

Introducing Near Me to reduce the care home review backlog in Glasgow

It's keeping us safe, at the same time giving us the opportunity to see and talk with each other. This has added meaning to the way we work. - Shubha Iyer (Social Worker, Glasgow)

Descriptor

This case study focuses on the success of introducing Near Me technology to simplify the meeting logistics of the mandatory Care Home Review process in six Care Homes in Glasgow during February 2021.

Following a successful pilot phase, Phase 2 was subsequently initiated, extending the use of Near Me for care reviews to a further 5 local council care homes. Phase two also included training of 18 social work students in the use of Near Me to help clear the backlog of outstanding reviews.

The project has now moved into the third phase with the use of Near Me extending into most private care homes in Glasgow and the appointment of 3 Team Leaders to lead the execution of care reviews using Near Me across Glasgow.

Functions

[Near Me](#) is a digital platform that enables health, care and other professional appointments to be conducted securely via video and enables participants to join a call via clicking a url link shared with them via email or text message.

Benefits

- Conducting the Care Home Reviews using Near Me enabled all the relevant parties to come together in a single call and for everyone to benefit from visual communication as well as verbal when compared to previous conference call arrangements.
- Near Me proved much simpler for users to join than e.g. MS Teams and doesn't require any software downloads. Participants simply need to click on a provided link to enter the virtual waiting room and can be greeted by a receptionist ahead of their virtual/video appointment.
- Near Me IG accreditation overcomes professionals' privacy concerns of other video calling technology such as Zoom.

Impact

- Near Me implementation has scaled effectively over time to cover an increasing number of care homes and social care staff.
- The project has reduced staff time spent on reviews, condensing the process of 3 to 4 one-on-one calls with different parties into a single call enabling staff to conduct more case reviews overall.
- In North-West Glasgow (out of the 3 divisional areas), a record of 100 reviews were carried out by just 6 social work practice students in the space of 4 months using Near Me.



- Near Me is now also being used in other care interventions in Glasgow such as gathering information for support needs assessment for clients and for having discussions with clients and their families. It is also being used for other work-related meetings.
- It has proven an effective way of training students to conduct Care Home Reviews while being appropriated, supported and supervised. There is a high staff satisfaction associated with using the Near Me technology.

Considerations

- Digital accessibility of all participants - access to robust WiFi and digital devices to join call
- Process mapping requirements of virtual care review process, especially one that involves student supervision requirements and how this will integrate alongside in-person care home review requirements

Potential Costs

- Near Me license costs for staff
- Additional devices, headsets, cables for staff as needed
- Cost of admin management of virtual Care Home Review clinics on Near Me

Additional information

- Near Me technology, visit <https://www.nearme.scot>
- Social Care TEC Programme: nss.digicarehome@nhs.scot
- Glasgow Near Me Case Review project: Shubha.iver@glasgow.gov.uk