

CarePulse

# Case study: Using a single system in Havering

*Havering’s Care Homes, Clinical Commissioning Group and Local Authority have joined forces and signed an agreement to use CarePulse as their single capacity tracker for care home beds.*

*The system allows for care homes to update their bed vacancies in seconds and share the information with commissioners, brockerage teams, and hospitals on a daily basis.*

## Aims for using CarePulse…

* To have one system in place, used by all stakeholders, to obtain consistent information about care home capacity
* To reduce duplication; recording information on a single system
* Improved understanding of vacancies and availability
* Free up staff resource (Local Authority, Health and Care homes)
* Up to date and accurate information.
* Improve communication channels i.e. circulating guidance on winter flu planning.

## What was the rationale?

There is a desire from both care homes and the Council to work on a project together that would involve a positive dialogue and deliver shared benefits. CarePulse was seen as a good opportunity.

The Council want to reduce time wasted chasing up information that would often be out of date by the time received.

All parties are interested in streamlining processes and improving consistency.

It makes sense to use one system rather than a range of systems that are all trying to achieve the same outcome.

## How did you embed CarePulse across Health and Social Care Serivces?

We first became aware of CarePulse when the London Purchased Healthcare Team presented to the care homes on the system and the benefits. This was followed up with a presentation to the Council and Health. Following the presentations care homes, the Council and CCG met to discuss how CarePulse could be taken forward in Havering. This led to the CarePulse capacity tracker being amended slightly to fit local need, for example the scope was expanded to include residential rates and capacity.

With all stakeholders in agreement roll out commenced:

* Council staff received online support and signed up to the system
* Health staff followed the same process.
* The Havering Care Association (HCA) promoted the benefits of Care Pulse to the market and encouraged care homes to sign-up. This was followed up by the Council to encourage the remaining homes to sign-up. London Purchased Healthcare team supported the push for stakeholders to sign-up.

The next phase will be to develop improved Quality information about services on CarePulse. This will mean a single data set for providers removing the need to present to a range of commissioners.

## What have been the benefits and outcomes so far?

Healthy London Partnership helped break down barriers and bring people together. This meant the relevant stakeholders (the market, the Council and Health) were able to agree a shared approach to collecting information about the market. This has led to staff time saved for all stakeholders. There is now a better understanding of the market, including up to date accurate information.

Table 1 shows the impact of working together to promote CarePulse, resulting in all 97% of all care homes in Havering registering by end of December 2018. Table 2 below demonstrates how Havering homes are providing regular updates in comparison to North East London (NEL) and London as a whole.

**Table 1**

**Table 2**

**Kerry Henney, Placements Officer Adults -** London Borough of Havering, Joint Commissioning Unit

“I’ve found CarePulse is a great tool to use, it’s easy to navigate, read and understand.  The platform shows ‘time specified’ residential and nursing bed availability within our own Local Authority and surrounding areas which helps us to broker suitable placements for our service users.  The more care homes that use the CarePulse platform and update their bed availability has in turn reduced the number of telephone calls made to source a suitable vacancy.”

## Find out more

Mike Armstrong, Managing Director Havering Care Homes, 07958 742683, [mike@haveringcare.co.uk](mailto:mike@haveringcare.co.uk)

Ben Campbell, Commissioning Programme Manager, London Borough of Havering, [ben.campbell@havering.gov.uk](mailto:ben.campbell@havering.gov.uk)