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A mixed-methods evaluation of remote home monitoring models during the COVID-19 pandemic in England

Submission date
05/02/2021

Recruitment status
No longer recruiting

Registration date
19/02/2021

Overall study status
Completed

Last Edited
10/10/2023

Condition category
Infections and Infestations

[X] Prospectively registered

[X] Protocol

[_] Statistical analysis plan

[X] Results

[_] Individual participant data

Plain English summary of protocol

Background and study aims
During the first wave of the COVID-19 pandemic, some patients were not admitted to hospital until they were displaying advanced symptoms of COVID-19. These patients may then have received invasive treatments and/or been admitted to intensive care. Monitoring patients at home may help to reduce these delays and identify patients earlier.
In the UK, a healthcare service called COVID Oximetry @home has been nationally rolled out by NHS England. In COVID Oximetry @home, patients receive COVID care at home. As part of this service, patients are given an oximeter and asked to record their oxygen levels regularly. Patients are monitored and sent for further care if problems arise.
Previous research has looked at home monitoring for other conditions, but no research has looked at whether COVID care at home is effective, how patients experience and engage with COVID care at home and how staff find delivering COVID care at home. This study aims to evaluate patients' experiences of receiving the COVID care at home service.

Who can participate?
Persons aged 18 years or older who have been offered or care for someone who was offered the COVID Oximetry @home service.

What does the study involve?
To find out about patients' experiences of receiving and engaging with the COVID care at home service, the researchers will carry out a national survey and conduct some interviews in 14 selected NHS sites. They will conduct a national survey with patients and carers in up to 25 NHS sites across the country. The surveys will explore patient experiences of receiving COVID care at home. They will carry out some case study interviews win 14 selected NHS sites and speak with patients who have received COVID care at home, or who have withdrawn from receiving care or declined care. These interviews will help to find out more about how people experienced receiving COVID care at home and the things that help or get in the way.

What are the possible benefits and risks of participating?
The researchers will be conducting surveys and interviews with patients and family members

about their experience of receiving the COVID Oximetry @home service. It is therefore possible that discussing their experience of receiving care whilst experiencing COVID-19 could cause distress. To address these concerns, the researchers will ensure that questions within the survey and interview topic guide are presented sensitively. To do this, they have already sought feedback from their research team's patient and public involvement (PPI) members. They will also state in the information that participation is voluntary and that participants are free to withdraw. Where applicable the researchers will seek to signpost patients to relevant support groups. Secondly, patients may be hesitant to raise criticism of the service that they have received. To address this, the researchers have highlighted on the information sheet that the research team are independent of those delivering care and that there are no right or wrong answers. They will also emphasise that responses will be fully anonymised. They will highlight to participants that they would like to learn about the things that do not work well, in order to improve these for future participants.
The researchers will involve patients, carers and public involvement throughout the project. For example, they have already spoken with some patient representatives to find out their views on the project and the types of questions that they will ask during the surveys and interviews. The researchers will also be piloting the survey and interview questions with patients who have received COVID care at home. Later on in the project, they will also ask for patient and healthcare professionals' views on their findings.

Where is the study run from?
This is a collaborative project between BRACE and RSET (two NIHR HS&DR programme rapid evaluation teams) with input from colleagues at Public Health England (PHE), NHS England (NHSE), NHS Digital and NHSX, and with other research teams working in this area.

When is the study starting and how long is it expected to run for?
November 2020 to June 2021

Who is funding the study?
National Institute for Health Research (NIHR) (UK)

Who is the main contact?
Pei Li Ng
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Contact information

Type(s)
Scientific

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Type(s)
Public

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Additional identifiers

EudraCT/CTIS number
Nil known

IRAS number
294011

ClinicalTrials.gov number
Nil known

Secondary identifying numbers
IRAS 294011, CPMS 48381

Study information

Scientific Title
COVID Oximetry @home (CO@h): a rapid patient experience study

Acronym
CO@h

Study objectives
1. What are the experiences and behaviours (i.e. engagement with COVID Oximetry @home (CO@h), use of other services) of patients in CO@h?
2. Do these experiences and behaviours vary by type of model, patient characteristics, and mode of remote monitoring?

