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# TEC RESPONSE TO COVID-19 CRISIS AND KEY NEXT STEPS

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# PHASED SUPPORT AND EVALUATION OF TEC DURING COVID-19



# 1

## Assess status and minimise disruption

- Maintain services to 1.7million older and vulnerable people (mainly telecare alarm users)
- Outreach programme to 170+ monitoring and 150+ community response organisations



# 2

## Enable support to newly-isolated and vulnerable people

- Identify and disseminate proactive and outbound support options, to widen service provision
- Identify rapid deployment options for new services and technology



# 3

## Assure continuity and expansion of TEC services

- Outreach to service provider organisations: operational and technical support
- Assist selection, outcomes evaluation and adoption of a spectrum of service and technology solutions

# PROJECT ENGAGEMENT ACTIVITIES



Outreach programme



Virtual interviews



Surveys



Virtual workshops



Webinars

**92%**

TEC monitoring services contacted

**800**

People attended webinars

**21**

Webinars held

# KEY FINDINGS

## TEC services continued to support their clients

- Many were impacted
- Needed support and interventions



**35%**  
reduction in staff capacity reported

## Some services have cut-through the challenges and delivered rapid deployment of large outbound contact centres

- TEC was largely bypassed for services to reach out to the 2.5million newly isolating and vulnerable people
- Worry about handling demand



**85%**  
affiliated to LAs/HAs

## Staffing levels were impacted

- Services have repurposed, recruited, retrained
- Multi-skilled

## Mobile responders and installations suspended in most cases

- Demands for access to PPE
- Needed improved guidance



# KEY FINDINGS

## Services with older ARC platforms and communications have experienced problems in flexing their operations

- Analogue to digital shift of TEC connectivity needs to be executed effectively
- Some business continuity plans disrupted (inc DR)
- Home working problematic

**TEC key worker status**



# 25%

of users purchased TEC themselves

## Growing demands for TEC integration with wider health and care

- Enable hospital discharge
- With volunteer services

## Concerns for disruption to equipment supply have moderated

- Suppliers made great efforts
- New installations suspended (for non-urgent cases)



## New technologies are being adopted

- Shift to easy deployment and low contact technologies (mobiles, apps, guided self-install)
- Adoption of digital products (IoT, AI chatbots)



