



Care Companion

DEVELOPED WITH CARERS FOR CARERS

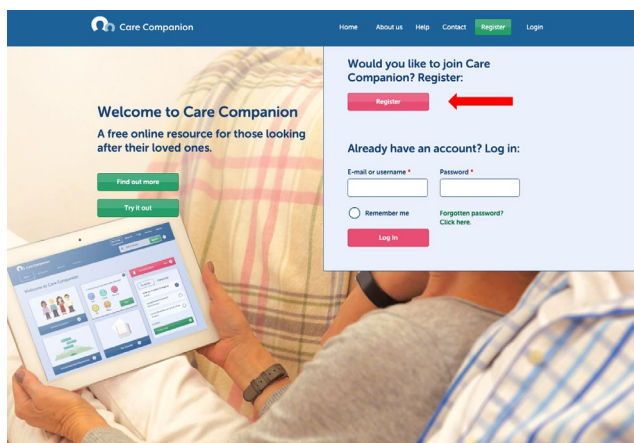
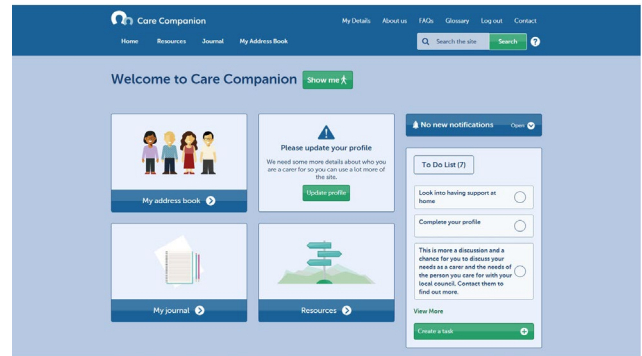


## Care Companion – a one-stop website supporting carers

Ambulatory care sensitive conditions (ACSCs) are conditions where effective community care and case management can help prevent the need for hospital admission. With an average admission cost of over £1,700, improving care and reducing admissions offers huge potential costs savings and quality of life. Initial research showed that helping carers achieves both of these aims; Care Companion has been developed based on research evidence, to support people who care for someone close to them.

### Service overview

Care Companion is an interactive website that draws together information resources, assessment tools and support, in an easily accessible format. It also allows carers to report health and social care information, and to collate and communicate information about themselves. The information can be personalised to individual circumstances and helps carers to stay on top of the process of coordinating appointments, vital contacts and other key data for the person who they care for, including keeping a diary of significant events that have affected them. This can all help ensure that the person being cared for gains optimal support from NHS and social care services, and that the carer remains resilient and confident in their caring role.



### The Project

Warwickshire and Coventry CCGs needed to address the issues of serving an ageing population and reducing emergency admissions. Prof Jeremy Dale and his team in Warwick Medical School were funded to research requirements with carers, those requiring care, CCGs, GPs, Warwickshire County Council, Coventry City Council, Age UK and Carers4Carers. As well as providing help and information, carers wanted a way to report health and wellbeing data they observed. The academics also want to use this as a research tool to gather information. The Care Companion website was designed and developed in response to this research.

<https://www.carecompanion.org.uk/>

### Next Steps

The Care Companion website was officially launched on April 24<sup>th</sup> 2019 in Coventry and Warwickshire. It has received good feedback and supports over 300 carers. Since April 2020 it has been updated with new resources specifically to help carers during the COVID-19 outbreak, including advice on contacting local neighbourhood groups, guidance on how to use digital technology safely, tips from Care Companion users on looking after their wellbeing and the person they care for, as well as ensuring users are directed to the latest advice and information from the NHS, government, local councils and charities that is relevant to them. Development is ongoing, and the team aims to make the service available nationally.

### FUNDING TO DATE

- 2014-2017 – South Warwickshire and Coventry & Rugby CCG £120k
- 2017 – Global Initiative SEF – £90k
- 2017 – Warwick Medical School – £90k
- 2018 – Warwickshire Country Council – £50k
- 2018 – Warwick Ventures – £20k

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