



KAREINN

FOTE END OF TRIAL REPORT February 2018



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Karelnn summary of progress at Bradbury Court

A reminder of the trial goals

1. Evidence high levels of care staff engagement with the Karelnn care planning system
2. Provide Managers with greater visibility & assurance to meet CQC regulations
3. Give care staff time back to spend more face-to-face time with service users
4. Improve quality of information recorded - being person centred and outcome focused
5. Bespoke electronic care planning system for FOTE to use across the Group

Parameters of the trial

The original parameters were:

- Six month trial period commencing July 2017, ending January 2018.
- For a side-by-side comparison within the home, it was agreed that the trial would cover the first floor of Bradbury Court and the ground floor would remain as a control comparison using the current paper system. This provides a costs benefit analysis for FOTE.
- As care staff alternate between floors, all staff were trained on the system (39 users) to ensure full shift coverage and to provide flexible support.



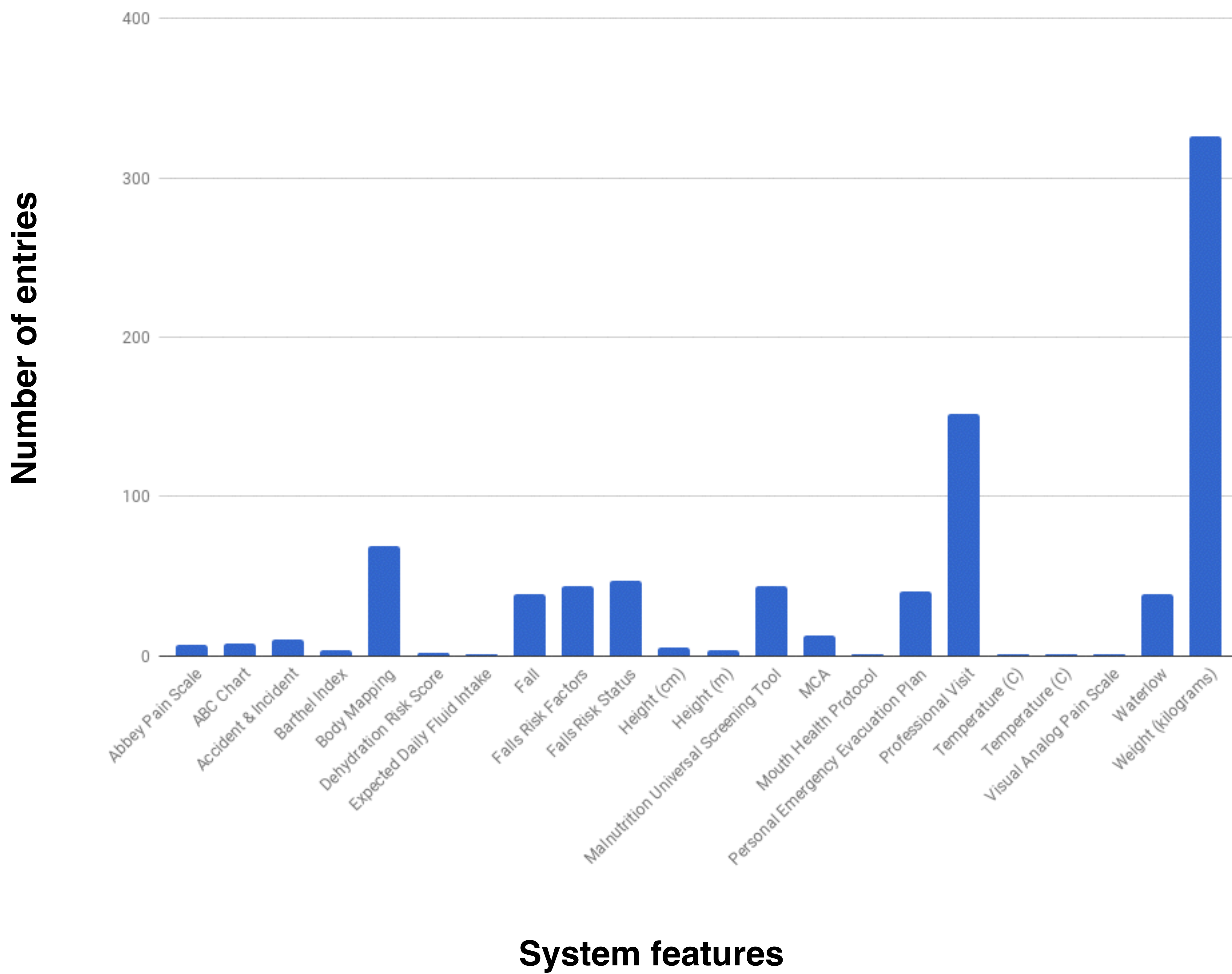
End of Trial Results

The trial was designed to evidence that within a care home, staff are quick to adapt to using the new KareInn care planning system and value add is derived for managers and leaders across the business.

