



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board
Held on	15 February 2017
Agenda Item	7
Title	Technology Enabled Care
<p>Summary</p> <p>A report to update members of the IJB on the progress of East Renfrewshire Technology Enabled Care Programme workstreams.</p>	
Presented by	Ann Steele, Technology Enabled Care Service Manager
<p>Action Required</p> <p>IJB members are asked to note and comment on the report.</p>	
<p>Implications checklist – check box if applicable and include detail in report</p> <p> <input checked="" type="checkbox"/> Financial <input checked="" type="checkbox"/> Policy <input checked="" type="checkbox"/> Legal <input type="checkbox"/> Equalities <input type="checkbox"/> Efficient Government <input checked="" type="checkbox"/> Staffing <input checked="" type="checkbox"/> Property <input checked="" type="checkbox"/> IT </p>	

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EAST RENFREWSHIRE INTEGRATION JOINT BOARD

15 FEBRUARY 2017

Report by Chief Officer

TECHNOLOGY ENABLED CARE

PURPOSE OF REPORT

1. To provide an update to Integrated Joint Board members on the Technology Enabled Care Programme development work in East Renfrewshire.

RECOMMENDATION

2. IJB Members are asked to note and make comment on the report.

BACKGROUND

3. Technology Enabled Care (Tec) refers to the use of technology to support people to live safely and independently at home. It is a cost effective means of providing the right support at the right time in the right place (Telecare), it empowers people to take more control in the management of their long term condition (Telehealth) and includes (digital) technology that supports health and wellbeing; e.g. accessing trusted online health and care information, using video calling to link with family and friends
4. East Renfrewshire has a fully managed 24 hour Telecare service which is delivered in partnership with colleagues in Community Safety through their Safety Net service. Safety Net delivers in house call monitoring and staff are trained in triaging alert calls to determine the most appropriate response. This reduces the amount of false alarm calls that could otherwise result in emergency services being asked to attend.
5. Our dedicated Telecare Responder Team provides flexible personalised emergency support to our vulnerable residents in their own homes. Overall the Telecare service gives individuals and their carers confidence and reassurance that help is on hand when needed, and has consistently met the standards required for accreditation to the Telecare Services Association.
6. In April 2015, East Renfrewshire secured funding from the National technology Enabled Care Programme to support our local Tec development projects. In April 2016 an additional funding bid was successful to continue the Tec workstreams until 2018. Funding is released in stages subject to progress being made.

REPORT

7. The main aim of East Renfrewshire's Tec programme is:
 - to increase the numbers of people benefitting from the use of technology to support them to live safely and independently at home
 - to reduce the numbers of unplanned admissions to hospital and to facilitate safer discharge for those returning home
 - to embed the use of Tec in integrated service delivery and personalised care options

8. This report focuses on achievements and progress of the projects within the Tec programme. It highlights our commitment to the use of technology to support preventative and anticipatory models of care.

Expand Telecare responder Team – project complete

9. In addition to providing emergency help, Tec funding has allowed us to increase the capacity of the Responder team to provide a flexible response for people with complex needs, who require support with urgent personal care needs out with planned care visits, which traditional home care services neither have the capacity or flexibility to provide. This 24/7 service enables people to live at home with dignity and prevents admissions to care homes.

Develop the role of Telecare Responder – project in development

10. Developing the scope of the Responder Role and upskilling staff to be able to respond to wider emergencies including non-injured fallers will reduce the demand on already stretched Ambulance Service. This project will support plans for a whole system approach to out of hours' service provision across Health & Social Care. Work has begun to identify training requirements and activity analysis is being gathered to inform workforce planning.

Hospital Discharge Project – project complete

11. Aligned to the Safe & Supported work programme, the provision of a Telecare alarm free for 6 weeks is now an integral component of all hospital discharge care. By upskilling our responder staff, we are able to install the equipment on day of discharge giving confidence to individuals and reassurance to family and carers that help and support is on hand when needed. This project is now complete, and following the success of the project, the Tec Steering Group has approved expanding the 6 week trial initiative to all new service users.

