

Housing LIN

Connecting people, ideas and resources

3. Person-centred care – getting personal

#HLINconf19

Getting a life
The highs and the lows!

Sally and Alex Percival



My Family





LONELY

BORED

DOING NOTHING

UNHAPPY







INDEPENDENT LIVING
FUND CLOSURE



BORED

LONELY

DOING NOTHING

UNHAPPY





















making it real

how to do personalised care and support

**Truly thought of, designed and developed by
people who use services hand in hand with people
who work in services.**

Making it real is Co-production at its best!



Find out more

www.thinklocalactpersonal/makingitreal

makingitreal@tlap.org.uk





**KEEP
CALM
AND
CARRY
ON**

Tunstall **televida**[♥]

Beyond Barcelona:

Spain's proactive, personalised and predictive approach to technology enabled health and care services



Telecare: The UK should learn from Barcelona's example

Paul Burstow

The city has continued providing proactive telecare, despite austerity and cuts from central government



▲ Telecare services in Barcelona target people before they become frail and dependent. Photograph: Alamy

Telecare and telehealth in the UK are stuck in the mud. Despite positive evidence from the Department of Health's demonstrator project, funding and professional silos have choked off progress.

Even the NHS [Five Year Forward View](#) has little to say about the potential for using communications and smart technology to help deliver its goals.

In the end this is not about technology; it's about people. How do we ensure that, wherever possible, people living with long-term health problems and frailty in old age remain independent and connected to friends, family and community?

There are glimmers of light. There is good practice here in the UK - but it is despite, rather than because of, the system. But look overseas and the ambition and action is much greater.

In Spain, the law has guaranteed access to telecare services since 2006. What difference has this made? And what impact has austerity had?

Earlier this year I visited Barcelona to see for myself. What I found was a city harnessing technology to support a more joined up and preventative approach, helping people to stay connected and feel safe.

In the UK, telecare has developed as a reactive response to crisis. It offers peace of mind that if something happens patient alarms will trigger a response. But in Barcelona they have gone much further. In nine years the Barcelona provincial council, in partnership with Tunstall Televida - which funded my visit - has rolled out "telecare plus" with coverage rising from 3,819 to 64,050 people over 65. The service targets people before they become frail and dependent, rather than after, and it aims to prevent and postpone the need for care by offering psychosocial support. The service does not just react; it accompanies people.

When the credit crunch hit Spain, austerity led central government to cut its funding for telecare, leaving provincial governments to pick up the bill. In Barcelona it was decided to continue providing the service as it would ease pressure on social workers and care staff.

The telecare centre does not just monitor and respond, it proactively calls and reassures. As well as routine medicine reminder calls, there are follow-up calls to develop the relationship between the service user and the centre. These relational calls are made on a 15-day cycle, although can be more frequent if needed. Calls can mark important events like birthdays, as well as communicating important messages.

Advertisement

Ad closed by Google

For example, calls might offer advice about what to do during a heatwave - rather more common in Spain than in the UK! The subjects of calls are developed in consultation with public health professionals and with some feedback from service users. There is a lot of emphasis on social outreach and providing information about local events. Topics covered even include having a healthy sex life.

These relational calls are backed up by face-to-face visits and home intervention support from a mobile social workers. The Tunstall Televida social workers feed in to the municipal social workers and there is routine sharing of information.

What can we learn from this? Spain has a fragmented health and care system like the UK. Actions by one public authority can shunt costs to another or yield savings. Although the system is still fragmented, the Barcelona team does integrate with health so you can see what happened to the person when they went to hospital and then the package of care they came home with - a personalised record. That is a big benefit.

As NHS England takes forward its programme to prototype new models of care, information sharing will be critical to success, but by itself is not sufficient. Used well, technology can make the simple transactional aspects of health and care more productive and create the time to develop the relationships critical to maintaining people's wellbeing.

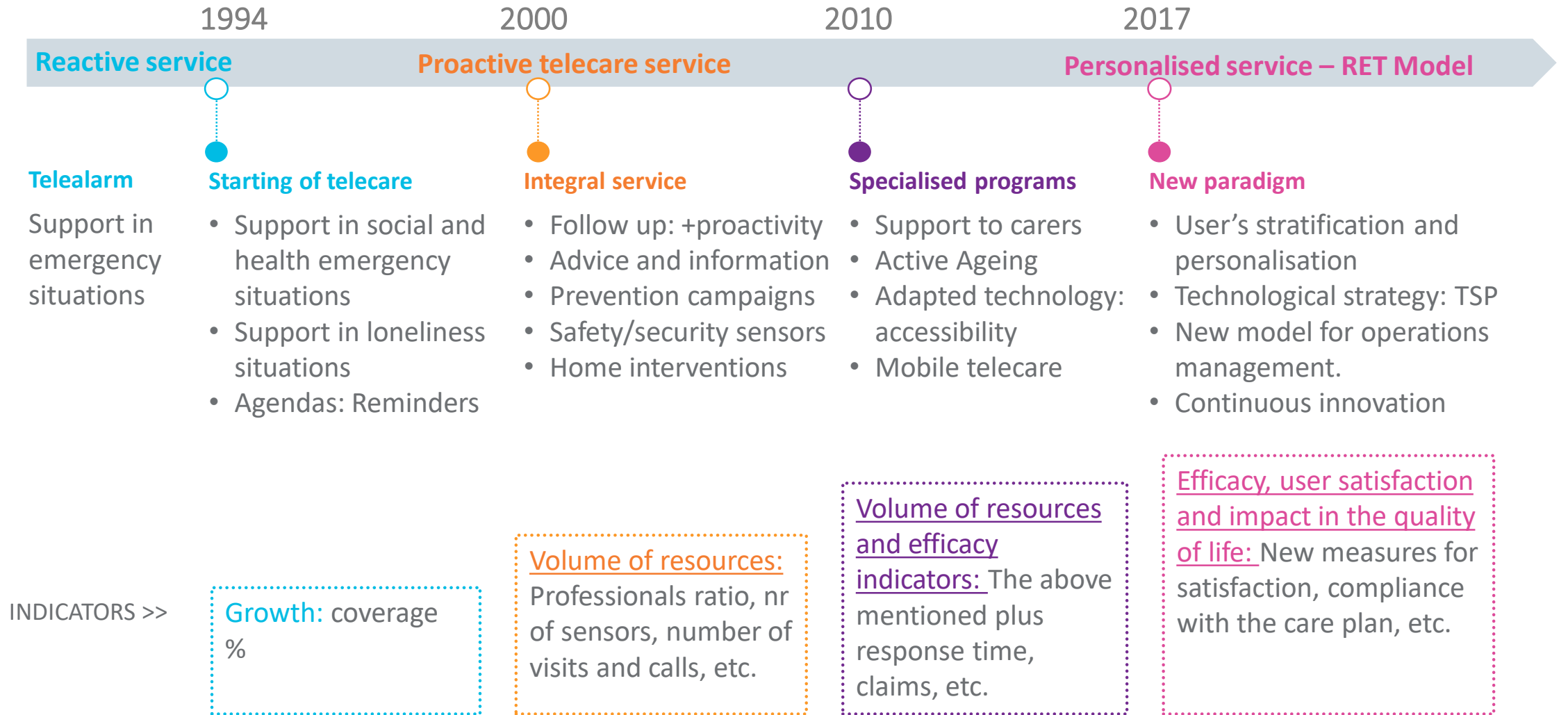
Burstow, Paul. The Guardian. Social care network: adult social care. Published: Mon 16 Mar 2015 10.03 GMT Last access: Tue 9 Oct 2018 <https://www.theguardian.com/social-care-network/2015/mar/16/telecare-uk-barcelona-paul-burstow>

