



Digital Health & Care
Innovation Centre



Scottish Government
Riaghaltas na h-Alba
gov.scot



Scottish Care
Voice of the independent care sector

Decision Support Tool for Home Care Services

Summary of pilot results
Mid-October 2021- January 2022

Web: <http://homecaredecisions.scot.nhs.uk>

Mobile: Search for "Home Care Decisions" on app stores



The
Right Decision
Service

Participants

41 Invitees

15 - HRM Homecare

3 – Bluebird Care

17 – Fife HSCP

5 – Cera Care

1 – Eidyn Care

25 Respondents to pre-pilot
questionnaire (61%)

15 Respondents to post-pilot
questionnaire (37%)

How often do you feel concern that you don't have all the knowledge you need to provide the best care and support for an individual?



● Daily	0
● Weekly	6
● Monthly	5
● Less than monthly	8
● Never	5

Evenly split across weekly, monthly, never; slightly more in "less than monthly."

Usage statistics

10 October 2021-14 January 2022

Contextual factors:

- Participants on-boarded at different times – October, November, December.
- High levels of pressure on staff and services during this period.
- Christmas / New Year break impact on usage and user behaviour.
- MUST (Malnutrition screening) tool only made live in December 2021

Usage by platform

Event count ▾ by Platform



• IOS
62.7%

• WEB
21.3%

• ANDROID
16.0%

Majority of usage (62.7%) via Apple smartphone.

User engagement

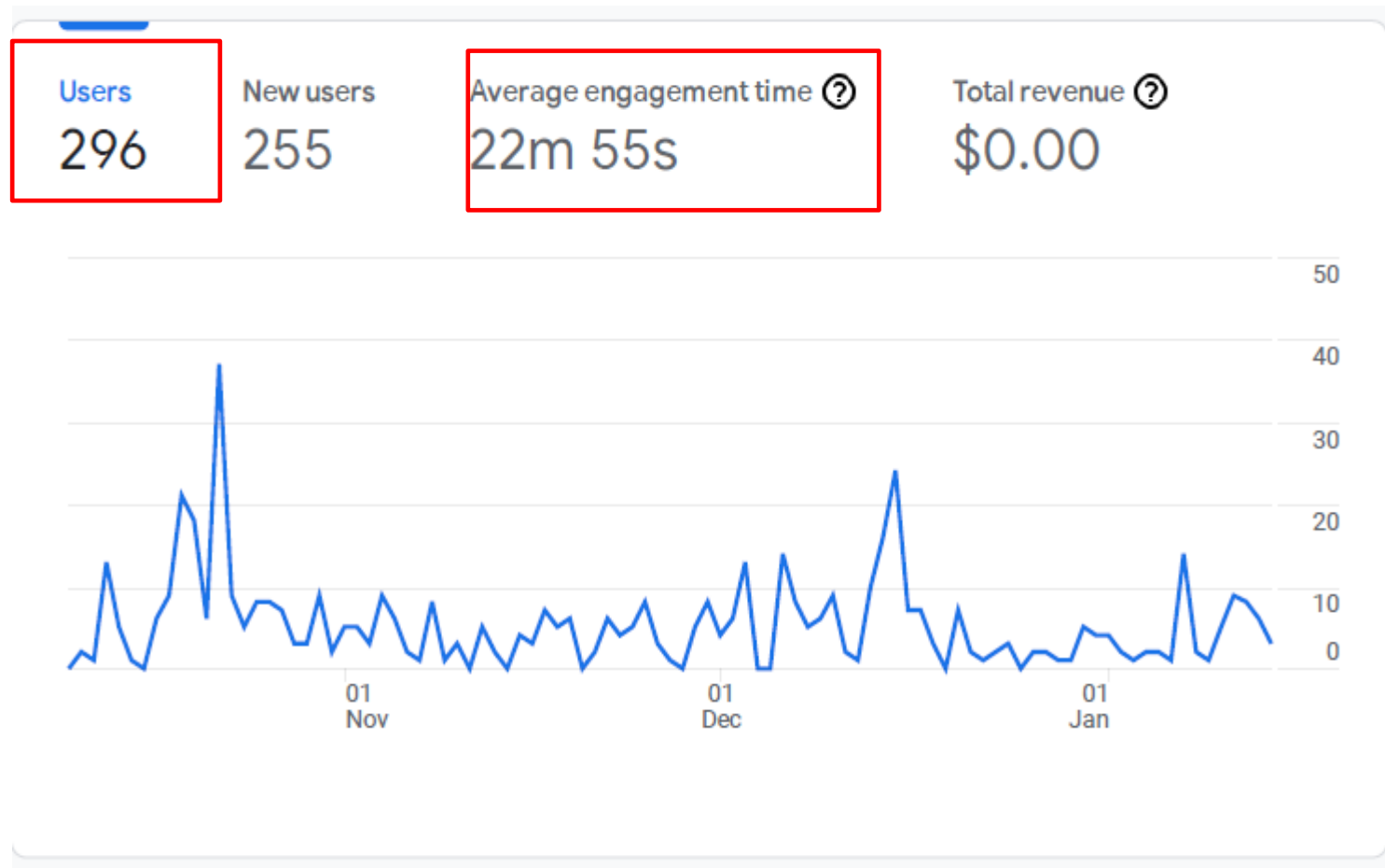
A user is a **visitor who has initiated a session on the website/app**

Average 7.2 sessions initiated per pilot participant.

