

EAST AYRSHIRE COMMUNITY HEALTH PARTNERSHIP

OFFICER LOCALITY GROUP – ADULTS

8 MAY 2009

TELECARE DEVELOPMENT PROGRAMME

1. PURPOSE OF REPORT

- 1.1** The purpose of this report is to advise the group of the progress being made with the implementation of Telecare services in the East Ayrshire Community Health Partnership.

2. BACKGROUND

- 2.1** East Ayrshire Council inaugurated the Community Alarm Service in 1996 whereby it provided support and assistance to vulnerable residents to enable them to sustain independence and remain in their own home. This service has been very successful and currently has 3,441 service users. The majority of recipients are older people and the service also supports vulnerable adults and families.

- 2.2** Telecare is the evolution of the basic community alarm services, it is a term used to cover a broad range of technical equipment and services which enable vulnerable people to live with greater independence and safety in their own homes. Any type of technology which assists daily living and promotes safety could be considered as telecare and would include:

- Adapted telephones for people with a sensory impairment.
- Microwave ovens which assist with the heating of food more easily and safely. The service we currently purchase from Apetito has developed specific heat controls which relate to food labels.
- Door monitor for people who are confused and have reduced capacity. Risk Management will be alerted if they leave their home at an unexpected time, particularly in the evening and respond appropriately to ensure they are safe.
- Telehealth care devices which can monitor a persons vital signs in their own home, such as heart rate.

- 2.3** East Ayrshire Council has used this technology for many years, prior to the Scottish Government initiative to promote Telecare which was launched in 2006. We are therefore in a good position to make the best use of the grant funding as the partners awareness of the benefits of Telecare are high and a response infrastructure- Community Alarms already exist . We can build on the existing arrangements and have made good progress with the grant funding available.

- 2.3** Telecare has reshaped social care provision, enabling service users with complex needs to remain in their own homes and lead more fulfilling and independent lives, with the support of the technology that Telecare provides.

3. TELECARE STRATEGY 2008-2010

3.1 The Scottish Government established a Telecare Development Board to drive the Telecare agenda forward and the strategy sets out the Scottish Government's expectations of further developments in Telecare, they expect:

- Telecare to contribute significantly to the achievements of personalised health and social care outcomes for individuals.
- Telecare to contribute significantly to delivering wider national benefits in areas such as shifting the balance of care and the management of long-term conditions.
- Local partnerships to mainstream Telecare within local service planning.

The Government expects the partnerships arrangements to:

- Extend Telecare services to at least 7,500 additional people
- Enhance innovation and telehealth/care convergence where appropriate.
- Ensure Telecare provision is delivered to recognised standards
- Improve assessment processes for service users that could benefit from telecare
- Provide care staff with the skills they need to incorporate telecare within care packages, including staff from housing, health and social care services
- Increase awareness of Telecare amongst service users and carers, and the general public

The national Telecare Programme Board will continue to work to support local delivery, monitoring and identify good practice in telecare innovation.

4. CURRENT POSITION

4.1 East Ayrshire Council secured Telecare Development Programme funding (2006-2008) and purchased equipment to enhance care packages, including smoke detectors, door monitoring devices, door entry systems, heat, flood, fall and gas detectors and medication dispensers. These devices can all be linked to the community alarm system.

4.2 The new Risk Management Centre opened in May 2008 which has a call handling facility with a team of dedicated staff there to support service users of the Community Alarm Service. The call handlers are an integral part of the service and they have an extensive amount of knowledge and experience in dealing with callers who require prompt assistance and reassurance.

4.3 The personal carers response service are skilled in responding to emergency situations swiftly and sensitively. Additional temporary staff have been employed to help fit the specialised equipment to reduce waiting times and therefore reduce the risks to the service user.

4.4 The first allocation of funding was made available in 2006 and East Ayrshire received £181,000. The following year we were awarded £200,000 in additional funding for 2008/09 on the basis that we are “progressing well”.

4.5 The use of the grant has focussed in the initial years on key performance indicators such as:

- Facilitating hospital discharge for older people
- Preventing admission to hospital and care homes
- Providing a stronger sense of safety and security for service users and their families.

There are currently 357 services users who have Telecare equipment installed in their home. In 2006 when the grant funding was awarded there were 93 existing telecare packages.

4.6 The model of funding has changed for 2009/2010. Scottish Government has offered £100,000 with the condition that we can evidence match funding which supports the Telecare programme. Over 2009/10 the intention is to expand the service to other client groups and develop joint initiatives with health.

4.7 Match funding has been evidenced through existing activity in Health and Community Care which includes

- Raising awareness and knowledge amongst assessors and care managers on the benefits of Telecare.
- Redirecting resources to community based models of care which enhance capacity to respond to unscheduled care, e.g. supported accommodation model older people.
- Developing Out of Hours service.

A full breakdown of proposed activity for 2009/10 is detailed in Appendix 1.

5. POLICY/LEGAL IMPLICATIONS

5.1 There are no legal obligations to participate in the national Telecare programme. The programme is a major influence on Health and Community Care policy and East Ayrshire is making good progress in responding to the national programme.

6. COMMUNITY PLANNING IMPLICATIONS

6.1 Telecare is a positive example of Community Planning delivering positive outcomes for our Communities, through partnership working across Social Work, Housing, Risk Management and Health.