Tunstall

televida[®]

Much has happened
in the meantime

Telecare evolution in Spain



Personalised connected health and care services

Services at home:

- Extension of the environmental and personal sensors use for domestic and personal adverse events early detection (gas leaks, water, fire, falls, movement, medication, epilepsies crisis, enuresis, etc.)
- Continuous remote monitoring to define activity patterns and increase predictive capabilities

Healthcare programs

- Appointment scheduling and reminders
- Integration between telecare platforms and EHR
- Definition of processes and protocols for integrated health and care pathways, transitional services and referral processes,
- Remote tele-diagnostics, Remote tele/video consultation
- Physical and functional tele-rehabilitation
- Cognitive tele-stimulation



Services outside the home:

- Mobile telecare with geolocation
- Remote patient monitoring
- Digital Inclusion program

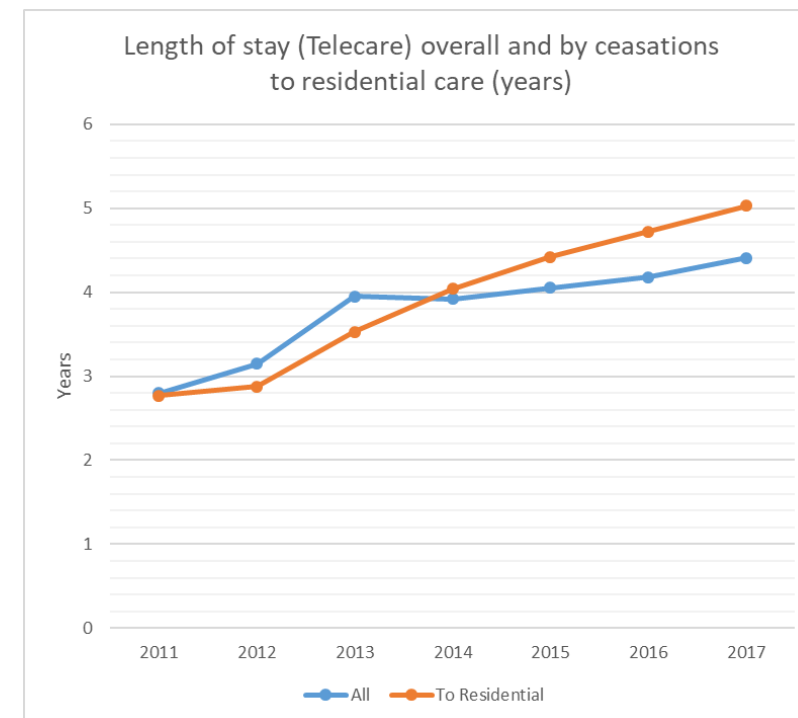
Comprehensive care programs

- Psychosocial care program
- Active and Healthy Aging Promotion Program
- Programs of early detection and prevention of cognitive impairment
- Clinical telemonitoring programs for people with chronic diseases
- Careers support programs
- Special protocols:
 - End of life telecare
 - Abuse prevention
 - Suicide prevention
 - Contingency and major disaster management

Agreement of 19 October 2017 for determining the content of basic and Advanced Telecare service that will be funded by the Long Term Care System established by the Law 39/2006 of 14 December, of Personal Autonomy Promotion and Care for people with dependency needs. Ministry of Health, Social Services and Equality. Territorial Council of social services and long term care.

Initial insight of a proactive and personalised model

- As an example, in England in 16/171 there were 64,660 new admissions in to residential/nursing homes (total of 577,600 in the year) for >65y olds. There is considerable flux, as illustrated by 400,300 in receipt of service at the year end and 269,800 of these being over 12m in duration.
- Safely delaying admission is the objective of most stakeholders which could also release considerable potential capacity value...
- To illustrate this, if we could delay institutionalisation by just 12 weeks on average, this would release **c6m bed days with close to £0.5b² of capacity released**



Barcelona – proactive and personalised care

Duration of stay in the service in years								
	2011	2012	2013	2014	2015	2016	2017	2018 (P)
All Ceasations	2.8	3.15	3.95	3.92	4.05	4.18	4.41	4.51
Ceasation to residential care	2.77	2.88	3.53	4.04	4.42	4.72	5.03	5.2

Number of weeks increased at home over 2011 base line								
	2011	2012	2013	2014	2015	2016	2017	2018 (P)
All Ceasations	0	18	60	58	65	72	84	89
Ceasation to residential care	0	6	40	66	86	101	118	126

This is being progressively adopted...



