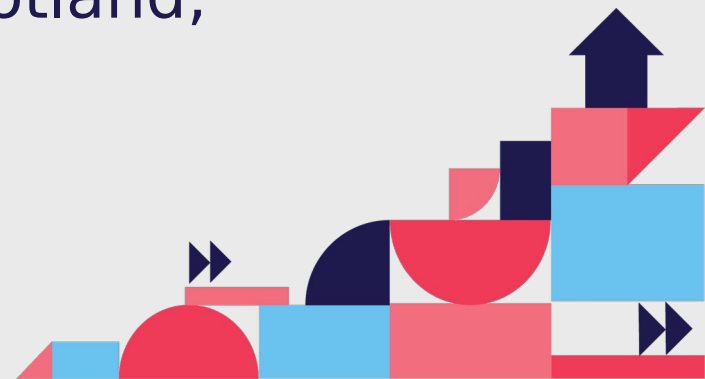Thematic Panel Discussion

Data-driven Decision-making in Social Services

Christopher Wroath
Digital Transformation Director,
NHS Education for Scotland,
United Kingdom

TURAS- A tool for Decision Making on Managing Health Threats in Care Homes

Christopher Wroath, Digital Transformation Director, NHS Education for Scotland, United Kingdom

A response to C-19 in Scottish care homes

The Problem

➢ All levels of authority **lacked real time data** on covid outbreaks in care settings

➢ Lack of data on **free beds** to support **rapid discharge** from the acute sector

➢ Scarcity of **Personal Protective Equipment (PPE)** and no data on how best to **distribute** them

A response to COVID-19 in Scottish care homes

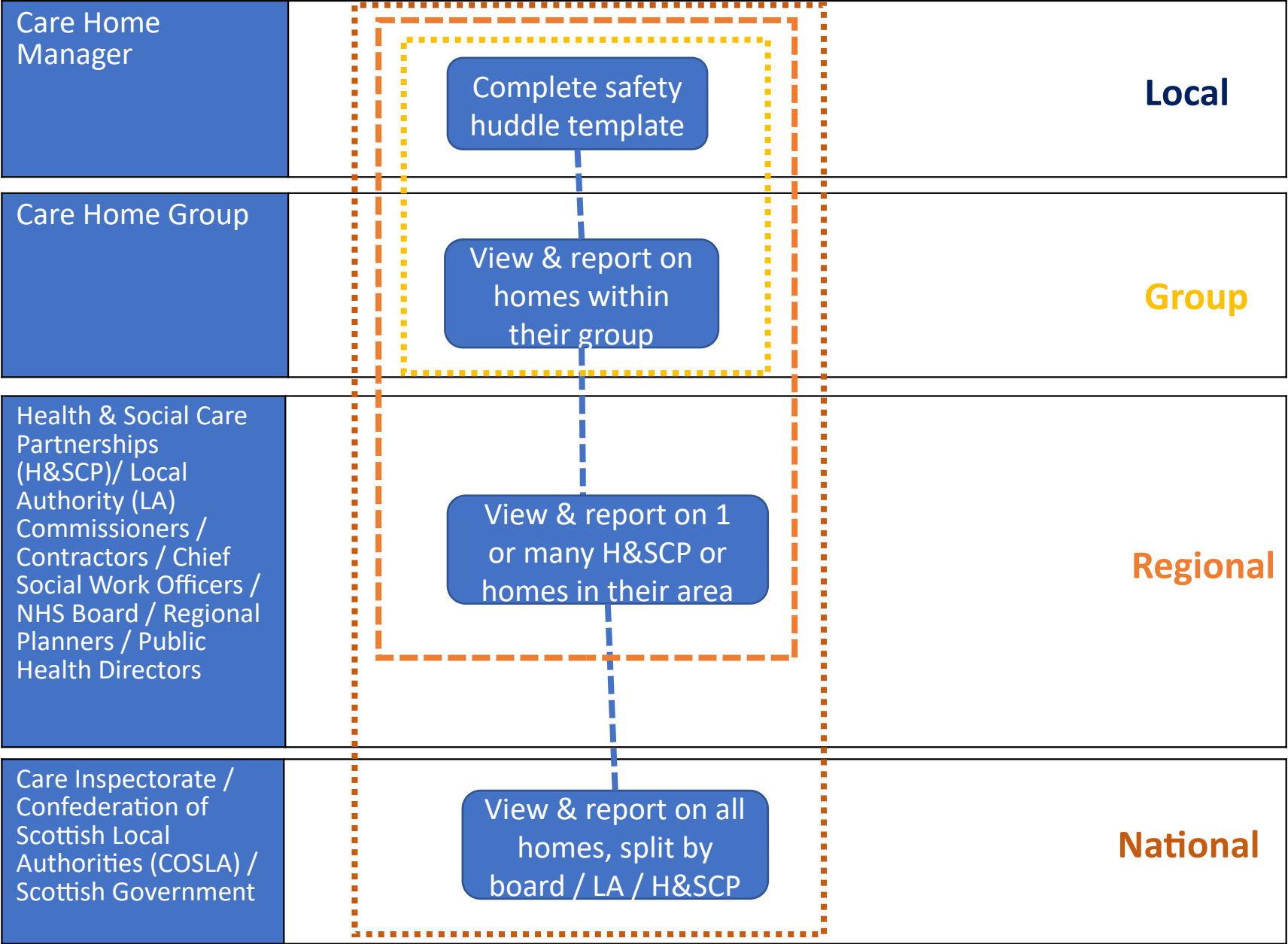**Core principles underpinning the project and development**

