CASE STUDY

RIVIAM

RIVIAM uses UKCloud Health's secure and HSCN connected platform to host RIVIAM's Wellbeing service, a new service for multi-agency care delivery.

About RIVIAM

RIVIAM is passionate about improving people's lives by providing a secure cloud platform and services for health, social care and third sector organisations to collaborate and co-ordinate care. The platform connects with existing NHS computer systems and clinical records whilst enabling new care services.

RIVIAM's Wellbeing service allows multiple organisations from different sectors to work together seamlessly in a federated model to deliver care on one secure platform.

RIVIAM enables their customers to make better use of their resources, build on information within existing systems and work easily with others.

A few of their customers include:

- Surrey and Borders NHS Partnership NHS Foundation Trust
- Bath and North East Somerset Council
- Forward Thinking Birmingham
- Centene UK
- BaNES Enhanced Medical Services
- Virgin Care
- Southampton Primary Care Limited
- Somerset NHS Foundation Trust
- Foundation Trust

The Challenge:

The COVID-19 pandemic has brought a new set of obstacles to the healthcare industry. In the initial stages, healthcare professionals focused on physical health. As we go forward, there needs to be a similar spotlight on supporting people's mental health and general wellbeing.

Communication across different health, social care and third sectors is vital but organisations using different IT systems find it difficult to share information and work together. Third sector organisations do not have the digital capabilities to communicate efficiently with their health and social care partners; they are reliant on phone, email and spreadsheets to share information.

This lack of ability to easily co-ordinate care and subsequent actions can lead to slow decisions, wasted resources and an increased risk of delayed care.

RIVIAM needed to build an infrastructure that enables different healthcare, social care and third sector organisations to work together in a seamless, efficient, and secure digital ecosystem.

Security is important

RIVIAM requires access to a trusted secure platform and a connection to HSCN as well as compliance with the NHS Data Security and Protection Toolkit (DSPT) to service their current customers. For RIVIAM Wellbeing, they needed a cloud solution to enable organisations using their service to securely share and collaborate about people's cases and data, so security was paramount.

UKCloud Products and Solutions
UKCloud for VMware, Cloud Storage and HSCN

UKCloud for VMware is for customers with service levels specifically designed to support business critical applications. UKCloud Health's HSCN connected platform can help you achieve the business goals at the centre of your strategy, without risking your operational ability to execute — powered by VMware.

Results Achieved:

2,000 Almost 2,000 cases processed

7,000 Over 7,000 calls answered

RIVIAM digital care

ukcloud health

CASE STUDY

"We have a long-standing relationship with UKCloud Health and for RIVIAM Wellbeing, we needed a trusted and secure platform that we can rely on. Data security is essential to RIVIAM and UKCloud Health's platform gives us the complete assurance we and our customers need."

Paul Targett
MD, RIVIAM Digital Care

"The 'glue' that pulled the Compassionate Community hub together in BaNES was the revolutionary technology platform that was created and delivered to support this crucial work – the RIVIAM Wellbeing service. This, without doubt, has enabled the initiative to become a huge, unique, nationwide success story and to deliver a far more effective and efficient solution for the Local Authority, lead healthcare provider and local third sector partners."

Leslie Redwood
CEO, Citizens Advice BaNES

The Solution

Relying on UKCloud Health for a secure, connected, and accredited cloud platform, RIVIAM developed their Wellbeing service to enable health, social care and third sector partners to co-ordinate care, actions and social prescribing across a community with a full audit of who does what and when.

Set-up in April 2020 to respond to the COVID-19 crisis, a new Compassionate Community Hub in BaNES uses RIVIAM Wellbeing. People can request support for food, medicine, mental health or welfare and receive a co-ordinated response from Virgin Care, BaNES Council and many third-sector services such as Developing Health and Independence, Citizens Advice BaNES and Bath MIND. RIVIAM's Wellbeing service acts as a secure digital bridge so authorised users from the different organisations can collaborate. Everyone can see a single view of a person's care and track outcomes.

RIVIAM Wellbeing's powerful administration and case management system shows demand and makes it simple to manage the progress of requests across different services. For each pathway, steps are set up to provide a consistent operational process. Red, Amber and Green statuses are set for each pathway to highlight the length of time a case has been in the system.

Security measures mean only users authorised to access certain pathways can do so, meaning data is managed securely and responsibly whilst enabling multi-agency working. Authorised users can see the full history and a single view of all activities about a person and their care. Outcomes are also recorded so they can be tracked and reported: a useful feature for commissioners for reporting.

New task management and instant messaging functionality will soon enable users to set and share tasks and messages with an audit trail of consent. In BaNES, a list of vulnerable people and those shielding has been added to RIVIAM Wellbeing so these people can be prioritised.