Goal One: Evidence High Levels of care staff engagement in the system

- Care staff continued to find the system very easy to use, with all staff still actively engaged on the system at the end of the trial, and new care plan entries stable at 1,879 a week, which is in line with our more established homes.
- Care staff have created on average 1,252 new care plan entries each, with 48,857 new entries created in total. 3,257 new care plan entries have been made per service user and the equivalent of three novels have been written to give an idea of the volume of quality information.
- Care staff who have less interaction with the first floor service users (due to mainly being based on the ground floor) have still recorded a minimum of over 400 care plan entries each, agency staff have recorded over 1500 entries and your most active user has created over 4000 entries.
- Care staff are confidently utilising all features of the system developed to date, with an average of 26 weight recordings per service user, allowing the trend graphs to become very useful (see image 1 on page 4 for an example trend graph). 160 professional visits have been recorded (this includes GP visits), 80 body maps, over 12000 fluid intakes and 10 abbey pain scales, 50 Waterlow and 50 MUST scores (see graph 2 on the next page for system feature usage.)
- Care staff have been quick to adopt new features that have been released during the trial period, including the the new task management system, known as “Nudge” which helps the unit manager to plan, organise and manage the home more efficiently and care staff to complete actions and evidence the outcome for the service user (see image 3 on page 5).
- There were two care staff who had poor writing skills before the introduction of the system, but now have no problem using the KareInn care planning system to document care entries.
- Due to the simplicity of the system, one resident’s next of kin requested to review the care plan and daily posts along with the Manager, and as such was able to collaborate on an updated version of the care plan based on a better understanding of their family member’s needs.

Graph 2. Care staff are confident in using all system features



Note: Features used are dependent on care need

Goal Two: Provide managers with greater visibility

- The unit manager has been really pleased with the ability to monitor service user records in real-time and ensure appropriate actions are being taken and feedback is given soon after entries are made.
- The Home Health dashboard (image 2 on page 5), provides an instant snapshot of entries and areas of care requiring attention. This has helped the unit manager zone in on areas that need improvement.
- The task management system, known as “Nudge” helps the unit manager to plan, organise and manage her home more efficiently. The unit manager is now able to create bespoke tasks for any service user and keep an oversight of when tasks have been completed. (image 3 on page 5)
- Individual trend graphs for services users allows the unit manager and senior care staff to spot cases that require early intervention. (Below image 1 is an example of a trended graph for a service users weight, there are trend graphs for all vital care areas and assessments).
- As a result of being able to see trended weight graphs over time and compare these to resident MUST scores, the Home Manager was able to move away from uniform weekly weigh-ins for all residents and instead instead set weigh-in periods that were more tailored to the individual.
- As a result of the daily fluid trackers the Home Manager was able to counter a claim of dehydration made after a resident was admitted for a short hospital stay.