Average 11.7 engaged sessions per participant (engaged sessions = lasting more than 10 secs or ≥ 2 page views.)

Average engagement time nearly 23 mins.

Shows high engagement, possibly for learning and development purposes.



Most popular content

Toolkits

- Assessment and management toolkit : 143 views
- Palliative and end of life care toolkit: 104 views

Sections:

- Emotional and spiritual care: 55
- Physical care: 53
- MUST (Malnutrition screening) tool: 39
- 4AT (Delirium screening) tool : 36
- NHS Scotland wound assessment chart: 27
- Lower urinary tract infection: 24
- Clinical Frailty scale: 22

Observations on content usage

- Emotional and spiritual care content used as much as physical care – even though physical care section has much more information on a wide range of topics.
- MUST and 4AT the most popular assessment tools, even though MUST only made available in December.

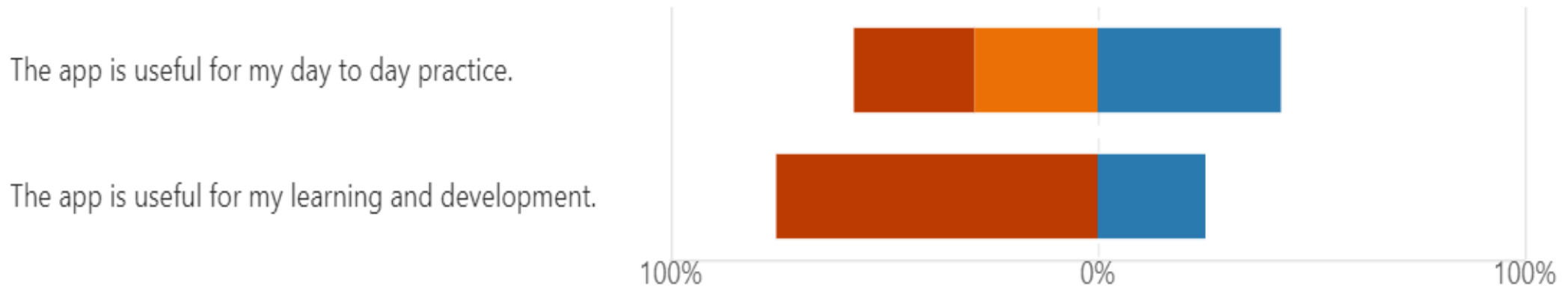
Post-pilot survey

57%: The app is useful for my day to day practice

75%: The app is useful for my learning and development.

100% found the app user friendly or very user-friendly.

■ Agree strongly ■ Agree ■ Agree slightly ■ Disagree



How likely are you to use the palliative and end of life care toolkit in your day to day work?



● Not likely	0
● Small possibility	6
● Quite likely	9
● Very likely	10

Majority (76%) believe they are quite likely or very likely to use the palliative and end of life care toolkit in their day to day work.

How likely are you to use the Assessment and Management toolkit in your day to day work?



Majority (84%) quite likely or very likely to use the assessment and management toolkit in day to day work.

● Not likely	0
● Small possibility	4
● Quite likely	11
● Very likely	10

Examples of how the app helped

- When looking for reassurance that I am doing the right thing.
- Screening for UTI
- Particularly helpful to care workers new to the sector. Improves their knowledge quickly and provides support to staff working directly with people.
- Really good for new carers starting out and it is easy to use
- All sections are useful. It is helpful that NHS learning resources and tools are available on the APP
- When managing a client at end of life, the app is full of useful information and advise on how to care for the clients while supporting family.
- Palliative care was one part that stood out for me...many carers say they don't know what to do at end of life and they are worried about being faced with this.
- The app was full of useful hints and tips regarding all communications and daily challenges we face but are maybe not prepared for.



Digital Health & Care
Innovation Centre



Scottish Government
Riaghaltas na h-Alba
gov.scot



Scottish Care
Voice of the independent care sector

Decision Support Tool for Home Care Services

Summary of pilot results
Mid-October 2021- January 2022

Web: <http://homecaredecisions.scot.nhs.uk>

Mobile: Search for "Home Care Decisions" on app stores



The
Right Decision
Service