- 6.2** The authority's ability to protect vulnerable adults and children and families is enhanced through the increased use of Telecare and contributes to promoting community safety.
- 6.3** Telecare as a component of a package of care can help to improve health, well being, social inclusion and promote independence and responsibility.

7. FINANCIAL/PERSONNEL IMPLICATIONS

- 7.1** The proposals within this report provide detail of deployment of dedicated funds from the Council for Telecare, and as a consequence the £0.1m match funding from the Scottish Government.
- 7.2** There are no personnel implications

8. RISK IMPLICATIONS

- 8.1** The Telecare development programme in conjunction with the existing community alarm service and the risk management service considerably reduces risk to individual residents who are already vulnerable. This would include risk of fire and damage to their property as well as health and well being.

9. RECOMMENDATIONS

- 9.1** It is recommended that the group-
- (i) note the positive contribution the Telecare partnership arrangements make to the Community Care Infrastructure; and
 - (ii) note the proposed work programme for 2009/10 as detailed at Appendix 1;

Marlene Harkis
Service Manager, Older People Services
April 2009

LIST OF BACKGROUND PAPERS

Telecare Development Programme News January 2009
Seizing the Opportunity: Telecare Strategy 2008-2009
Evaluation of the Telecare Development Programme Jan. 2009
Local Partnership Developments in Telecare for 2008/2009

Telecare Budget 2009/10

Summary use of TDP Funds	Anticipated Amount	Summary of the Partnership Match Funding	Anticipated Amount	Lead Officer
<p><u>OLDER PEOPLE</u></p> <p>Continue existing programme of support for vulnerable older people at home – facilitating discharge and preventing admission. £30,000 equipment. We currently support 365 older people with telecare in addition to standard community alarms. This well exceeds East Ayrshire's target</p> <p><u>LEARNING DISABILITY AND OLDER PEOPLE</u></p> <p>Support overnight care with provision of telecare equipment over and above standard package eg tracking wristbands for people with dementia and motion monitors £10,000</p>	£40,000	<p><u>Management cover</u></p> <p>Increase management support to Out of Hours services (Home Care Manager) as work force increases. Over the course of the Telecare development programme there has been an increased demand on response service in relation to call outs and a higher degree of complexity and need in relation to the service users alert for support. Management support has become a critical component in the success of the Telecare development. We are investing an additional 30 hours of Out of Hours support per week(Home Care Manager).</p>	£30,000	Ann McIlvain Team Manager
		<p><u>Reconfigure overnight support</u></p> <p>Additional response to support overnight care – supported accommodation. We are using Telecare to move away from sleep over arrangements at all previous sheltered housing complexes, now re badged as supported accommodation Older People. Low need sites are covered by Telecare, high need sites we have put in wakened night cover personal care as part of a care and cluster model. The overnight workers will respond to unscheduled care in the core units and alerts in the immediate vicinity.</p> <p>In addition this model will also be used in the Altonhill project. 10 people with a learning disability are moving out of residential care into their own tenancies.</p>	£84,156 One mobile team	Ann McIlvain Team Manager
<p><u>LEARNING DISABILITY</u></p> <p>Additional equipment Support move from residential care to tenancies in the community (Altonhill Project.) Reduce overnight personal care with Telecare.</p>	£40,000	<p><u>High Care Packages</u></p> <p>Increase staff awareness in particular Care Managers knowledge of contribution Telecare can make to providing safety and security to adults with a learning disability. A high number of care packages which are presented at Adult Resource Allocation Group are requesting sleepover cover without considering Telecare input. Care Managers in this area of service are less aware of the benefits for service user / privacy and independence. We will direct 40 hours of training, education and awareness raising. We will resource replacement cost £20,000</p> <p>As a result of this training there will be an increase in referral rate. Call operators at risk management centre will require training. Additional response hours will also be provided £20,000.</p>	£40,000	Catriona Barr Team Manager

Summary use of TDP Funds	Anticipated Amount	Summary of the Partnership Match Funding	Anticipated Amount	Lead Officer
<p><u>Long Term Conditions</u> We will identify in partnership with Health key people who are experiencing repeated admissions to hospital through COAD. The main reason identified will be anxiety and overwhelmed by panic, being alone. We will train a response team on the individual needs of the person with the expected outcome of reducing hospital admissions better self management at home</p>	£7,000	Training input and replacement costs – 4 workers X 3 hours	To be confirmed with partners	Jane Duffy Service Manager
<p><u>Employment Coaching</u> Equipment for 3-4 people to support employment situation. Eg memory aids</p>	£3,000	Existing infrastructure will support this initiative.	To be confirmed with partners	D. Sinforiani Team Manager
<p><u>Falls Prevention/Rehab.</u> Equipment will target high risk groups because of medical condition – prior to any fall and at notification of first fall. Alcohol abuse and TIA. Equipment will promote safety, confidence and independent living. Mobility will be re-established to previous level.</p>	£10,000	Existing infrastructure will support this initiative.	To be confirmed with partners	Jane Duffy Service Manager
		<p><u>Technical Support</u> - All of the above activity is placing additional pressure on existing staff who install, check and maintain equipment. East Ayrshire is directing an additional £30,000 technician/personal carer time to this area of work, this will be additional hours for existing staff to deal with backlog of PAT testing and replacements</p>	£30,000	Ann McIlvain Team manager
Total	£100,000		Total: £184,156.00	