Image 1. Service user trend graphs

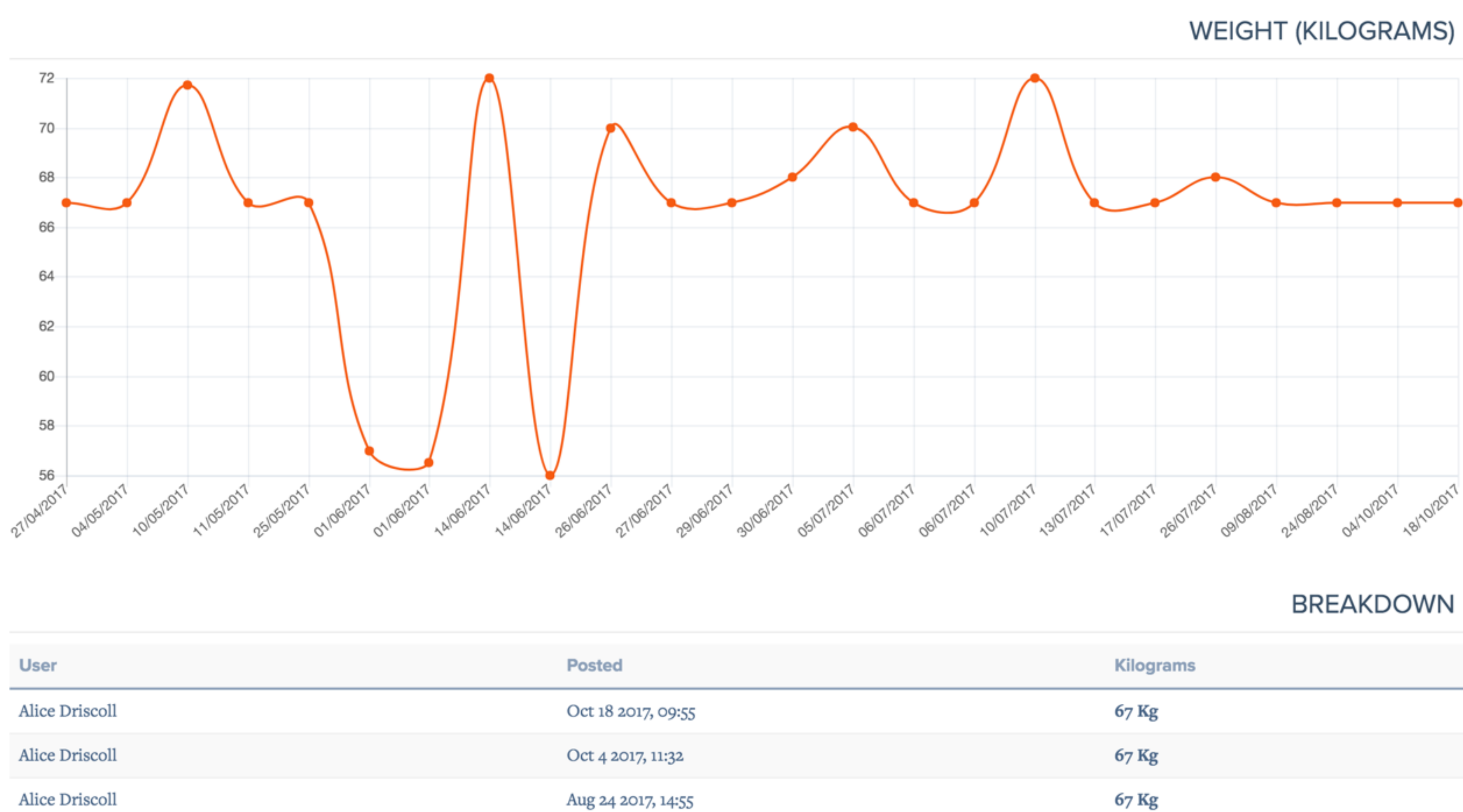


Image 2. Home health dashboards

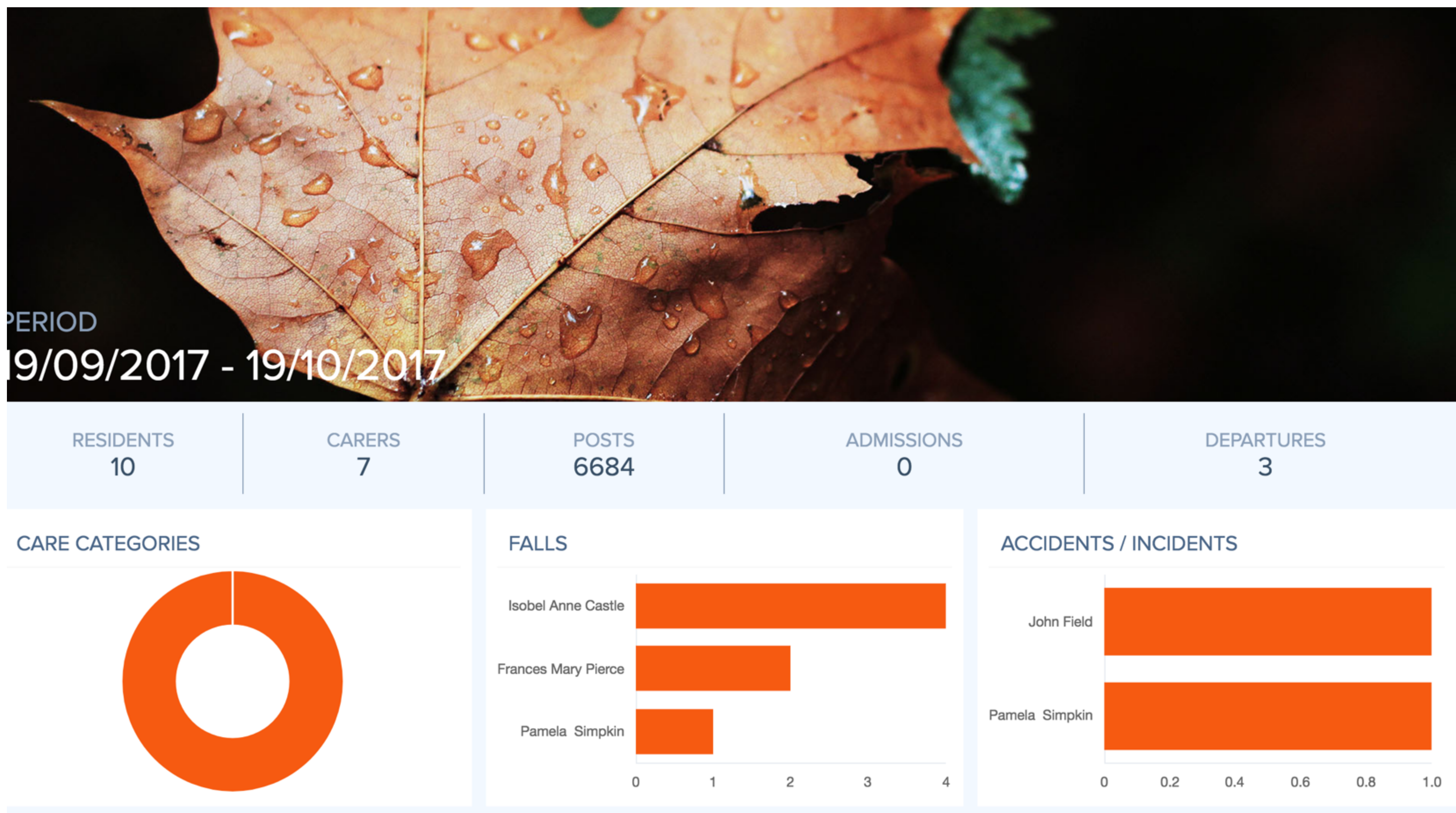


Image 3. Task management “nudge” system

NUDGES
BRADBURY COURT

Nudges help you to plan, organise and run your home efficiently

Today 1 This Week 0 Overdue 0

All Residents ▾ All Carers ▾

Weight (kilograms)
Due 19/10/2017 16:02
The Weight (kilograms) tool is now due
COLIN FENN

