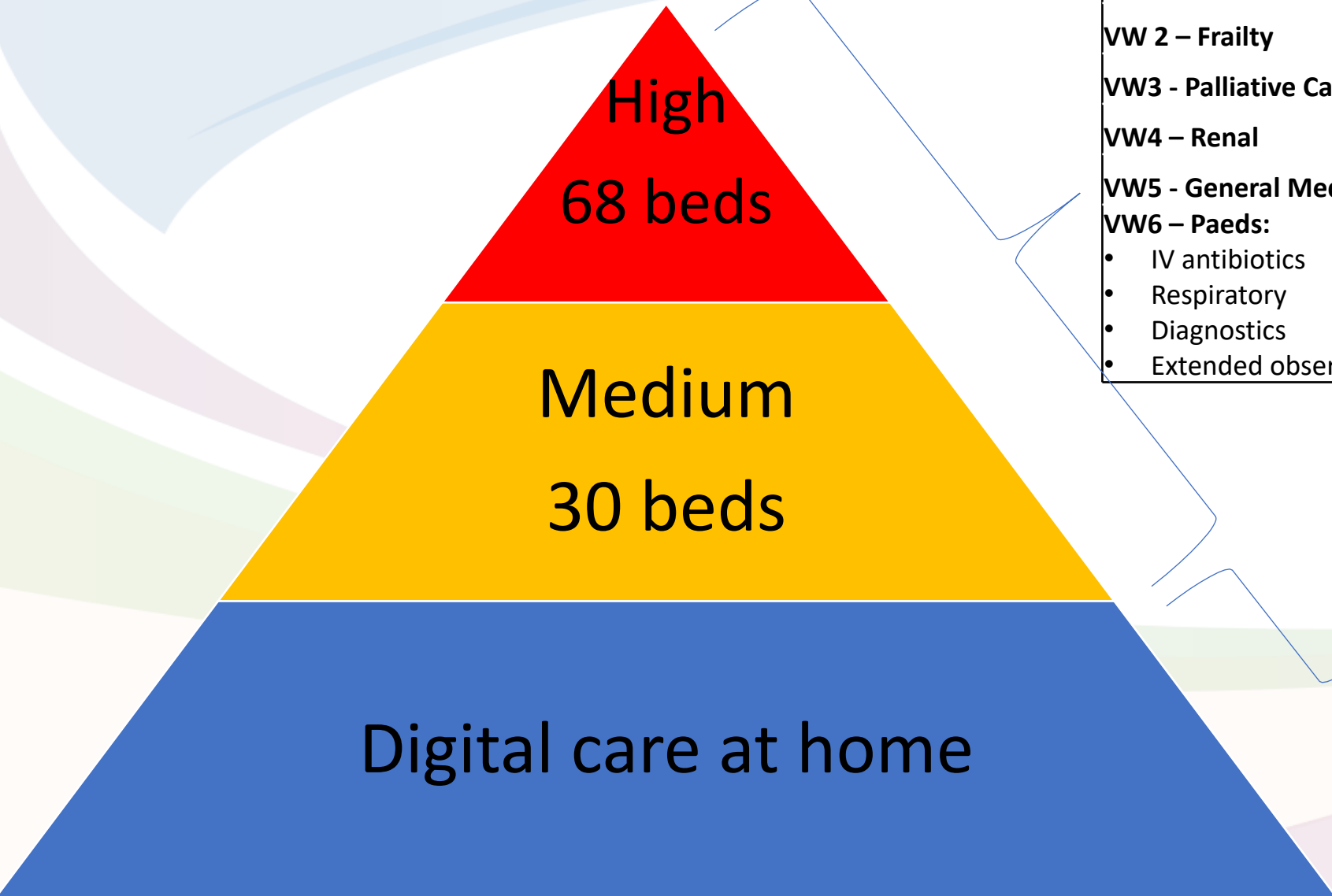


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The Virtual Ward Journey...



Digital care at home



- VW 1 – Respiratory:**
 - COPD (High & Medium)
 - Acute respiratory infection
 - Asthma
 - Covid
- VW 2 – Frailty**
- VW3 - Palliative Care Planning**
- VW4 – Renal**
- VW5 - General Medicine**
- VW6 – Paeds:**
 - IV antibiotics
 - Respiratory
 - Diagnostics
 - Extended observation

- Supportive palliative monitoring
- COPD step down
- Remote monitoring



The Virtual Ward Team



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The model today...

Service Model

- Nurse-led community service, complementing wider community offer
- Supported by wider MDT including pharmacy and therapy
- Consultant oversight & medical governance from acute medics e.g. weekly MDTs
- Takes referrals and delivers care seven-days a week, 8am to 10pm
- All patients have an initial face to face visit
- Monitoring frequency according to clinical need
- Lack of digital kit or confidence not a barrier to service access
- Knowing patients' 'normal' is key

Intermediate Care

Rehab &
Reablement

Community
Urgent Care

24/7 Care
Co-ordination

Rapid Access to
Care

Community clinics
Phlebotomy,
wounds, anti-
coagulation

Community
Planned Care



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Activity and performance



Total number of referrals to VW in the last 12 months has been 2227



Over 3500 patients supported on VW since inception as an alternative to bed based care.



The majority of patients remain in the place they call home and do not require hospital reattendance.



The top referring specialities for the Virtual Ward, are: Paediatrics (41%) A&E (23%) Respiratory Medicine (11%)



Referrals have significantly increased month on month, from ~50/month in Jan 21 to ~120/month now



Overachieving against national target of 80% occupancy (offering 98 beds)



Paediatric pathways are 100% digitally enabled



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Patient feedback

“The app was great and within minutes a staff member called me when my heart rate was high, giving advice and reassurance.”

“Liked using the App which was easy to use. I did not feel alone, very helpful.”

A very big thank you for all your care, support, advice and monitoring me over the last few weeks. I felt safe at home knowing I had the support – much appreciated.”

“Staff always relaxed me and gave me peace of mind. Feeling safe and cared for at home – a great idea!”

“The app is very easy to use. Supportive service in the community. Reassuring to have the service.”



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Next Steps

✓ Expansion and further development of more pathways

- Ability to take more clinical conditions e.g. gastro & diabetes
- Increasing offer to admit from ambulance call outs and direct GP referral
- Increasing the acuity and complexity supported on the virtual ward

✓ Developing the workforce model

- Developing the medical model e.g. trainee placements, replicating the daily hospital ward round, community-based medics working alongside side acute colleagues with dedicated sessions
- Developing advanced nursing practice skills and roles within team as opposed to an escalation model with

✓ Securing our long-term digital offer

- Reviewing our tech partners, alongside patient feedback, to procure our long-term solution(s)
- Developing and integrating the remote diagnostics and wearables offer



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