➢ Tool designed **with** the sector **for** the sector

➢ Safety huddle – methodology used to **help collate data**

➢ **One** data capture for **multiple purposes**

➢ Focus on **outbreak management** and contributory factors

➢ Data repository/escalation situational **awareness tool**

➢ **Future proofed** and easy data entry

What is a safety huddle?

They are short **multidisciplinary/team** meetings held at a predictable time and place daily.

Effective safety huddles can:

➢ Enhance **team work** through communication and co-operative problem solving

➢ Support a **shared understanding** of the focus and priorities of the day

➢ Support **situational awareness** and safety concerns

➢ Support **prioritisation** of care with a focus on safety

➢ Enable **early escalation** and **intervention** and capture mitigation actions

➢ Enable trend **monitoring** and support **improvements** in care

Distribution of User Roles

Role		Level
Care Home Manager	Complete safety huddle template	Local
Care Home Group	View & report on homes within their group	Group
Health & Social Care Partnerships (H&SCP)/ Local Authority (LA) Commissioners / Contractors / Chief Social Work Officers / NHS Board / Regional Planners / Public Health Directors	View & report on 1 or many H&SCP or homes in their area	Regional
Care Inspectorate / Confederation of Scottish Local Authorities (COSLA) / Scottish Government	View & report on all homes, split by board / LA / H&SCP	National

NHS Education for Scotland

TURAS

NHS Education for Scotland (NES) delivered technology

➢ Built entirely **in-house** by NES Technology Service teams.

➢ Built on the NES Turas platform – Public Cloud Based (MS Azure), **accessible anywhere**, on mobile or desktop devices.

➢ Users **authenticate** using e-mail address identity service (MS B2B).

➢ Agile **development methodology** – working with **stakeholders/users** to iterate and respond to changing needs and demands (from August to December >20 deployments of code – little & often).

Care Home Manager dashboards identify data entered daily – developed <u>with</u> and <u>for</u> the Care Homes

Early Warning Flags - Latest Safety Huddle

This tab highlights key numbers for the selected Care Homes latest Safety Huddle.