Goal Three: Carer staff time back - more face to face with service users

- Senior care staff report they have gained over 90 minutes back on each care plan review due to the simplicity of the system, the removal of duplicated effort and the readiness of information to hand in comparison to the service users on the ground floor who remain on the paper care plan documentation.
- The management team are feeling more informed, as are care staff, and time has been saved in informing family members etc e.g. has the doctor been to see my Mum today?
- The management team are pleased about the time saved by care staff - this is because carers are now recording more information than before.

Goal Four: Improve quality of information recorded

- A significant increase in the volume & accuracy of information being recorded versus paper as recognised by the Unit Manager & General Manager. This is as a result of the real-time inputting via a mobile device. Care Staff explained 'its easier to get into the habit of recording after helping the service user, I prefer to do it then and there rather than in a rush at the end of the shift when I could end up writing a shorter amount or missing things out because I have forgotten'.
- The Unit Manager reported that 'posts are now much more person centred whereas before basket terms were often used'. An example given was a service user who had refused a shower but had accepted a bed bath - this was documented before as 'personal hygiene supported'.
- There has been an improvement of the legibility of information provided vs paper, and now entries are more descriptive.
- Some care staff are using the voice recording option to make their care entries.

We live at a point in time when incredible innovations come to market every day, we see no reason why the care sector should not benefit from these technological advances

- Alexander Kenney, CEO Karelnn

Upgrades during the trial

Much of the development work has now been implemented to adapt some areas of the system to meet FOTE requirements. Karelnn has been complimented for its speed of response in adopting feedback into the system. The following has been co-created and released during the trial period:

- Upgraded task management system - “Nudge System” introduced to help plan, organise and better manage the home.
- Release of home health dashboards - provides an instant snapshot of entries and areas of care requiring attention. Feedback will be forthcoming from senior management and the home for future developments.
- New Care Risk Assessment Tool - based on the development work already completed by FOTE, Karelnn has created a tool to identify and reduce risks.
- New handover functionality to allow end of shift summaries to be handed over to the next shift.
- Responsive to small tweaks to the system e.g. add air mattress pressure check to turning and repositioning

Development still to come....

We want you to benefit from the latest ideas and services on the market and so release new updates and features monthly, we are currently working on the following for release later this year:

- Release of our fully native android app - this will allow care entries to be made in the event of wifi outage, as well as making mobile navigation even easier e.g. drag and drop functionality
- New activities management feature - support activity coordinators to plan, deliver and record impact of activities

Ready when you are....

- We already have a system that can connect with any other digital care services you offer, you might like us to make the connection with other smart sensors, such as acoustic monitoring for example. We are ready to support you in these endeavours when the time is right for you.

Dementia is the biggest challenge to society of this century. The duty to tackle it cannot be left to people with dementia and their families alone

- John Lanyon, Co-Founder KareInn

Demand fundamentally better

Our six guiding principles inform everything that we do. We believe in the transformative power of digital to make things fundamentally better. Our goal is to bring our deep expertise to a sector that deserves fundamentally better.

Work with existing skills

We often hear that care staff are ‘techno phobes, so we decided to work with the everyday digital skills they already have. Social media and the boom in smart phones has trained care staff for you! That’s why our system borrows design elements from Facebook and other popular social media sites and uses smart phones as its backbone.

Design with the user in mind

Our product is and will always be simple to set up and straightforward to use. Whenever we find a better way of doing things (through your feedback, our own innovation, or our research partners) we promise to adapt, quickly. You will enjoy monthly release cycles so that you are always working with the best services available.

Start with care

As former carers, we know that any product or service which benefits a home or Group has to start with care. KareInn was founded because we believe technology should get out of the way and empower care staff to do their job more effectively, while meeting the needs of care home owners, leaders and managers.

Capture the right data

Data is already being used to solve some of the world’s biggest problems, and it could be benefitting the care industry in a much greater way too. First we need to capture the right data, then we can help you to unlock its potential.

Manage cultural change

Cultural change is key, and one of the areas most often overlooked. Moving to a digital service is as much about implementing change as it is about buying a system. This is why we have placed as much emphasis on helping you with the cultural shift as we have the design of our system.

WHY DID WE FOUND KAREINN?

KareInn was founded because we recognise the huge and positive impact the right technology can make and we believe the care sector deserves fundamentally better.

Through the use of ‘intelligent nudges’ and our ability to provide one single connected interface for all your care technology, KareInn enables a more intelligent, pro-active, collaborative and insight-led approach to care.

WE HAVE A BHAG!

