AGENDA MANAGEMENT SHEET

Name of Committee	**Adult and Community Services Overview and Scrutiny Committee**
Date of Committee	**8th November 2010**
Report Title	**Telecare Progress Report**
Summary	This report provides the Overview and Scrutiny Committee with an update on the outcome of the Strategic Review of telecare in Warwickshire and the approved recommendations that are now being implemented in the county.
For further information please contact:	Rachel Norwood – Lead Commissioner Housing Related Support (including Supporting People) Tel: 01926 743255
Would the recommended decision be contrary to the Budget and Policy Framework?	No.
Background papers	Strategic Direction Paper for Telecare in Warwickshire (available on request)

CONSULTATION ALREADY UNDERTAKEN:-   Details to be specified

Other Committees	☐	....
Local Member(s)	☒	Not Applicable
Other Elected Members	☒	Councillor L Caborn – *"do not lose track of the fact that we have set up a task and finish group to look at low level services including telecare"* Councillor D Shilton, Councillor S Tooth, Councillor K Rolfe, Councillor C Watson
Cabinet Member	☒	Councillor Mrs I Seccombe
Chief Executive	☐	....
Legal	☒	Alison Hallworth, Adult and Community Team Leader
Finance	☒	Chris Norton, Strategic Finance Manager

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Other Chief Officers	☐	....
District Councils	☐	....
Health Authority	☐	....
Police	☐	....
Other Bodies/Individuals	☒	AH&CS Directorate Leadership Team Warwickshire Housing Support Partnership

FINAL DECISION   YES

SUGGESTED NEXT STEPS: Details to be specified

Further consideration by this Committee	☐	
To Council	☐	....
To Cabinet	☐	....
To an O & S Committee	☐	....
To an Area Committee	☐	....
Further Consultation	☐	....

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Adult and Community Services Overview and Scrutiny Committee – 8th November 2010

Telecare Progress Report

Report of the Interim Director of Adult Services

Recommendations

It is recommended that the Overview and Scrutiny Committee consider and comment on the content and outcome of the strategic review of telecare in Warwickshire, and raise any considerations required for the implementation of the agreed recommendations.

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1. Purpose of the Report

1.1 This report was requested by the Overview and Scrutiny Committee.

1.2 The purpose of this report is to provide the Overview and Scrutiny Committee with an update on the outcome of the Strategic Review of telecare in Warwickshire and the approved recommendations that are now being implemented in the county.

2. Summary & Recommendations from the Strategic Review

2.1 **Introduction**

Assistive technology is defined by the Audit Commission as 'any item, piece of equipment, product or system that is used to increase, maintain or improve the functional capabilities and independence of people with cognitive, physical or communication difficulties.'

Telecare is an aspect of Assistive Technology and relates to a combination of equipment, monitoring and response and has been defined as the continuous, automatic and remote monitoring of real time emergencies and lifestyle changes over time in order to manage the risks associated with independent living. It can help individuals maintain independence, increase safety and confidence and support carers alongside traditional healthcare, social care and housing initiatives.

The range of sensors provides greater reassurance and protection by monitoring environmental risks; fire, flooding, carbon monoxide, natural gas, high and low temperatures as well as personal risks such as wandering, falling, inactivity, burglary, bogus callers and many more. Some of the potential benefits from this review are:

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- Older and disabled people in Warwickshire who need and want a telecare service being better able to access provision.

- Increased take up of the service resulting in more older and disabled people being enabled to remain living in their own homes for longer with increased self determination and independence within their community. This includes people with a learning disability and dementia.

- Improved value for money.

- An improved understanding and knowledge of telecare amongst professional staff

- Cost benefits for Social Care and Health.

- A more equitable service across the County.

- Increased support and peace of mind for carers

2.2   Strategic Context

Telecare is a key element of both national and local strategies and cuts across health, social care and housing. The national vision in Lifetime Homes, Lifetime Neighbourhoods and the local vision for the transformation of housing support services in Warwickshire both see telecare as an integral part in the range of housing options as part of a wider and more joined up approach to meeting housing need in order to support people to live independently.

