Telehealthcare - helping us all through difficult times

25.2.09

James Buckley

Continua
HEALTH ALLIANCE

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Discussion points

- The role of telehealthcare in transforming health and social care
- Credit crunch efficiency savings
- Maximising innovation and choice for users and carers whilst ensuring safety
- The future shape of adult social care

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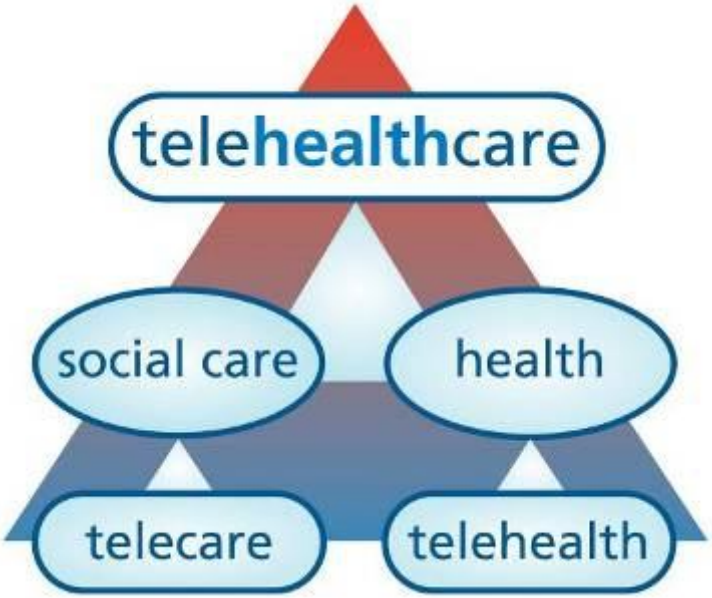
The role of telehealthcare in transforming health and social care



Telehealthcare delivers:

- Improved personal outcomes
- Improved quality of life
- Economic efficiencies
- Sustainable health and social care systems
- Preventative solutions

Market leading tele**health**care solutions support older people and those with long-term needs, to live independently, by effectively managing their health and well-being.

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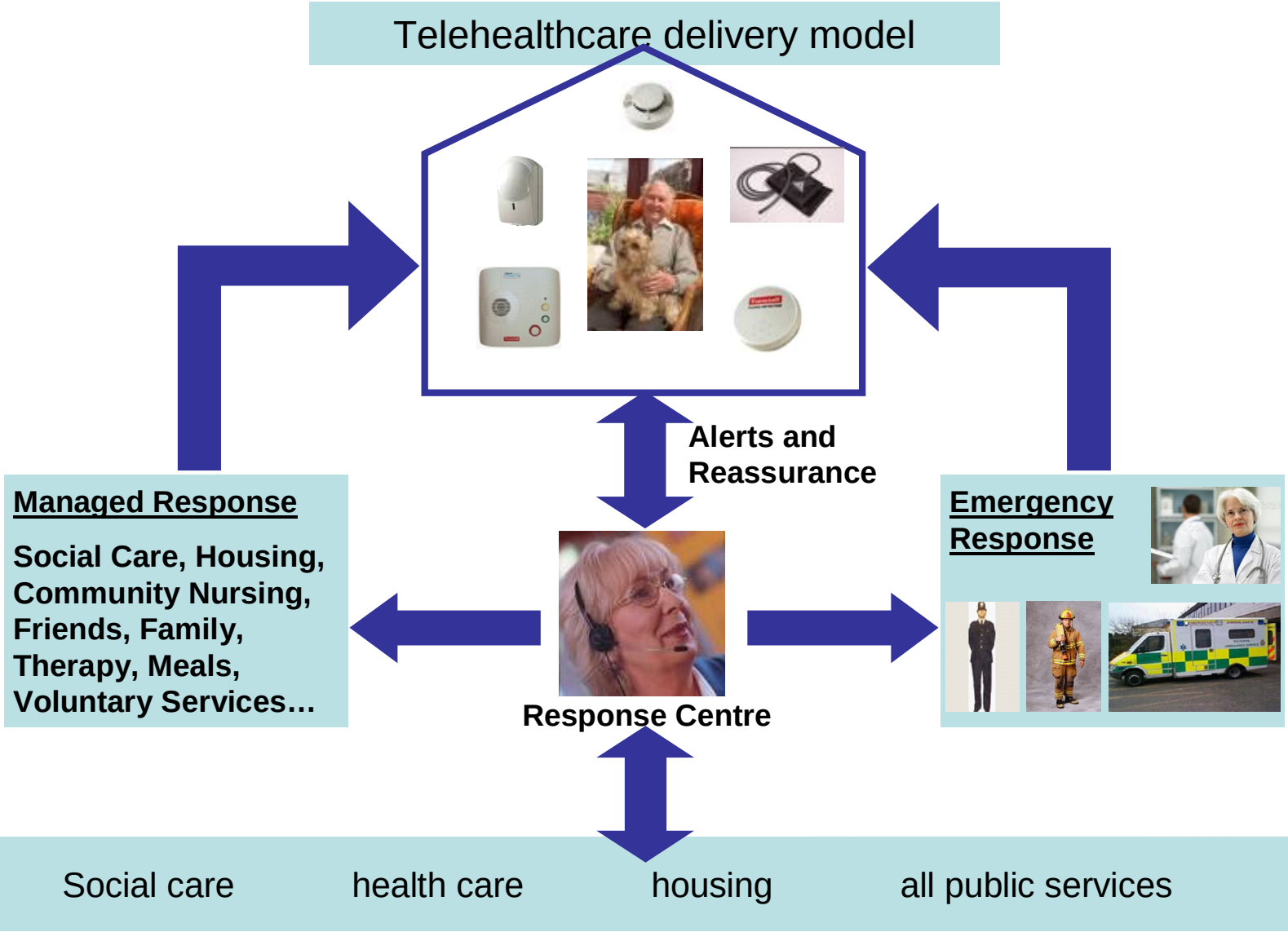
How does Telehealthcare fit into the system?



