

BLMK ICS Digitising Social Care (DiSC) Programme

Catalogue of products

Email the team: blmkicb.digital.socialcare@nhs.net

Visit our webpages: [https://blmkhealthandcarepartnership.org/our-priorities/
data-and-digital/digitising-social-care-disc-programme/](https://blmkhealthandcarepartnership.org/our-priorities/data-and-digital/digitising-social-care-disc-programme/)

Digitising Social Care programme

Our team members support a wide range of high-profile projects, programmes, and transformation initiatives with most of our work delivering against national health and care priorities.

The BLMK Digitising Social Care (DiSC) programme aims to transform social care delivery across Bedfordshire, Luton and Milton Keynes through the strategic implementation of digital technologies.

By leveraging digital tools and systems, the programme aims to:

Support care planning and delivery:

Use digital tools to support personalised care planning and delivery

Enhance service user experience:

Improve overall experience of receiving social care services through digital solutions

Improve efficiency:

Streamline administrative tasks, allowing care providers to spend more time with service users

Enhance communication:

Facilitate better communication between care providers, service users, and other stakeholders

Improve data management:

Collect, analyse, and utilise data to inform decision-making and service improvement

Our digital offer

The multi-agency Digitising Social Care programme is driving digital transformation in social care.

By fostering strong partnerships and implementing robust governance, the programme is enabling a more integrated, efficient, and person-centred care system.

A dedicated team serves as the primary digital liaison for each local authority's social care sector, fostering strong partnerships with care providers. By working collaboratively, we are able to co-create innovative digital solutions that address local challenges and promote cross-sector collaboration within place-based and system-wide partnerships.

Our digital offer includes:



Enhancing patient access through remote monitoring:
Whzan



Improving communication and workflow:
NHSMail/secure mail, Proxy Access



Supporting independent living: **MiiCare**



Digital records: **Digital Social Care Records**



Preventing falls and promoting independence:
Raizer Chair, GaitSmart, Acoustic Monitoring



Strengthening data security:
Data Security and Protection Toolkit



Enhancing wellbeing:
RoboPets



Pain management:
PainChek



Digital social care record (DSCR)

Supporting CQC-registered care providers in the transition to digital care planning. This enhances efficiency, improves care quality, and facilitates seamless information sharing within integrated care records.

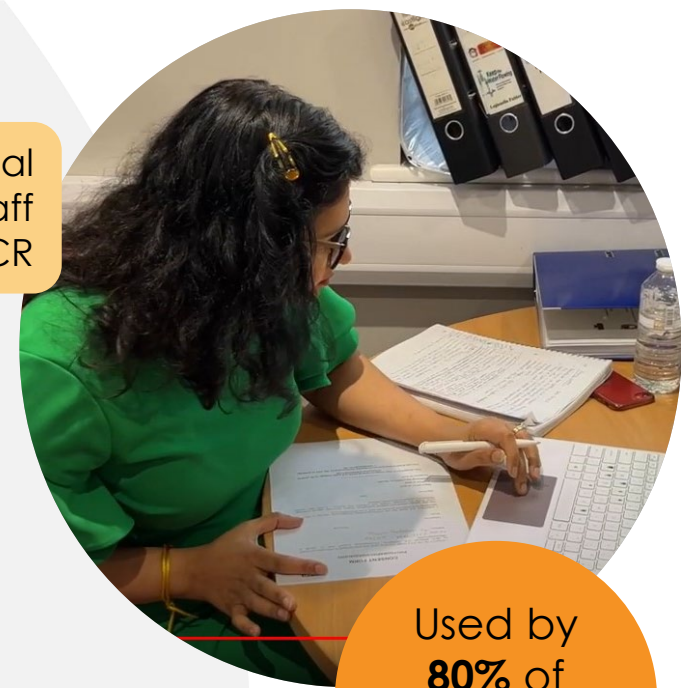
- ✓ Improves care outcomes, care quality and the safety of care for residents
- ✓ Allows easy recording and updating of residents' health and care records
- ✓ Saves care homes time and money
- ✓ Frees-up staff time to focus on delivering care and have better quality time with their residents
- ✓ Enables managers to spot trends and carry out lessons learnt reviews
- ✓ Improves audit trails and reporting.



To get involved or find out more, contact
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Video: Local care home staff talk about DSCR



Used by
80% of
care
homes

“The care system flows a lot better because of the digital notes. The person-centred system allows for a more rounded picture of care, which supports with the day-to-day running of the nursing home. I can't imagine going back to a paper system.”