Ethics approval required
Old ethics approval format

Ethics approval(s)
Approved 12/02/2021, London - Bloomsbury Research Ethics Committee (HRA RES Centre Manchester, 3rd Floor Barlow House, 4 Minshull Street, Manchester, M1 3DZ, UK; +44 (0) 2071048285; bloomsbury.rec@hra.nhs.uk), REC ref: 21/HRA/0155

Study design
Multicenter observational mixed quantitative/qualitative study

Primary study design
Observational

Secondary study design
Cohort study

Study setting(s)
Home

Study type(s)
Treatment

Participant information sheet
Not available in web format, please use contact details to request a participant information sheet

Health condition(s) or problem(s) studied
COVID-19 (SARS-CoV-2 infection)

Interventions
The study will carry out a national survey and conduct some interviews with patients and carers who have received COVID care at home, or who have withdrawn from receiving care or declined care.

The national survey of patients and carers will aim to capture the experiences of patients who have received COVID oximetry @ home, and their engagement with the service. The researchers will recruit patients and carers from as many NHS sites as possible (as COVID oximetry@ home has now been rolled out nationally). Staff from NHS sites will send the survey to their patients who have received COVID oximetry @ home, via text or post. The researchers will ask patients to complete the survey. If patients do not want to complete the survey or are unable to complete the survey, they will be able to allow their carer to complete the survey on their behalf. The patients and carers will complete the survey and return them directly to the research team (electronically on the survey platform, or via post for paper copies). The survey will take between 15 and 30 minutes to complete.

The researchers will aim to carry out one-to-one interviews with patients and carers in a sample of 14 NHS sites. These interviews will explore patient experience and engagement in more depth. The researchers will also aim to explore the views of those who have withdrawn from the service or declined participation. They aim to speak to six patients from each site (four who have received the COVID Oximetry @ home service and two who refused to receive the service or have withdrawn from the service). If patients do not want to take part in the interview or are

unable to take part in the interview, the researchers will ask patients if they can approach their carer (if they have one) to capture their experiences. The interviews will take between 30 minutes and 60 minutes, depending on how much patients have to say.

Intervention Type
Other

Primary outcome measure
Behaviours and experiences of patients and carers who have received the COVID Oximetry@home service, assessed using a national survey and interviews once the patients have been discharged from the service

Secondary outcome measures
There are no secondary outcome measures

Overall study start date
02/11/2020

Completion date
30/06/2021

Eligibility

Key inclusion criteria
1. 18 years or over
2. Proficient in English
3. Eligible to receive COVID Oximetry @ home
4. Must have been offered and either received or refused the COVID oximetry @ home service
5. Care for someone who was eligible to receive COVID oximetry @home, and who received or refused COVID oximetry @home

Participant type(s)
Mixed

Age group
Adult

Lower age limit
18 Years

Sex
Both

Target number of participants
1,072

Key exclusion criteria
Participants will be excluded from the study if they do not meet the criteria for the COVID Oximetry @ home service

Date of first enrolment
23/02/2021

Date of final enrolment
01/06/2021

Locations

Countries of recruitment
England

United Kingdom

Study participating centre
Hammersmith Hospital
NIHR CRN: North West London
Imperial College Healthcare NHS Trust
3rd Floor Administrative Block South
Du Cane Road
London
United Kingdom
W12 0HT

Study participating centre
NHS Gloucestershire CCG
Sanger House
Valiant Ct
Gloucester Business Park
Gloucester
United Kingdom
GL3 4FE

Study participating centre
NHS West Leicestershire CCG
55 Woodgate
Loughborough
United Kingdom
LE11 2TZ

Study participating centre
NHS East Lancashire CCG
Walshaw House
Regent Street

Nelson
United Kingdom
BB9 8AS

Study participating centre
Royal Free Hospital
Royal Free London NHS Foundation Trust
Pond Street
London
United Kingdom
NW3 2QG

Study participating centre
NHS Dorset CCG
Vespasian House
Bridport Road
Dorchester
United Kingdom
DT1 1TG

Study participating centre
Salford Royal Hospital
Salford Royal NHS Foundation Trust
Stott Lane
Salford
Manchester
United Kingdom
M6 8HD

Study participating centre
West Hertfordshire Hospitals NHS Trust
Watford General Hospital
Vicarage Road
Watford
United Kingdom
WD18 0HB

Study participating centre
NHS Bristol, North Somerset and South Gloucestershire CCG
South Plaza
Marlborough Street

Bristol
United Kingdom
BS1 3NX

Study participating centre
NHS Derby and Derbyshire CCG
Cardinal Square
10 Nottingham Road
Derby
United Kingdom
DE1 3QT