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Sunderland's preventative approach

Sunderland City Council

BACKGROUND

- One of two LA's to offer care service across all 4 FACS bands (from critical to low needs)
- Lowest Council Tax in the region
- Excellent Adult Social Services and Housing Authority (3 Star)

How does Sunderland achieve this, despite having a higher level of social care need than England as a whole?

OUTCOMES

- Policy decision to support people with low-level preventative services
- Everyone who receives a care service in Sunderland, automatically is given a telecare service as well - 22,000 users, of which 1,100 are enhanced telecare
- Created the new role "Social and Healthcare Assistant" – upskilling staff was fundamental to modernisation of service
- 15 year plan for social care 2008-2023

Residential & Nursing care admissions falling

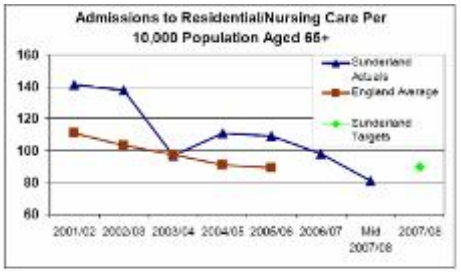

Figure 2 – PAF C72 – Annual number of authority-supported admissions of older people residential/nursing care per 10,000 population

www.tunstall.co.uk/casestudies

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Evidence leads to mainstreaming of service

North Yorkshire County Council

BACKGROUND

- By 2020 there will be 50% more people over 65, 54% more people with dementia
- If the general model of social care service provision remains the same, by 2020 NYCC will need 3420 more domiciliary care packages and 1817 additional places in care homes at a cost increase of **£43m per annum** in real terms by 2020.

OUTCOMES

- Two pilot projects in Selby district and Harrogate ran in 2005–2006.
- **From 42 clients** on the pilot the cost comparison between a traditional package of care as compared with the package including telecare, **produced a gross saving of <u>£6,800 per person</u> or a net saving £4,300 per person.**
- 21 people were diverted from residential care (including EMI placements) and were enabled to live independently in the community.
- Today, telecare is available for all individuals needing Adult and Community Services support as part of the range of mainstream personalised solutions to suit their individual circumstances. 11,264 telecare users @ 30 June 08

"Residential care would become 'a thing of the past' within 20 years as the council provided more extra care housing schemes with Telecare, designed to allow people to live independently."
Derek Law, Corporate Director, Adult Social Care, NYCC