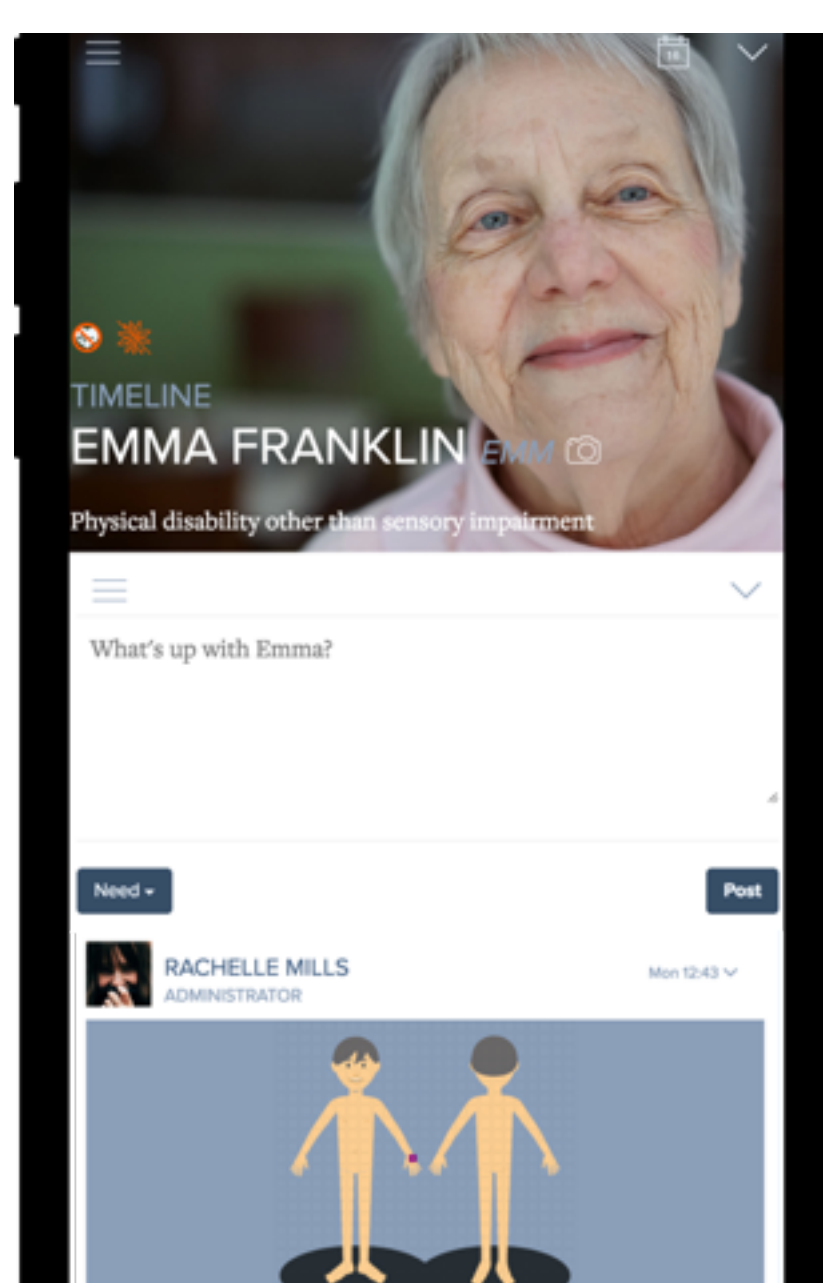
We also have a Big Hairy Audacious Goal. Working closely with the Alzheimers Society and leading dementia researchers from Kings College, UCL & Exeter, we are on a mission to solve the big questions around dementia in our lifetime, with the hope of one day contributing to a cure.

Central to this is using our findings to better inform how we shape our system and empowering our front line carers with the latest knowledge right at their fingertips.



