

Care City – How we make a difference



www.carecity.org



Care City

Supporting people across North East London
to live healthier, happier lives.

The journey so far...

January 2014

Cofounded by North-East London Foundation Trust and the London Borough of Barking and Dagenham as an innovation centre for healthy ageing and regeneration.

November 2015

Opens the Care City space in Maritime House, Barking, with a team of three staff.

January 2016

Stages official launch party with 130 attendees from its partners and the local community.

June 2016

Secures Healthy New Town status for Barking Riverside.

July 2016

Secures NHS England Test Bed status, attracting leading innovations to East London to transform outcomes for local people.

September 2016

Grows to a team of seven staff and appoints its first Chief Executive.

November 2016

Works with North-East London Foundation Trust to research efficiency in community services, funded by the Health Foundation.

June 2017

Prototypes a transformed pathway for atrial fibrillation, working with community pharmacies to find people at risk of stroke and treat them quickly.

January 2018

Expands its project portfolio, collaborating with UCLPartners, the Office for Life Sciences and the London Borough of Barking and Dagenham.

June 2018

Stages careers roadshow for young people, showcasing the range of health and care careers and apprenticeships accessible for local people.

October 2018

Secures continued Test Bed status – the only first wave Test Bed to do so – testing enhanced, digitally supported roles for members of health and care support staff.

May 2019

Works with the local CCGs to scale solutions for atrial fibrillation and social prescribing across Barking and Dagenham, Havering and Redbridge.

June 2019

Launches as a Community Interest Company, with North-East London Foundation Trust and the London Borough of Barking and Dagenham as corporate members of its new Board.

July 2019

Collaborates with the London Borough of Barking and Dagenham to explore enhancing quality in domiciliary care as a route to paying the London Living Wage to domiciliary carers.

September 2019

Hosts first Care City Community Board event.

January 2020

First Mental Health Peer Support Worker Training session commences, based on new HEE Competency Framework guidelines.

March 2020

Team adopts working from home as standard practice during pandemic.

April 2020

Feebris and Care City partnership selected as winner of the Techforce19 challenge, offering a digital solution to help vulnerable people isolated by COVID-19.

May 2020

Selected to join Health Foundation programme to bridge the gap between research and action to make a difference in health and care.

June 2020

New office location agreed in heart of Barking with a planned move in date of Summer 2022.

September 2020

Creates a new role, Apprentice Nurse Associate, to bridge the gap between Care Workers and Registered Nurses.

January 2021

Two members of the team seconded to support NHS.

February 2021

Supports rehabilitation tool for Long Covid, targeting patients who have been discharged but are continuing to recover and rehabilitate at home Nightingale London during the pandemic.

March 2021

Kicked off work supporting the North East London Health and Care Partnership Careers Programme.

April 2021

Four new members join our Board of Trustees.

May 2021

Publishes Implementing Innovations and Co-Design insights from Wave 2 Innovation Test Bed.

August 2021

Our contribution to 'The Growing Value of XR in Healthcare' report made it into Forbes magazine!