Galicia

Digital Home CPI from the regional gov.
Decree for new buildings regulation



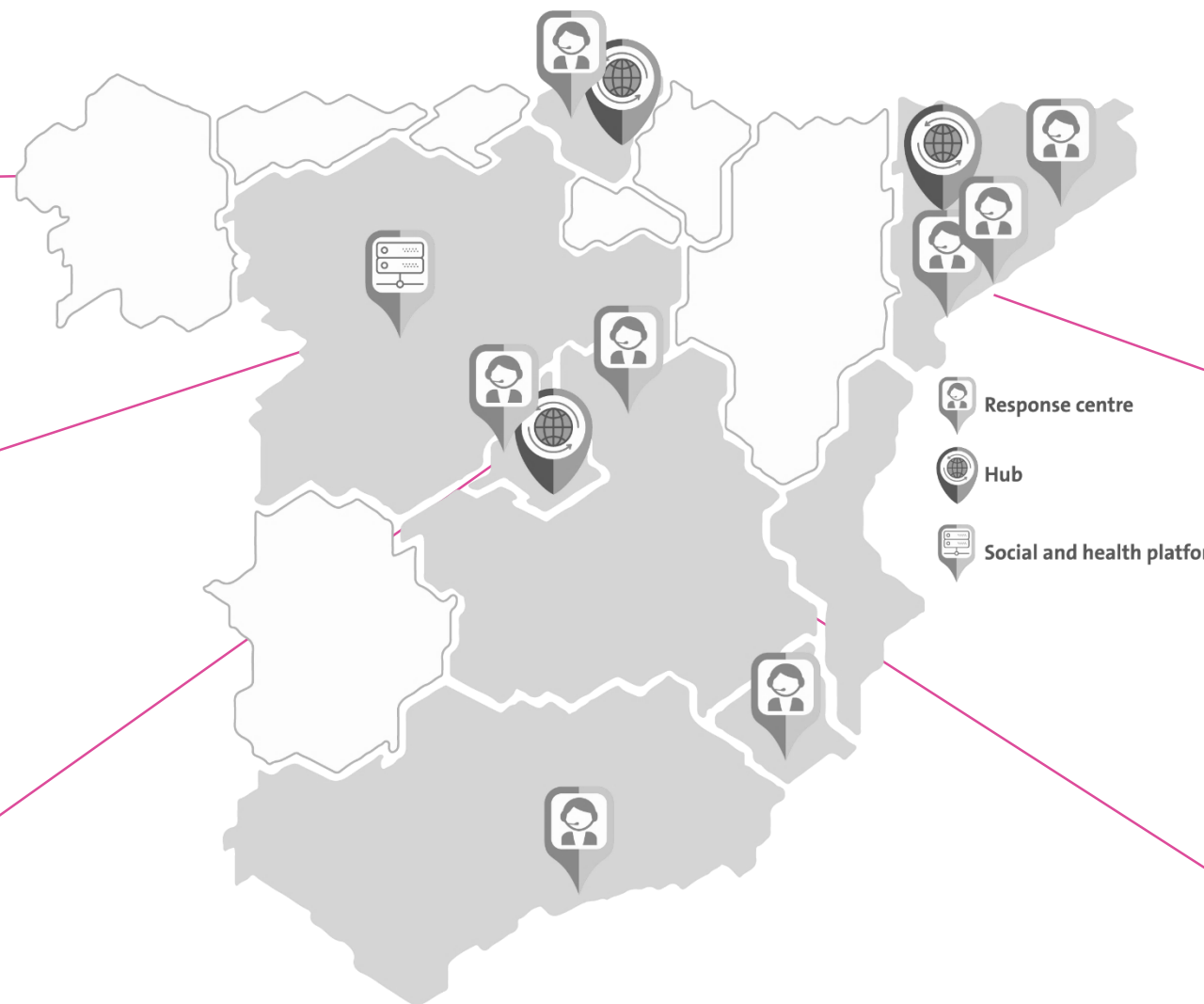
Castilla y Leon

Integrated Digital Health and Care Platform CPI



Madrid

Pilot for chronic patients telemonitoring program as part of council telecare tender



Catalunya

Regional CPI for advanced home care including advanced telecare with health programs.

Pilot for chronic patients telemonitoring program as part of the Barcelona city council telecare tender

Tender specifications in Barcelona province included interoperability requirement to EHA



Castilla la Mancha

Request of availability to pilot advanced telecare with healthcare programs during the contract

Newly built homes regulation

DECREE 127/2016, of September 15, which regulates the necessary infrastructures to enable the functionalities of the digital home in newly built homes.

Terminal Records for the installation of:

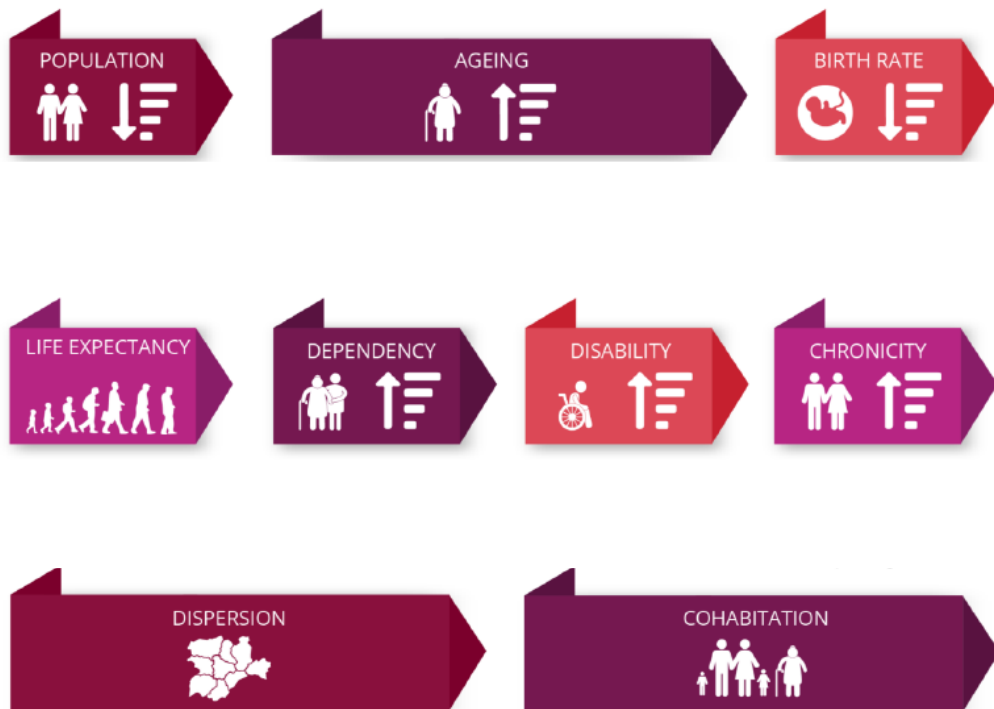
- An **alarm** acoustic warning and a video intercom at the entrance of the house.
- Two **presence** detectors: one at the entrance of the house and another in the corridor.
- A **panic** button, in the corridor.
- A chrono **thermostat**
- A natural **light** detector in the living room of the house.
- A **fire** or **smoke** detector in the kitchen.
- **Carbon monoxide** detectors in rooms where the home has combustion equipment.
- **Flood** detectors in kitchen in bathrooms
- **Gas** detector in the kitchen,
- An **electro valve**, next to the general gas inlet valve to the dwelling.

Galicia Innovation public procurement

Digital Home – Advance Telehealth and Care

- Home automation (detection of risk situations due to gas, water, fire, etc.).
- Study of alterations in habits at home (activity patterns, falls, etc.).
- Users geolocation.
- Teleradiology, medical teleconsultation, telemonitoring.
- Cognitive capacity training / rehabilitation for users.

CHALLENGE



Manage the challenges posed by ageing, chronicity and dependence more efficiently, as well as complex situations at a social and health care level.

Improve citizen experience when using public services.

Easily integrated into the work dynamics of the professionals working in the social and health care services.

Redirect assistance towards people's needs and the integration of services.

Implement new comprehensive, preventive, proactive, customised and predictive assistance models that use information and communication technologies as a tool to complement in-person assistance.

Incorporate different means, solutions and devices to share and handle information (symptoms and signs, alarms, risks, results, advice, reminders, tasks, etc.) to speed up social and health assistance and make it more inexpensive and comfortable. This will allow improvement in the quality of life and wellbeing, the detection of complications or exacerbations and a boost in trust and empowerment in users when it comes to their own self-care.

SOLUTION

INNOVATIVE AND INTEGRAL SYSTEM FOR THE DEVELOPMENT OF A HEALTH AND SOCIAL CARE PLATFORM FOR CHRONIC PATIENTS AND PEOPLE IN DEPENDENCY SITUATION IN CASTILLA Y LEÓN.

Development of an innovative solution for providing technology enabled health and care services

- Health and Care Telemonitoring
- Advanced clinical and social telecare

Procurement of innovation

Cofounded by the Social Services Regional Ministry and the Healthcare regional commissioner.

Technological and Functional developments to be tested at the Integrated Care innovation Lab.

At the end of the project implementation:

- People will be able to remain longer at their home.
- People will benefit from easier access to social and health care services thanks to remote assistance.
- People will receive more integrated care from healthcare and social services.
- People will be able to manage their condition and needs personally and more easily.
- Professionals will be able to provide higher-quality care more efficiently, more accessible and secure to users.
- Professionals will be able to devote their efforts to value-added tasks.
- The system and its professionals will be able to detect clinical and social risk situations earlier.
- The system and its professionals will be able to detect complications, exacerbations or destabilisation earlier.
- The system will improve its use of resources: reducing avoidable hospital admissions and commitments or excessive visits to A&E and other medical facilities.
- The system will be able to manage services more efficiently, for example, by reducing unnecessary visits.

Progressing to a proactive, personalised and predictive approach to technology enabled integrated health and care services

Monitoring and Response

Moving from reactive provision to personalised, proactive and predictive care

Self Care and Wellness

Supporting users to take an active role in their wellbeing with positive lifestyle choices

Activities of Daily Living

Reassuring friends and family and supporting greater independence for longer



Social Engagement

Keeping users engaged in their community, fostering social inclusion and its associated benefits

Condition-Specific Management

Providing services tailored to the unique needs of each patient, improving safety and user experience

Care Planning and Administration

Reducing waste, automating common tasks and co-ordinating to maximize efficient use of resources

What have we learnt so far?