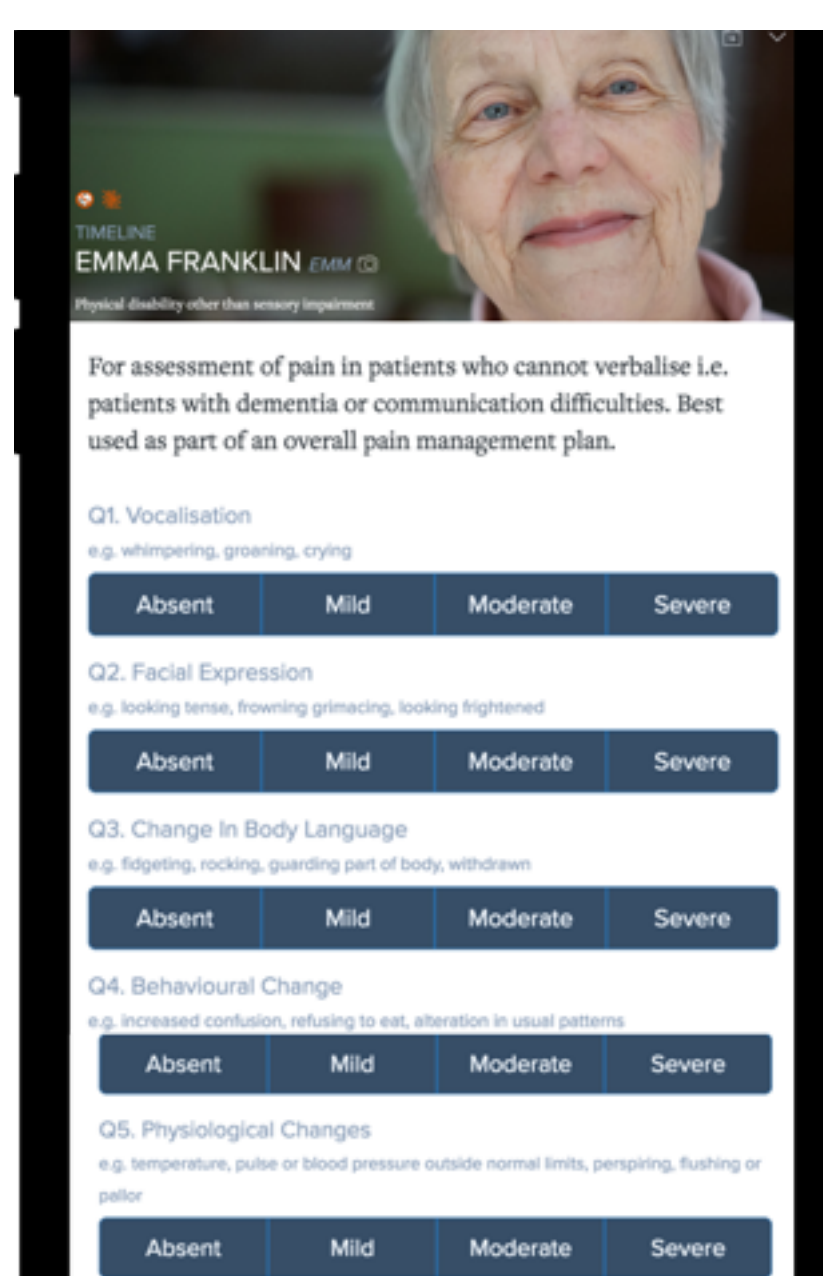
Our easy to use mobile app utilises the very latest technology and is designed around an intuitive Facebook style care timeline, making it easy for care staff to adopt and person centric by default.

Our completely mobile app records real time service user activity, coordinates proactive care and provides meaningful insights. Our open API means that our timeline can act as the primary interface for all of your other care devices.



Service User Timeline & Toolbox

Our service user timeline allows you to see in real time how each of your staff are connecting with your service users. Our newsfeed style feature allow care staff to better coordinate proactive care and spot changes in trends earlier. Our quick toolbox helps to simplify harder to capture information into easy to use images and interactive tools.



Assessments

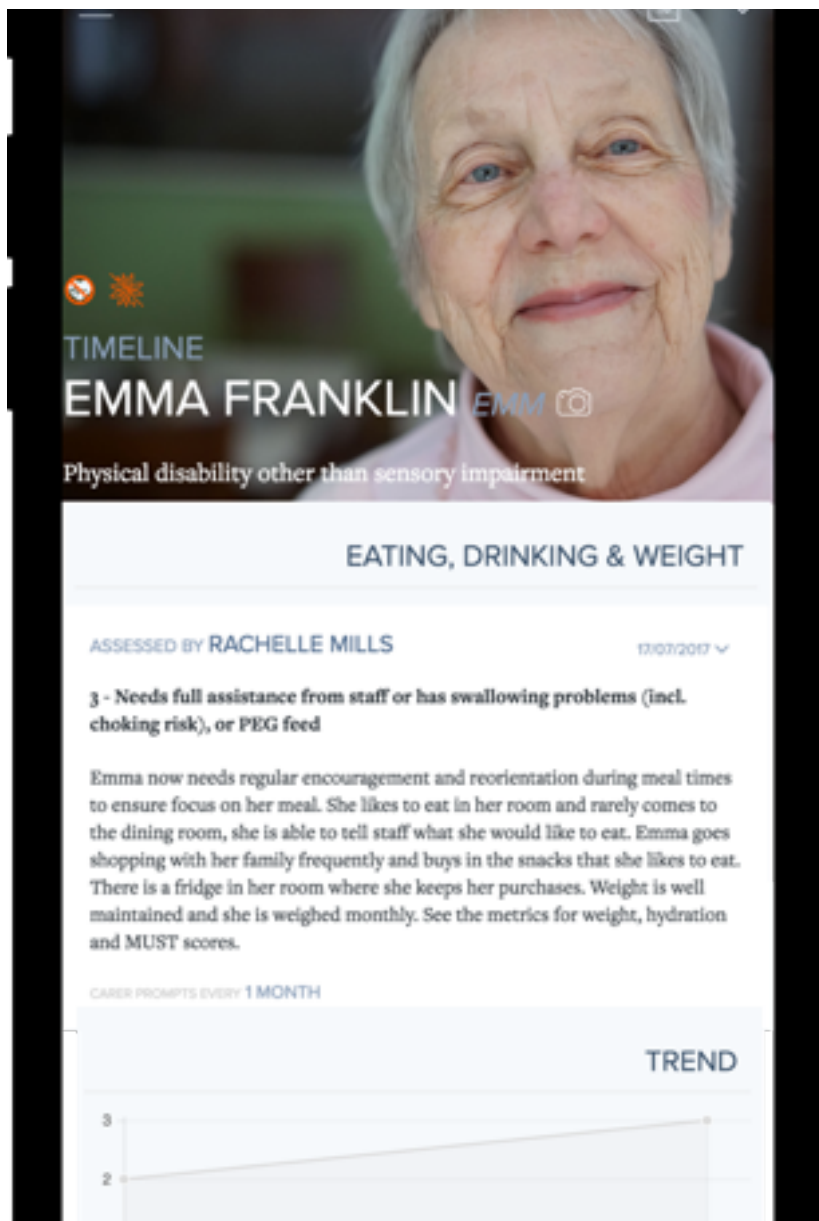
All of our assessments are research backed, and have been thoughtfully reinvented to make them easier for your teams to use. No more calculating scores or flicking through pages of guidance notes!