Outbreak and Escalation

Confirmed Outbreak	Outbreak Status	Escalated to HPT	Escalated Care Inspectorate	No — Adequate PPE	No — Can Comply with IPC
	Yes — Dependency Escalation	Essential Visiting		Risk Mitigated — Staff Escalation

COVID-19 cases

0 — Resident(s) with New Symptoms	0 — Staff with New Symptoms	5 — Resident(s) Tested Positive	5 — COVID-19 Transfer(s)	5 — COVID-19 Death(s)

Staffing level

63 — Effective Care	
63 — Available inc. Supplementary	

Care Home Baseline Figures

91.4% — Latest Occupancy Rate	8 — Non COVID-19 Transfers (Month)	3 — Non COVID-19 Deaths this Month
91.4% — Average Occupancy Rate	7 — Average Non COVID-19 Transfers (Month)	6 — Average Non COVID-19 Deaths (Month)

Reports

KPI Dashboard

Designed to focus on a more regional and national view of the KPIs

View KPI Dashboard

Registrations and Compliance Report

Registration and compliance metrics for Safety Huddle and Staff Screening Returns

View Registrations and Compliance Report

Archived Staff and Resident Screening Dashboard

Weekly Staff Screening and Resident Screening data captured on Turas Care Management

View Archived Staff and Resident Screening Dashboard

Care Home Dashboard

Providing a detailed analysis of Safety Huddle Returns for each Care Home

View Care Home Dashboard

Lateral Flow Testing Report

Report showing the number of Lateral Flow Tests (LFT) for COVID-19 being performed for Care Home Staff and Visitors.

View Lateral Flow Testing Report

C-19 & Flu Vaccine Reports

Report showing the uptake by residents and staff in Care Homes of COVID-19 & Flu vaccinations, from 04/10/2021 onwards

View C-19 & Flu Vaccine Reports

Archived Seasonal Flu Vaccine Report

Summary of 2020/21 Seasonal Flu Vaccine Returns

View Archived Seasonal Flu Vaccine Report

Archived COVID-19 Vaccine Report

This contains C-19 vaccine programme data until 04/10/21, current data can be found on the tile named 'C-19 & Flu Vaccine Reports'

