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Conference Abstract

Post Winterbourne learning - The implications for telecare and telehealth

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Abstract

How do we know that people with a learning disability (and other vulnerable people) are safer now than they were before the Winterbourne Report was delivered?

The Gloucestershire Learning Disability Partnership has constructed a telecare application which, when connected to user experience, provides a total view of the quality of care.

Quality 360 begins with a user led experiential assessment of quality. This view is then augmented with a 360 degree telecare application which captures the views of carers, paid staff, advocates, family members, health professionals and others; providing a clear representation of the user experience and flagging for immediate response any safety concerns.

Minister Lamb has nominated Quality 360 as one of the top 6 national best practices in relation to Winterbourne. But the application of telecare technology to patient/service user experience extends much further than learning disabilities. It can be used as a tool for any service to receive updated quality information.

The notion of a Quality Portal (a central and dedicated point where all quality information is stored) means that this evidence based feedback can also be used as a future commissioning tool to prioritise the best providers and to flag major issues.

Key features of this innovative design include:

1. Immediate electronic channelling and reporting of whistle-blowing and safeguarding concerns raised in the course of giving feedback.
2. Easy electronic access to feedback channels through telephone and computer assisted technology.
3. A clear connection with Care Quality Commission outcomes domains which allows commissioners to see how providers are performing against CQC outcomes.

4. A transparently available information sharing web site which allows commissioners, providers, family and patients to have access to the database in an easily understood manner. The cumulative results can be broken down to whatever individual level of detail is required.

5. The feedback from Service Users about their experience of a care / health service is obtained by other Service Users who take the role of 'Quality Checkers'. This is proven to give more frank and honest feedback of good and bad experiences and places the voice of the Service User in a central position.

6. The feedback of a wide range of professionals and non-professionals is formally requested and systematically captured. As a by-product, a wide range of professionals and non-professionals become aware of their role in monitoring quality and the channels for doing so.

7. Q360's ability to combine the electronic received feedback with the human experience encountered by the Service Users provides a total view of care.

Keywords:

patient led, quality, telecare, safeguarding, Winterbourne

Presentation available at: <http://www.kingsfund.org.uk/events/third-annual-international-congress-telehealth-and-telecare>