Vital Signs

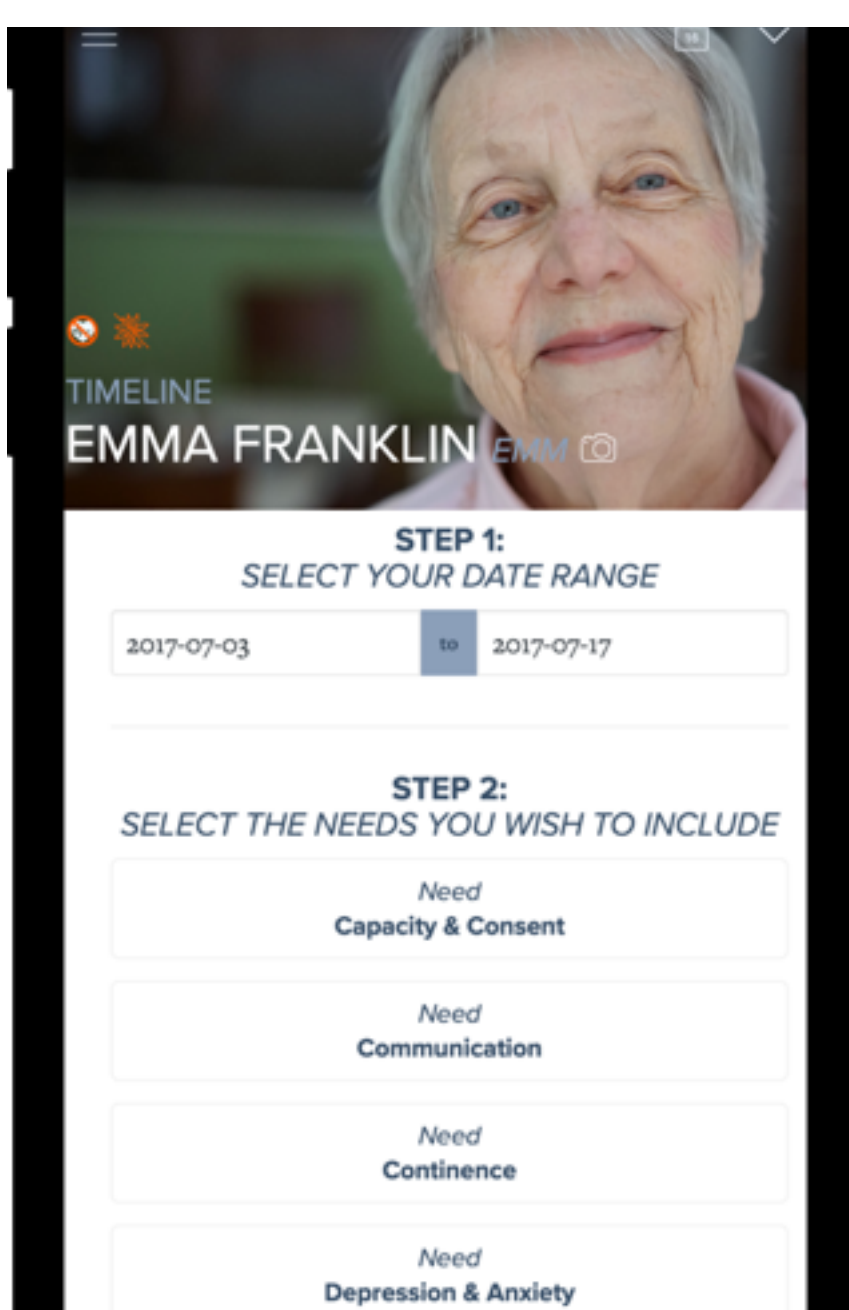
It's easy to capture vital signs and spot changing trends with our historical data, graphs and alerts.

Track changes overtime and ensure timely intervention.



