

## Telecare and Assistive Technology 'Best' Practice

This review was undertaken by Peter Knock, Service Development Manager, Adult Social Care, Health and Care Services Directorate, Cumbria County Council. This is not intended to be a complete summary of all services being offered, but is a representative overview. It is largely based on supplier information and other sources available August 2015.

### Managed services approach

- Birmingham - Commission a service from a provider who delivers solutions to meet customers' needs and outcomes rather than elements of a service – equipment, monitoring, response and so on.
- Lancashire – Managed service approach by Tunstall involves local alarms providers. A central hub receives all referrals from the local council (for council commissioned services) and also all self-funders.

### Telecare and Telehealth delivered together

- Northern Ireland – Telehealth (Telemonitoring – remote vital signs monitoring) alongside Telecare delivered at scale (target 3,500 per year) for people with long term conditions.
- Scotland – NHS Scotland has driven countrywide introduction of Telecare and Telehealth to an additional 300,000 people.

### Telecare services delivered at scale

- Birmingham – Use of Telecare to support 7,000 users to stay independently at home. Used alongside Just Checking. Home responder service available for those who need this.
- North Yorkshire – 15% of all packages include Telecare. North Yorkshire County Council have evidence of average savings of £3.6K per person per year.

### Use of Telecare alongside reablement

- Hillingdon – Increase number of Telecare users to 3,500. Offer Telecare free to all residents over 85. Free Telecare for the first 6 weeks for reablement users and those eligible for long term support. Self-fund option also available. They realised £2.9m savings through reductions in residential care placements.
- Blackburn with Darwen – Achieved a rapid increase in use of Telecare across a three year programme from 60 users to 1800 with overall savings of £1.9m. This includes offering Telecare as part of reablement to achieve reductions in readmission to hospital.

### Making Telecare available to those with lower level needs

- Hertfordshire extended Telecare to those not currently eligible for long term support as a preventative service. Expanded availability of Telecare to those receiving support at home services. Target 12,000 Telecare users including 5,500 receiving support at home.

- Barcelona – Extended use of Telecare to 64,000 people including those with lower level needs as a preventative service. This offers a reactive service if the customer presses pendant and also proactive service providing welfare calls on a 15 day cycle informing them of local events and services and key public health campaign messages.

#### **Use of Telecare for fire prevention**

- London Fire Services – did research to show how monitored smoke detectors via Telecare save lives. Now coordinating promotion of these to targeted groups especially people living alone in sheltered housing.
- Cumbria – changed preventative pathway to offer as many smoke detectors as a property needs following a recommendation from Cumbria Fire and Rescue Service.

#### **Use of Telecare and Telemonitoring in care homes**

- Calderdale – Calderdale Clinical Commissioning Group led a project to introduce Telecare and Telemonitoring into care homes. Resulted in improved quality of care and reduced unplanned admissions to hospital. Calderdale targeted 400 residents with Telecare and 500 with Telemonitoring across 25 care homes.
- Stockton – introduced falls detectors in care homes – older people are three times more likely to fall in a care home than in their own home. Provided bed and chair sensors, motion sensors, falls detectors and automatic lighting and succeeded in reducing falls by 67%.

#### **Use of Telemedicine in care homes**

- Calderdale and Cumbria – Use of Telemedicine (video conferencing) links to Airedale Hospital for early diagnosis and treatment, preventing hospital admissions. Being used on trial basis in selected homes.

#### **Use of Just Checking in Learning Disability residential care and supported living**

- Wirral, Cumbria and Lancashire – Use of Just Checking to collect evidence of the needs of residents in residential care and supported living. Aim to reduce the need for support by more personalised support and use of assistive technology.

#### **Use of Telecare to reduce falls**

- Falkirk – Ran a project between local Telecare service and falls team to reduce the number of falls. Telecare service users increased to 6,000 and the rate of falls per customer has fallen by a third.
- Derbyshire – Run falls alert service using Telecare to detect falls and offer a wellbeing check and advice about potential hazards in the home.

#### **Use of physical response services alongside Telecare**

- Nottinghamshire – provide a physical response to Telecare via an emergency home care service which can provide personal care responses – assistance with toileting, medication, reassurance visit.
- Lincolnshire – Wellbeing response service provides response to non-medical emergencies but not personal care.
- Cumbria – Riverside provide a paid for physical response which is the first option if a physical visit is needed. Eden Community Alarms provide a response service using volunteers who visit as a last resort if other response options are unavailable. Eden

Independent Living provide proactive welfare visits alongside a response in emergencies.

- West Berkshire – provide emergency response costing £55 per visit or £25 per visit if council staff are used to respond.
- Progress Housing, Lancashire – provide a lifting service if someone has fallen using specialist lifting chairs.

### **Use of phone and tablet apps to meet social care needs**

- Doncaster – ‘Tap Into’ was funded by Doncaster Council aimed at older people with no or little digital experience. It allows users to stay in touch with their friends and families, receive reminders and prompts from carers and support services, and it also helps to build digital skills.
- Memory apps – for people with dementia
- ‘Autism speaks’ – apps for people with autism
- Cambridge and Bedford – provided targeted isolated older people with tablets using the ‘Mindings’ app to reduce social isolation.

### **Evidence of savings realisable through use of Telecare**

- North Yorkshire - £3654 per customer pa
- Essex - £1919 per customer pa
- Gloucestershire - £5072 per customer pa
- Cumbria - £2143 per customer pa
- Northamptonshire - £3690 per customer pa

### **Stand alone assistive technology**

- Leicester City – provide a range of stand-alone equipment including medication dispensers, stand alone pager alarms, night lights alongside monitored Telecare and safe walking devices.
- Nottinghamshire and Oxfordshire – provide range of sensors linked to carer pager to complement monitored Telecare.
- Cumbria – trial of stand-alone assistive technology providing carer pager and bed, chair, motion and door sensors.

### **Safe walking (GPS tracker) devices**

- North Surrey borough councils, Gloucestershire, Cumbria – offer GPS tracker devices with button to call for help if lost and safe zone areas.

### **Dementia equipment**

- AT Dementia website – includes a product guide listing equipment to support people with dementia and their carers.

### **When to use Just Checking**

- Just Checking – use of Just Checking kits for dementia and learning disability recommended by Just Checking for the following scenarios:
  - People being considered for residential care

- Expensive care packages
- Increases in care packages following reviews
- Where night support is needed

#### **Welfare checks using Telecare**

- North Somerset – offer welfare checks using reminder prompts which require acknowledgement by the customer. If not acknowledged an alert will be raised to the monitoring centre. Bed, movement and electrical usage sensors can also be used to check that a customer is OK.

#### **Use of medication prompting via Telecare**

- Hull City Council – introduced use of medication carousels to cut down on medication prompting visits by home care staff, improve independence and medication compliance. Cost avoidance £45 per week with cost of £100 for carousel.
- West Midlands – ran a pilot of medication dispensers involving 71 people over a six month period. Resulted in £107K home care cost avoidance and £151K saving in reduced hospital admissions from better medication compliance.

#### **Use of Telecare to support carers**

- Essex – promoting use of Telecare to support carers – bed and chair sensors linked to wrist worn carer pager alerts carers if the person they care for is moving unsupported and may be at risk of falling.
- Cumbria – trial of stand-alone Assistive Technology to support carers looking after people with dementia. This provides a simple pager which can be connected to bed, chair, door, and motion detectors.