Heidi Perret, Deputy Manager, Peter's Place



RoboPets

Robotic cats, dogs and birds which use artificial intelligence to respond to voice commands, and interact through realistic movements. A unique and beneficial approach to companionship and therapy, especially for individuals with specific needs.

- ✓ Ideal companions for the elderly, people living on their own, or anyone who is unable to have a pet of their own
- ✓ Provides a calming influence to reduce anxiety and agitation
- ✓ Improves mental health and wellbeing, and quality of life
- ✓ Gives people greater independence and confidence
- ✓ Provides comfort to reduce feelings of isolation and loneliness
- ✓ Aids communication between the cared-for person and their carer.



BLMK pilot
underway to
issue around
1,300
RoboPets to
local residents



Visit our webpage to read more about this pilot and complete an **Expression of Interest form**



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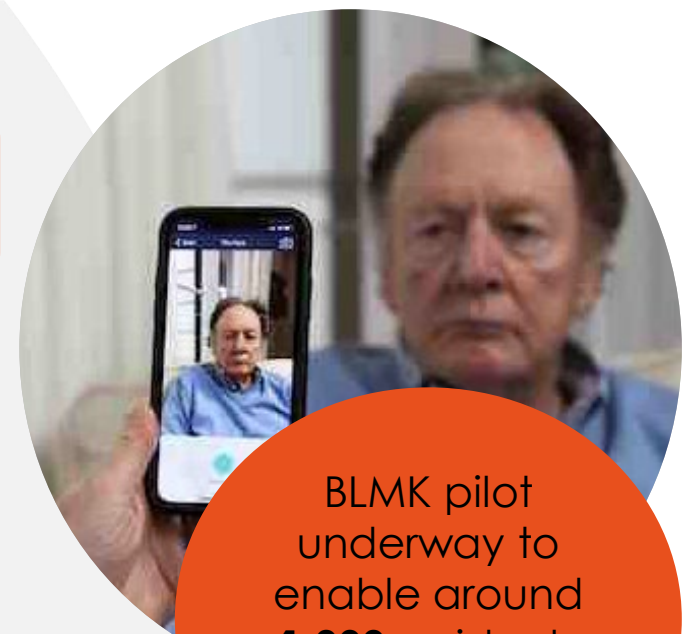




PainChek



Video:
How PainChek works



BLMK pilot underway to enable around **1,000** residents to benefit from PainChek

Innovative pain management technology to improve the care of residents, especially those with communication difficulties or learning disabilities. PainChek uses artificial intelligence to measure small changes in facial expressions and voice to quantify a pain score – guiding carers to provide the right support.

- ✓ Reliably detects pain in those who may be unable to verbalise it, such as those living with dementia or other cognitive impairment
- ✓ Reduces levels of pain, insomnia, stress, distress and mobility
- ✓ Ensures medications are used appropriately
- ✓ Reduces hospital admissions and falls
- ✓ Encourages greater independence through activity and exercising new skills in a supportive environment
- ✓ Improves self-confidence of staff in managing pain.

“PainChek supports the gathering of information to better support our residents. The information is easy to access and track... It's a good tool to work alongside the GP for pain management.”

**Louise Norris, Deputy Home Manager,
Oak Manor Care Home**



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MiiCare

An assistive technology platform supporting vulnerable adults to live independently at home. A 'virtual assistant' called Monica checks on wellbeing and daily routines to help users to stay safe and well at home.

MiiCare is suitable for people who are at risk of falls or urinary tract infections, or who have recently left stroke or neurological units.

- ✓ Helps people stay in their own home, safely and for longer
- ✓ A central MiiCare hub is connected to a set of devices and sensors around the home – such as door sensors, mugs and watches
- ✓ Helps reduce hospital admissions
- ✓ Prompts actions important for wellbeing – such as reminders to take medication and have a drink
- ✓ Gives reassurance to family members and alerts them in case of emergency.

25%
reduction
in routine
site
contacts



30
residents
supported
through **30**
installations

“Thanks to the MiiCare app I have assurance at my fingertips! This little box has taken away some of the worry, without removing my mother's sense of self or independence.”
**‘Karen’ (not her real name),
whose mother uses MiiCare**

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Whzan Blue Box



Video: Local care home staff and a GP talk about Whzan



3,079
residents
supported
across **90**
homes

A user-friendly, digital health platform enabling remote patient monitoring. Collects vital signs data and calculates early warning scores to help healthcare professionals to identify patients at risk of deterioration.

Whzan is now supporting Discharge to Assess (D2A) beds and expanding to home-based monitoring with domiciliary care providers. Integration with SystemOne is underway to enhance communication between care settings and primary care – enabling real-time information sharing for personalised care.