Evidence put forward for mainstreaming service

Gloucestershire COUNTY COUNCIL

BACKGROUND

- 52% rise in 75+ and 76% rise in 85+ by 2025
- Dependency ratio set to fall to 3:1 by 2025 from 4:1
- Significant shortfall in both financial and human resources needed to provide support
- CSCI recommend greater use to be made of telecare

OUTCOMES

- In May 2006 TeleG (Gloucestershire telecare project) was launched (using PTG)

- Analysis of the two year project has revealed actual net savings of
  - **£405,088** across 55 users

- Extrapolating these average savings, the external evaluator shows potential health and social care net savings of
  - **£4.27 million** across 368 users
  - **£11.6 million** across 2000 users

Breakdown of cost savings from 55 users	%	£ saving
Social Care		
Residential care	71	£198,189
Meals on Wheels	5	£ 13,957
Home Care	19	£ 53,036
Intermediate Care	5	£ 13,957
Total social care	100	£279,139
Health		
Ambulance Call Outs & Hospital Admissions	100	£125,949
Total		£405,088

- Initial contributions to mainstream the service could be allocated pro rata 79% to Community adult care and 21% to health sector

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User & carer outcomes: Health Psychology Report

Gloucestershire COUNTY COUNCIL

- 55 service users and carers were interviewed/surveyed
- The report concluded that telecare can provide cost effective interventions which are:
  - Client centred
  - Supporting the delivery of strategic goals for both health and social care
  - Telecare has increased the independence, peace of mind and well-being for both users and families

96% - rated telecare as important or very important

94% - felt telecare service had maintained or improve their independence

86% - found the telecare improved their confidence

73% - of staff saw an increase in user's quality of life

Source: see delegate pack insert

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Actual quotes from clients and carers

"If you take Telecare away from me you may as well take part of me away with you as well"

"I would be lost without telecare"

"I'd recommend it to anybody and everybody"

"I could not imagine going back to a service without Telecare available – we would be back in the dark ages"

"I have to say it saved my life"

"I am not feeling stressed out so much anymore"

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Innovations in service delivery - telehealth

NHS Sheffield

BACKGROUND

- Population of 516k, Sheffield has a legacy of an industrial past
- In some areas, prevalence of COPD is 5.5%-8% (national ave is 1.5%)
- To improve healthcare outcomes and reduce dependency upon secondary care, decided to pilot telehealth initiative

OUTCOMES

- Telehealth monitors were given to 30 high-risk patients for a duration of five months
- COPD-related **hospital admissions decreased by 50%,** saving the PCT between £30,000 to £40,000, which allowed them to purchase more monitors.
- Based on a cost of £2,000 per admission, saving 50 admissions a month could potentially save **£1,200,000 pa**.
- Home visits by COPD nurses reduced by **80%,** cutting travel costs and enabling prioritisation of workload
- Winner of 2008 NHS Health and Social Care Awards, category for Innovative Information & Communication Technology

"Because my COPD is so acute my sister has been caring for me every day for 3 years, but now I have telehealth and my sister knows that the nurse is looking at me every day, and that they will come if there is a problem. She has now had her first holiday in 3 years!" Mrs R – COPD patient

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Madeline – living with Huntington's Disease, with a young family

THE CHALLENGE

- Madeline is 42 and lives with her husband and three children (12, 9 and 6).
- 3 visits a day for home care support, family visit between these times.
- Madeline's Huntington's Disease affects her physical and mental functioning with limited ability to mobilise and increasing number of falls.
- Her family are concerned that if she falls between visits she may not be found for sometime, as she is unable to use a pendant to summon help.

THE SOLUTION

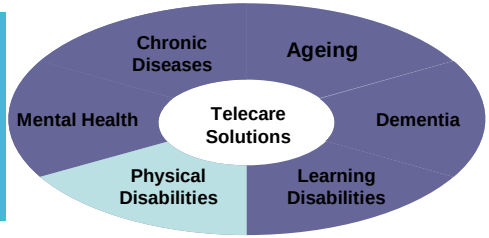
- Fall detector and a range of sensors - the alert from the fall detector goes initially to the family, however the Housing Association provides 24 hour response cover

