

Life Lines | Update on implementation across the UK

Friday 15 May





Connecting families, their loved ones and NHS staff

Every NHS team in the UK should be able to connect families with their loved ones being treated in intensive care units. Life Lines can make this happen through secure, safe virtual visiting by a patient's bedside, overcoming challenges of isolation and separation that so many people are facing during the coronavirus (COVID-19) pandemic.

The Life Lines story:

We created Life Lines because we have seen first-hand families, patients and NHS staff suffering due to restrictions on visiting during the coronavirus (COVID-19) pandemic. Through Life Lines, we can help families communicate with their loved ones in intensive care, helped by the NHS heroes who are caring for them.

Life Lines is providing Android tablets and secure online platform, aTouchAway™, supported with 4G connectivity, to NHS hospitals to connect families of critically ill patients isolated due to Covid-19. Life Lines provides families with the opportunity to meet the clinical team providing care so they can ask questions and connect in a secure, safe and dignified environment.

We have provided more than 1,000 tablets to intensive care units in over 150 hospitals across the UK. We are sharing updates as we look to support more families, patients and NHS staff: <https://www.kingshealthpartners.org/our-work/lifelines/about-lifelines/nhs-organisations-supported>

You can support Life Lines through our fundraising campaign: <http://www.kingshealthpartners.org/lifelines/donate>

The Life Lines initiative was developed by Prof Louise Rose, Dr Joel Meyer and Michel Paquet working with a team including clinical, academic, charitable and industry partners. You can find out more about how our partners are working together to respond to these unprecedented challenges: www.kingshealthpartners.org/lifelines

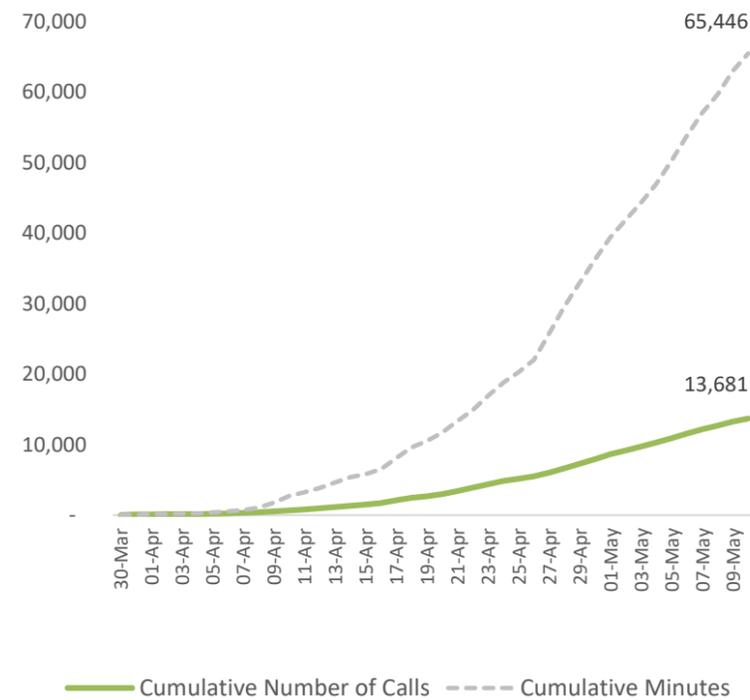
Project dashboard | Friday 15 May



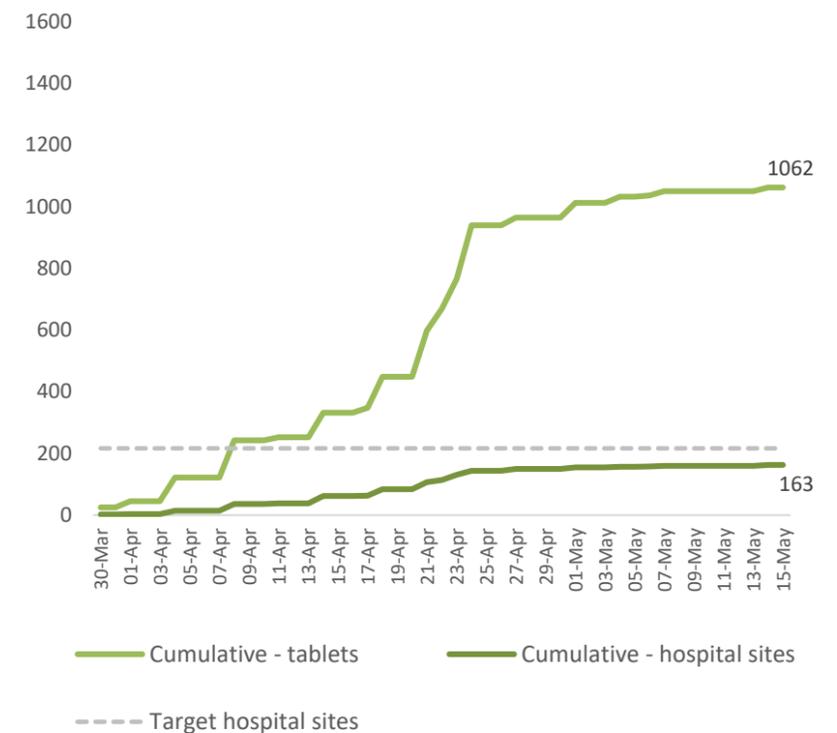
NHS hospitals delivered to by Life Lines as at 06/05.