- ✓ Staff can understand results easily and work more effectively
- ✓ Detects health changes and deterioration earlier to reduce ambulance call-outs and hospital stays
- ✓ Measures pulse, blood glucose, oxygen levels, blood pressure, respiratory rate and body temperature
- ✓ Authorised carers and GPs can access the latest readings through a secure portal – speeding up diagnosis and care.

“Whzan speaks for residents who can’t talk. It’s a really useful tool for any care home to have and gives us the help we need for our residents much more quickly.”

**Sylvester Mulenga, Senior Carer,
Oasis House Residential Home**



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Data Security and Protection Toolkit (DSPT)

Continued support is provided to CQC-registered care providers in completing this annual self-assessment to understand how they can keep their residents' data safe.

This involves assisting providers in assessing their adherence to the National Data Guardian's 10 data security standards and fostering a strong data protection culture within their organisations.

- ✓ Helps ensure providers store and use people's data securely
- ✓ Shows them how to keep people's information safe and protect their organisation from risk
- ✓ Completion of the toolkit enables access to other digital solutions such as NHSmail and Proxy Access.



Visit the **Bedfordshire Care Group DSPT** webpage to find out more



To get involved or find out more, contact **blmkicb.digital.socialcare@nhs.net**



80% completion by BLMK care homes

"Now we have the DSPT, we have been able to demonstrate to the CQC that we can securely store and protect patient data. This has helped us to strengthen our IT system and begin our digitalisation journey."

**Anda Marin, General Manager,
Burlington Hall Care Home**



NHSmail

Wide-scale adoption of NHS.net mail accounts fosters smoother and more secure communication across the healthcare network. This is the preferred system for Proxy Access and for hospitals to safely share patient information with social care.

- ✓ Ensures residents' information is sent safely and securely
- ✓ Is required for funding to support a Digital Social Care Record
- ✓ Enables access to Proxy Access
- ✓ Available to all CQC-registered care providers who have achieved 'Approaching Standards' on the Data Security and Protection Toolkit.



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Video: Why care homes should use NHSmail and how to get started



123 active accounts in BLMK care homes

“Before NHSmail, my staff would have been required to visit practices to access resident information – taking valuable time away from care provision.”

**Anda Marin, General Manager,
Burlington Hall Care Home**





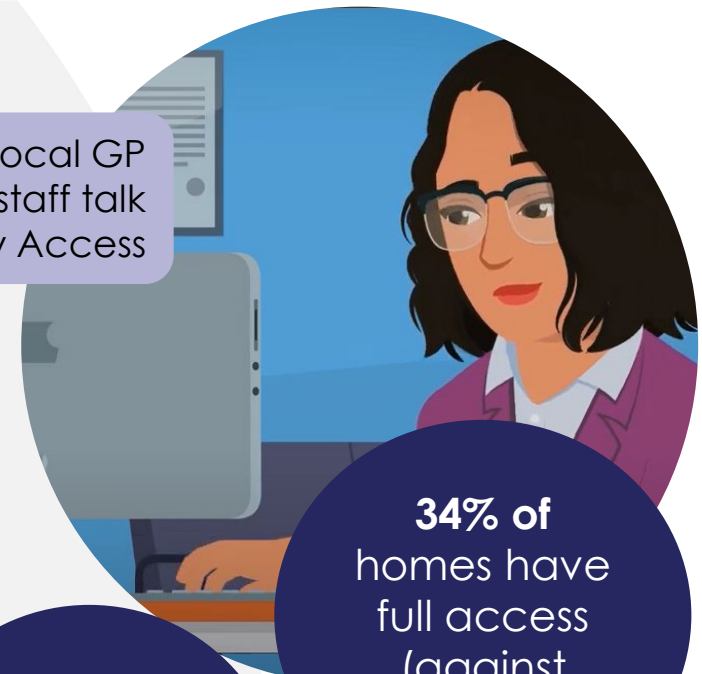
Proxy access



Video: Local care home staff talk about Proxy Access



Video: Local GP practice staff talk about Proxy Access



A safer, easier and quicker way of ordering repeat prescriptions online on behalf of care home residents. Enhances collaboration between care homes and GP practices by enabling real-time information sharing – including access to complete care records, streamlined medication ordering, and efficient appointment booking.

- ✓ Allows medication ordering 24 hours a day
- ✓ Fewer emails and calls between care homes and GPs
- ✓ Frees-up staff time to focus on delivering care
- ✓ Communication about repeat medications between GP and care home is safer, more efficient and cost-effective
- ✓ Improves accuracy of medication ordering
- ✓ Improves audit trails and reporting.

