



enabling independent living

All together now:  
integrating housing,  
health and social care  
using technology

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# Lancashire telecare project

## WHAT WE DID

Tunstall appointed Tunstall as Development Partner in 2015

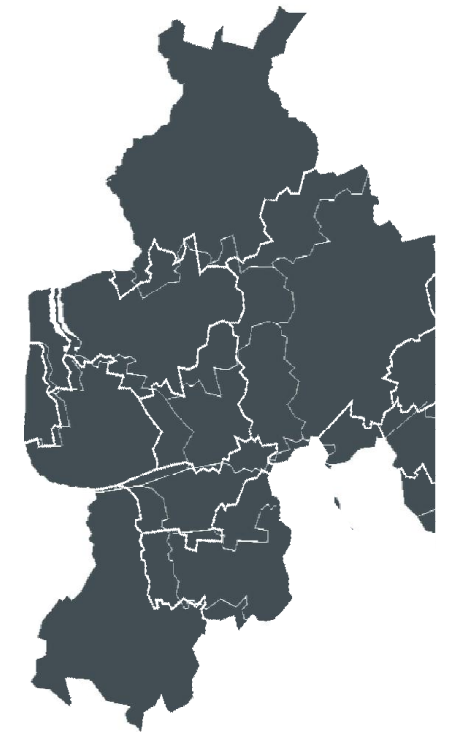
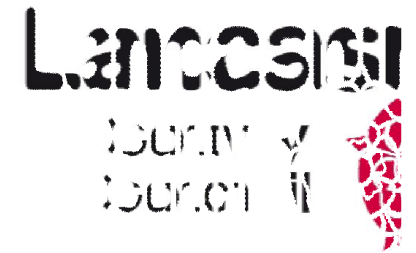
Tunstall working with Progress Housing Group to guide and shape delivery of integrated social care services for up to seven years

Integrated care model, across social care, housing and health, aiming to generate efficiencies through:

- Coordinated care delivery
- Deliver better outcomes
- Significantly improve the user experience for Lancashire's citizens

Working closely with other local service providers to deliver a coordinated county-wide service:

- West Lancashire Borough Council
- Lancaster City Council
- Together Housing Group



## FAST DESIGN PHASE

How to optimise processes in the following key areas:

**Maximising the benefits** – changing access, eligibility, charging and referral to ensure the service reaches those who will benefit most

**Developing the workforce** – creating ambitious Learning and Development goals to ensure across health and social care workforce there is a sound understanding of the purpose and benefits of telecare

**Integrating services around the individual** – to embed telecare within the mainstream assessment, support planning and review processes for adult social care and reablement services

**Delivering in Partnership** – supporting statutory, voluntary, private and community organisations to play a leadership role with the County Council to support the growth of the service, and ensure telecare is embedded within locality based care services

# Leicestershire telecare project

2015 strategic development partnership

Centralised services at Progress Housing Group

Service users increased from 1,100 to **7,500**

Uninstall delivered training for **over 500** social work staff

Managed **over 6,600** referrals

Monitored **over 400,000** calls (25,000 average per month)

TELECare NOW SEEN BY WORKERS AS AN INTEGRAL PART OF A PERSON-CENTRED CARE PACKAGE

## KEY BENEFITS

- Cash savings

- Improved quality of life

- Simpler referral and assessment process for both agencies and customers

- Enables more effective cross agency working

# Wiltshire telecare project

BENEFITS REALISED THROUGH THIS PARTNERSHIP EVIDENCED THROUGH SOCIAL CARE SURVEY AND

100% of carers felt that telecare was 'effective' and reduced or avoided an increased level of care

100% of carers felt that benefits to the service user and family, such as feeling safe and remaining independent, were achieved

100% of carers felt the use of telecare allowed them to care for service users for longer

**SAVING OF £12 PER SERVICE USER, PER WEEK ON 35% OF THE TELECARE POPULATION  
2,520 PEOPLE OR £1.572m PER ANNUM**

# Benefits of telecare

## SUPPORTED LIVING

- Telecare safeguards users by managing risk
- Increased independence, privacy and dignity for users
- Families feel more reassured
- Supports person-centred care
- Delivers better for less by enabling efficient care delivery
- Improves individual service outcomes



**REDUCED COSTS BY £3,800 PER WEEK ACROSS 6 SERVICES**



# Benefits of telecare

## HMP WYMOTT

Telecare falls monitoring  
for service users  
reduced the overnight care  
support from four to one



We are looking after older men, and men who are at risk of falling or other incidents which require a response. The telecare system means we're alerted if an event occurs, and helps us to ensure prisoners' safety and wellbeing without the need for intensive monitoring by staff. The system has been very successful to date and I would heartily support its introduction in other prisons.

Mark Butler, Custodial Manager, HMP Wymott



# Benefits of telecare

## PROGRESS HOME RESPONSE AND FALLS LIFTING

Home response service

Lifting service

From 2013 to 2017 we have lifted over 4,246 people

1,082 referrals have been made to the falls prevention services

By allocating resources for high priority ambulance calls



# Benefits of telecare

## PROGRESS HOME RESPONSE AND FALLS LIFTING

Average ambulance waiting time was over two hours

Average waiting time with Progress lifting service now 30 minutes

Referrals to falls prevention services have increased from 30% to 73%

Customer satisfaction with the service is high

**BASED ON THE 'SEE AND TREAT' TARIFF OF £210 THIS EQUATES TO  
SAVINGS OF £891,660 FOR THE AMBULANCE SERVICE TO DATE**

- Service innovation

- Increase take up

- Encourage private pay – maximises benefits to individuals and savings for public services

Thank you  
Any questions?



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