Interactive version available [here](#)

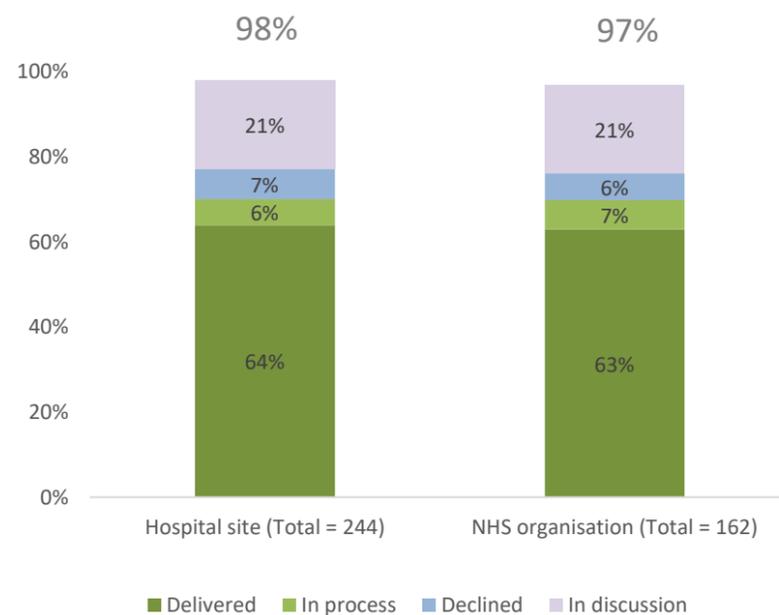
Cumulative number of calls and minutes on calls to 8 May



Cumulative number of hospital sites supported and devices provided to 15 May



Proportion of hospital sites and NHS organisations reached to 15 May



Research and evaluation:

Submissions week beginning 3 May:

NHS Check, being shared with clinical teams, includes evaluation questions for Life Lines

King's Together grant submitted.

Royal College of Nursing Foundation: Innovative Digital Intervention (LIFE LINES) Supporting Family Virtual Visiting and Communication with the Intensive Care Team During COVID19 pandemic

GSTT Charity Proposal Clinical Service Innovation: Digitally Enhanced Comprehensive Care Coordination, Rehabilitation, and Long Term Outcomes Following Critical Illness During COVID19 pandemic

GSTT Charity Proposal Clinical Service Innovation: Using the aTouchAway digital platform to support care of Chronic Obstructive Pulmonary Disease patients shielding at home during COVID-19 pandemic



Feedback | Examples from sites supported by Life Lines

“They have been very easy to set up and use and have been well received by the staff and by the families of our patients, from whom we have had really thankful feedback. They have made the most upsetting and difficult times a little bit easier by bringing our patients’ families in touch with, and able to see, their loved ones.”

Lead Nurse Critical Care

“The aTouchAway app was used to help encourage a patient to eat at meal times after the nurses noted she had begun to lose her appetite. The nurses were finding it hard to encourage her to eat. The team were asked to help set up video calling with her son, who was also worried about her, and they set up a call at lunchtime. Not only could they then have a ‘virtual visit’ but the son was also able to prompt his mother to eat during the call. This had a positive impact on everyone involved, further calls were arranged for meal times, and other wards have adopted a similar approach.”