- Clear vision and strong determination from the political and strategical level
- Long term thinking for short term solving
- Context-dependent, complex and multi-level approach
- Beyond pilots and trials
- Recognising ethical concerns: privacy, proportionality, security, gender impact, etc.
- Clinical and professional leadership
- Technology as an enabler for transformation

Value-based health and care driven transformation: better outcomes, better use of resources and better experience of care

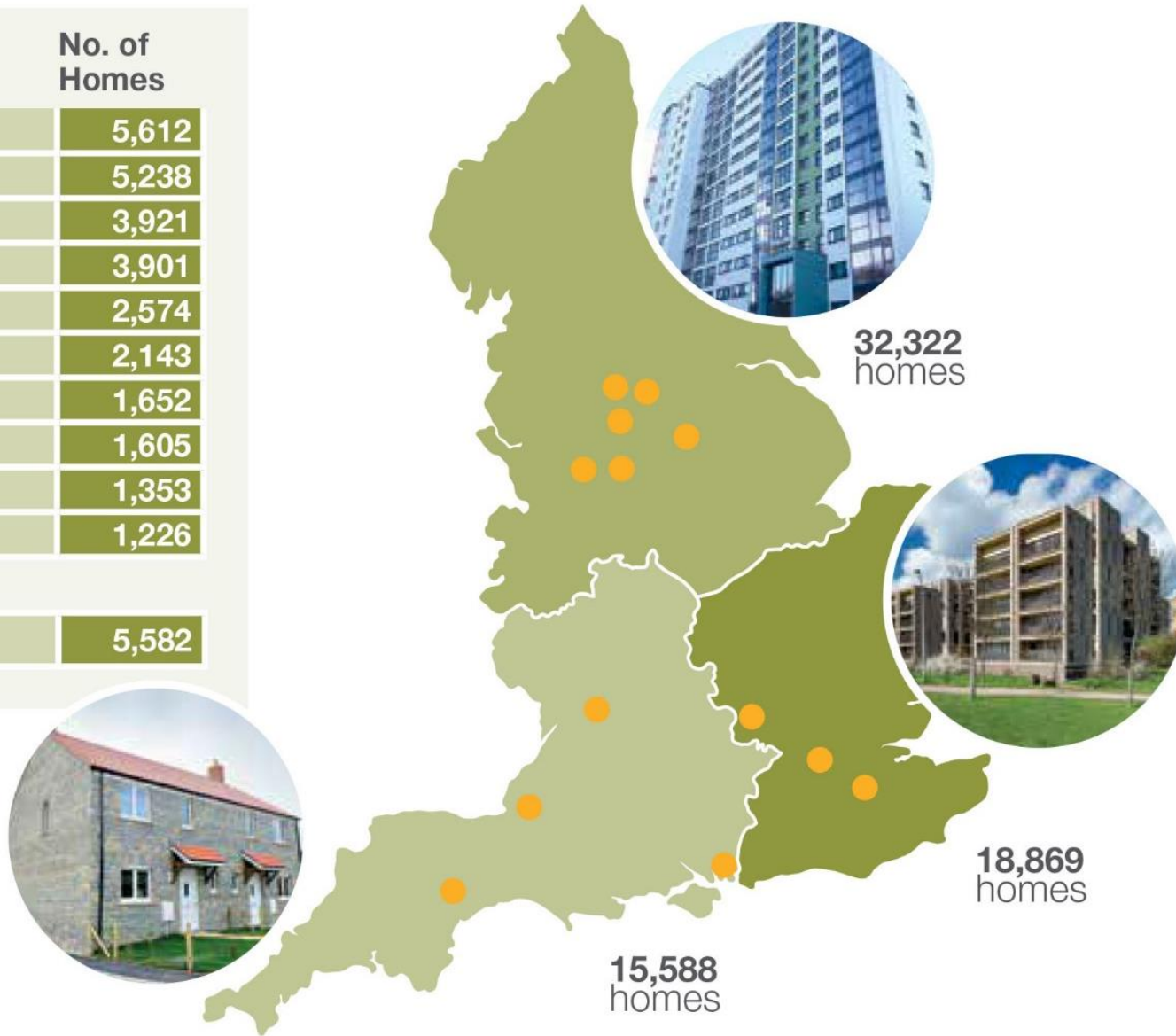
Person centred care- getting personal

Paul Watson
Managing Director, Guinness Care

great service, great homes
a great place to work and a great business

About Us | Our geography and scale- 66,000 homes

Top 10 Local Authorities	No. of Homes
Cheshire East	5,612
Milton Keynes	5,238
Manchester	3,921
Havant	3,901
Sheffield	2,574
Rochdale	2,143
Hackney	1,652
Stockport	1,605
Oldham	1,353
Gloucester	1,226
London	
Total London	5,582



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Personalisation - Person-Centred Change

- Banks
- iPhones
- Shopping
- Retail
- First, second, third preferences – dark web
- Person-Centred Care Planning
- Person-Centred Recruitment
- Person-Centred Workforce
- Person-Centred Organisational Culture



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Foundations for Person-Centred Change



**great service, great homes
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The overall client promise:

At Guinness we've developed a Care at Home service that **makes it easy for people to live a little more independently everyday**. We provide care at home that is **quick to set up, effortless to manage** and covers all aspects of life that really matter when it comes to **independent living**.

Key insight behind the proposition: Sometimes, it can be difficult to be as independent as you want to be, and you don't always know what to do about it and how to go about it

Benefits

CONVENIENCE:

Making setting up and managing your care as simple and efficient as possible

FREEDOM:

Helping you be aware of *everything* that's available to you and making sure you can get to the places you need to be

CONTROL:

Helping you design the care package that's right for you: what you want, when you want it and how you want it

Features

- **Simple set-up** guaranteed within 48hr from enquiry to delivery, or 24hr if emergency
- **Easy payment** options through direct debit
- Hassle-free **appointment booking** through online booking system or over phone
- **Staying informed** through online Care Portal to access all information on care plan (who's coming, when, updates on daily activities, etc.) with live-chat option

- Awareness of **what's on offer** inside and outside of Guinness Care, through a dedicated point of contact and 24/7 hotline as well as user-friendly website
- **Transport** to physically get you where you need to be, and a **pre-approved accompanier** to attend any appointments with you
- Access to pre-approved handy-workers whenever your **home** is in need of **repair** as well as quarterly home **safety checks**
- Access to pre-approved **health and beauty** technicians in or out of your home
- Newsletter updates on what activities are taking place in your **local community**

- **Matching you to carers** suited to you through careful profiling
- Offering you **flexible payment packages**, either paying upfront for fixed number hours/times, or pay-as-you-go based on your weekly preferences
- Letting you **decide when to start and end your day**, with our flexible waking up and getting to bed service

