Healthcall App - reducing residents' hospital admissions
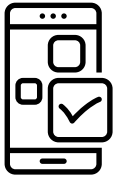
A high number of care home residents are transferred to hospital

40% of these are **potentially avoidable**

A key reason is that staff lack quick access to clinical advice when a resident becomes ill. This leads to 999 calls and avoidable hospital visits.

The HealthCall app addresses this. It lets staff collect and send clinical data to a community health professional. This means informed care decisions can be made for the resident.

Researchers from NIHR Applied Research Collaboration Yorkshire & Humber evaluated HealthCall in 118 care homes residents and 8702 across the North East of England.

How has this **made a difference?**

11% fewer A&E attendances

25% fewer emergency hospital admissions

£57 per resident monthly cost saving

If rolled out nationally, first year savings could be **£247 million**

Challenges included staff lacking digital skills and poor WiFi

But **benefits** included:

- Improved staff confidence and knowledge in resident care.
- Closer working with clinicians to decide the best care.
- Less time spent waiting to speak to clinicians.

The HealthCall technology now covers 300 care homes.

Future research will see how similar digital tech can support people living independently at home. This can maintain independence and further reduce unnecessary hospital visits.

Summary of key impact:

- **The Healthcall App lets care staff easily get clinical advice on residents.**
- **Led to fewer unnecessary hospital attendances and admissions.**
- **Significant cost savings demonstrated.**
- **Staff knowledge and clinical working improved.**
- **Technology now benefits more care homes and residents.**
- **Future potential to keep even more people independent at home**