Member of clinical team

“One important use of the service is providing families the opportunity to say goodbye to their loved ones. Due to the current pandemic, with families not being able to visit their relative in hospital, this can have a huge impact on the process of grieving and bereavement. The team was asked to help a family whose relative was sadly reaching the end of her life. They were able to arrange calls with the patient’s siblings and son that day, who were able to arrange for more family to come to their house and be part of the call. The next morning the palliative care team got in touch to say the patient had deteriorated and the family had requested another video call rather than risk coming into hospital. The family were able to say their individual goodbyes, and the patient passed away peacefully a few hours later.”

Member of clinical team

“Over the past few weeks, I have noticed that the Life Line tool has had a really positive impact on patients and relatives on ICU and think it was a really good initiative. If there are any plans to collect data in relation to the effect that these have had then I would be keen to be involved with this. As I feel that this will be something that would be very useful as a communication tool on ICU moving forward.”

Junior doctor



Feedback | Examples from sites supported by Life Lines

“The app is fantastic and I used it during a cuff deflation and PMV session with a patient. He was able to speak to his family and instruct his wife how to fix their boiler too! A lovely example of functional communication beyond the ward!”

Speech and Language Therapist

“We have used aTouchAway twice today for 2 separate patients. The process was really easy!

It was very clear that the family were very grateful to be given the chance to see their family member and to speak to them. ”

ICU Sister

“This is such an important project. If it was my grandma in ICU I would be eternally grateful for being able to see her or talk to her“

Member of clinical team

“Staff have helped patients make video calls to family yesterday with really positive results for patients, families and staff. Thank you“

Member of clinical team

“We are using the devices more and more, and we are getting excellent feedback from our families”

Critical care consultant

“Thank you. This is an amazing initiative. I helped connect another family today for the first time in several weeks including the family dog. “

Intensive care consultant

“If you were able to extend the offer to provide us with more of these tablets we would be extremely grateful. To see the smile on relatives and patients faces when a video call takes place is heart warming. We have also been able to use them for relatives to video visit our sedated and ventilated patients, enabling the staff to provide support during this most difficult time.”

Senior Sister

“Thank you for our Samsung tablets so that our patients on ICU can contact their families and keep them up to date with their rehabilitation“

Member of clinical team

“We are getting great feedback from our relatives about the videocalls and app. Thank you so much for your support. We’ve been able to make so many ‘last’ calls (which is devastating but also some small comfort to the families). The movement you’ve created is amazing and we’re really glad we’re part of making some positive impact”

Member of clinical team

Messages from our supporters |



Chris

4 days ago

We say goodbye today to a cherished family member. With limitations, & pressure on the health services, the staff were able to setup a live feed to the close family to say goodbye. Thank you x x



Lynsey, Hank, and Hattie. XXx 4 days ago

Donation in memory of a family member who sadly passed away last month. His family were only able to see him and say their goodbyes thanks to staff in ICU having access to a tablet. Sleep tight RW. X



Sally

7 days ago

Having had a dad in hospital for weeks with no visitors, I know what a lifeline a device is. Great idea - hope you raise masses.



Karen

4 days ago

Thank you for your dedication to saving lives and putting your own lives at risk to selflessly save others x



Mirahny and Colin

3 days ago

An excellent project which should receive universal support.



Jan

20 hours ago

Donation made in memory of Richard. All our love. Jan & Martin. XX



Simon

2 days ago

I have witnessed first hand how this emotionally benefits relatives. It's a great cause.



Christina

1 hour ago

In memory of my dad. I wish this had been in place when he died in hospital of C-19 last week. Until it happens to you, you have no idea how vital it is.



