

## TSA Member case study

### Tunstall and Calderdale CCG

#### Overview

NHS Calderdale Clinical Commissioning Group (CCG) serves a population of 213,000 people. Calderdale has an ageing population, an increasing number of people living with a long-term condition (LTC) and a higher rate of older people living in care homes compared to other regions across England which is expected to rise.

#### Aims

In anticipation of these increasing demands on resources, NHS Calderdale CCG developed a commissioning plan in partnership with [TSA](#) member, [Tunstall](#), with a clear objective to establish a more consistent and sustainable model of care for older and vulnerable individuals in Calderdale; a truly person-centred approach which would best meet the needs of people with long-term health and care needs, and help to make efficient use of NHS resources. The Quest for Quality in Care Homes pilot was developed, which aims to address the variations in practice across care homes, supporting the delivery of consistent, efficient, proactive and quality care and reducing admissions to hospital.

#### Solution

The project was implemented in three key phases:

1. Providing access for GPs and Quest Matrons to real time clinical records through the provision of an IT system in the care homes.
2. Development of Tunstall telecare and telehealth systems to support prevention, diagnosis and treatment, improving quality of care and helping to prevent deterioration of chronic conditions.
3. Investment in a Multi-Disciplinary Team (MDT), providing an integrated social and clinical approach to support anticipatory care planning.

#### Outcome

The Quest for Quality in Care Home uses technology as part of a multi-disciplinary approach to help maximise efficiencies across the health and social care economy, and enable people to live healthier and happier lives

Results to for the second year of the pilot, to March 2016 show that for Quest for Quality care homes:

- The cost of hospital stays was £2,549,991 in 2015/16, equating to a saving of £799,561
- Emergency admissions are down 33% year-on-year from 1269 to 844
- Hospital stays down 26% year-on-year
- Hospital bed days used decreased by 30% year-on-year from 14348 to 990
- Hospital readmissions have reduced from Quest for Quality care homes
- GP care home visits have reduced, with Quest for Quality care homes requiring 45% fewer visits than non-Quest homes
- Care home staff feel more supported and empowered
- Improved medication compliance and reduction in missed doses

Rhona Radley, Senior Service Improvement Manager, NHS Calderdale CCG, comments:  
*“This proactive, pioneering approach is making a positive difference to people’s lives. Already the links between care homes, GPs and community nursing teams, including pharmacy, are much stronger, and there is a real recognition that homes involved in Quest for Quality in Care Homes are providing improved levels of care. Care home staff tell us they feel empowered and confident, GP workload is reduced and we’ve seen significant reductions in emergency admissions.”*

## **About TSA**

TSA is the industry body for technology enabled care (TEC) services, representing organisations including telecare and telehealth service providers and suppliers, commissioners, digital health businesses, housing associations, emergency services, academics, charities and government bodies.

For further information about TSA services, our membership, quality standards, training and consultancy please contact us:

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