



“Being able to put a further 300 kits in care homes in the North East, using Kinetik’s devices, means that those residents benefit from high quality referrals into local NHS services.”

John Inglis-Jones

Associate Director of Business Operations



Health Call is a collaboration of seven NHS Foundation Trusts across the North East, North Cumbria and beyond. They have a focus on digital services designed, built, and deployed by care professionals that are made available to every organisation within the Health Call collaboration, meaning digital care can be rolled out safely, at scale with low cost.

Digital Care Homes is a range of products which includes a digital referral and remote monitoring solution that enables trained care home staff to send observational data for residents to hospital staff. This means a clinical decision can be made regarding the resident so that clinical teams can manage and prioritise patients, based on their observational data. It also allows for routine observations to be provided which helps identify what is ‘normal’ for individuals or to detect early deterioration.

Kinetik Wellbeing provides medical devices that are used in the Digital Care Home kit to monitor the observational data of the residents. This includes a Blood Pressure Monitor, Thermometer and Pulse Oximeter.

These observations are used to calculate a NEWS2 score (National Early Warning) which clinicians can analyse and determine the most appropriate next steps for that patient. The results are available to the clinical team in real time, they are pulled through into the patient’s existing electronic patient record and are triaged appropriately.

Admissions to hospitals reduced on average by 3.4 per care home each month as a result of the project. It also helped to identify patients who should be in hospital sooner, making care for those patients safer.