A telecare service can contribute directly to meeting national and local targets and strategic priorities. For example, it can directly contribute to meeting specific telecare targets in relation to increasing the numbers of telecare customers. It can contribute directly to cost savings as an alternative to a more costly intervention. However, telecare is also seen an important service to contribute to meeting wider strategic priorities such as enabling people to live more independently at home, better support for carers, reducing hospital admission and delayed discharge, promoting independence, prevention and wellbeing.

There are clearly some common strategic priorities between agencies regarding increasing the use of telecare in the County and providing a more equitable service including coverage of Nuneaton and Bedworth. However, there appears to be a need for improved strategic alignment between agencies in the County and for jointly agreed targets.

Whilst WCC and NHS Warwickshire are currently progressing telecare and telehealth individually, due to the shared aims and desired outcomes, there may be benefit in seeking to produce a joint Assistive Technology Strategy in the longer term. There is a willingness from both agencies to progress this joint strategy; however, discussions with the regional telecare consultant suggest that producing a joint strategy should not take priority over providing good and equitable services individually with alignment in services where

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possible. Once each agency 'has its own house in order' a joint strategy is the next sensible step.

The strategic context must underpin a future telecare service in Warwickshire. It is within this context that future commissioning of a telecare service should be decided upon. The Prevention Technology Grant enabled Warwickshire to develop its Telecare service with its District and Borough partners. With the Grant and contractual arrangements coming to an end there is a need for Warwickshire to progress and develop the service within available budgets to continue to meet required strategic outcomes.

2.3 Evidence of Need

It is evident that Warwickshire will see a significant change in the profile of older people, with an increase in population and of numbers of people over the age of 70. This increase will also bring with it associated support and care needs for older people with more people living with dementia, learning disability and long-term limiting illness, and in some areas particularly the north of the County, older people living in deprivation. Stratford on Avon is likely to see the most significant change where the population of older people and older people with dementia is predicted to increase more than other areas of the county.

In light of the evidence of need, and with local and national policy drivers prioritising a telecare service and the provision of services that enable people to remain living independently in their own home for as long as they wish to do so, there is a need to consider how WCC and partners ensure that the future telecare service in Warwickshire is fit for purpose and ready to meet the anticipated increase in demand from across the County.

Consideration needs to be made of service provision for the rising numbers of people with critical and substantial need, where telecare may be part of an overall package of care and may reduce the need for more costly interventions. However, consideration also needs to be made of the large numbers of people with low and moderate needs who may benefit from the prevention element and reassurance that telecare can give, including to carers. Consideration also needs to be given to the need for a targeted service and equipment that will meet the sometimes specialist requirements of the increasing numbers of people living with dementia and their carers and people with a learning disability and their carers.

There has also been an increase in the non-white British population within the county, which suggests future service provision must take into account the diverse needs of the population.

Demographic projections and the profile of the population in Warwickshire will have significant implications for the provision of a telecare service for older and disabled people in Warwickshire, particularly in terms of the increase in demand for telecare and the types of equipment that will be required to best meet the needs of people wherever they live.

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2.4   Warwickshire Telecare Service & Market Assessment

The current telecare service in Warwickshire provides an equipment and installation, monitoring and telephone response service with a physical response service also available. There are some limitations within the current services such as inability to decontaminate and recycle all equipment as well as current limited storage space for equipment. The service is more costly in Stratford than the other Districts due to travel costs and there is no service in Nuneaton and Bedworth.

There are a number of different ways to provide a telecare service with some services providing the entire telecare service and a number of providers who can provide different elements of a telecare service such as equipment and installation or a monitoring service, some with a response service. It appears that some authorities do not have a physical response service available; however, Warwickshire is seen as being in a fortunate position to have a response service for those people who need it and needs to consider carefully how to provide this element of the service in the future. Although currently in Warwickshire this service is not available in Nuneaton and Bedworth. Consideration should also be given to the ability of providers to respond in the future to the growing telehealth agenda.