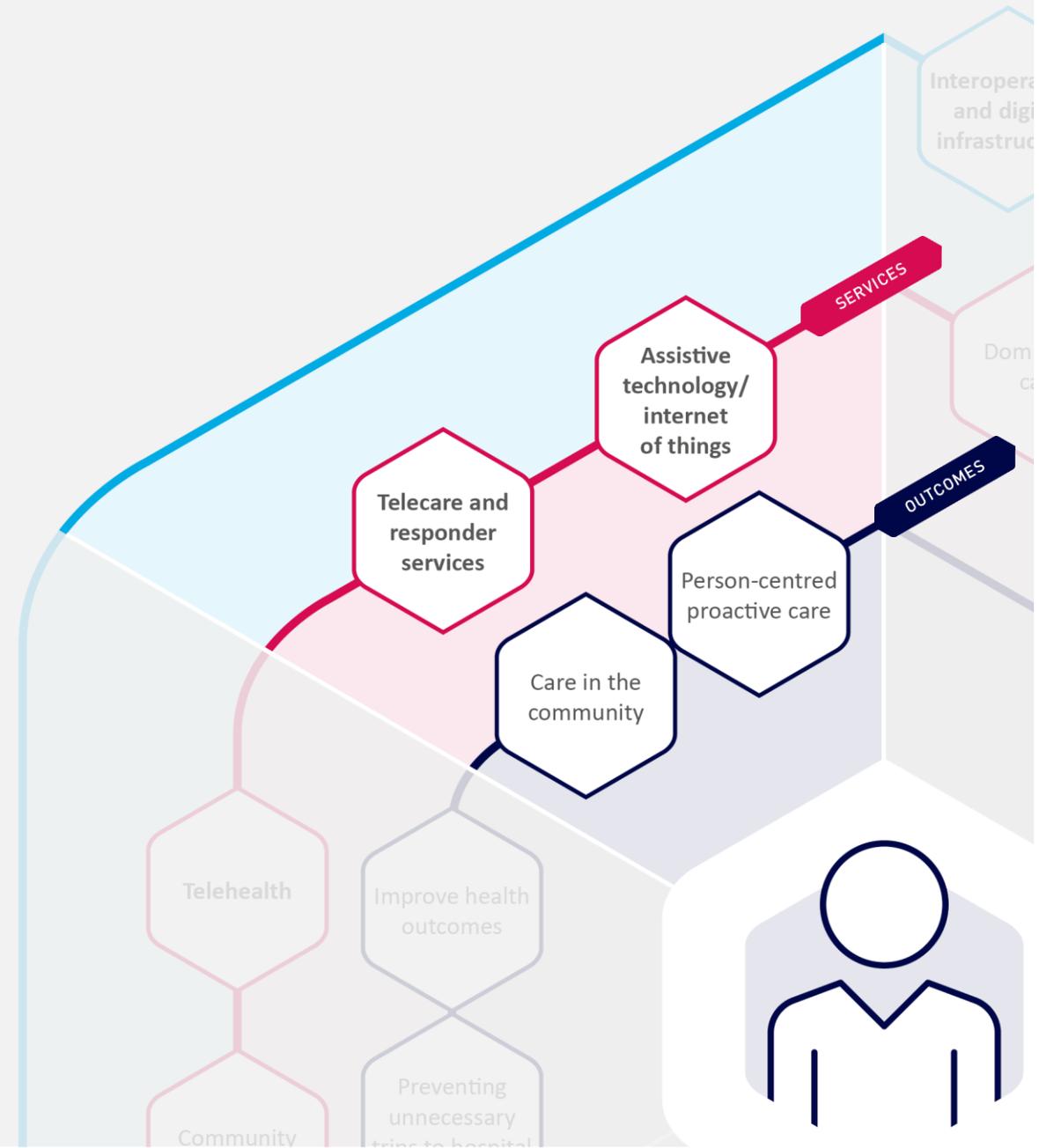
# 177

active Alarm Service providers



PROACTIVE TEC

# DELTA WELLBEING: LEADING THE WAY WITH SHIELDED OUTREACH





PROACTIVE TEC

## DELTA WELLBEING: LEADING THE WAY WITH SHIELDED OUTREACH

# MEET DAWN

## A VERY PERSONAL STORY



One of 18,500 people shielding  
in Carmarthenshire

Self-isolating

Victim of Domestic Abuse

Multiple long-term conditions

Suicidal tendencies and depression



## PROACTIVE TEC

# DELTA WELLBEING: LEADING THE WAY WITH SHIELDED OUTREACH

# MEET DAWN

## A VERY PERSONAL STORY



### Service

- Community referrals
- Preventative outcomes
- Person-centred
- Mobile response

