

## Telecare at scale

### The challenge

The health and social care system is facing enormous challenges, as people are living longer often with more complex care needs and health conditions. It is essential to find new approaches that enable more efficient and effective care, and support people to live independently.

How has Lancashire County Council's increased use of telecare supported the development of new service delivery models that enable more people to live independently at home or in their local community with better outcomes?

### What we did

Lancashire County Council appointed Tunstall as a Development Partner in 2015, to guide and shape the way adult social care telecare services are delivered for Lancashire County Council for up to seven years. Telecare is just part of an integrated care model, across social care, housing and health, which aims to generate efficiencies through coordinated care delivery, deliver better outcomes and significantly improve the user experience for Lancashire's citizens. Tunstall appointed Progress Housing Group as lead subcontractor, and is also working closely with West Lancashire Borough Council, and Together Housing Group to deliver a county-wide service.

“ We are increasingly focusing on ways of helping people to better look after their own health and wellbeing, and developing service delivery models that enable more people to be supported in their local community. We've made a clear commitment to embed telecare into our services to help us to provide better outcomes and enable a more efficient and effective integrated care system for the future

**Tony Pounder, Director of Adult Services,  
Lancashire County Council**



## Service delivery

The overall vision for the service is to 'ensure more people benefit from the use of telecare, so they increase or maintain their independence, stay safe and continue living at home'.

The old service model was fragmented, and introduction of the new, more integrated model addressed the following issues to ensure the service reaches those who will benefit most:

- Simplifying the referral process to make it easier to use and more consistent, thereby encouraging referrals from professionals
- Embedding telecare into the mainstream assessment, support planning and review processes for adult social care and reablement services, rather than it being bolted-on to other services or not considered as a potential support option at all
- Simplifying the charging arrangements and the financial assessment process to ensure they do not act as a deterrent to potential users



**Over 400** social workers, occupational therapists, social care support officers and mental health staff have attended telecare training

As part of the project ambitious learning and development goals were set to ensure across the health and social care workforce. Over 400 social workers, occupational therapists, social care support officers and mental health staff have attended telecare training:

- Awareness of the solutions available and their applications and benefits
- How to make telecare the first option for social care provision
- How to use telecare to prevent the commissioning of higher cost services
- Telecare awareness and training is part of the Council's new Social Care Academy, commencing September 2018





## Results

The service is free to those eligible under the Care Act 2014 and is now being used by 8,458 (31st May 2018) people to help maintain independence and safety, with approximately 350 referrals being received each month.

In addition to working closely with health and social care colleagues, Tunstall and Progress Housing Group have also established excellent links with Lancashire Fire and Rescue Service and the Prison Service, Lancashire Wellbeing and other community-based teams that support the delivery of the service. Programmes of work are continuously being updated and developed to increase the scope of the service.

York Health Economics Consortium (YHEC) is undertaking an economic evaluation of the Council's telecare service, answering the following question;

*From the perspective of a local health and social care economy, is the provision of a personalised package of telecare to adults aged 65 and over preferable to the provision of social care services without telecare?*

This evaluation is expected by the end of 2018, but initial results are as follows:

- Around **50%** of the people using telecare don't need any other long-term support from the Council.
- Around **50%** receive other support, including **35%** with a home care package.

For the 35% of service users receiving telecare and a homecare package versus just a homecare package the average saving is £12.77 per service user per week (April 2017 - April 2018, 2,716 residents).

This equates to a **saving of £1,803,532 per year** for the council.

## Case study - Mrs B's story

### The situation

Mrs B lives alone in a caravan on a retirement site. She has mild dementia, diabetes, very poor mobility and high risk of falls. Mrs B smokes, and burn marks around the area where she sits indicate that this is a high risk. Four care visits a day were in place, for meal preparation, personal care and medication prompts. Mrs B had a Lifeline home unit and pendant, but failed to use her pendant when she had previously fallen. She has expressed her wish to regain some of her independence.

### The solution

Mrs B has been given an iVi intelligent pendant, which will automatically raise an alert at the response centre if it senses she has fallen. A heat detector has also been installed which will notify the response centre if it detects a fire. Mrs B has also been given a medication dispenser, which can be refilled by her daughter, and which will help Mrs B take her medicine properly.



### The outcome

Because the medication dispenser has been provided, two of the four care visits a day have been removed, enabling Mrs B to be more independent. The heat detector will help to manage the risks presented by Mrs B smoking, and the iVi removes the risk of Mrs B not pressing a pendant if she falls. Without telecare and her care package it would be unsafe for Mrs B to remain at home.

Reducing Mrs B's care visits from four to two has also resulted in an annual saving of **£4,641**.

### Family feedback

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I just wanted to write as I can't believe **how fortunate we are to have the Telecare Service**, and also how efficiently it's run. My Mum is 91 and has been disabled for some years, first with severe arthritis affecting almost all of her body, and later by strokes. She now also has dementia. Despite all, and with the help of family and carers who come in for an hour a day, **she lives independently and very happily at home. I can't see any way this would ever be possible without the service that Telecare provide.**

The people on the other end of the line when the alarm is triggered are always - without exception - calm, friendly, **PATIENT** in the face of numerous accidental triggers, and pleasant, **making my Mum feel safe and protected, and warmly cared for.**

**I have no doubt that without Telecare I would need to live with my Mum full time**, which would mean I wouldn't be able to fulfil my caring role with my grandchildren, which would impact on the whole family. Or Mum would be already in a home, which she would hate, as she is fiercely independent.

Once again, a huge thanks.

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