

Slide 1: Piloting Technologies in Cheshire West

ASC Commission

29 March 2022

Slide 2: Why this pilot?

- Market development and diversification is key to the future of Social Care
- Telecare offer in 2021 did not include innovative technology available on the market - an opportunity to improve the offer
- Inform new telecare commission in April 2022

Slide 3: Why technology?

- More choice and independence for service users and carers
- Less reliance on traditional forms of care
- Diversification of market
- Reflects societal direction

Slide 4: Challenges in local context

- Acceptance and trust by service users and families
- Acceptance and trust by workers
- Huge operational pressure limiting time and capacity to explore new approaches
- “Digital first” not being achieved
- Cultural challenge as well as knowledge challenge

Slide 5: Structure of pilot

- Assistive Champions identified in each operational team
- Technology required to move to technology first care commissioning
- Time given, required to run a successful pilot
- Evaluation Model

Slide 6: Assistive Tech Champions

- Agreed and approved with the Senior and Directorate Management Teams
- Continuously update teams with up to date information about the pilot, eligibility criteria, assessment processes and technology available
- Work with partners, GPs, commissioned services to support the pilot's success
- Engage with the pilot on a monthly basis, analysing the success of the pilot including use cases and uptake
- Support colleagues who are care managing service users on the pilot including evaluating at the start, during, and end of pilot
- Attend training and awareness sessions, and contribute to the processes in place for the pilot

Slide 7: Outcomes

- Improving independence for service users / prolonging their ability to stay at home
- Reducing the reliance on traditional care
- Reducing escalation of care
- Reducing isolation & loneliness
- Increased feeling of personal safety
- More qualitative than transactional...

Slide 8: Performance & Deployment

- 56 clients (budget was for 60)
- 9 withdrawals over life of pilot

Sample of equipment deployed:

- Canary sensors
- Ring doorbell
- Alexa Show
- Komp No Isolation
- CPS watch
- Falls detectors
- My homehelper
- Embrace 2
- Epicare
- Meds Dispenser

Slide 9: Case studies

- Embrace 2 epilepsy monitor means I am more aware of seizure activity and this reduces my main carer's stress when at work as they can monitor while they are not present.
- Canary system means we can remotely monitor mum's situation at home, that she's moving around and isn't motionless in a room we wouldn't expect. It's given huge peace of mind and reduced our need for safe and well checks or being present all the time.
- Ring doorbell equipment fitted is brilliant, provides reassurance and support, reduced the anxiety when at home alone as can see any callers to the address on such occasions. Would recommend others to use equipment to address their needs.
- 'Komp No Isolation' equipment is very good. As a family we can have four-way conversations via Komp with my dad in Nursing Home. We send messages and pictures to him over the KOMP. I would recommend its use to others and it is enhancing my father's quality of life.

Slide 10: Future Developments

- Full evaluation currently being completed. Learning to be converted into practice guidance for teams.
- Carrying learning from pilot into the new telecare contract with Millbrook
- Exploring integrated approaches with Health partners – eg medication, health monitoring
- Monitor and evaluate telecare performance in more detail.
- “Digital First” as part of ASC Vision and planning.