### Technology

- Digital tablets
- Video calling
- Online music
- GPS devices
- Digital alarms



3,500

12,000

telecare customers

PRE COVID-19

DURING COVID-19



7%

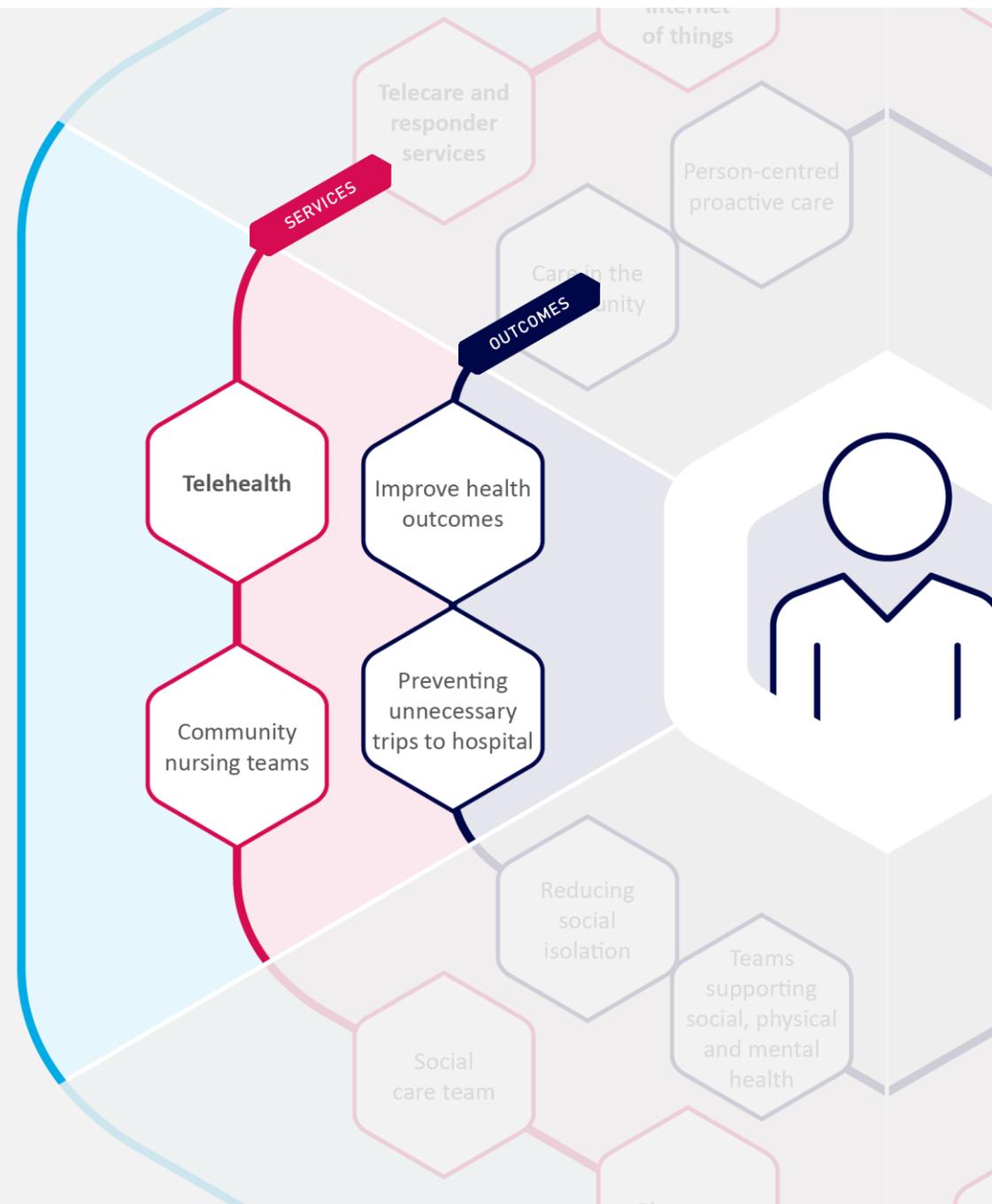
41%

community referrals



## TELEHEALTH MONITORING

# MERSEY CARE TELEHEALTH SERVICE - VIRTUAL WARD





**22.7%**  
**REDUCTION**

**IN EMERGENCY  
ADMISSIONS FOR  
THOSE USING  
TELEHEALTH**



**TELEHEALTH MONITORING**

**MERSEY CARE TELEHEALTH  
SERVICE - VIRTUAL WARD**

**LIVERPOOL'S EXEMPLAR  
TELEHEALTH SERVICE**

PRE COVID-19  
STATISTICS



**40%**

reduction in needing  
to visit hospital  
or GP



**74%**

more confident  