Warwickshire needs to ensure that telecare is an integral part of every assessment carried out otherwise it is unlikely to be making the most use and receiving the most benefits available through the use of telecare. The pilots in the care homes need to be evaluated to demonstrate any benefits from the use of telecare in reducing the numbers of people entering residential care.

Although there is a single point of access for the telecare service it may seem cumbersome to some people. There is not a comprehensive mechanism for people to receive an assessment or do their own assessment and purchase their equipment outside of the County Council service.

Warwickshire has so far made limited use of equipment that does not require a monitoring service, such as stand alone equipment or equipment that can be programmed to alert a family member of carer. The current service focuses on equipment that requires monitoring.

When considering the issues emerging from previous sections regarding the strategic priorities to increase the use of telecare and the anticipated rise in demand for a telecare service and equipment. Warwickshire has a good base from which to build but needs to ensure the future service is available countywide and is fit for purpose and geared up and able to respond to the increase in demand through a quality service, in the most efficient and cost effective way.

2.5   Benchmarking & Warwickshire Cost Benefit Analysis

There are clearly differences in the cost to WCC between the districts and boroughs in Warwickshire and the report demonstrates where those differences in annual average unit cost arise from. Some reasons for this

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include the higher charge to WCC for Stratford district.

Investigation with Partners will be required into reasons for differences including: differences in equipment costs, assessment, installation, monitoring and response costs in and higher handyperson costs. Through doing this it will become clear what the optimal average cost in Warwickshire should be.

Joint learning by providers and WCC, including sharing of practices and issues arising, would enable any future service to operate at an average unit cost that provides value for money. The information, along with the unit cost information from other local authorities will provide Warwickshire with a realistic unit cost that it could expect to pay for a telecare service, both overall and broken down into the areas of equipment and installation, monitoring and response.

The cost benefit analysis for Warwickshire indicates that there could be a cost benefit for Warwickshire through a telecare service, particularly for Health and social care. Further work is required with finance to produce a savings plan which incorporates the impact of telecare in order to ensure future funding at the required level for a telecare service in Warwickshire.

Warwickshire does not perform well against its comparator family group of local authorities and the future service should aim to improve this performance. As suggested in earlier sections of this report; by gearing the service up in the most effective way, in order that it is fit for the future to meet anticipated need, deliver cost savings and prevent costs occurring as well as deliver strategic and customer outcomes. It follows that Warwickshire's performance will improve.

2.6   Literature Review & Practices in other Local Authorities

The literature review has some key points regarding telecare services:

- Telecare can achieve substantial cost savings for health and social care in particular reducing costs in nursing and residential care as well as in domiciliary care packages
- It meets customer and strategic outcomes in maintaining independence for older and disabled people in their own home safely.
- It gives a benefit to carers
- A telecare service must be appropriate and ethical
- Training is vital
- Good assessment process needed
- A service can be provided in many different ways with different service models

The examples of practices from other authorities demonstrate the range of service models in place. Local Authorities have different models dependent upon the local set up initially and local learning that has taken place to develop services. Some authorities have countywide services; some are district based or a partnership of different districts/providers. Some services provide the whole telecare service; others have split the service into different

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elements of equipment, monitoring and response. Local Authorities have different eligibility criteria and charging policies, some offering free services within a criterion to provide a preventative service and others only providing a free service to those eligible under the Fact's criteria subject to a financial assessment.

Warwickshire must decide upon a service model, eligibility and charging structure that can meet identified need within Warwickshire but that is affordable to WCC, partners and customers. Where Warwickshire is unable to fund telecare to individuals, mechanisms need to be in place to enable self funders and their families to assess and purchase telecare equipment appropriately.