Development and implementation of telehealth monitoring – project commenced

12. Research shows that people have better outcomes when they take a more active role in the management of their condition and use less healthcare resources. We have recently advertised a nursing post within the Tec team who will promote and lead on the development of a new clinical support service in East Renfrewshire. A simple telehealth text messaging system allows patients with long term conditions and their clinician to manage their condition in a more convenient way. The system (Florence) is already being used in over 70 health and social care organisations, producing positive outcomes for patients and health staff. Patients use their own mobile device, to text vital sign readings to Florence and receive advice based on agreed parameters. Clinicians will receive an alert if a patient's condition deteriorates allowing proactive action to be taken. Set reminders and health tips can be automated to improve the patient's health and wellbeing. The telehealth lead will work with GP and Practice Nurse staff to identify opportunities and support them to implement the system within current clinical pathways.

Dementia Support – Missing Persons Good Practice Guide –

13. We are co-leading on work with Police Scotland and other partnerships to develop a protocol and good practice guide to support people who are at risk of becoming a missing person, and have participated in the testing of a new missing persons app (purple alert) being developed by Alzheimer Scotland.

Dementia Support – Nuisance Scam Calls – partially complete

14. The Tec service has provided 300 call blocking devices to date which are installed by the East Renfrewshire Council prevention team when giving practical advice to residents about cold callers and how to avoid being scammed. We have developed a service level agreement in relation to Prevention Officer post (part funded by the Carers budget) who will work with the Tec Service to raise awareness of the work as widely as possible and to work closely with people receiving post diagnostic dementia support and their informal carers. The agreement will include mechanisms for reciprocal referrals and sharing of information.

Living it Up self-management hub – Project in Development

15. Living it Up is an online digital platform to support people with long term conditions. It provides trusted advice to support health and wellbeing including national information relating to issues such falls, keeping well, exercise etc, but also local information about how to get active in your community and information about groups and services in your area. Living it Up will support the Community Led Support service redesign. The project work will involve supporting community partners to develop content, news and events articles to ensure individuals access national and local information matched to their interests and skills. Living it Up is now part of Health Information Services under the governance of NHS24. A meeting has been arranged with the Living it Up and NHS24 programme team to agree a memorandum of understanding and discuss any resource implications for this work.

My Life My Way SDS Pilot – Project complete

16. We have supported the My Life My Way SDS pilot by providing tablet technology on loan to residents living in a care home environment, and we have working in partnership with our Library Service colleagues to provide 1-1 coaching for residents and training for staff and volunteer digital champions that will ensure long term sustainability. This work has opened a new world for residents enabling them to pursue interests online or communicate face to face with family more regularly.

Tec Marketing and Awareness – partially complete

17. We have designed new leaflets, posters and branding that reflect the broader Technology Enabled Care opportunities. We have commissioned a video resource, updated our web pages and are currently developing an online form to enable easier access
18. The recently established Tec demonstration room based within East Renfrewshire Carers Centre is now being utilised on a regular basis and has received positive feedback from staff and groups who have visited. In addition the Tec team have delivered awareness sessions to various staff, organisations and groups including HSCP, Acute, Primary Care, Pharmacy and Voluntary organisations.
19. The original marketing plan has been reviewed and work going forward will include refining online resources and information, exploring social media and supporting staff awareness of digital opportunities.

Embedding use of Tec by all disciplines across the HSCP – project in development

20. The aim of the project is to embed the use of Tec in all processes and pathways across the organisation. Work on a mandatory training programme has commenced. Training content will include Telecare, home health monitoring, digital self-management tools &

information and apps that support health and wellbeing. This project is closely linked to the Fit for Future service reviews.

FINANCE AND EFFICIENCY

21. The funding allocation for 2015-16 is £470k to progress agreed workstream projects. This was match funded by £366k integration fund allocation for the Responder service and £110k from the Telecare mainline budget.
22. The funding allocation for 2016-18 is £600k to progress the remainder of detailed workstream activity. This award is subject to reporting evidence of satisfactory progress, and that Tec is embedded into the strategic planning process with exit planning to ensure sustainability.