to manage their  
condition



**33%**

made a lifestyle  
change



**79%**

used their knowledge to  
inform care decision



**41%**

health has  
improved



**56%**

family/carers  
benefitted



## MEET SUE

# MOBILISING THE WORKFORCE TO MEET DEMAND



## TELEHEALTH MONITORING

### MERSEY CARE TELEHEALTH SERVICE - VIRTUAL WARD



29 out of 32 staff now  
working from home

Reduced training time  
from 6 weeks to 4 days  
using digital technology

Recruited high risk nurses  
who couldn't work

Doubled workforce  
in 3 months

1,700 patients to  
4,700 patients

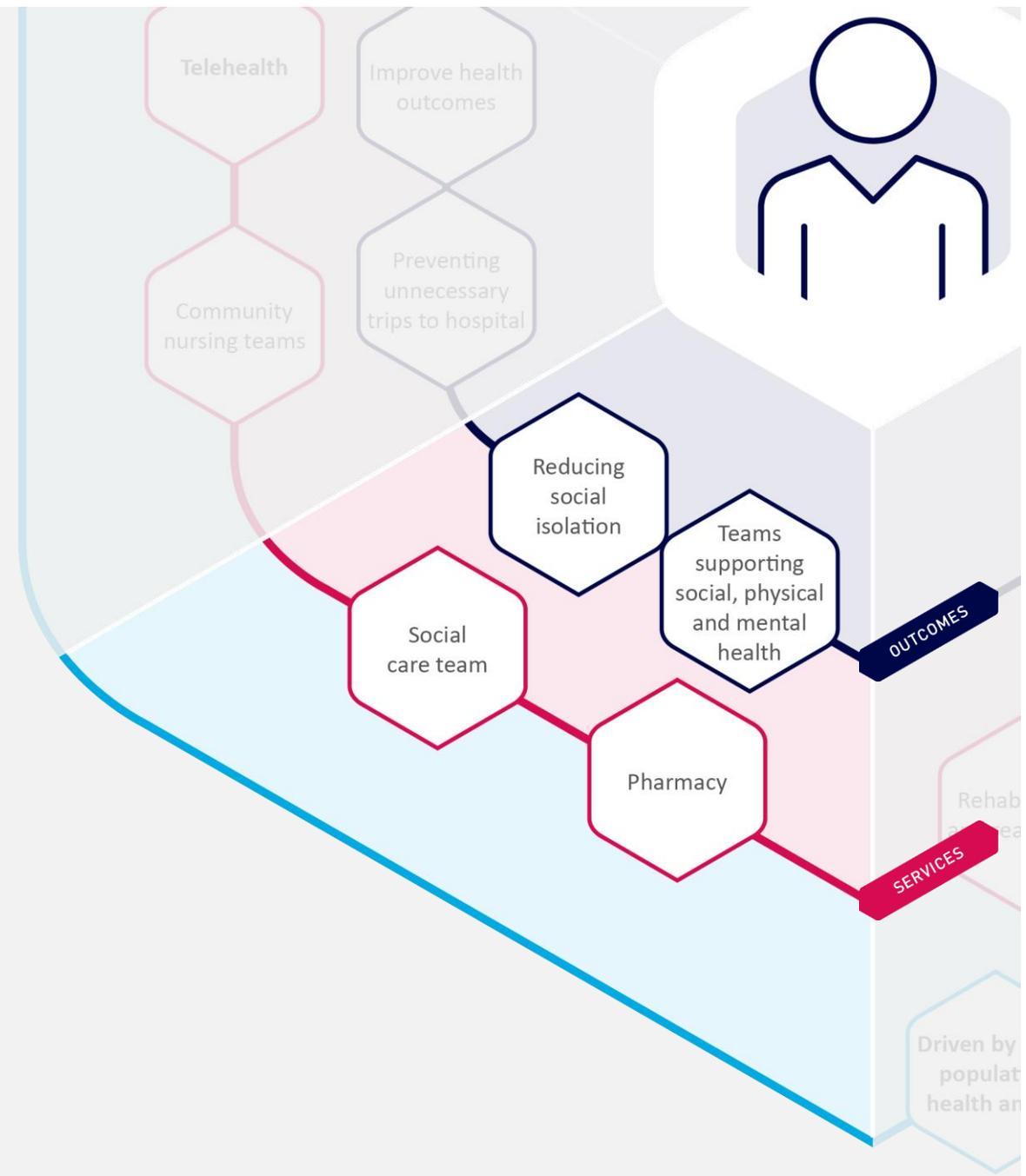
Nurse to patient ratio  
from 1:200 to 1:400

