

# TSA Connect

Learn, shape, network and collaborate.

## Delivering a Healthier Wales: Transformation Through Technology

**Carla Dix**

**TEC Prevention Strategy Manager, Delta Wellbeing**



@TSAvoice | #TECSvoice





# Carla Dix

## TEC Prevention Strategy Manager





# Social Services and Well-being (Wales) Act 2014



The Essentials



Well-being



People



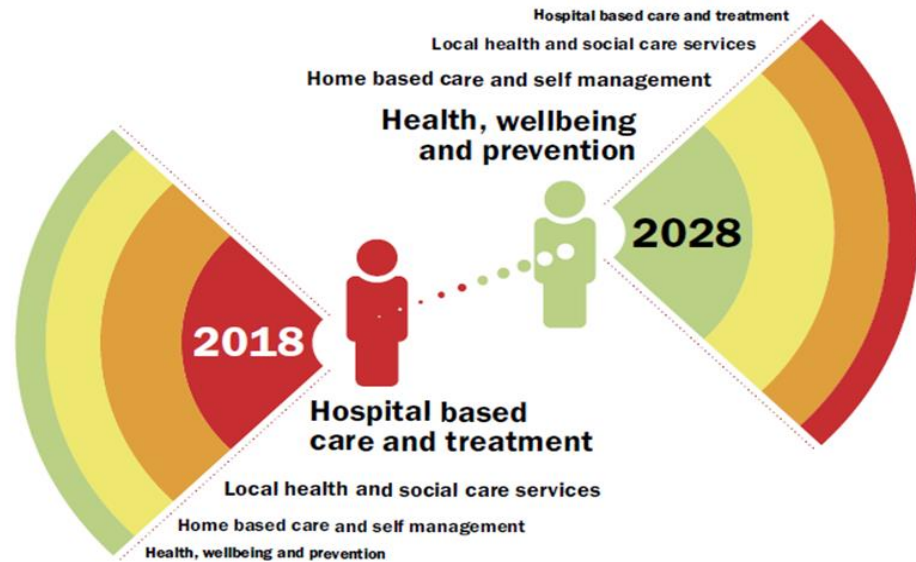
Partnership & Integration



Prevention




The Essentials



**A Healthier Wales:**  
our Plan for Health and Social Care



# A Healthier West Wales



**Transformation proposal by the West Wales Regional Partnership Board**

**November 2018**

# A model of Proactive Technology Enabled Care delivering a seamless framework of prevention

- Largest single allocation nationally £7.5 million
- National exemplar programme



The screenshot shows a webpage from the Welsh Government. At the top left is the Welsh Government logo with the text 'Uywodraeth Cymru Welsh Government'. To the right is a search bar with the word 'Cymraeg' and a magnifying glass icon. Below the header is a breadcrumb trail: 'Home > Announcements > All announcements >'. The main heading of the page is '£12m programme to transform delivery of health, care and support in West Wales'. Below this is a 'PRESS RELEASE' section with the title '£12m programme to transform delivery of health, care and support in West Wales'. A blue banner contains the text: 'Health Secretary, Vaughan Gething has announced £12m for an ambitious programme to modernise and improve health and social care in West Wales.' To the right of this banner are the dates 'First published: 19 March 2019' and 'Last updated: 19 March 2019'. At the bottom, there is a partial sentence: 'The money will support a range of initiatives that shift services from hospital to people's homes and communities making it easier for people to access the' followed by social media sharing icons for Twitter, Facebook, and a general share icon.

Uywodraeth Cymru  
Welsh Government

Cymraeg

Home > Announcements > All announcements >

£12m programme to transform delivery of health, care and support in West Wales

PRESS RELEASE

**£12m programme to transform delivery of health, care and support in West Wales**

Health Secretary, Vaughan Gething has announced £12m for an ambitious programme to modernise and improve health and social care in West Wales.

First published: 19 March 2019  
Last updated: 19 March 2019

The money will support a range of initiatives that shift services from hospital to people's homes and communities making it easier for people to access the

Share this page

social care network:  
adult social care

## 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



Mon 16 Mar 2015 10.03 GMT



17



▲ 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.

Spain

vs.

Wales

## How Do They Compare?

% of Social Care budget spent on Teleassistance

14%



1%

Resources for domiciliary and residential care

29%



83%

The law of Dependency

Social Services & Wellbeing Act

- Prevention statutory duty
- Teleassistance eligible and statutory duty
- 98% of Teleassisante provided through statutory offer at a subsidised rate



- Prevention statutory duty
- Teleassistance not statutory duty
- Teleassistance often purchased privately



All teleassistance users in Spain have 2 Social Workers - 1 that delivers TEC driven wellbeing and 1 based in the locality that deals with more critical need.

