The potential of Telecare: What does it mean for housing and care providers?

Paul Finch
Business Relationship Manager
Telecare Services Association
Our Vision:
People choosing technology enabled care & support to enrich everyday life
About TSA

Support the provision of high quality Telecare & Telehealth Product and Services:

- Around 360 Members
  - Service Providers
  - Supply Sector
  - Related Professional Interest
    - Academics
    - Commissioners
What We Do

Promote and develop Telecare and Telehealth Services:

- Lobby Government
- Work with academics
- Support research and best policy
- Support members
- Special Interest Groups
  - Technology
  - Marketing
  - Emergency Services
- Develop Standards
Why have standards?

Standards are knowledge:

- They are powerful tools that can help **drive innovation** and **increase productivity**.

  They can make organisations more **successful** and people’s everyday lives **easier**, **safer** and **healthier**.
# TSA Integrated Telecare and Telehealth Code of Practice Matrix

<table>
<thead>
<tr>
<th>Standards Modules</th>
<th>Service Blueprint</th>
<th>Referral/Risk Stratification</th>
<th>User Profiling</th>
<th>Telecare/Telehealth Plan</th>
<th>Service Tailoring</th>
<th>Installation</th>
<th>Monitoring</th>
<th>Response</th>
<th>Re-Evaluation</th>
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- ✓ Telecare only
- ✓ Telecare & Telehealth
- SC = Service Centre
Collaboration
Telecare Evolution

1. Service Redesign
2. Technology Innovation
3. Review Service Propositions
1. Service Redesign
2. Technology Innovation
National Issues

- 15.4m people in the UK have one or more long term condition (more than 1 in 4 of the population)
- From 2011 to 2035 the over 65s will rise from 10.5m to 14.8m
- 6 million people are carers
- 800k people are living with dementia – currently one in 14 aged over 65 and one in six aged over 80. Within next 30 years this figure will double and cost £50bn a year
- 2013 Spending review reducing budgets at a time when significant pressures on local services
- Health and Social Care Integration Transformation Fund - £3.8 billion - BETTER CARE FUND
- Opportunity for Health Housing and Social care to ensure closer integration and improve services

www.telecare.org.uk
Health and Social Care Act 2012

Commissioning responsibility from DH to NHS England

- DH Policy ‘making sure health and social care services work together
- Policy brings local Councils into ‘Joint commissioning’
- **Mandate for joined up care**
- Legislation for new standards for Electronic Data Sharing
- The Health and Social Care Act 2012 puts clinicians at the centre of commissioning, frees up providers to innovate, empowers patients and gives a new focus to public health
Our customer Rita’s journey

Rita is 79 years old and lives alone in social housing. Her only income is her state pension and the benefits she now receives due to her circumstances. She has long-term health conditions and reduced mobility so her GP knows about her, but at this point in her journey she doesn’t currently need other services or support.

Rita has a fall!
She is collected by an ambulance.

Rita is transferred to A&E
She is admitted, assessed and treated.

Rita is discharged
She is treated and sent home.

Rita has reablement
She regains some confidence.

Rita dies in hospital

Who calls the ambulance?
Does the crew force entry into her house?
How much important time is used checking medications and gathering info?
How will they triage and treat in time?

3rd party
Health
Social Services
Housing
Telecare
Fire safety
Police

GP

Rita's journey
Rita’s information
Questions

Who does Rita allow to use, hold or share data?
Are NOK involved?
How is service to service consent managed?

People
Process
Org. systems

Rita's information

Discharge letter
Printed sheet of drugs

Given to Rita
Given to Social Services

Discharge team
Multi-disciplinary team meeting

Rita has separate assessments:

Rita sent home with telehealth service for her long-term condition

Rita is sent home with telecare

Rita activates her alarm
She is confused and needs a mobile response; an ambulance is called again

Rita is transferred to A&E
She is admitted, assessed and treated.

Rita is reviewed by health
Rita is reviewed by telecare
Integrated Care – Better Care Fund

• Ensure transformation in integrated health and social care
• Single pooled budget to support health and social care working more closely
• 5 year strategy
• Share information, share staff, share money, share risk
• Programmes that deliver better outcomes for individuals
• Shape sustainable health and care
Why is integration so important?

• We know why integration is important for the service user – better service

• We know why integration is important for the health and social care system – reduced costs, increase quality

• As an industry internal integration is also important

✓ Work together – reduce duplication, share best practice
✓ Innovate – improve quality
✓ Strong voice – raise awareness of TECS, increase demand
✓ Healthy competition – create choice
✓ Shared learning – create a TECS evidence base
Personalisation Agenda

• Giving customers more CHOICE and CONTROL of Health and Social Services
• Self-Directed Care, Personal Health budgets
• Social Care personal budgets and direct payments
• Allowing individuals to be ‘COMMISSIONERS’ of their Health and Care Services
Individual Perspective

“being able to plan my care with people who work together to understand me and my carers allowing me control, and bring together services to achieve the outcomes that are important to me.”

National Voices
1. Service Redesign
2. Technology Innovation
Older Style Equipment

www.telecare.org.uk
Newer Style Equipment
Older Style Equipment
Newer Style Equipment

- Smoke Detector
- Flood Detector
- Sounder Beacon
- PIR (Movement Detector)

www.telecare.org.uk
What Does the Future Hold

• More aesthetic pleasing devices
  – Badge of disability
• IP based technology
  – Call presented within seconds
  – Internet Not currently reliable
  – Requires backup
IP Based Systems

www.telecare.org.uk
Lifestyle Monitoring

www.telecare.org.uk
Minimising Social Isolation

www.telecare.org.uk
Impact on Service Design?

• Service Re-design into an integrated model for care and support
  – Potential cost savings
• Staff and Resident Consultation
• Training
• Timescales
• Service Response
Impact on Building Design?

• Buildings need to be future proofed for technology
  – Infrastructure
  – IP Provision
  – Cabling
• How will it be monitored
• Service Response
THE INTERNATIONAL TELECARE & TELEHEALTH CONFERENCE 2014
17 – 18 November 2014

Plenary Speakers include:

ESTHER RANTZEN CBE, founder of The Silverline
Prof Sir BRUCE KEOGH, National Medical Director NHS England
MARK DRAKEFORD AM, Minister for Health & Social Services Wales
NICK GOODWIN, CEO International Foundation for Integrated Care
DAVID PEARSON, Chief Executive, ADASS
Prof GEORGE CROOKS OBE, Medical Director NHS24
HELENA HERKLOTS, Chief Executive, Carers UK
MICHAEL SERES, Patient Entrepreneur