Supporting early discharge  
for patients with COVID-19

Preventing COVID-19  
patients being admitted



# SMART AI OUTREACH HAMPSHIRE'S CHAT BOT OUTREACH PROGRAMME



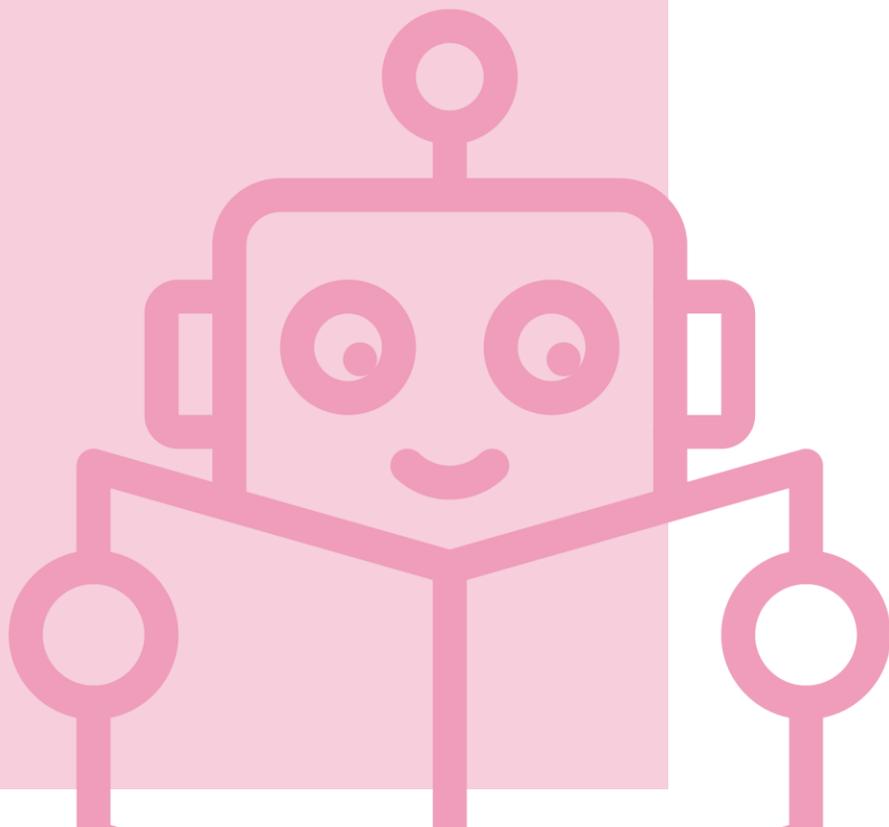


SMART AI OUTREACH

HAMPSHIRE'S CHAT BOT OUTREACH PROGRAMME

**MEET BOT**

**“HOW ARE  
YOU FEELING?”**



**53,000 SHIELDING  
PEOPLE TO BE  
CONTACTED...**

Time was critical – to ensure medication and food access. Hampshire County Council acted swiftly, but the contact centre could not keep pace.

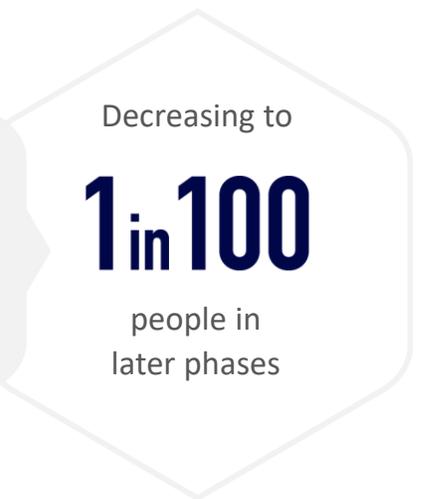
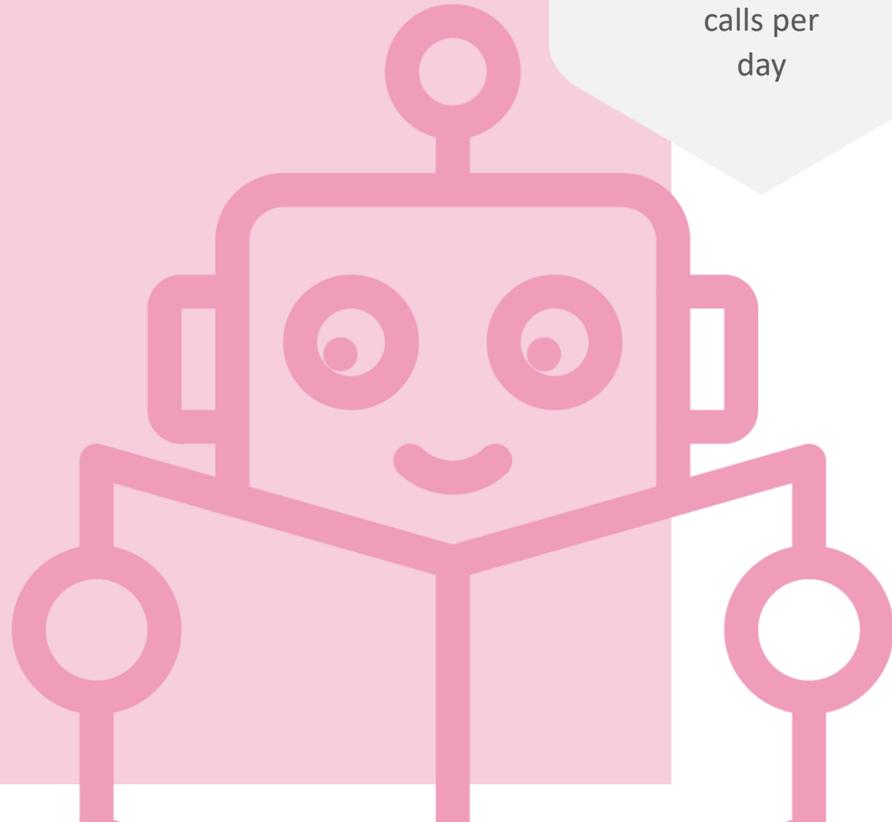
**A smarter method was needed.**