£1,033,452
raised of £1,500,000 target
by 207 supporters

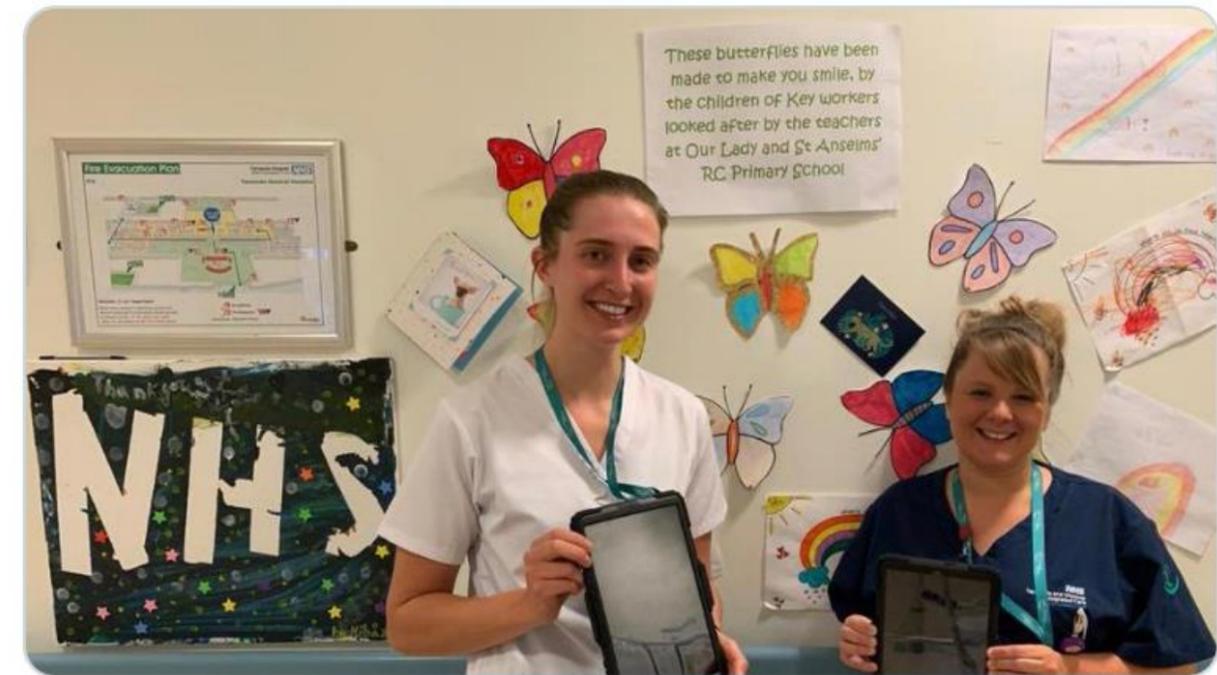
Messages from families and NHS teams | social media

meryl j · May 6
 On behalf of @HywelDdaHB Critical Care team. We would like to thank @LifeLines_ICU for providing us with tablets to enable families to communicate with their relatives in ICU at a time when contact is limited. #patientcentred #thankyou

laura · 2h
 Thank you to @LifeLines_ICU for the donation of ipads to Critical Care at tameside, The ipads have made communication between our patients and their loved ones that little easier & the feedback has been amazing & user friendly.

Nigel · May 7
 Brilliant news this will make a real difference

Kathryn · May 13
 This is wonderful #philanthropy. Thanks for flagging up @LifeLines_ICU's work, @Amelia_J_Cook. Those tablets are precious indeed for isolated hospital patients and their beloveds.



Lyndsay
 Thank you for our life lines at The Countess ICU @LifeLines_ICU @TheCountessNH

Victoria · Apr 24
 One of the most rewarding projects I have been involved with - facilitating families and patients to connect in very difficult circumstances....TY @LifeLines_ICU @LNWH_NHS @StMarksHospital @BowelsOfStMarks