THE OUTCOME

- It is the wish of Madeline and her family that she remains at home
- Telecare gives Madeline space and time on her own which is very valuable to her
- It reduces family stress allowing them time in their own home, knowing that they will be alerted
- Monitoring centre records falls data which is used to monitor the situation as an assessment tool for future service provision

"We felt a sigh of relief when the equipment was installed; the pressure to be constantly going backwards and forwards between the properties has now been eliminated. Madeline is also much happier not to be constantly checked on 'like a child'" husband

Harry – living with MS, prone to falling



THE CHALLENGE

- Harry is 66 lives with his wife in privately owned bungalow. Stated issues = mobility, general health & nursing needs
- This gentleman has MS and various other medical problems. He has no formal care, his wife is main carer and works part time.
- This gentleman is prone to falling over when answering his front door when his wife is not present.

THE SOLUTION

- Door Entry System Harry knows that if someone comes to the door, he can speak to them via an intercom and press a button to let them in if he wants to
- This helps with his anxiety levels, and stops him falling through rushing. He now feels more confident to be on his own.

THE OUTCOME

- Helps with carer anxiety. Avoids hospital stays due to falls.
- This means his wife can remain working which helps with carer stress.

"My anxiety levels have reduced and I know I won't fall through rushing to answer the door. My wife was considering giving up her job, and I'm grateful she doesn't have to now." Harry

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The importance of Safeguarding: Activities of daily living

Argyll & Bute COUNCIL

THE CHALLENGE

- Mrs C has suffered from long term memory loss caused by acute inflammation of the brain since 2002, was hospitalised, entered a nursing home in 2003, recovered slightly so moved back home with her husband.
- When her husband passed away she moved in with her daughter but she was keen to return home
- Her daughter was particularly concerned about eating patterns and falls at night

THE SOLUTION

- ADLife builds upon an existing telecare system, creating an early warning system
- Mrs C needed prompts to perform daily activities such as preparing meals
- Every time a sensor is activated, the information about which sensor along with the time is stored
- The data is sent to centre at Hanover which is can be analysed by a social worker via a secure web server
- If behaviour deviates from the norm, an alert will be generated

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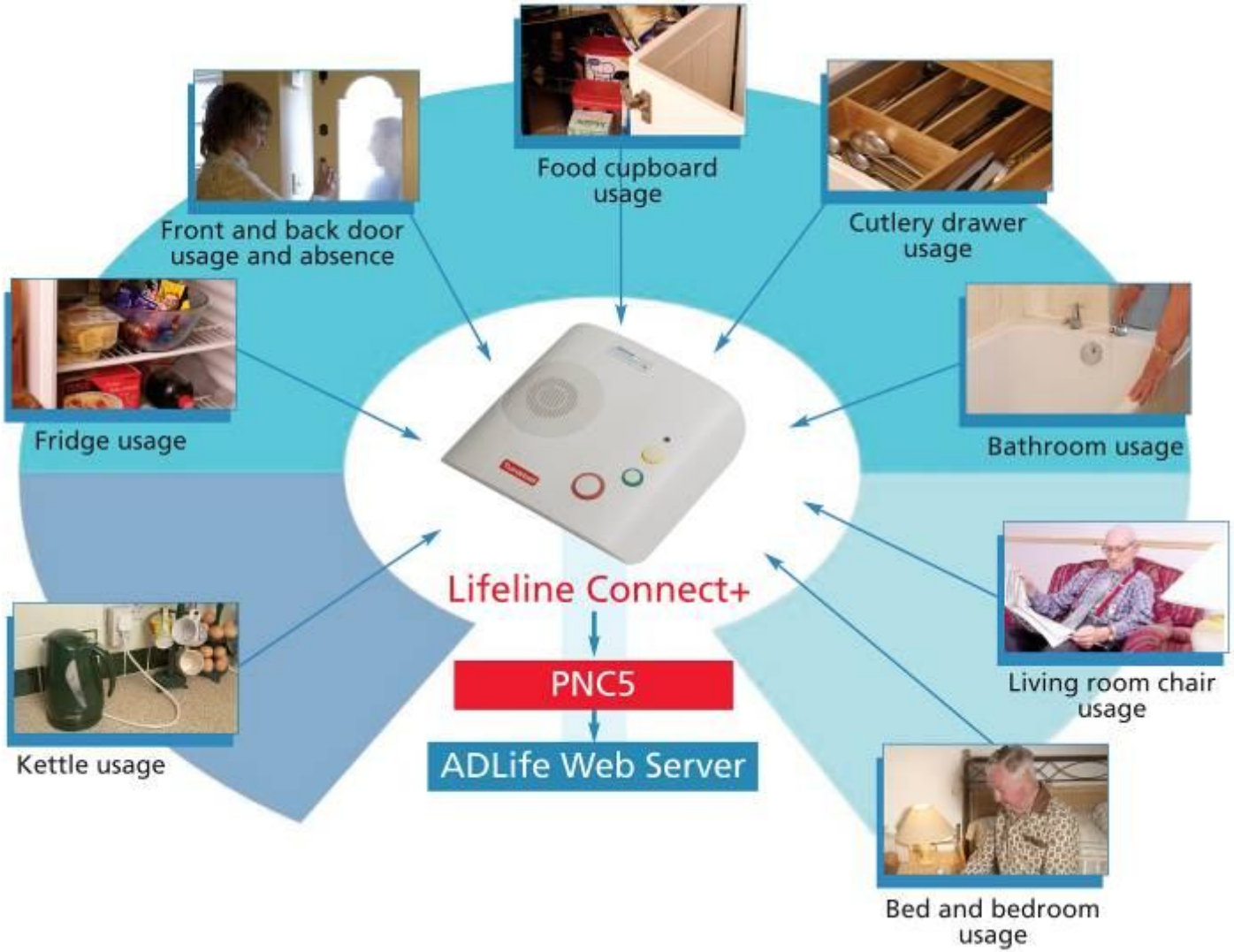
Areas being monitored with ADLife