Study participating centre
North Bristol NHS Trust
Southmead Hospital
Southmead Road
Westbury-On-Trym
Bristol
United Kingdom
BS10 5NB

Study participating centre
Whittington Health NHS Trust
The Whittington Hospital
Magdala Avenue
LONDON
United Kingdom
N19 5NF

Study participating centre
NHS West Hampshire CCG
Omega House
112 Southampton Road
Eastleigh
United Kingdom
SO50 5PB

Study participating centre
NHS North Hampshire CCG
Central 40 Lime Tree Way
Crockford Lane

Chineham Business Park
Chineham
Basingstoke
United Kingdom
RG24 8GU

Study participating centre
NHS Tees Valley CCG
North Ormesby Health Village
First Floor, 14 Trinity Mews
North Ormesby
Middlesbrough
United Kingdom
TS3 6AL

Study participating centre
NHS Shropshire CCG
William Farr House
Mytton Oak Road
Shrewsbury
United Kingdom
SY3 8XL

Study participating centre
NHS Telford and Wrekin CCG
Halesfield 6
Epic Park
Telford
United Kingdom
TF7 4BF

Study participating centre
Cornwall Partnership NHS Foundation Trust
Carew House
Beacon Technology Park
Dunmere Road
Bodmin
United Kingdom
PL31 2QN

Study participating centre

NHS Isle of Wight CCG
Unit a
The Apex
St Cross Business Park
Newport
United Kingdom
PO30 5XW

Study participating centre
NHS Portsmouth CCG
4th Floor
1 Guildhall Square
Portsmouth
United Kingdom
PO1 2GJ

Study participating centre
Wrightington, Wigan and Leigh NHS Foundation Trust
Royal Albert Edward
Infirmary
Wigan Lane
Wigan
United Kingdom
WN1 2NN

Study participating centre
Royal Cornwall Hospitals NHS Trust
Royal Cornwall Hospital
Treliske
Truro
United Kingdom
TR1 3LJ

Study participating centre
NHS Devon CCG
County Hall
Topsham Road
Exeter
United Kingdom
EX2 4QL

Study participating centre
King Edward VII Hospital
NHS East Berkshire CCG
St Leonards Road
Windsor
United Kingdom
SL4 3DP

Study participating centre
NHS Wakefield CCG
White Rose House
West Parade
Wakefield
United Kingdom
WF1 1LT

Study participating centre
St. Martin's Hospital
NHS Bath and North East Somerset, Swindon and Wiltshire CCG
Clara Cross Lane
Bath
United Kingdom
BA2 5RP

Sponsor information

Organisation
University College London

Sponsor details
1st floor, Maple House (Suite B)
149 Tottenham Court Road
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W1T 7DN
+44 (0)2034475696
pushpsen.joshi1@nhs.net

Sponsor type
University/education

Website

http://www.ucl.ac.uk/

ROR
https://ror.org/02jx3x895

Funder(s)

Funder type
Government

Funder Name
National Institute for Health Research

Alternative Name(s)
National Institute for Health Research, NIHR Research, NIHRresearch, NIHR - National Institute for Health Research, NIHR (The National Institute for Health and Care Research), NIHR

Funding Body Type
Government organisation

Funding Body Subtype
National government

Location
United Kingdom

Results and Publications

Publication and dissemination plan
Throughout the project, the researchers will regularly share feedback on their findings. They will share this information through their networks and findings will be available on their website. The researchers aim to publish their findings in academic journals and submit a final report to their funder, the National Institute for Health Research.

Intention to publish date
30/06/2022

Individual participant data (IPD) sharing plan
The datasets generated during and/or analysed during the current study are not expected to be made available as some of the data collected are identifiable personal data.

IPD sharing plan summary
Not expected to be made available

Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
Protocol file	version V1.2	10/02/2021	19/02/2021	No	No
Results article	Observational results on impact of post-hospital remote monitoring	01/06/2022	05/12/2022	Yes	No
Results article	Observational results on impact of remote home monitoring	01/03/2022	05/12/2022	Yes	No
Results article	Patients' experiences and engagement	07/07/2022	05/12/2022	Yes	No
Other publications	Learning networks in the pandemic: mobilising evidence for improvement	07/10/2022	13/02/2023	Yes	No
HRA research summary			28/06/2023	No	No
Results article	effectiveness, costs, implementation, and staff and patient experiences	31/07/2023	10/10/2023	Yes	No