Text conversations

An example text conversation between Gloria (a Guinness carer) and Alison (the customer's daughter)



Live your life the way you choose

Supporting independence

- Companionship
- Talking on the phone
- Shopping
- Sharing activities
- Getting out and about



Essential care

- Personal care
- Domestic tasks
- Personal support
- Intermediate care
- Telecare

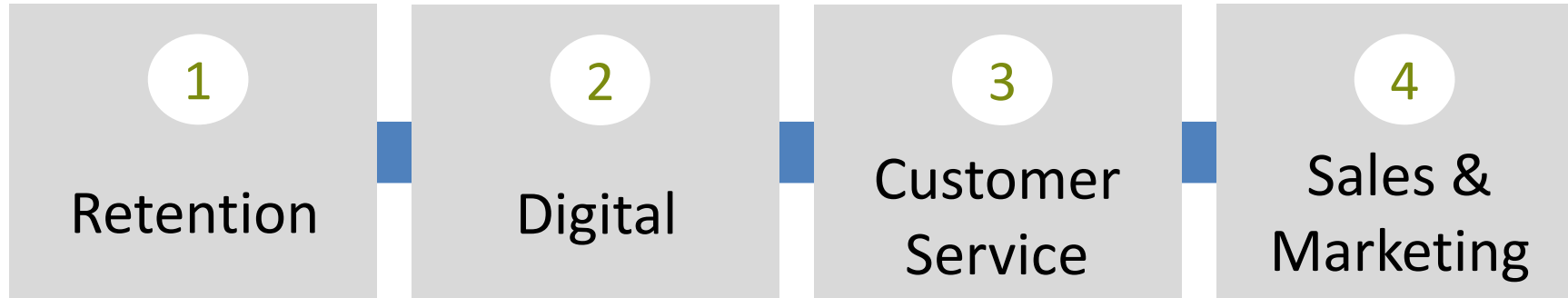


Specialist and complex care

- Sensory support
- Physical disability care
- Dementia support
- Complex care
- End of life care



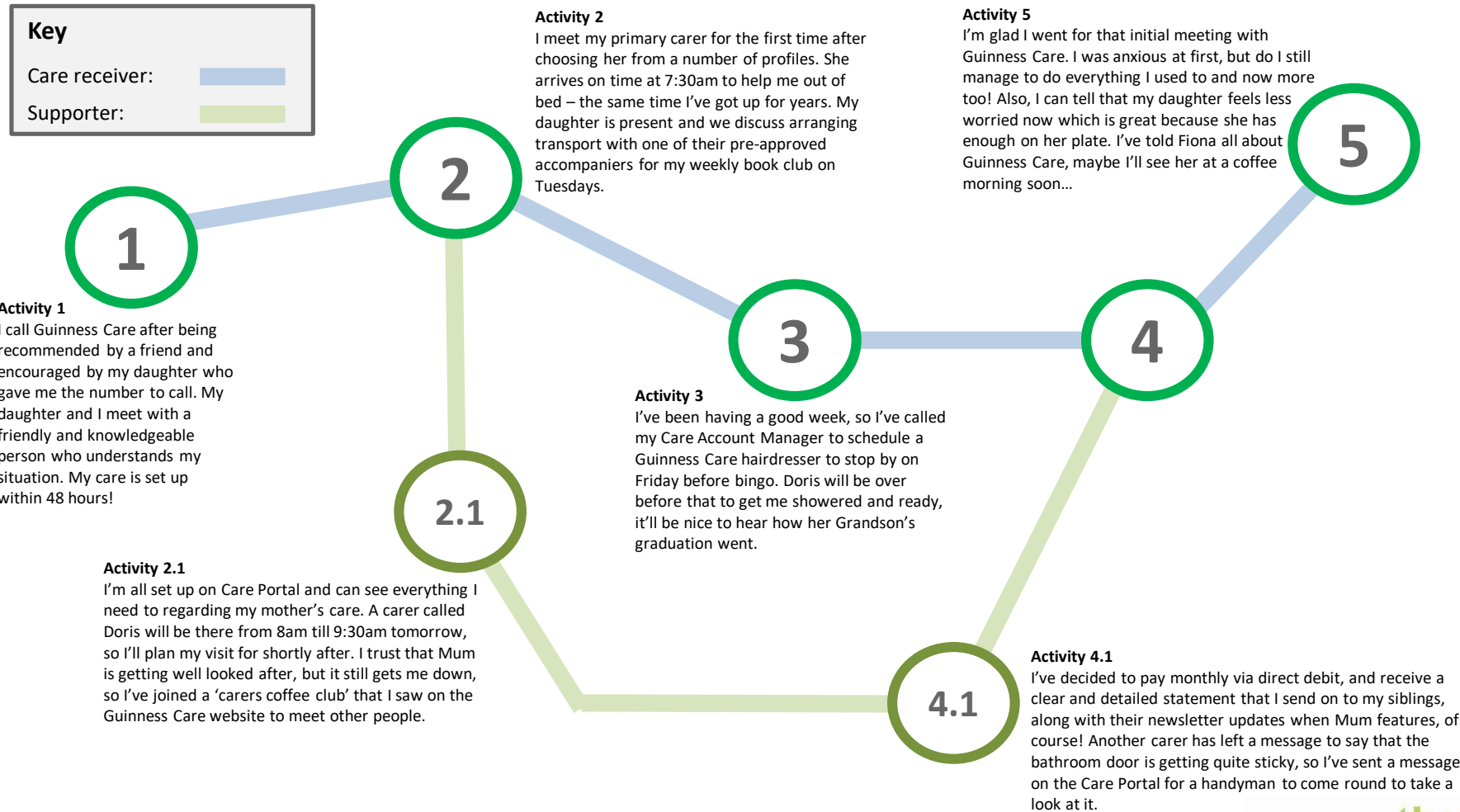
Conditions for Success



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Future Proofing

The future experience will make it easy for customers to live a little more independently everyday. This is an example of the experience customers may have in five years' time