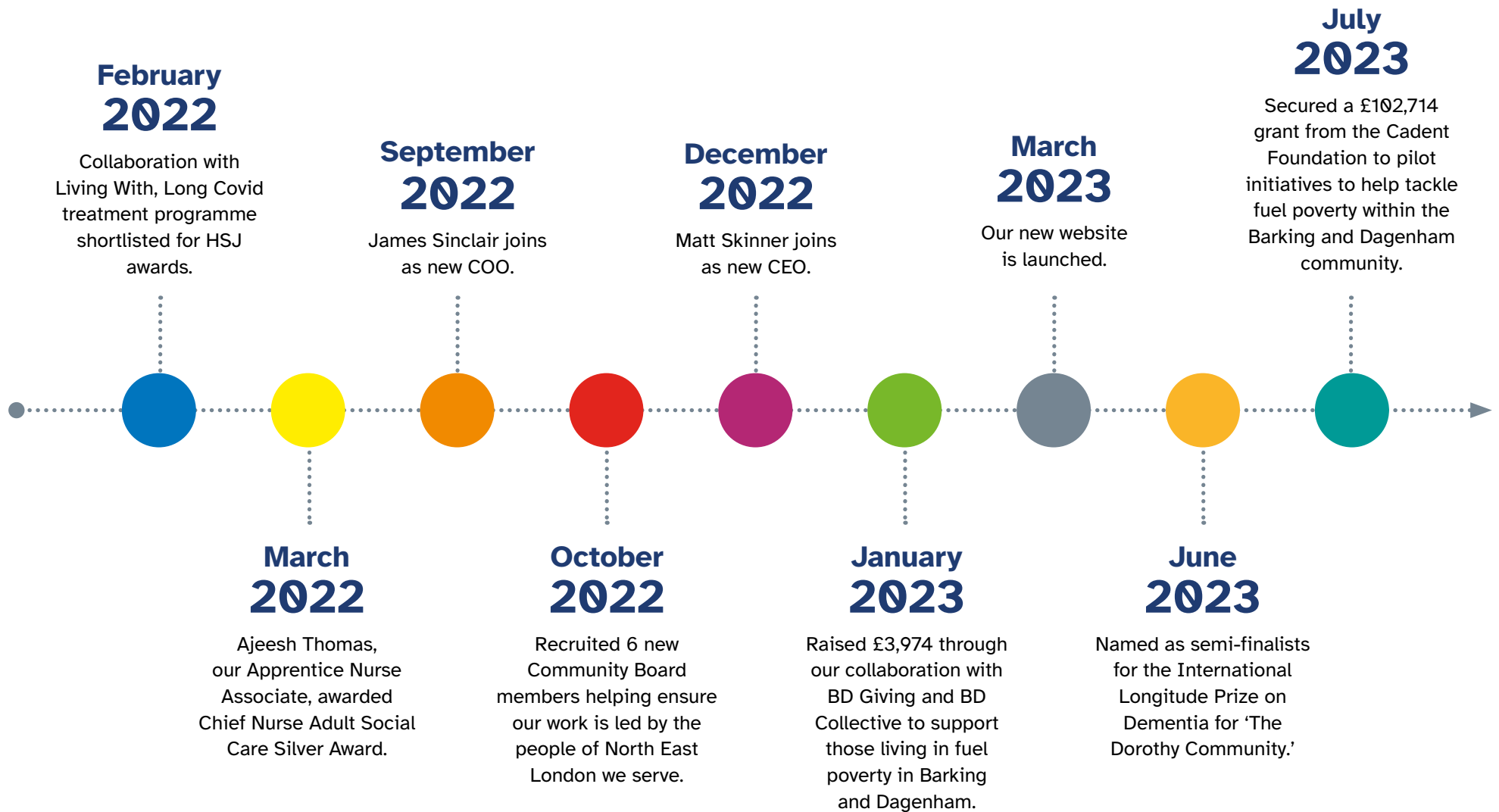
October 2021

7 young people joined our Young Persons Panel, representing the voice of our NEL youth community.

