

# Red Bag

## What was the issue?

- No standardised handover process or paperwork between care homes, hospital staff and ambulance service.
- Ambulance crews delayed while care home staff try to collate paperwork for the ambulance service.
- Medical teams do not always have the basic medical information or social care information that is needed in the home, leading to considerable time wasted in gathering information.
- Care home residents sometimes discharged wearing hospital clothing as did not have their own clothes.
- Residents arriving back to care home without medications or discharge information for homes to continue treatment plan.

## Case study

Betty, in her 80s has become unwell and care home staff decide that she needs to go to hospital.

While waiting for the ambulance her carer packs a red bag with her toiletries, glasses, reading book, and some clothes for her to come home in along with standardised paperwork including a 'This is Me' sheet.

Ambulance staff hand Betty's red bag to A&E staff who then pass it to ward staff, when it is decided she needs to stay in hospital. Betty's treatment and medication are documented during her stay in hospital and the information is then included in her personal red bag.

When Betty is well enough to go home she can put on her own clothes and return to her care home, taking her red bag with her. Care staff are now able to know what treatment she received in hospital and any updates made by the hospital to Betty's care plan.

## How did we tackle the problem?

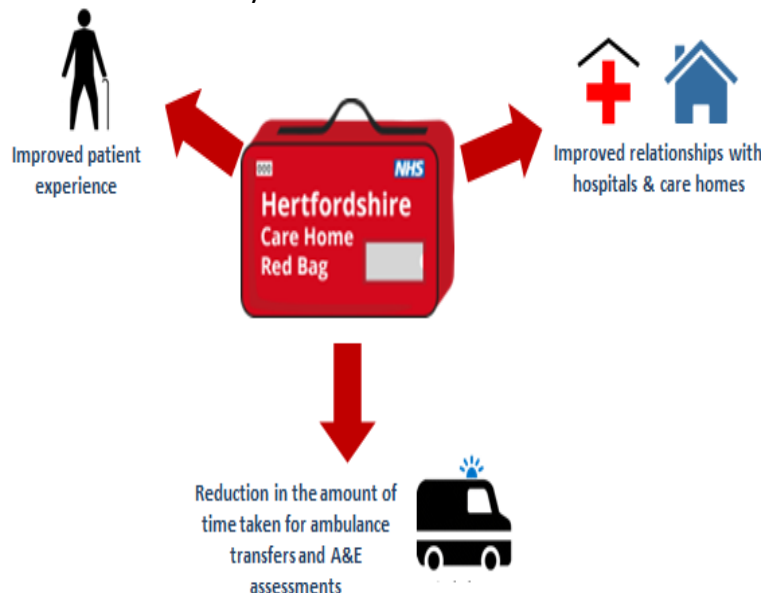
When a resident needs to go to hospital a red bag is packed by care home staff with standardised paperwork, medication and personal belongings, the bag stays with the resident throughout their hospital journey and is returned home with them.

The paperwork includes essential information such as current concerns, social care information and any medication notes.

A set of clothes for discharge also goes into the red bag.

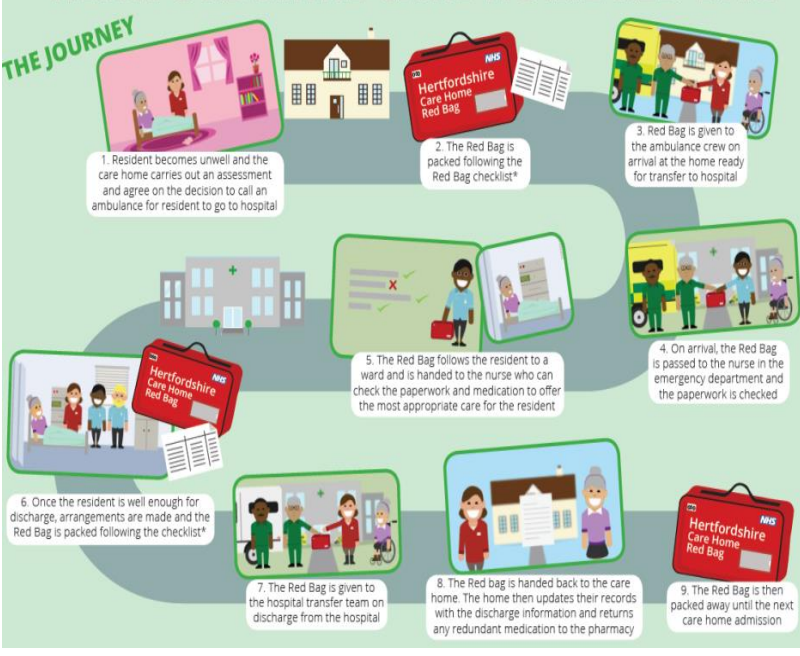
## Benefits

- Reduction in the amount of time taken for ambulance transfers and for A&E assessments.
- Improved quality of care for the patient.
- Care home staff aware of procedures and actions by hospital staff, and ongoing treatment required once the patient returns home.
- Residents' care plans can be updated more thoroughly when they return to their care home.
- Improved experience for elderly care home residents needing transfer to hospital because hospital staff have necessary information immediately to hand.



## How it works

### HERTFORDSHIRE CARE HOME RED BAG



Find out more: [www.enhertsvanguard.uk](http://www.enhertsvanguard.uk)

## Key facts

- The bag will have a unique care home I.D, the residents name and care home contact details so it is easily identifiable.
- Care staff and Hospital staff are able to easily engage information, therefore providing the patient with the most efficient care.