
POSTER ABSTRACT

The Connected Care Programme - from Pilot to Scale

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The Connected Care Programme, in its second year stands as a model of how digital innovation, clinical language, and shared learning can transform the health and care landscape across Leicester, Leicestershire and Rutland (LLR). What began as a pilot to connect twenty care homes is now a thriving system movement linking over a hundred homes, thousands of residents, and multiple professional networks through one common goal, creating safer, more connected communities of care.

At its core, The Connected Care Programme is a population-health programme. It recognises that people live their lives within places, not services, and that sustainable health improvement depends on proactive monitoring, early intervention, and relational trust. By embedding the Whzan Blue Box technology and using the National Early Warning Score (NEWS2) as a shared language, the programme allows care staff, GPs, and community clinicians to speak the same language of safety. This consistent communication framework turns worry into evidence, ensuring timely escalation and a faster, more coordinated response.

Year two has been about scale, stability, and value. The programme now supports over 3,000 residents and has generated measurable system savings of around £6 million through reduced ambulance conveyances and hospital admissions. Yet the real value lies in people's experience, care-home teams describe increased confidence, residents feel empowered by understanding their own readings, and families gain reassurance that small changes are noticed before they become crises. Each data point represents a human story, providing evidence of proactive rather than reactive care.

Working in place has been essential to this success. Networks across LLR settings collaborate through peer-learning groups and multidisciplinary meetings. These spaces have become the heartbeat of integration, where data informs dialogue and professional boundaries blur in the best possible way. The programme sits comfortably alongside other initiatives, from community nursing and therapy teams, aligning them through a single, connected language of care.

It is also driving a cultural shift toward a learning system. Training ensures that every home can use the technology safely and confidently, while new digital-learning modules provide accessible refreshers on recognising and managing deterioration. This investment in workforce capability

has strengthened retention, professional pride, and system resilience, key ingredients of quality improvement and emergency preparedness.

The programme's next phase strengthens its foundations through academic collaboration and international learning. Working with Local Universities to understand how data, digital design, and human factors can shape the future of integrated care. Together, these partnerships are using real-world evidence to model social determinants of health and understand the system behaviours that drive population outcomes. Emerging collaborations in Canada are extending this learning further, connecting researchers and practitioners who share a commitment to compassionate, data-driven innovation.

The Connected Care Programme is more than a digital project; it is the foundation of a shared language of compassion and competence across the LLR system. By uniting health and social care through trust, technology, and training, it has shown that transformation can be simple, direct, and profoundly impactful, creating communities that are safer, more confident, and ready for whatever comes next.