

The voice of technology
enabled care

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%

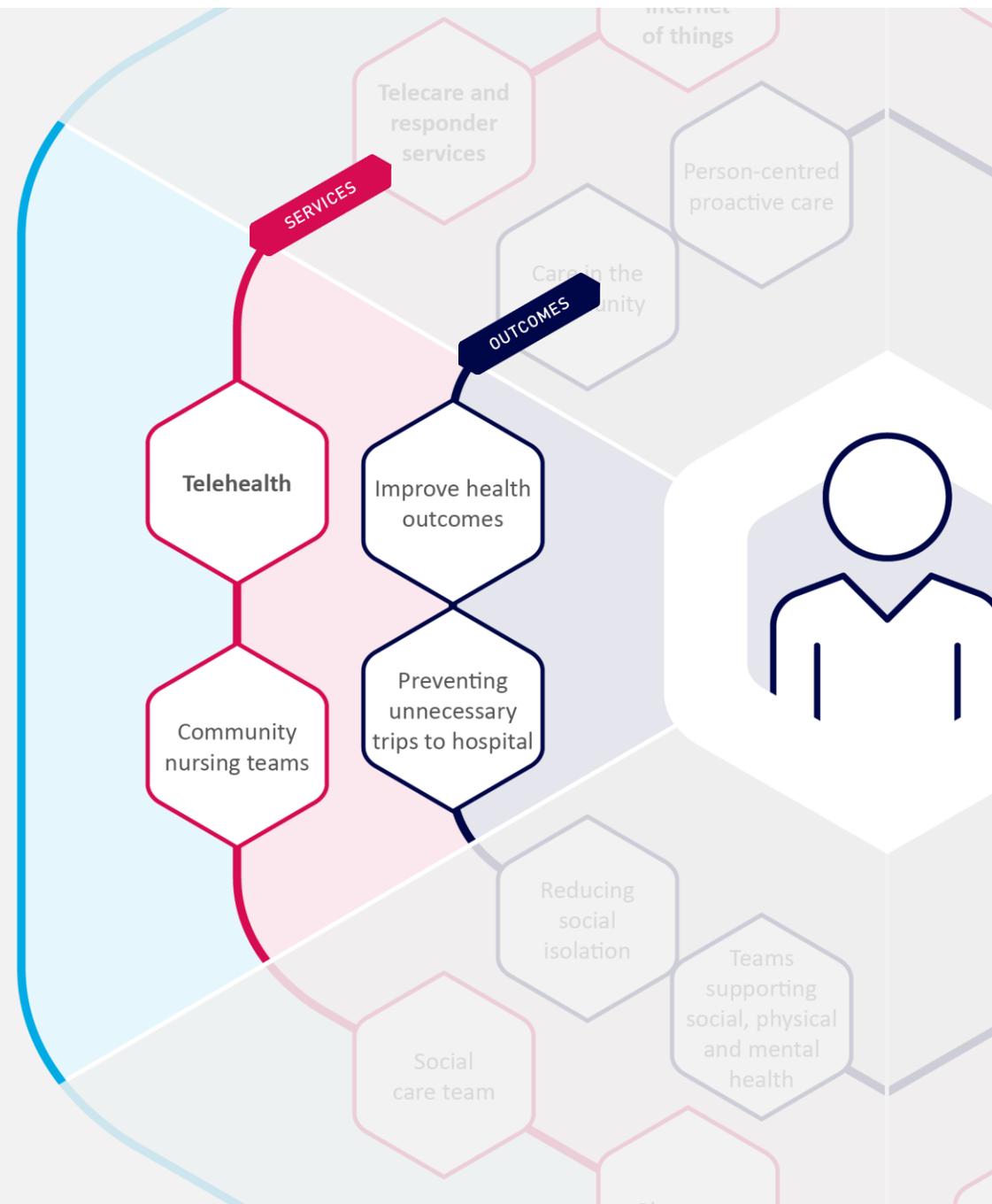
41%

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

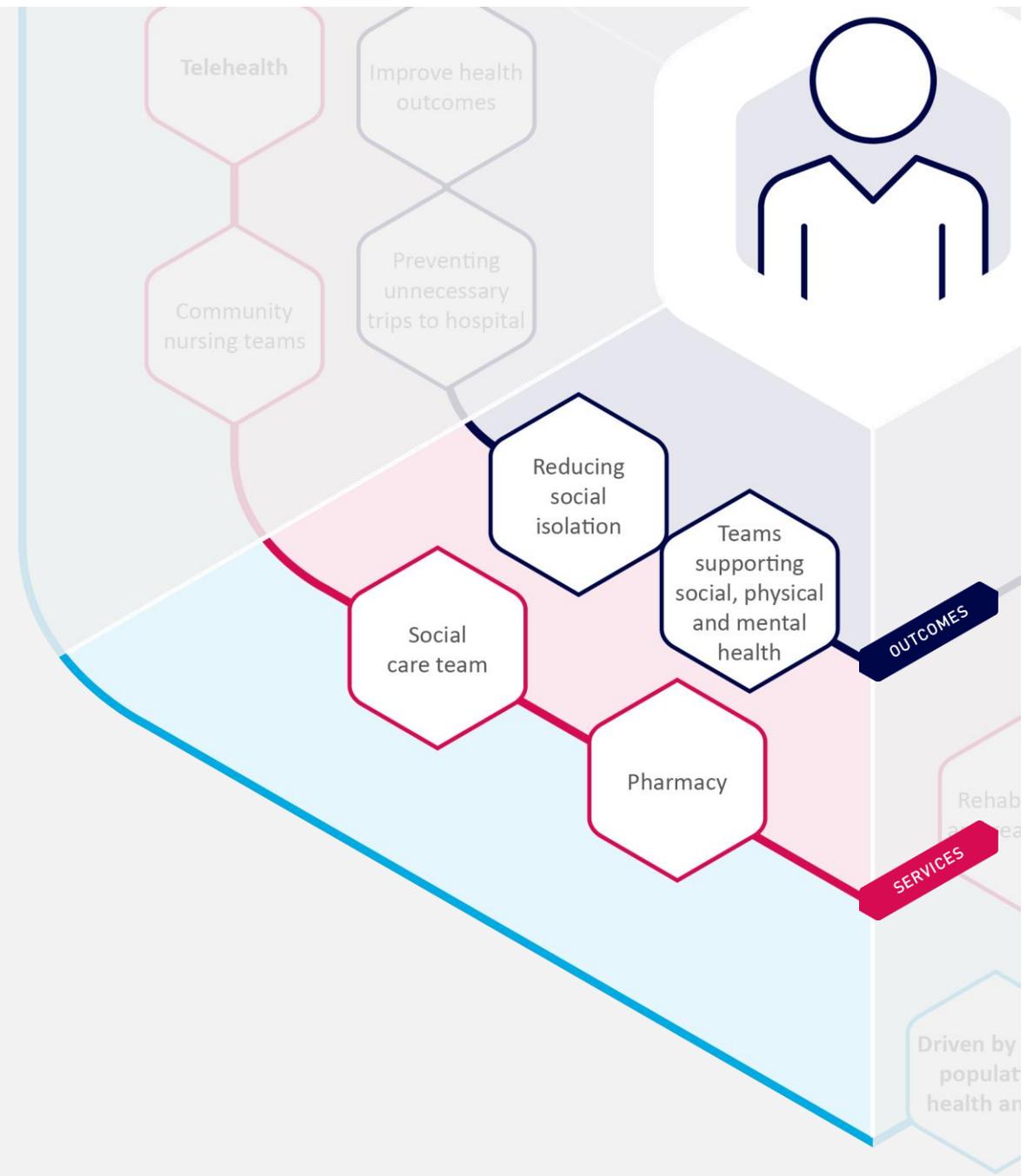
Nurse to patient ratio
from 1:200 to 1:400