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a great place to work and a great business

Every day is different...



a great service, great homes
a great place to work and a great business



Department
of Health &
Social Care

Adult Social Care Recruitment Campaign for Care Providers



January – March 2019

**Every day
is different
when you care**

**great service, great homes
a great place to work and a great business**

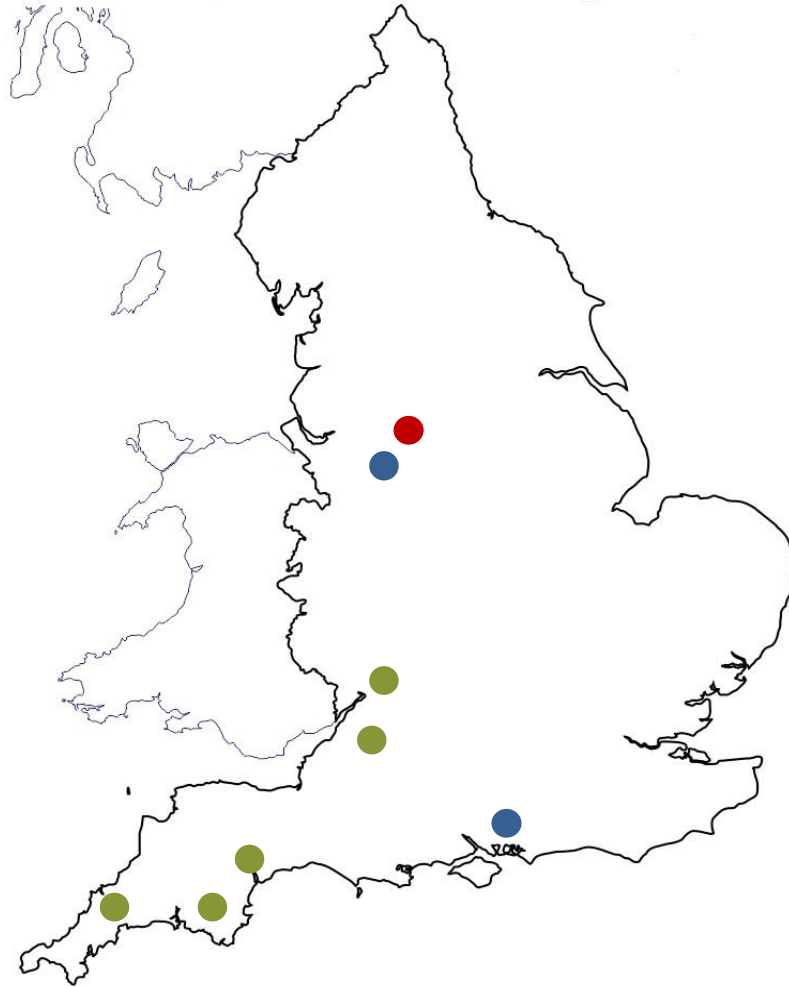
Our Person-Centred Workforce

- Recruitment and retention
- Guinness Care Learning Academy
- Culture



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Guinness Care Learning Academy Locations



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a great place to work and a great business

Guinness Care Learning Academy- Skilled Workforce

- **89%** of Registered Managers (8 out of 9) hold or are working towards a min level 4 qualification
 - NCF 2017 benchmark – 92.7%
- **56%** of staff hold or are working towards Level 2 or above
 - NCF 2017 benchmark – 59%
- All Adult Social Care Diplomas funded through the Apprenticeship Levy
- Newly appointed Registered Managers supported to complete Level 5 if not already held
- Recently agreed to support two members of staff to work towards Adult Social Care Level 5

Doing things differently

- Recruitment - matching to people's profiles
- Training mixes – e.g. care, property maintenance, facilities
- Integrated Extra Care scheme management



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a great place to work and a great business

Our Vision – today and tomorrow

“We’re here to improve people’s lives – and create possibilities for them”