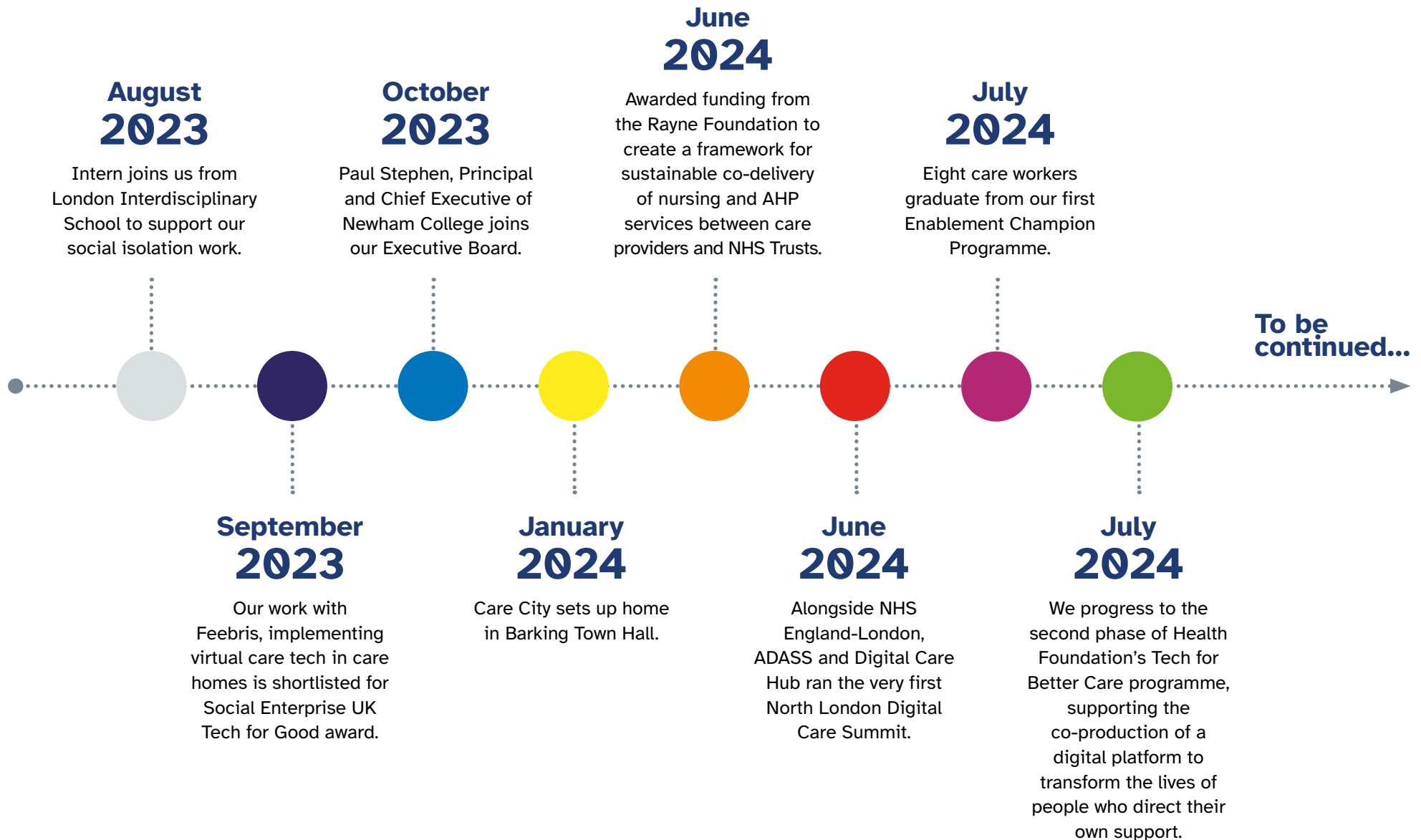
November 2021

Health & Social Care Careers Ambassadors Network exceeds 150, helping to support young people and job seekers into roles in health and social care.

The journey continues...



The journey continues...





Care City is developing a strong reputation as a creative thinking collaborator and convener with the health and care system and our communities.

Examples of our work

Care City is developing a strong reputation as a creative thinking collaborator and convener with the health and care system and our communities, seeking out smart ideas, innovations and responses to local challenges. Just last year our work with Feebris and Havering Health, implementing virtual care technology in care homes was shortlisted in the UK Social Enterprise Awards Tech for Good category. More recently NHS London asked us to collaborate on its very first pan London Digital Care Summit, enabling us to bring representatives from health, care, public, community and voluntary sectors together to start conversations around how we can all do digital better, providing tech-focussed inspiration and learning.

We have come a long way since the announcement of our success as a Wave 1 Innovation Test Bed back in 2016. As one of seven Test Beds funded by NHSE and the Department of Health and Social Care, we piloted market-ready innovations in new ways to address local priorities and needs and used them to create opportunities for developing care support staff. Our success saw us as the only Test Bed to achieve Wave 2 status. Since then our work has spanned many topics and disciplines, albeit with the same aim, to do work of benefit to North East London and of significance nationally, including:

- Co-designing new approaches to support young people with mental health issues
- Working with community pharmacists to find and treat strokes
- Sharing data insights to help commissioners, clinicians and partners make informed choices about how to improve the health and care of our East London community
- Working with care leavers and employers to understand the barriers to employment opportunities and exploring ideas and concepts with them to improve these experiences
- Developing workshop based training programme for primary care staff to introduce the principles of supported-self management

- Building a 200 strong network of Career Ambassadors and connecting them with local schools and colleges to inspire young people to consider local jobs in health and social care

As our reputation has developed and our work has received widening recognition, we've been enabled to further advance our mission of supporting happier, healthier lives for North East London.

Understanding needs of those diagnosed and living with dementia

Last year we conducted research with 150+ people living with dementia, their carers and dementia services and reported on the challenges people face in accessing support post a dementia diagnosis. Launching our [report](#) at an event with commissioners we've since worked to develop and implement a new national framework to make radical improvements.

Recognising the need of people living with dementia to live as independently for as long as possible, we found success as International Longitude Prize for Dementia winners and been working with partners [Dorothy](#) and [TPXImpact](#) to develop "The Dorothy Community". Exploring how augmented reality can improve wayfinding of physical environments to help people living with dementia maintain independence and get around. We've been testing in high streets, cafés, care homes, hospitals and museums as we look to scale this tech UK wide.

“ It was everything you wanted from that kind of app, it was simple, accessible, it worked and was fun. It got me to where I needed to go, so I was really impressed.

