



# WELDMAR HOSPICE CARE: WELDMAR CONNECT, A GAMECHANGING APP FOR PALLIATIVE CARE CASE STUDY

## Problem

Just over 80% of all Weldmar's end of life care is provided in the comfort of patient's own homes, in the South, West, and North of Dorset, by teams of nurses based in each region.

A digital solution would allow patients to track and record symptoms over time to allow visits to be more effective and help prioritise nurse caseload.

---

## Solution

Weldmar Hospicecare worked with Inhealthcare and technology consultant Kate Taylor to launch 'Weldmar Connect' – a brand new telehealth app that allows Weldmar Community Nurses (WCN's) to monitor patients at home, and is the first app of its kind to be developed and launched in the UK.

The app enables a patient to use their own smartphone, tablet, or computer, to complete a short daily questionnaire about symptoms such as pain, nausea and anxiety, as well as information about their mobility and dependence on others. When symptoms are rated as severe, additional questions and guidance will appear for the patient. For any patient without internet access, the questionnaire can be completed via a daily automated phone call.

The app also includes useful information for patients such as emergency contact numbers, including the Weldmar 24 Hour Advice Line, and breathing exercises.

The Weldmar Community Nurse assigned to the patient will see the results of each daily questionnaire, and be able to prioritise their caseload for the day based on the severity of symptoms being reported by each patient. The information also helps to identify trends in the condition of each patient.

With the outbreak of Covid-19, Weldmar Connect is providing a vital link to community patients at a time when non-essential travel and social distancing is so important, although Weldmar Community Nurses will continue to make patient visits when necessary, equipped with masks and other personal protective equipment.

**inhealthcare**

[www.inhealthcare.co.uk](http://www.inhealthcare.co.uk)



## Feedback from palliative care nurses and patients

Lucy Moxham and Emma Randall are nurses who have used Weldmar Connect with a number of patients during the trial period. Lucy says, "As a nurse, it has enabled me to monitor patient symptoms remotely and more regularly, and pick up on issues sooner than maybe I would normally. This has meant that I've been able to resolve/act on problems quicker. Weldmar Connect is super easy to use and takes less than five minutes for a patient to complete."

WCN Emma Randall says it gives patients the chance to take some control. "It's not about replacing phone calls or visits but is empowering for patients and allows them a platform to record their symptoms. Patients often have lots going on, and having to not recall their symptoms over a longer period of time means our time spent with them can be more effective, and can be focused on their needs and worries at that time."

Emma also explains that although it's in the early stages of use, Weldmar Connect has been incredibly useful during

Covid-19. "It allows me to try and keep that rapport with patients, and helps them feel supported in these very difficult and challenging times. Visits have become less frequent and only happen when absolutely needed, so using the app helps them to feel like we are still very much a presence in their life, even if it is not in the physical sense."

Elizabeth and Peter Routledge live in Thornford, Dorset, and have been using Weldmar Connect for the past week, recording Elizabeth's symptoms for pancreatic cancer and lung metastases. "I'm not great when it comes to technology", says Peter, "but actually I've found it very easy to use. It's very easy to lose track of what's happened the day before, so the idea of pin pointing symptoms and other factors every day is really useful. The information enables us to see what we need to concentrate on. There's also the facility to add any other details not included in the questionnaire – I told Emma about a specific problem Elizabeth was having, Emma was able to advise on it, so she knows exactly what I'm doing, and problems don't exacerbate."

"The introduction of the Weldmar Connect service could be a game-changer for community nursing in the palliative care sector. Our technology allows nurses to remotely monitor patient wellbeing in the community and prioritise care for those who need it most and provide peace of mind and independence for others. During the threat of coronavirus, the service will minimise face-to-face contact to protect patients and nurses from unnecessary risks but maintain regular communications throughout."

Bryn Sage, CEO, Inhealthcare

**inhealthcare**

[www.inhealthcare.co.uk](http://www.inhealthcare.co.uk)