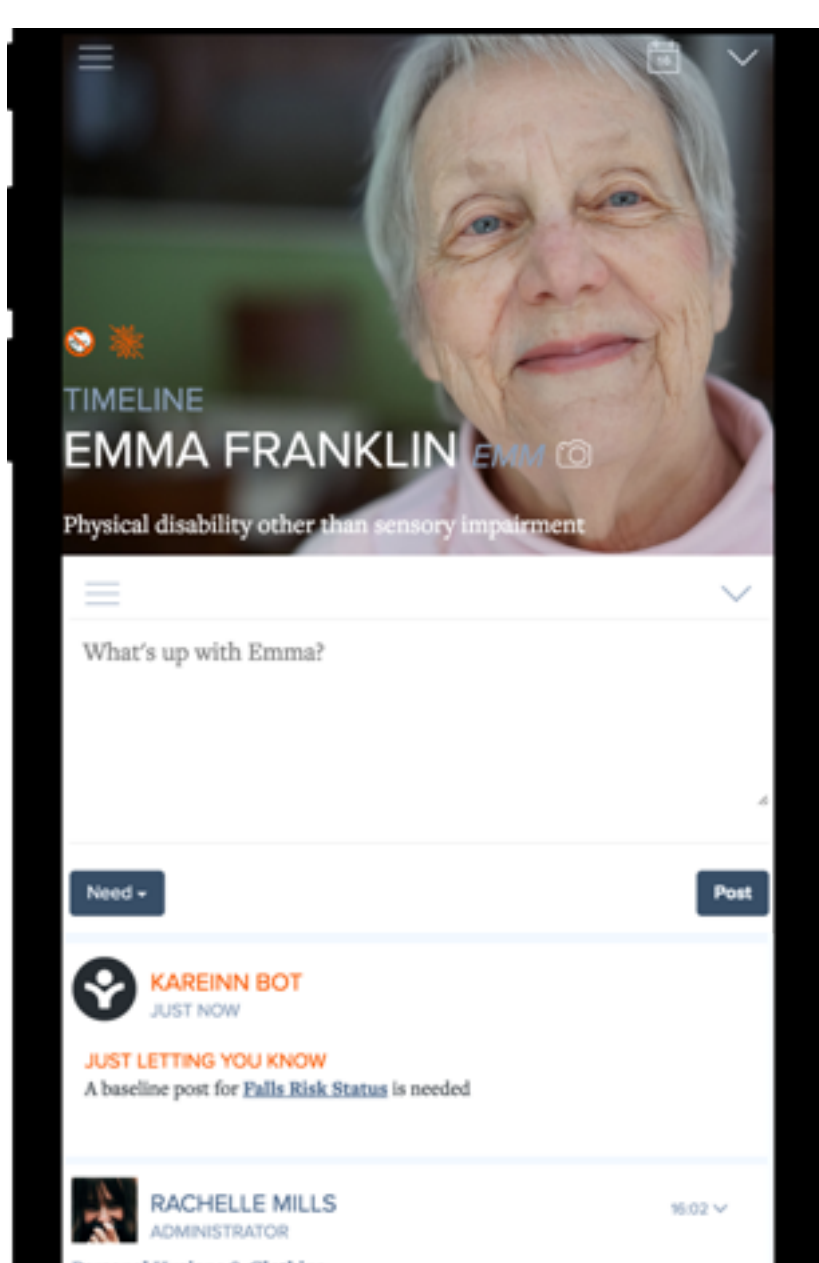
Care plan records

Care entries added by staff on the floor are automatically grouped under the relevant care need, providing evidence for care plan reviews. Care plans themselves can be reviewed easily with the time, date and staff member automatically recorded.



Reports & Dashboards

Our reports allow you to interrogate data across any date range, allowing you to evidence personal history at an individual level, or track performance and tasks at a group level.



Alerts & Task Management

Our task management and alert system allows you to set reminders for each service user, prompting staff on shift to stay on top of key activities and interventions.

Monthly updates included in your plan

We are constantly evolving our app and release monthly updates to our system so that you are always benefiting from the latest ideas and services. We design each release so that the change is intuitive for all staff to adopt.

It's not a faith in technology. It's a faith in people.

- Steve Jobs

The KareInn team bring years of digital experience transforming sectors including digital banking, government online services and retail. We have a deeply held belief that technology and innovation can transform our experience of the world for the better.



ALEX KENNEY

CEO & CTO

Our CEO and CTO. Prior to KareInn, Alex developed leading healthcare solutions for four London NHS Trusts including Guy's and St Thomas's Hospital, Great Ormond Street Hospital and King's College Hospital.



JOHN LANYON

RESEARCH

Our Research lead and a former carer. John is a member of the Alzheimer's Society Research Network and a corporate finance advisor to the care industry.



ERIC KIHLMSTROM

BUSINESS DEVELOPMENT

Our Business Development lead, Eric helped start KareInn out of a desire to "make digital matter". Eric brings 30 years of disruptive innovation in big corporations and start-ups.

Your key contact:

Rachelle champions the customer experience for KareInn. Formerly the Head of Digital for the UK's largest Retail Bank, Rachelle is passionate that the care industry should take advantage of the technology benefitting other sectors. She feels privileged to spend her time helping to improve the delivery of such vital services.

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RACHELLE MILLS

CUSTOMER EXPERIENCE PARTNER