The key themes that Warwickshire must take into consideration are:

- 'Buy in' at a senior level
- Telecare services have evidenced positive outcomes and significant cost savings in social care and health
- Telecare is an important element in care assessments and reablement
- Mainstreaming telecare
- Investment is needed with consideration of the cost savings telecare services have evidenced.
- People need to believe in telecare and a culture change may needed
- Good training to all is needed which involves partners as well
- Demonstrations of equipment – some have these in Independent Living Centres
- A good staff structure to deliver the service
- Benefits to carers
- An integrated approach
- Self funders – access to assessments, retail assessment centres, purchasing equipment appropriately
- Partner 'buy in' required
- The right response service is needed
- Supply and management of equipment is important – track, maintain, repair, recover and decontaminate.

There is a whole range of different service models and good practice in telecare services as well as studies and research supporting the use of telecare. This section along with previous sections, which evidenced strategic direction and needs in Warwickshire, demonstrate that Warwickshire requires a telecare service which is fit for the future and can meet and respond to demand as well as realise financial cost savings overall in social care and health and meet outcomes for customer and carers. Consideration of the key themes in this section as well as the next section from consultation is critical when making recommendations for Warwickshire.

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2.7 Consultation

There is a huge amount of extremely valuable and useful feedback from customers (current and potential), carers, practitioners and providers. Those using the telecare service are on the whole very satisfied with the service, with positive outcomes identified. There are also very clear messages and themes that come through from the consultations that have been carried out. These need to be carried through from this report to the recommendation and implementation stages.

Key messages were on the following subjects:
- The cost of the service.
- When people should be able to access telecare i.e. people with critical/substantial needs and/or low/moderate needs
- Who should be able to access telecare and how should they access it including self funders
- The role of WCC in assessment, signposting, enabling etc
- Marketing and advertising the service
- Information available and range of formats available
- Referral routes and process through service including timescales
- After care service
- Training requirements
- Type of equipment available – capability and range
- Communication between WCC and providers – better joint working
- Social Care Assessment processes and telecare
- Requirement for a service that covers the County
- Requirements of a response service

2.8 Recommendations

General Recommendations:

1. Align all relevant future strategies across Warwickshire County Council and partners in the District and Boroughs in relation to telecare and any targets.

2. Provide joint comprehensive rolling telecare training, linked to policy direction, across the County for service providers, practitioners and other appropriate teams and individuals within WCC also including Health. This will link to WCC workforce planning priorities and timescales.

3. That Warwickshire investigates further its options for equipment suppliers with regard for quality and compatibility, with consideration for the financial implications. That Warwickshire promotes the use of standalone equipment from different providers of equipment.

4. That Warwickshire continue to be involved in regional work exploring options for regional procurement of equipment.

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5. That a comprehensive marketing and publicity campaign is launched when training is taking place and the future service is in place to provide a quality service that can meet demand.

6. The charging structure is reviewed to charge non FAC's eligible customers for the equipment and monitoring service without a 6 week free trial period. That charging methods are explored including; outright purchase, renting and renting equipment leading to eventual ownership. That targeted prevention through telecare is further investigated with regard to investing to save in the future.

7. FAC's eligible customers are provided with telecare equipment free of charge for equipment less than £1000 but charged for the monitoring and response service on a weekly basis subject to a fairer charging assessment. Further investigation into legislative requirements regarding charging for equipment is necessary.

8. Provide a telecare service with countywide coverage, including Nuneaton and Bedworth. That options for interim arrangements to provide a service in Nuneaton and Bedworth are investigated and implemented if feasible.

9. Open up referral routes into the telecare service with opportunities for self funders to access the service without going through WCC systems, for example a self assessment process. Fast track potential customers for a telecare service only without needing to go through different assessment processes. This could be considered within the Adult Customer Journey project in the Transformation of Social Care programme.

10. Ensure any future administrative processes with providers are as simple as possible.

11. Improve performance data collection and reporting, including outcomes and financial cost benefits.

12. Align the future service with Health and aim for a joint Assistive Technology strategy in the future.

13 Improve comparison performance data with other local authorities by ensuring Warwickshire reports in the same way as other local authorities.