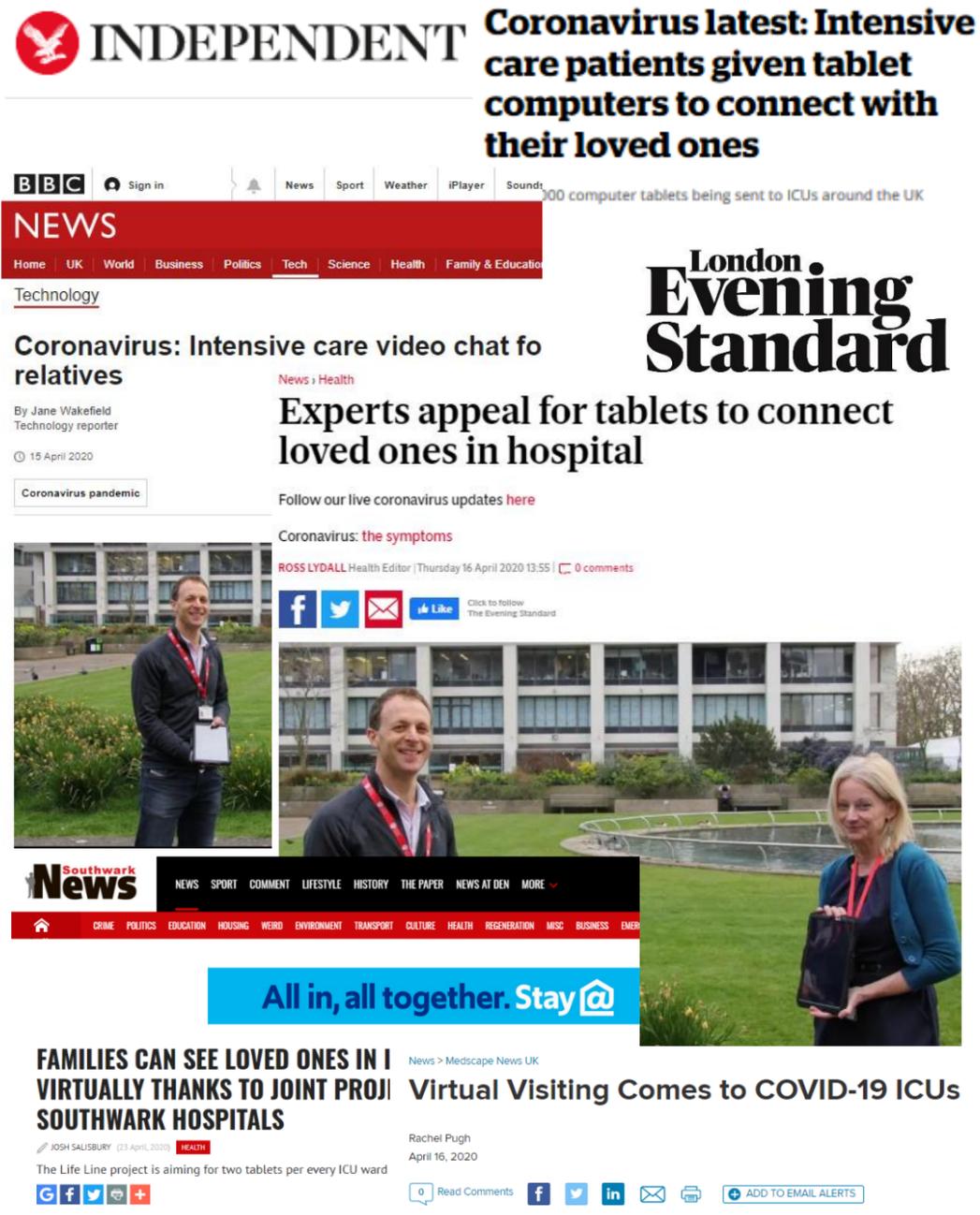


Ragada · Apr 26
 Such an amazing idea and invaluable for our family while my father has been in ICU

Lyndsay · Apr 29
 Replying to @Unbongolil
 Managed our first 2 video calls today, 2-4 more planned for tomorrow. Very gratefully received

Lyndsay · Apr 29
 @LifeLines_ICU - can we request a 3rd tablet for icu step downs? would be a pity to lose such valuable communication at the vulnerable point of ICU step down. (Thinking ahead) Our fab physio team could

Media summary | Updates to 8 May



INDEPENDENT Coronavirus latest: Intensive care patients given tablet computers to connect with their loved ones

BBC NEWS Coronavirus: Intensive care video chat for relatives

London Evening Standard Experts appeal for tablets to connect loved ones in hospital

Southwark News Families can see loved ones in intensive care virtually thanks to joint project between Southwark hospitals

Virtual Visiting Comes to COVID-19 ICUs

Summary of media coverage following launch of Life Lines:

Interview with national newspaper (14 May) – to be confirmed

[Independent](#): Intensive care patients given tablet computers to connect with their loved ones

[BBC News](#): Coronavirus: Intensive care video chat for relatives

[Evening Standard](#): Experts appeal for tablets to connect loved ones in hospital

[Computer weekly.com](#): Tech firms, academia and charities unite to deliver 4G tablets to Covid-19 patients

[Medscape](#): Virtual Visiting Comes to COVID-19 ICUs

[Southwark News](#): Families can see loved ones in intensive care virtually thanks to joint project between Southwark hospitals

[South London Press](#): Stay in touch with Covid-19 patients

[London SE1](#): ICUs to receive tablet computers thanks to scheme launched at St Thomas'

SPECIAL ALERT
Coronavirus Resource Centre
 Find all the latest UK news, expert opinion, and guidance on COVID-19.

Television images of COVID-19 patients dying in Italian hospitals have spurred a project to provide every ICU in the UK with the technology for 'virtual' visits for families barred from visiting relatives for reasons of infection control.

The Life Lines project aims to provide two tablets to every intensive care (ICU) across the UK, to allow relatives to see and speak to their loved ones on a tablet using a secure online platform, called aTouchAway. The aim is to deliver more than 1000 devices by the end of next week. The number of tablets per ICU will increase in the coming weeks supported by a fundraising campaign.