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Activities of daily living: results

THE OUTCOMES

- ADLife has proven very useful for identifying patterns in Mrs C's behaviour and assessing her current health whilst maintaining her dignity.
- Being in her own home has built up her confidence and also of her family who are reassured she is being supported 24 hr/day
- Previously Mrs C had to have someone with her at all times, and whilst she receives regular visits from her integrated care team, her OT and family, she is very happy to be at home.
- Over the last few months, ADLife has been used to create a reliable pattern of daily activities and following a recent assessment, she no longer needs ADLife as her condition has improved.

"ADLife has made a real difference. She is able to live at home on her own for the first time in many years, and at the same time she is benefitting from 24 hr support in a totally unobtrusive manner. If she didn't have ADLife should would have to go into residential care." George Freeman, Argyll & Bute Council

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VIRTEx - *Virtual extra care project develops community-based care*

- Funding from the Government's Technology Strategy Board as part of the Assisted Living Innovation Platform (ALIP)
- Project will address the challenges of social exclusion created by an ageing population and the growing number of people with long-term conditions.
- A partnership between Tunstall, Fold TeleCare, Housing 21, DigiTV and the University of Sheffield
- Will deliver an innovative research project to develop a Virtual Extra Care Service (VIRTEx) within local communities

"A new generation of telehealthcare technology will allow us to create a connected community, providing access to health and social care services that flex across traditional boundaries and contribute to social inclusion through innovative information services." Steve Sadler, CTO, Tunstall Group

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CommonWell – EU project integrates health and social care

CommonWell

- European Commission funded project
- Will deliver ICT-enabled health and social care services, addressing issues which effect independence
- 12 partners from 5 European countries
- 400 users across four locations in Europe will receive the newly integrated services for 12 months
- Tunstall Healthcare is leading the technical work
- Project members include Milton Keynes Council, FASS InterSystems and Empirica

"This is an important project for the EU because it addresses the challenging issue of interworking between social services and health care. We support projects like CommonWell to get the results of innovative new technologies and services to consumers faster, to help improve the quality of life."

Paul Timmers, head of the European Commission's 'ICT for Inclusion' Unit

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The challenges
(27.2.08 conference)

- Local Authorities
  - to embed telecare and make these case studies the norm
- Commissioners
  - to understand the cost and quality of life benefits
- The individual
  - to make every individual aware of the benefits that telecare can bring them

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Summary

- Evidence is even more compelling
  - 1m telecare users = £5.3bn saving pa
- Demand isn't going away
  - 4.3m people by 2020 with long term care needs
  - 7.4m informal carers by 2020
- What are we waiting for?

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Thank you for listening

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