1,034 days of staff time saved during 2023/24

34% of homes have full access (against 20% target)

“It’s increased productivity and made things much easier for everybody. It’s increased communication and relationships with the GP surgery, and it reduces time wastage, medication errors and staff stress levels.”
Claire Croucher, Registered Manager, Precious Homes



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Appendix

Previous projects



Raizer II chairs



Video: How the Raizer Chair is improving falls outcomes in local care homes



A chair that can be built around a person to lift them from the floor after a fall where there's no injury – reducing the time spent on the floor to minimise discomfort and the need for ambulance assistance.

It is improving post-fall care in care homes by enabling quicker and safer recovery for residents. The scheme has been extended to domiciliary care providers to explore how it can enhance post-fall care.

175 chairs installed across **145** care locations

- ✓ A single member of staff can lift quickly and safely – optimising care staff time
- ✓ Reduces reliance on the ambulance service
- ✓ Improves resident safety, care and experience
- ✓ Improves outcomes and quality of life
- ✓ Residents less likely to have health issues from the fall or to need a hospital stay.

“Raizer is easy to use and kind to the person who is being assisted by it. It's possibly the best piece of equipment to come into the care sector for years.”

**Dawn McGuire, Registered Manager,
Chase House Residential Nursing Care Home**

We are not currently accepting new applications for this pilot





GaitSmart

Takes rapid, individual assessments of gait in patients at high risk of falls. After automatically comparing the results to 'healthy' gait profiles, GaitSmart generates a personalised exercise plan to improve gait, balance, and confidence.

By integrating this tool into care pathways, the aim is to reduce fall rates and enhance overall patient outcomes.

- ✓ Records an individual's movements over 10 to 15 steps using wireless sensors
- ✓ The personalised report suggests exercises that can address strength, stability or balance issues
- ✓ The test takes 10 minutes, can be carried out virtually anywhere, and is suitable for people using walking aids
- ✓ Repeating the tests over a period of time can monitor changes in gait and effectiveness of treatment.



We are not currently accepting new applications for this pilot



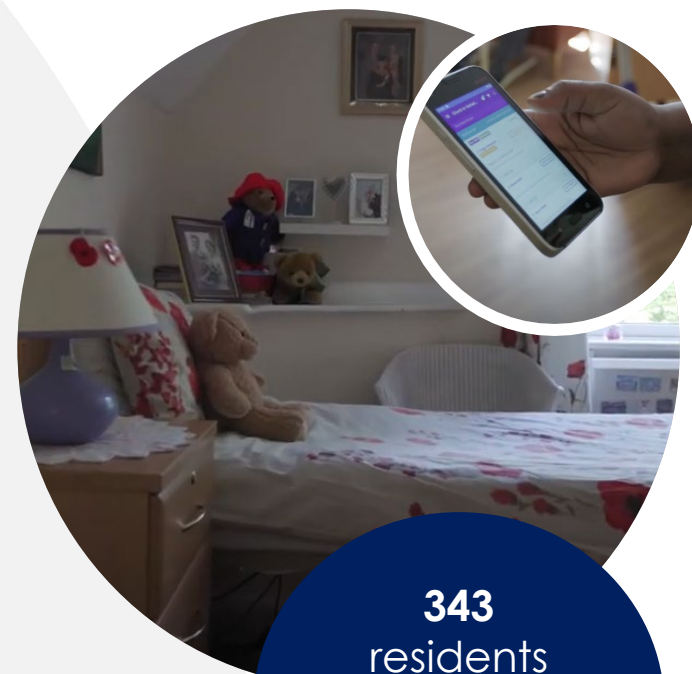
Acoustic Monitoring



Video: Elcombe House Care Home's story of using Acoustic Monitoring

Acoustic monitoring is being piloted in BLMK care homes to enhance night-time care. By detecting potential falls and reducing disturbances, the technology aims to improve sleep quality for residents and optimise staff time. The device, which works by using Wi-Fi, can recognise sounds such as the person waking up, crying out, calling for help or being restless.

- ✓ Staff don't need to check on people as often, resulting in residents having fewer disturbances and a better night's sleep
- ✓ The always-on device can alert staff to possible problems at any time, meaning a resident who needs help doesn't have to wait until the next planned visit and is also less likely to have a fall
- ✓ Provides extra reassurance for family and friends.



343
residents supported
across **12**
care homes

“Acoustic monitoring has been a great help in ensuring the safety of the residents without disrupting their usual sleeping patterns. It is easy to use and reduces the likelihood of resident falls during the night.”
MK, Night Manager, Burlington Hall Care Home

We are not currently accepting new applications for this pilot