Social media and website summary |

Hear from frontline staff at #UnlockingTheNHS

DR JOEL MEYER
Dr Joel Meyer is a full-time intensive care consultant at Guy's & St Thomas' NHS Foundation Trust. His area of expertise is recovery and survivorship after ICU.

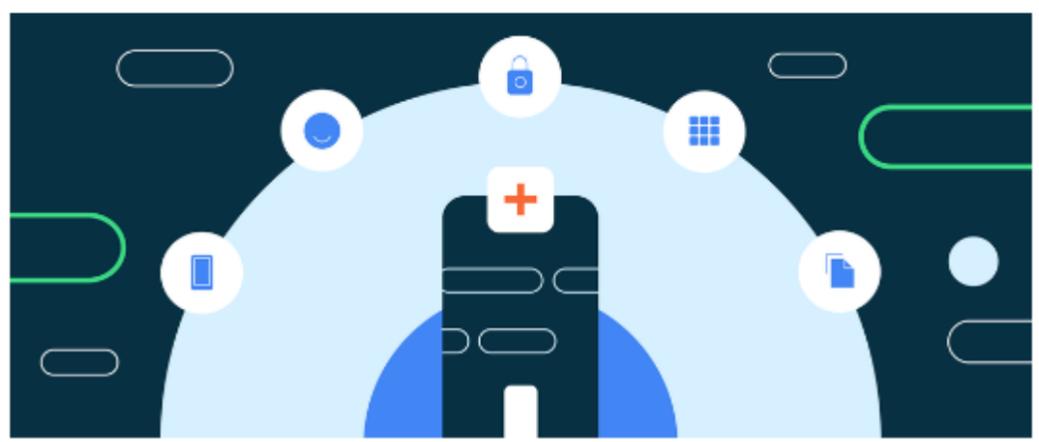


"Since 2016 I have co-developed the novel multidisciplinary Critical Illness Recovery Clinic and Peer Support Programme at G&ST. I champion post-ICU care internationally through the Society of Critical Care Medicine's Thrive collaborative. I am Deputy Chair of the UK Faculty of Intensive Care Medicine's Life After Critical Illness programme. COVID-19 is now bringing into sharp focus the unmet need for comprehensive, coordinated follow up services for patients and families following life-threatening illness."

"COVID-19 has imposed unprecedented visiting restrictions across NHS intensive care. This causes painful separation for families and their loved ones, who have life threatening illness and potentially may die. Recognising the urgency need for a virtual visiting solution, I, CL Professor Louise Rose and I adapted, and successfully piloted, video calling app aTouchAway at St Thomas' Hospital on 17 March 2020. Compelled by the humanitarian need to connect families, we launched Life Lines, a philanthropic, ultra-fast NHS COVID-19 response project. We partnered with tech and mobile partners BT, Samsung and Google. Merely six weeks later, Life Lines has already deployed over a thousand 4G-enabled aTouchAway-ready tablets to 159 ICUs across the UK. Over 9000 video calls with families in ICUs have already been enabled. The disruptive power of the pandemic was catalytic for Life Lines' success."

800 people joined the #UnlockingtheNHS webinar with leaders from across the NHS at which Dr Joel Meyer shared an overview of Life Lines. Available: https://youtu.be/Sudx08mks_4?t=3892

How Android Enterprise supports healthcare mobility needs



Keyword blog posted by Google includes link to Life Lines. Available: <https://www.blog.google/products/android-enterprise/healthcare-response-community/>

Life Lines @LifeLines_ICU
Map of UK @NHSuk intensive care units receiving @LifeLines_ICU tablets so far.
Incredible achievement by the whole team in merely 5 weeks since inception #COVID19
@Joseph_w_Casey @kingshealth @AndyTay21918694 @bt_uk @GoogleUK @Amelia_J_Cook @KingsCollegeLon

King's Health Partners @KingsHealthPartners
The @LifeLines_ICU project, now launched at @GSTnhs & @KingsCollegeNHS with our support helping relatives see and speak to loved ones
Families can experience #virtualvisits via tablet secure online platform, aTouchAway
Learn more kingshealthpartners.org/latest/



Guy's and St Thomas' and 9 others
4:43 PM · Apr 14, 2020 · Twitter Web App
View Tweet activity
24 Retweets 62 Likes



You and 9 others
5:12 PM · Apr 14, 2020 · Twitter Web App