## Business Case

A Technology Enabled Care (TEC) approach to prevention in West Wales

June 2018







## Our model

- Based on the Spanish model in Bilbao
- Delivered regionally with local implementation

# Assessment

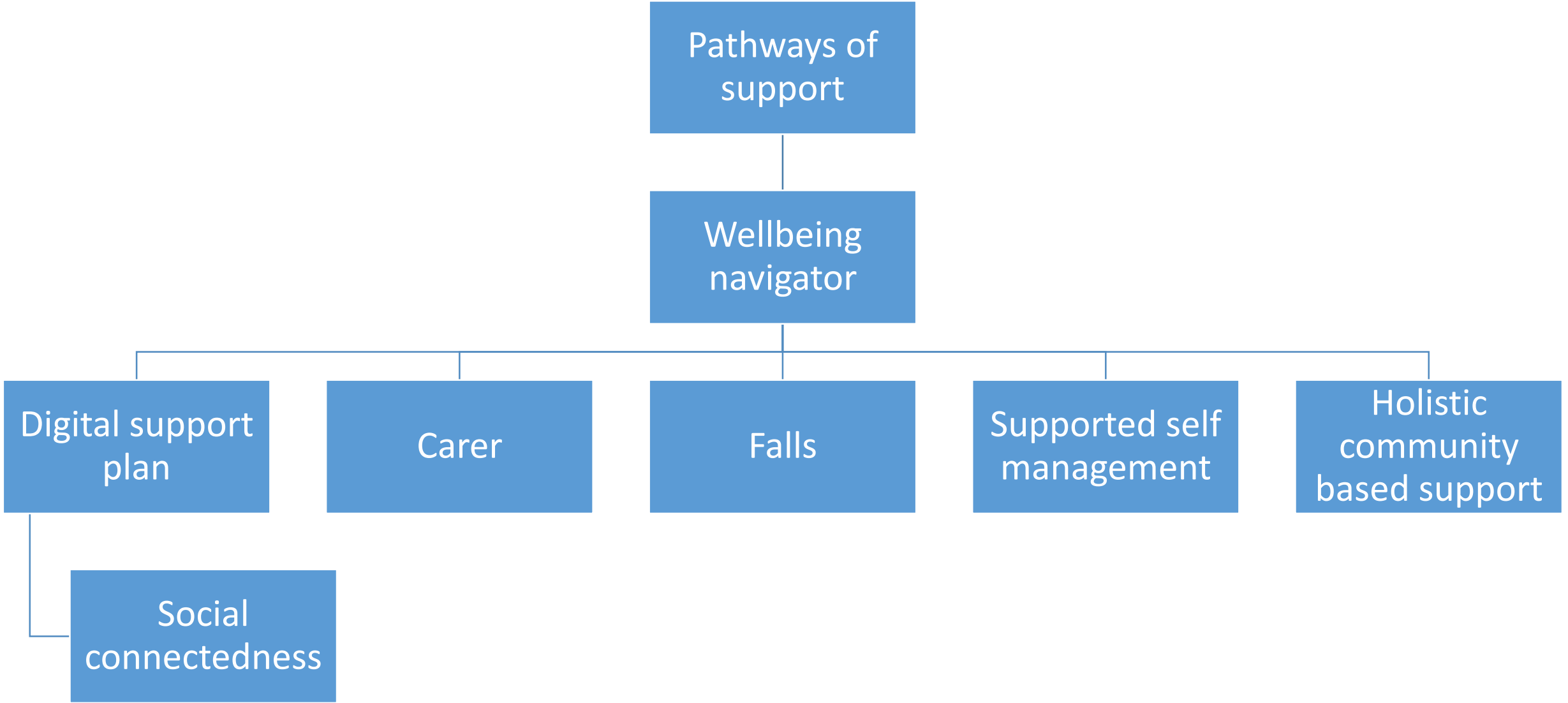
## Individualised Stay Well Plan

Proactive  
wellbeing  
calls

Bespoke  
TEC

Appropriate  
response  
24/7

Pathways of  
support



# The cohort



# Our partners



Cefnogi Trydydd  
Sector **Cymru**  
Third Sector  
Support **Wales**





- The foundation programme
- Other funding streams support and compliment
- Integrated 24/7 with crisis response / virtual ward model
- Digital buddying project

A close-up photograph of a baby with light skin and blue eyes, looking slightly to the left with a grumpy or unimpressed expression. The baby is wearing a green and white shirt. The background is a blurred outdoor setting, possibly a beach or park.

**THANK YOU!**

**YOU ROCK!**