Rory Cellan Jones, Former BBC Tech Correspondent

“ I need to know shops don't see me as something negative. I don't go out to feel rejected, but you get this feeling. I used to go to a lot of galleries. After using Dorothy I feel optimistic. People living with dementia need help to do things we could do before. You're on the right track. It's so easy. The design is spot on. I just loved how Dorothy picked up where you are. I could feel myself relaxing and trusting it.

Dorothy app tester

Exploring how augmented reality can improve wayfinding of physical environments to help people living with dementia maintain independence and get around.



One of our first cohort of Apprentice Nursing Associates received a Chief Nurse Adult Social Care award recognising his outstanding performance...



Developing new roles in social care to increase nursing and AHP support capacity in North East London

Our work previously piloting **Nursing Associates** in non-nursing care homes and **AHP Enablement Champions** in care homes saw real success. One of our first cohort of Apprentice Nursing Associates, a care worker from East London received a Chief Nurse Adult Social Care award recognising his outstanding performance and contribution to the health and safety of his care home residents.

Our first eight Enablement Champions graduated from the Programme, all achieving a Level 4 Lead Practitioner in Adult Care Apprenticeship and a Level 4 Diploma in Adult Care and are recognised as champions and influencers in delivery of rehabilitation and reablement.

“ I’ve worked as a care worker for 20 years. I’ve not had the opportunity to study until now. This has given me the opportunity to develop new skills, do better in my job and for the first time think about the future of my career. Enablement Champion

This work however, has helped us recognise the inequity in available support for apprenticeship delivery between health and care. With our partners **BHR CEPN** we have subsequently been awarded funding from the **Rayne Foundation** to create a framework for sustainable co-delivery of nursing and AHP services between care providers and NHS Trusts that can be further scaled up within North East London and replicated across the UK.

The funding, along with partner contributions, will also be used to fund Nursing Associate and AHP assistant practitioner roles in care settings, and ‘grow our own’ experienced care staff into these new roles.

Enabling health & social care provider collaboration to improve home healthcare

We've been working with Local Authorities, GP practices and care providers across North East London and Devon on a project that focuses on improving services for homecare recipients helping them to stay well and comfortable at home. We're doing this by providing additional training to care workers to use health monitoring technology from Whzan Digital Health to spot early signs of illness and escalate to the relevant health care professionals if required, so that any issues can be treated quickly and effectively.

“*Kit4Care does what it says on the tin. It doesn't replace the vital caring role of care workers or GPs, it enhances it. It enables them to have better conversations which include the patient, offering reassurance and speedy responses to keep people as well as they can be.*

John Bryant, Programme Sponsor

Helping people in receipt of social care to live well

Funding from the CARE Adult Social Care Technology Fund is enabling us to work alongside London Borough of Redbridge and London Borough of Barking and Dagenham supporting 600 people by using technology in their homes to improve their independence and avoid them ending up in hospital unnecessarily.

Our work with LBR and local Falls Team, Redbridge Reablement Service, local Care Homes and innovative care tech providers seeks to reduce the number and severity of falls occurring in different care settings across the borough.

As an evaluation partner to London Borough of Barking and Dagenham, we're evaluating the effectiveness of digital care technologies, all of which aim to transform the lives of older people and improve efficiency of care delivery.

...improving services for homecare recipients helping them to stay well and comfortable at home.





...working to address one of the Borough's biggest challenges: helping people who are feeling isolated to find their way to building new friendships.

Community empowerment and design to tackle social isolation and loneliness

Commissioned by [London Borough of Barking and Dagenham](#), using joint health and local government grant funding, and in collaboration with the [BD_Collective](#), supported by [Ageable CIC](#), we are working to address one of the Borough's biggest challenges: helping people who are feeling isolated to find their way to building new friendships. Our borough has the second highest rates of loneliness in London and we are building on work that the community and council have done in recent years to understand why and to design something different.

We are working with people with lived experience, community groups, health and care partners and several VCSE delivery partners throughout the 12 month pilot to test and iterate our approach. This includes working together to:

- Understand the factors that have led to residents becoming isolated
- Overcome immediate barriers that people face to forming relationship
- Find the right places and people that help people feel a sense of belonging

The approach will be bespoke to every person we work with, with decisions about what is next or best being made within that relationship.

The learnings from this work and the tools we are developing have already been shared more nationally at New Local's annual event Stronger Things and at Northumbria University's Toward Relational Public Services Conference and we will continue to promote our insights and tools for others to benefit from.



Care City

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