## SMART AI OUTREACH HAMPSHIRE'S CHAT BOT OUTREACH PROGRAMME

### MEET BOT

“DO YOU NEED ANY SUPPORT DURING ISOLATION?”



‘Wellbeing Automated Call System’ (WACS) rapidly co-developed by Hampshire CC, PA Consulting and Amazon Web Services (AWS), and uses an AI-driven ‘chatbot’. WACS enhances rather than replaces human contact, focusing on people that need help.

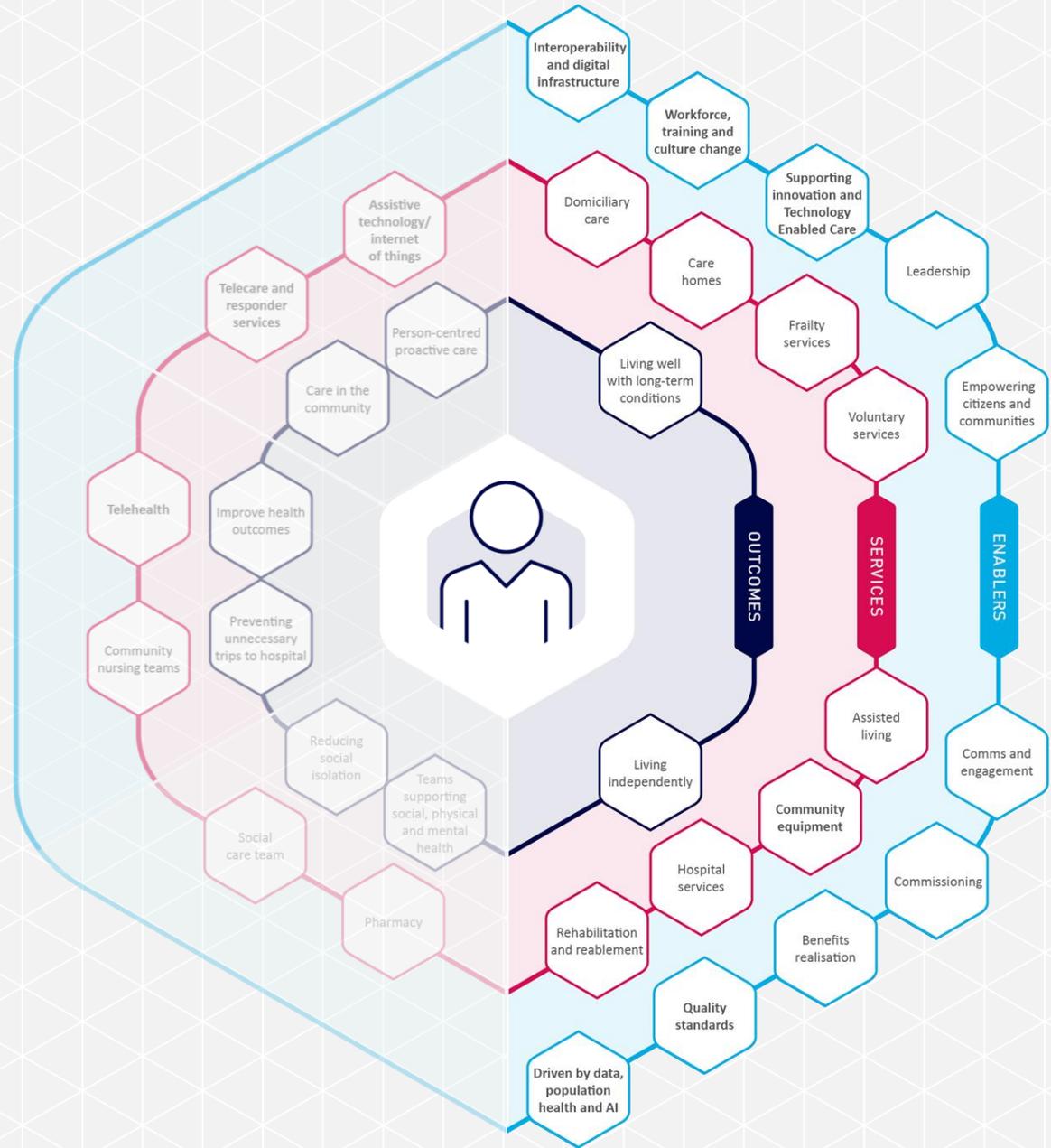
2,500 calls per day. 1 in 3 people asked for help in the first wave of outreach, and as low as 1 in 100 in later phases, connected with network of formal and informal support in the community.