14 Identify within existing WCC resources, a Strategic Manager with responsibility for Telecare with appropriate contract monitoring, implementation, service development, professional and administration support. Develop WCC Champions in each district and within learning disability and dementia client groups. The above will create close working relationships with telecare providers and practitioners to improve communication and provide a joined up service.

15 That a financial plan/budget statement is produced for telecare by WCC.

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Service Pathways Recommendations:

Adult Social Care in Warwickshire is progressing to a transformed care system based on a holistic approach outlined on 'Uses of Resources in Adult Social Care'.

1. Universal Services:

 - Develop a 'Retail Model' in Warwickshire through the developments with ADL Smartcare. This will provide information, advice, assessment and process for people to purchase their own equipment including telecare through approved retailers.

2. Targeted Interventions:

 - Complete the pilot in the short term respite and intermediate bed spaces within two Residential Care Homes and act on the evidence from the evaluation.
 - For new users have a pathway for telecare in the re-ablement service including intermediate care. Telecare should be incorporated into the assessment process. There is a need to consider the links to the further investigation required into targeted prevention previously mentioned.
 - Incorporate/align telecare into the Housing transformation programme with adaptations/DFG's, Home Improvement Agencies and supported housing.
 - Review the links with WCC services for the deaf and the equipment provided through this service.

3. Care & Support:

 - Review existing customers. Begin with the 350 high cost packages and then incorporate into each annual review of need for all other customers.
 - Roll out a targeted telecare service for people with a learning disability and the Just Checking service to people with dementia across the County. This will seek to include an application to IEWM for available funding towards these roll outs. Make clear links with a medication prompt service in Warwickshire
 - Incorporate into the roll out of personal budgets across the County.

Service Model Options:
A number of options have been considered, however drawing on evidence within the report, the preferred service model option is to have 3 components providing a countywide telecare service. This option and recommendations as to how this could be implemented in Warwickshire is as follows (the 3 elements below are required to make up the telecare service):

 1. Countywide Equipment and Installation service – this could be provided countywide by the Integrated Community Equipment Service (ICES) partnership with health, under their current contract with NRS until March 2012. This will provide a countywide service with large storage facilities, vans and drivers, invoicing process, good performance monitoring systems, equipment tracking and monitoring systems, decontamination and recycling service. There is also internet access and an assessment centre. A 24/7 out

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of hour's service would be required for out of hour's equipment problems. It can incorporate telecare into the Retail Model being developed by ICES and NRS and consider different purchasing options. It also has the potential to install telehealth equipment as ICES is a partnership with Health and WCC. Providers of telecare can become partners in the Retail Model in Warwickshire for self funders to choose from. To be taken forward this recommendation would need to be approved by the ICES Partnership Board and the current Section 75 agreement varied to incorporate it.

2. Countywide coverage of a Monitoring and Telephone Response service by one or more providers. The service(s) would have to meet minimum requirements including; comparable cost, performance reporting systems, countywide coverage, staff training, compatible lifeline equipment, quality standards and agreed telephone response service. A joint procurement with other Local Authorities may become an option in the future for this service.

3. Localised Physical Response Service – ideally this would be provided by a care provider such as a Home Care service, Ambulance service or one or more local Extra Care Housing schemes. This would be available for the limited number of people who cannot be provided for by the monitoring and telephone response service and do not have key holders or do not wish to utilise key holders.

This option would require good communication and agreed protocols between the services to ensure a joined up service was provided to customers. Any future commissioning and procurement of services must respond to the personalisation agenda and the impact of the roll out of personal budgets in the County.

3.   Next Steps

3.1   These approved recommendations from the strategic review are now being implemented through the governance structures of the Warwickshire Housing Support Partnership and the Social Care Transformation Programme.

JOHN BOLTON
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Shire Hall
Warwick

October 2010

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