View Archived COVID-19 Vaccine Report

Care Homes

Care Home Hierarchy
All

Safety Huddle Date
Last | 4 | Weeks

10/11/2022 14:01
Last Refreshed

Occupancy Rate

579
Safety Huddles Submitted Today

1031
Available Places

4.7%
% Available

19,561
Residents

89.8%
% Occupancy

● % of Occupancy ● % of Availability

100%
80%
60%
40%
20%
0%

16 Oct | 23 Oct | 30 Oct | 06 Nov
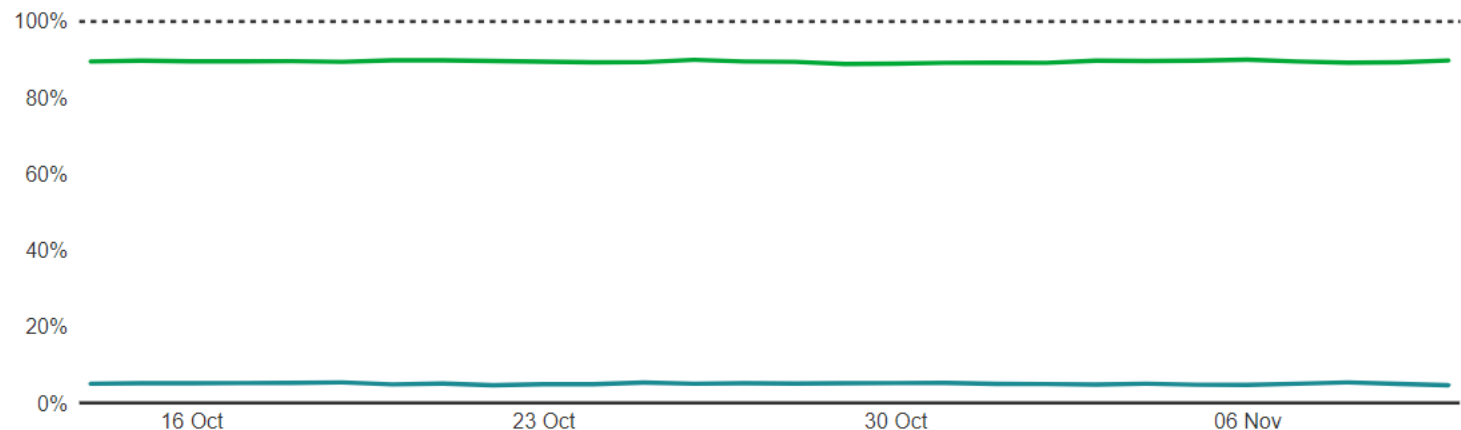
Outbreak Status

20
New COVID-19 symptoms

4
Awaiting Confirmation

27
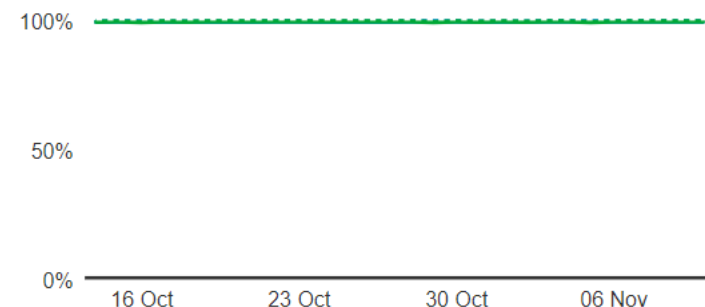Outbreak Confirmed

● Awaiting Confirmation ● Outbreak Confirmed

40
30
20
10
0

16 Oct | 23 Oct | 30 Oct | 06 Nov
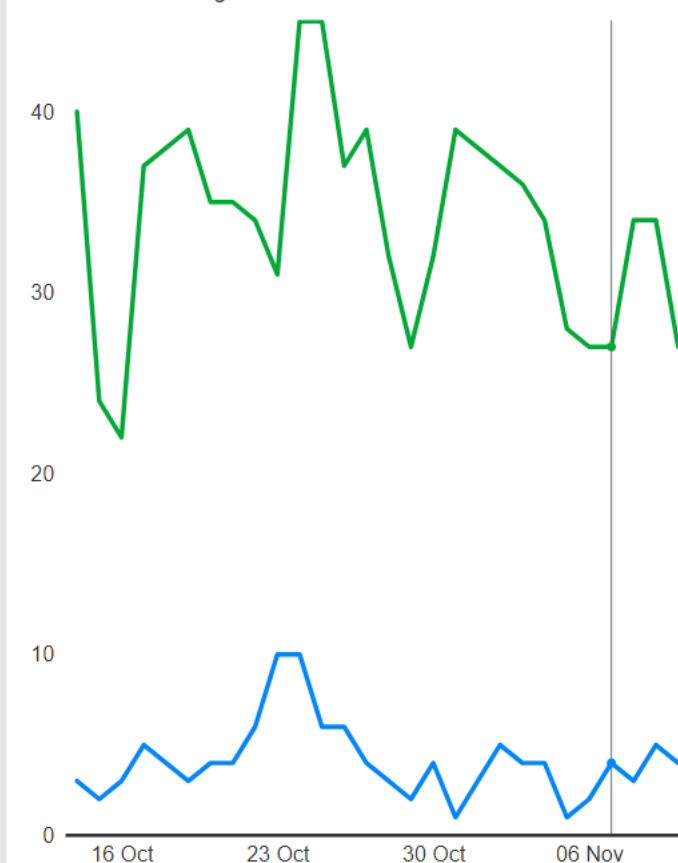
Infection Control

Adequate PPE

Can Comply With IPC

100%

100%

● % With Adequate PPE ● % Can Comply With IPC

100%
50%
0%

16 Oct | 23 Oct | 30 Oct | 06 Nov

PPE = Personal Protective Equipment

Introduction | **Care Homes** | Visits | Escalation Profile | Residents COVID-19 Summary | Residents Profile Summary | Staffing Summary | Outbreak | Summary T

A response to C-19 in Scottish care homes

Current use and the future

> ➤ Tool is still deployed to support Scottish Government (SG) data requirements but there are **diminishing returns**

> ➤ As part of the SG National Care Service (NCS) proposals a universal **Social Care data requirement** is being developed; Safety Huddle is the base template for care home data

> ➤ It is envisaged that the code base will provide the initial development of the **data capture mechanism** for the NCS requirements

Thank you