CONSULTATION

23. During National Digital Health and Care week, 2 events were held locally for staff and members of the public to share knowledge of digital opportunities and developments. Exhibitors showcased a range of technology and services; and our cinema room screened a selection of video shorts of technology in action (including our newly commissioned Tec video). Over 200 people attended the events and the digital participation forum provided feedback to what people told us at last year's event and gathered feedback from attendees on the day of our digital progress and on the event itself.
24. All new Telecare service users are visited 6 weeks after installation and annually thereafter. A satisfaction questionnaire is completed during these visits and this information is used to inform the annual report and future service development.

PARTNERSHIP WORKING

25. Building on previous successful partnership working, we continue to support our colleagues in the Prevention Team in the fight against door step crime and nuisance scam calls which not only can result in significant financial loss but also in the loss of confidence to live at home. The Tec service has provided 300 call blocking devices to date which are installed by the prevention team along when giving practical advice to residents about cold callers and how to avoid being scammed.
26. We have supported the My Life My Way Self Directed Support pilot by providing tablet technology on loan to residents living in a care home environment, and we have worked in partnership with our library service colleagues who provide 1-1 coaching for residents and training for staff and volunteer digital champions that will ensure long term sustainability. This work has opened a new world for residents enabling them to pursue interests online or communicate face to face with family more regularly.
27. We continue to hold regular partnership meetings with Scottish Fire & Rescue colleagues to develop a memorandum of understanding and to monitor levels of linked smoke alarm installations and home fire safety visits.
28. We have established links both at a national and partnership level, playing a pivotal role in the development of a national digital self-check tool for telecare which is in the final stages of development.

29. We are co-leading on work with Police Scotland and other partnerships to develop a protocol and good practice guide to support people who are at risk of becoming a missing person, and have participated in the testing of a new missing persons app developed by Alzheimer Scotland.

IMPLICATIONS OF THE PROPOSALS

Policy

30. The use of digital technology is a key strategic priority for the Scottish Government. Technology offers exciting opportunities to provide a cost effective means of supporting citizens with health, social care and housing options to achieve better outcomes for individuals and those who care for them.
31. Digital is also a key strategic priority for East Renfrewshire in modernising how we work and how we support people in our communities. Technology Enabled Care features in the HSCP's outcome delivery plan as a key component of supporting people to maximise their independence and its contribution to the effective redesign of care and support services is recognised.
32. Tec supports preventative models of support and will play a key role in the success of the Community Led Support programme, and as residents and their carers are increasingly using technology in other areas of their lives, the demand for technology based solutions will rise.

Staffing

33. A number of newly created posts have been realised via the additional temporary Tec funding. Further work is required to develop the business case for mainstreaming the service, including detailed modelling of impact on other HSCP budget areas. .

Property

34. The HSCP accommodation strategy is considering the options for out of hours accommodation.

Legal

35. Data sharing between partners i.e. reciprocal referrals with Fire Service and Prevention Team, meet the information sharing protocol checklist provided by the data security officer

IT

36. East Renfrewshire's call handling system operates over the analogue telephone network (similar to others across Scotland). Analogue telephony systems will be replaced by digital networks starting as early as 2018. Replacing the current out of contract agreement by investing in a fully digital system is already being considered, which would provide a more efficient and increased capability, offering a wider range of technology options to support our residents.

CONCLUSIONS

37. The ongoing development of Technology Enabled Care is crucial to being able to provide cost effective personalised support to large numbers of people. It will contribute toward meeting Health & Wellbeing Outcomes by supporting people to remain independent for longer; and take more control over managing their health.

RECOMMENDATIONS

38. IJB Members are asked to note and make comment on the report.

REPORT AUTHOR AND PERSON TO CONTACT

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BACKGROUND PAPERS

None

KEY WORDS

Technology Enabled Care, project update, Tec

A report detailing the progress of the Technology Enabled Care Programme in East Renfrewshire