

## IMPROVING HEALTH OUTCOMES

At The Good Care Group every decision is driven by delivering improved health outcomes for our clients. Through our dedicated and committed approach to providing high-quality care to our clients and the use of our market-leading digital technology, we see significant improvements in our clients' overall health and well-being every year.

Our unique technology enables us to digitally monitor health outcomes, effectively predict risk and shape the care we provide. We know, for example that urinary tract infections (UTIs) are one of the leading causes of hospital admissions for our clients, so we equip our carers with testing kits to proactively monitor our clients for infections and escalate to their GP when necessary. We then benchmark our data to demonstrate how effective our care is in improving the quality of our client's lives in the context of other types of care provision, for example care homes.

### OUR HEALTH MEASURES ARE FOCUSED ON ACHIEVING THE FOLLOWING:

- Promoting well-being, independence, and enjoyment
- Promoting excellence in nutrition and hydration
- Reducing and preventing falls in the home
- Reducing carer stress
- Reducing behaviours that challenge through implementation of psychosocial techniques
- Reducing hospital admissions and re-admission
- Reducing and eliminating antipsychotic drug use
- Reducing UTIs and chest infections

### QUALITY IS AT THE FOREFRONT OF OUR SERVICE

By continually measuring our clients' health outcomes we have seen a reduction in key measures year on year delivering positive outcomes for those we care for.



## **EFFICIENT FALLS PREVENTION**

The Good Care Group is the only live-in care provider with a dedicated Occupational Therapist on staff to develop care plan strategies, to provide reviews and develop training on falls management. The Good Care Groups clients are 6 times less likely to experience a fall that results in serious injury than those in a care home.

## **REDUCING URINARY TRACT INFECTIONS (UTIs)**

Through enhanced training our professional carers can perform urinalysis testing, capturing results to pass on to medical professionals, enabling a swift and appropriate response. 80% of our clients were diagnosed in 2020 using urinalysis kits, resulting in our clients being 70% less likely to require a hospital admission due to a urinary tract infection than if kits were not in place.

## **A SPECIALIST PATHWAY FOR PALLIATIVE CARE AT HOME**

For those with a life-limiting illness or a terminal condition, most of us given the choice would wish to end our days in the comfort of our own home. However, the percentage of people in the general population who can do that is as low as 16%. By comparison, our approach to one-to-one palliative care at home has enabled 81% of our clients to pass away in the place they love most - their own home.

## **EFFECTIVE PRESSURE SORE MANAGEMENT**

Our high-quality home care provided by dedicated and professional carers has seen a staggering reduction in pressure sores in those we care for when compared to both hospital and care home settings. The average monthly incident rate for pressure sores is 1.06%. Estimates suggest that in care homes this rate is up to 28% and hospitals 14%.

## **PROACTIVE MONITORING OF CHEST INFECTIONS**

Our vigilant carers manage early signs of illness, such as chest infections enabling timely intervention to avoid unnecessary hospital admissions. This has resulted in a 28% reduction in chest infection hospital admissions year on year.

## **EFFICIENT MANAGEMENT OF MEDICATIONS**

Studies show that 22% of medication errors in care homes related to administration errors. At The Good Care Group, our digital technology means that medication is managed safely and effectively. Clients are 9 times less likely to experience a medication error than in care home settings.

