

Health *Call* Undernutrition

Using technology to reduce the risk of undernutrition

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Problem – Undernutrition

28% of people admitted to hospital are undernourished

14% of people over 65 are at risk of undernutrition

14% of older people living in their own home at risk of undernutrition



93% of people with undernutrition live in the community

Costs England **£19bn per year**

73% greater chance of being undernourished if you live in the north

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Consequences

- Poor appetite
- Weight loss
- Depression
- Lethargy
- Reduced quality of life
- Increased risk of hospital admission
- Reduced independence
- Increased health and social care needs
- Loss of body strength
- Early death
- Increased risk of falls
- Increased risk of frailty

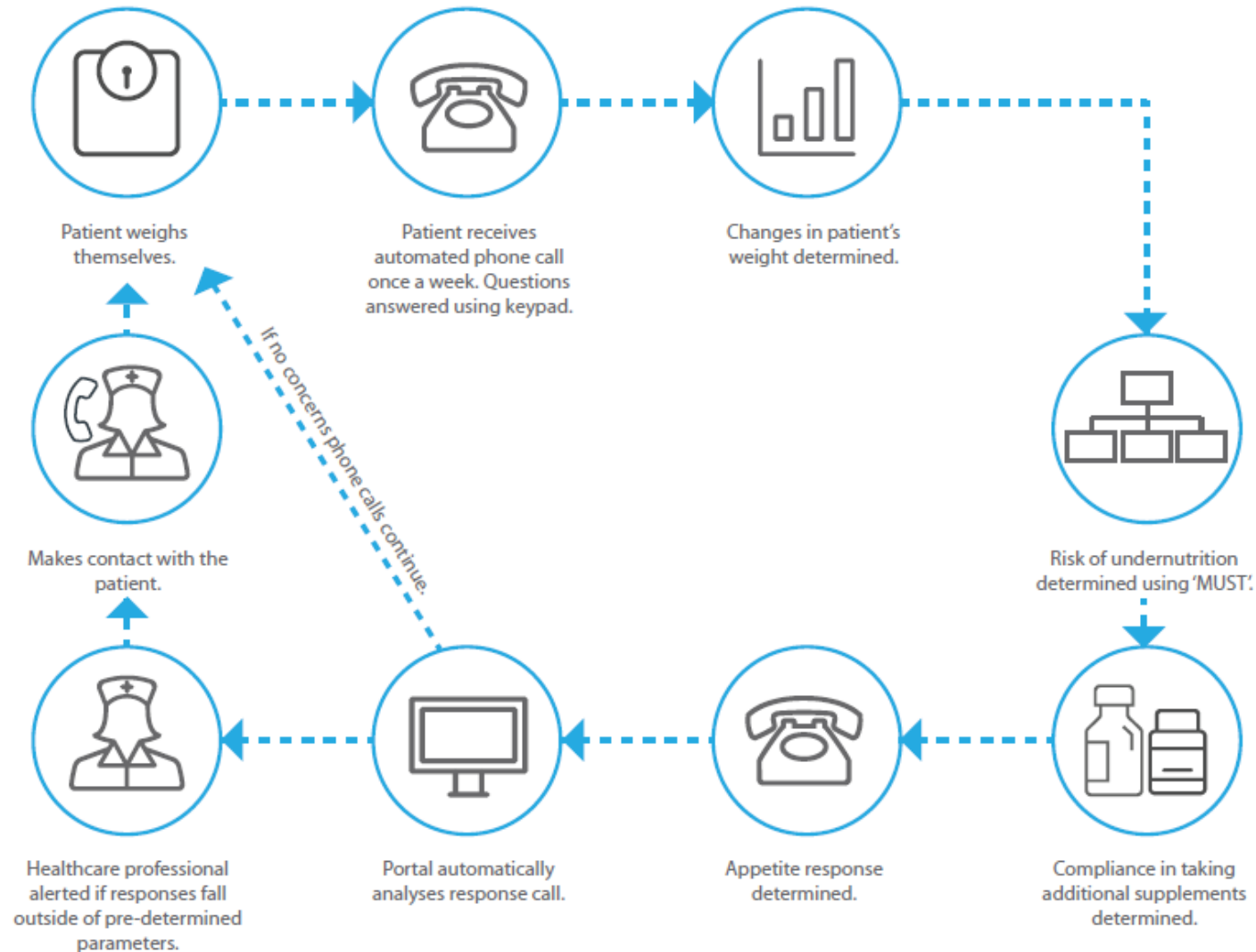
Why Health *Call* Undernutrition service?

- Long waiting list
- Unable to provide regular follow up
- Inflexible service
- Poor monitoring of treatment
- Meeting national standards and guidelines
- A drive nationally to use technology to support health care delivery

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How Health Call Undernutrition works



Achievements

Milestones	Status
Stop 10% of ONS prescriptions	Stopped 69% of ONS prescriptions
Prevent ONS prescriptions with food first advice	45.5% of patients had no ONS prescription
Reduce waiting times from 4-8 weeks	New referrals assessed within 7 days
Reduce length of time on the service	Reduced average intervention time to 99.5 days
Reduce cost of nutritional supplements	67.5% reduction

Patient feedback



Eric, 91 years old

Cared for by Wife and Daughter

- ✓ **SIMPLE AND EASY TO USE** voice is clear
- ✓ Knowing someone is **HELPING**... you don't know how much that has enabled him
- ✓ He **FEELS CARED FOR**... he knows someone is there and interested
- ✓ **LIFE CHANGING**
- ✓ Reassuring that someone is **RESPONDING WITHIN HOURS**
- ✓ When you are a carer, you **NEED SUPPORT** and even with an automated voice, you know it leads to something

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Care Home Feedback

- ✓ **SIMPLE AND EASY TO USE**.....it only takes 2 minutes but is invaluable
- ✓ Extra **SUPPORT NETWORK**, knowing someone else is looking at the information
- ✓ Increased shared responsibility
- ✓ Driven improved nutritional care
- ✓ More **PERSON CENTRED**
- ✓ Reassuring that someone is **RESPONDING WITHIN HOURS**
- ✓ Want it to be used **PROACTIVELY**
- ✓ Is there a possibility for other functions?

“It makes us more aware of the residents nutrition”

“It only takes 2 minutes – it’s invaluable”

“Staff know that if there are any problems a dietitian will call”

Lunch club



What we have found.....

**100% said the lunch clubs
had made a positive
difference to their lives**

“Beats sitting in the house. Met
some lovely ladies”

“Nice to get out and do something. Everyone
has been lovely”

“I think it’s great. Having a day out,
meeting new people,
having a lovely meal has made my day”

“Something different, you can meet
people and all staff are lovely”

“Stops me sitting in watching
TV”

“It’s nice to do something
different for a change”

Thank You



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