



NHSmail for Care Homes

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What was the challenge?

Care homes largely rely on fax and phone calls to communicate with doctors, hospital and other professionals. This results in a significant amount of time spent by staff waiting on hold to reach the right person or having to make phone calls to check a fax has been received. Delays and missing information are a common occurrence in this process. Care home staff face difficulties accessing hospital discharge summaries, waiting weeks for letters to arrive, or not arrive at all. As the demand for cross-sector care continues to grow, a reliable and secure communication system is essential for sending and receiving confidential patient information

Bringing together partners with transformation experts and Londoners is one of the key roles Healthy London Partnership (HLP) plays in tackling London's most complex health challenges. Through partnerships with NHS Digital and NHS England, Healthy London Partnership has played a significant role in bringing a group of care homes onto NHSmail.

What did we do as part of our Social Care Digital Discovery?

Healthy London Partnership have been working closely with the NHSmail team, NHS Digital and a group of care homes, including Belmont house and Mornington Hall, to test the roll out NHSmail to a number of homes, gain an in depth understanding of barriers and solutions to deliver. .

In practice this involved: speaking to nursing staff, residential staff, care home managers, GP's and hospital discharge teams to understand how everybody talks to each other. We made process maps charting step by step how care homes carry out daily tasks, highlighting the gaps in communication, and identifying where information was not getting back to homes.

We provided managers with one-to-one support to work through the Data Security and Protection Toolkit (DSPT), a prerequisite to registering for NHSmail and created guidance documents for staff on how to use NHSmail effectively.

Digital Discovery – How we're going to support care homes

A collection of our materials designed to engage, support and encourage care homes on the start of their digital journey. We aim to facilitate a seamless transition, encouraging local health systems to empower the care sector to embrace new ways of working.



What were the results?

The feedback from care home staff has been positive, with some nurses and staff helping train wider colleagues.

"Staff have been using secure email accounts where they may have previously made a phone call."

"I used my NHSmail account to email our GP and find out how to obtain a death certificate. It was easy to message the GP and reply at a convenient time" Allan Gentle- Rudio, Nurse, Mornington Hall Care Home

"When residents return to the home without a discharge summary, I've been able to call the hospital and have it emailed to me on the same day" Joanne Robin-Coker, Home Manager, Mornington Hall

"Sometimes we have residents join us with very limited information on their medical history. I am now able to contact their previous GP surgery and have the doctor email me the information we need" Aries Castillo, Nurse, Belmont House

The collaboration with care homes has been key to the successful adoption of NHSmail. Through continual feedback from staff and managers, the support we were able to provide has been adapted to meet the needs of care homes.

We are now working with local areas across London to develop support additional training to care homes alongside engagement support with Health and Care Systems to support improved transfer of care information

[Find out more](#)

For more information about this work please contact the Enhanced Health in Care Homes Programme: hlp.ehchprogramm@nhs.net.

Read more about [HLP's NHSmail for social care work](#) please see our website .