50,000+ calls would have taken the call centre team about 200 days. Average WACS call costs just 60p (including all service design and operational costs).



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# ENABLERS TO ACHIEVE SUCCESS





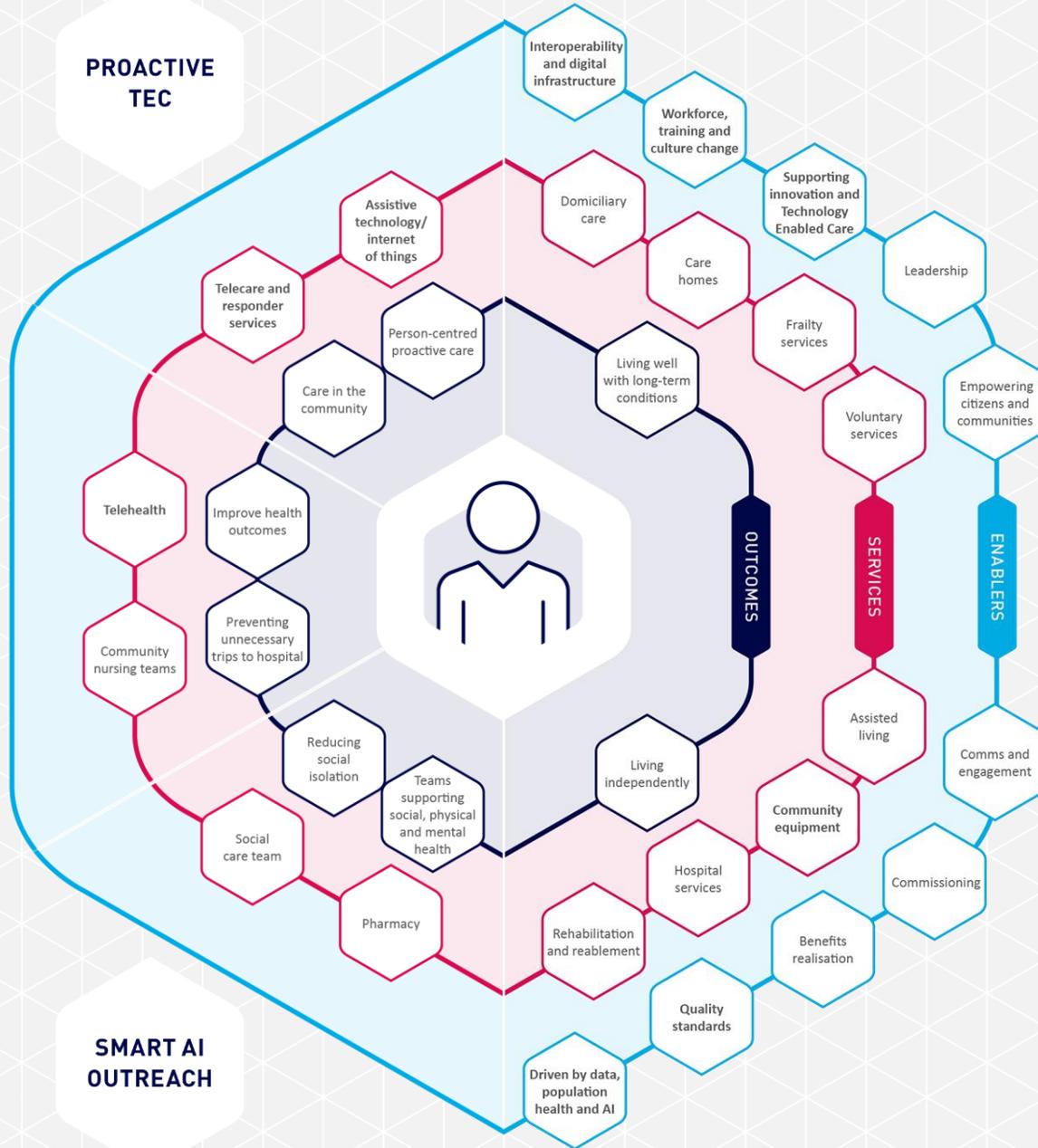
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# PREVENTATIVE AND PROACTIVE TEC MODEL

