

Health and Wellbeing Board Meeting

Item Title: Technology Enabled Care Projects

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1. Summary

To ensure Shropshire Council continues to provide cost-effective and efficient services, the Housing Team are undertaking a series of Technology Enabled Care projects that aim to support Social Care and Housing services.

These projects explore different delivery models for existing telecare provision, as well as seeing how the latest consumer technology can be used or repurposed as Technology Enabled Care. Currently there are 3 such projects underway:

- Hospital Discharge Telecare Pilot
- The Broseley Project
- Beech Gardens Step-Down Beds

Hospital Discharge Telecare Pilot

This project sees Shropshire Council working with Welbeing, a telecare provider to support hospital discharge through the use of telecare equipment. The model of provision being tested here sees the Council fund the telecare provision and monitoring costs for the first 13 weeks post-discharge.

At the end of the 13 weeks the recipient has the choice of returning the equipment, with no further obligation, or keeping the equipment and paying the ongoing monitoring costs to Welbeing. Dependant on the range of equipment in place this can be as little as £3 a week.

For every person who goes on to become a private payer, Welbeing rebate Shropshire Council £1 per week per client for as long as they remain a paying customer. With sufficient numbers of referrals going through, this model can, over time pay for itself.

The trial will test;

- Any benefits to existing hospital discharge schemes (such as the Home from Hospital service)
- What effect it has on Delayed Transfer of Care rates
- What effect it has on reducing hospital re-admission rates
- What effect it has on any ongoing care and support costs

Run initially in the central Shropshire area, the trial is being rolled-out to the rest of the County with Whitchurch Community Hospital shortly being included. This will see referral rates reach in the region of 25 – 30 a month, with the roll-out programme continuing to the rest of the county over time.

A full evaluation report will be available towards the end of the year when all data has been properly analysed.

The Broseley Project

Whilst the Hospital Discharge Pilot makes use of existing, traditional Telecare equipment, the Broseley Project tests out the latest consumer technology and how it can be used as Technology Enabled Care.

Initially the project will test 3 pieces of existing consumer tech – an Amazon Echo Show, an Amazon Echo Dot, and a Samsung Gear-Fit Pro fitness tracker. The first phase of this project explores whether these 3 devices, working together can address 3 key issues:

- Social Isolation
- Falls Detection
- Fall Prevention

Using a shared community calendar, the Echo can remind and prompt people about events taking place in their community (the community bus is in town today, there's a coffee morning tomorrow etc), thereby helping tackle social isolation. It may also be used to “drop in” on friends and family who also have an Echo Show as well as seeing how this function can support the local GP surgery.

The fitness tracker currently records if you have ascended a staircase as well as measuring steps taken over a set distance. We will test if these functions can be repurposed to detect a fall (a sudden drop in height) or if someone is taking more steps to cover the same distance (a possible indicator of a falls risk).

We are working with the Lady Foresters Centre and Hitachi and have a pool of 20 volunteers to help test this equipment. The volunteers are all aged over 65 and live in the Broseley area. So far, the project has explored the practicalities of issuing the equipment to the volunteers and how the data it records can be accessed for analysis. The current stage is testing how our volunteers manage with the equipment, and if the data we hope to capture is actually being recorded. The learning from each stage helps inform future stages.

Beech Gardens Step-Down Beds

Beech Gardens is a supported living development in Ludlow built by housing provider Connexus. Within this development, Shropshire Council has commissioned 2 Step-Down beds in the form of 2 self-contained bungalows to support reablement following hospital discharge.

For this project, we are fitting out both bungalows with a range of both traditional assistive technology and consumer technology with the aim of supporting and encouraging reablement.

Whilst the traditional equipment will help with familiarisation as part of a long-term care package, the consumer technology is designed to support and encourage participation in reablement at an early stage. It is also hoped that the use of such equipment will provide a learning opportunity to better understand what technology best supports people post hospital discharge.

There is also an opportunity to use these bungalows as a demonstration and training site, supporting staff and individuals make better informed decisions about longer term care options.

2. Risk Assessment and Opportunities Appraisal

The Hospital Discharge Pilot uses well established telecare devices, the sort that are currently used by this and other councils. The Telecare provider complies with all Telecare Services Association standards in respect of equipment provision, installation and monitoring. Professional assessments are undertaken before a referral is made and the pilot has a fixed budget which is regularly monitored. A full evaluation of the pilot will be undertaken and recommendations will be made based on the findings from the evaluation.

For the other 2 projects, appropriate training and ongoing support is provide to the participants to ensure they understand how to use the devices. Prior to the trial being undertaken, we explain to each participant the purpose of the trial, the range of functions the devices have, and the information being recorded. In the case of the Broseley Project, it is made clear to the volunteers that the devices should not be used to replace their current method of summoning help in an emergency, or to replace any existing care or support they receive. An Agreement covering this and all data sharing issues has been drawn up which sign before starting the trial.

3. Financial Implications

The funding for these projects is coming from the Better Care Fund and is testing the scale of potential savings such interventions could bring.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)
Cabinet Member (Portfolio Holder) Cllr. Lee Chapman
Local Member All – Conference is relevant to whole county
Appendices None