www.guinnesspartnership.com

www.guinnesscareathome.org.uk

www.twitter.com/GuinnessCare

www.facebook.com/GuinnessCare

paul.watson@guinness.org.uk

Instagram: @guinnesscare

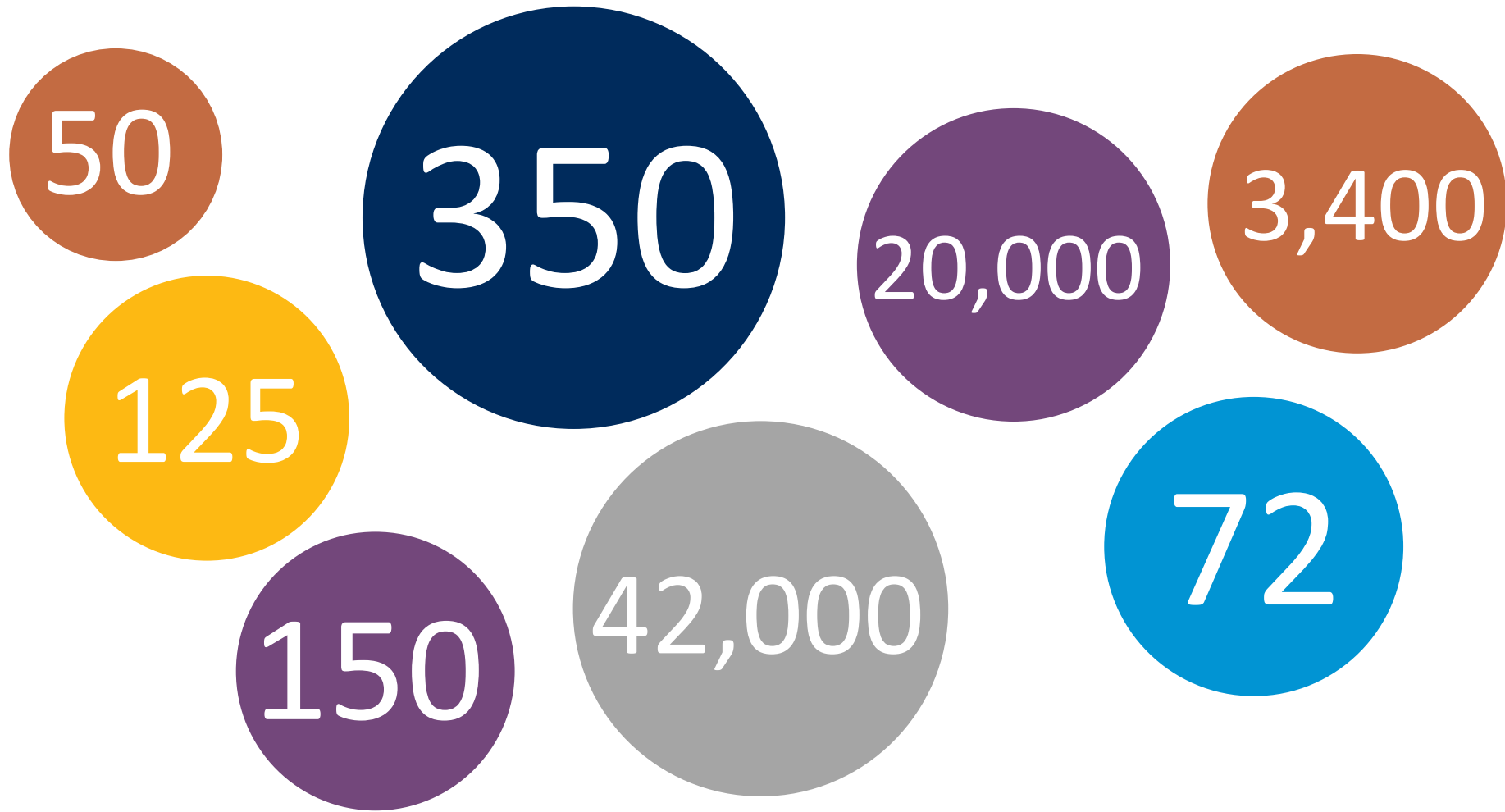
Housing LIN Person Centred Care

Kris Peach

Director of Extra Care



Housing & Care 21



The importance of Housing and Care..



A Cinderella service



Care and Housing together..



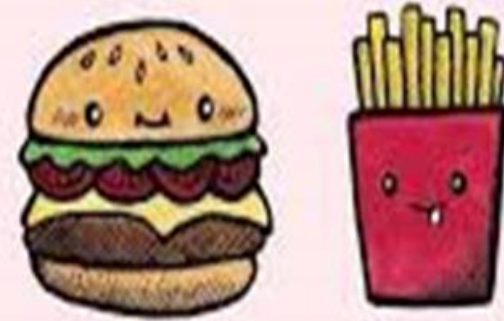
Better together



better together



better together



better together

Experiences..



Lessons learned..



The small things are equally as important..



Eileen and Dave



When it works..





Making it Real- Personalisation in Housing

Anna Severwright
Co-chair, Coalition for Collaborative Care



making it real

Some of my challenges:

- **Opening the front doors**
- **Having a shower**
- **Opening windows/curtains**
- **Preparing and cooking food**
- **Getting in and out of bed**



Some solutions I found/ funded myself:

- **Kettle/hot water tap**
- **Side opening oven**
- **Lowered work surface**
- **Automated windows and curtains**
- **Electric bed**
- **Toilet flush**
- **Wooden floors**



But when I did try to access support...

“This is what we provide”

“You can’t do that”

3 year wait, unable to shower



Before...



After!



What could have helped?



making it real

how to do personalised care and support



- **What good personalised care and support looks from a citizen's perspective**
- **Consistent with policy/legislation**
- **Rhetoric to action**
- **Address the gaps between personalisation 'talk' and lived experience**
- **Co-produced with people and organisations**
- **Joint effort Think Local Act Personal and Coalition for Collaborative Care**



- **Tool for continuous improvement**
- **For all adults who require health and social care, support and treatment in different settings**
- **Also applies to housing - whole lives not separate compartments**
- **Built around *I* and *We* statements**
- **Rooted in co-production – so people have choice and control over their lives**





Living the life I want, keeping safe and well

Wellbeing and independence

- I can live the life I want and do the things that are important to me as independently as possible.
- I am treated with respect and dignity.
- I live in a home which is accessible and designed so that I can be as independent as possible.





Living the life I want, keeping safe and well

Wellbeing and independence

- We work with people to make sure that their personal plans promote wellbeing and enable them to be as independent as possible.
- We make sure people feel safe and comfortable in their own home, which is accessible, with appropriate aids, adaptations, technology and medical equipment.

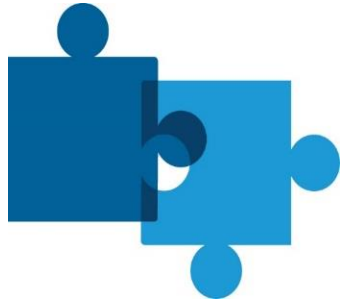




Having the information I need, when I need it Information and advice

- We provide information and advice about health, social care and housing which is tailored to a person's situation without limiting their options and choices.





My support, my own way Flexible and integrated care and support

- We work with people as equal partners and combine our respective knowledge and experience to support joint decision-making.





The people who support me Workforce

- We have a ‘can do’ approach which focuses on what matters to people and we think and act creatively to make things happen for them.



What's in it for organisations?

It can help to:

- **look at current practice** against the statements, identify areas for change and develop plans for action
- create a more **positive and productive relationship** with people
- help organisations **meet legal requirements** and contribute to **raising standards**
- for organisations that do not directly provide services, acts as a guide to their role in **spreading personalisation**



Find out more & sign up!

www.thinklocalactpersonal/makingitreal
makingitreal@tlap.org.uk