TELEHEALTH MONITORING

PROACTIVE TEC

SMART AI OUTREACH



# PROPOSED NEXT STAGE ACTIONS

# 1



## PHASE 1

### Stabilise TEC Services

Execute a set of actions that address resilience issues in current TEC services, to de-risk further pandemic disruption, and including urgent reviews of business continuity plans, revision of key worker roles and technology infrastructure upgrades.

- **Urgent review of risk plans and business continuity plans care capacity and operating model**
- **Review and optimise roles of TEC front-line staff - call handlers and mobile responders care capacity and operating model**
- **Upgrade ARC systems and associated IT care capacity and operating model**
- **Guidance and standards for mobile and digital TEC solutions shielding of the most vulnerable**
- **Review and upgrade IT policies within TEC services care capacity and operating model**

# PROPOSED NEXT STAGE ACTIONS

## 2



### PHASE 2

#### Exploit Proactive TEC Services

Select proactive TEC interventions which have shown greatest impact on health and care outcomes, and use these to fast-track specifications and plans for service delivery and winter pressures. Deliver these tools to multiple TEC service providers, helping them to embed proactive solutions in their core services.

- Create Guidance & Standards for proactive services and their underlying technologies care capacity and operating model
- Implement best practice information, governance and interoperability for TEC care capacity and operating model
- Establish 'tiered' model for multiple service types care capacity and operating model
- Assist TEC services and move to flexibly hosted or cloud-based deployment care capacity and operating model
- COVID-19 outreach learnings and best practices to be captured shielding of the most vulnerable

# PROPOSED NEXT STAGE ACTIONS

## 3



### PHASE 3

#### **Embed and Assure New Services**

Develop a revised quality assurance framework for TEC, that encompasses the new and more innovative service and technology options, and enables capture and evaluation of associated outcomes.

- Pursue new TEC operating models that exploit the strengths of different service types care capacity and operating model
- Integrate TEC with other health and care services in the community sustainable structures
- Digital infrastructure, modern TEC systems in Assisted Housing and Care Homes shielding of the most vulnerable
- Execute common test programme for alarm devices on digital networks care capacity and operating model
- Integrate and match volunteer care services with TEC service needs care capacity and operating model
- Workforce awareness and cultural change plan sustainable government structures



# PROPOSED NEXT STAGE ACTIONS



## PHASE 1

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## PHASE 3

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Develop a revised quality assurance framework for TEC, that encompasses the new and more innovative service and technology options, and enables capture and evaluation of associated outcomes.

# THANK YOU



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