Supporting early discharge
for patients with COVID-19

Preventing COVID-19
patients being admitted



SMART AI OUTREACH HAMPSHIRE'S CHAT BOT OUTREACH PROGRAMME



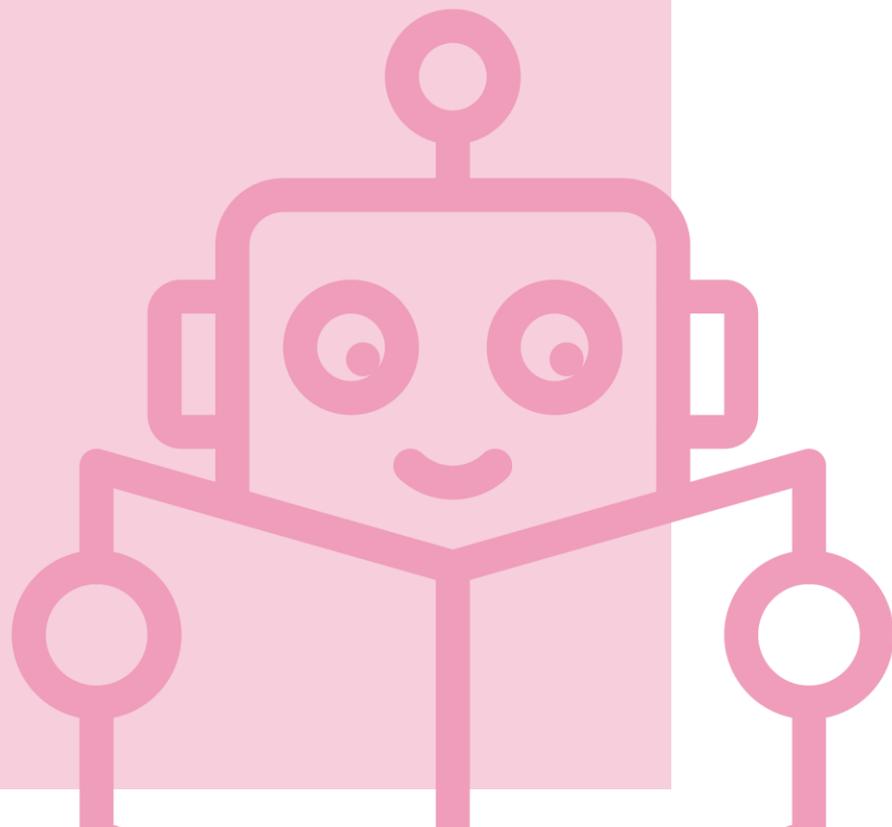


SMART AI OUTREACH

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.

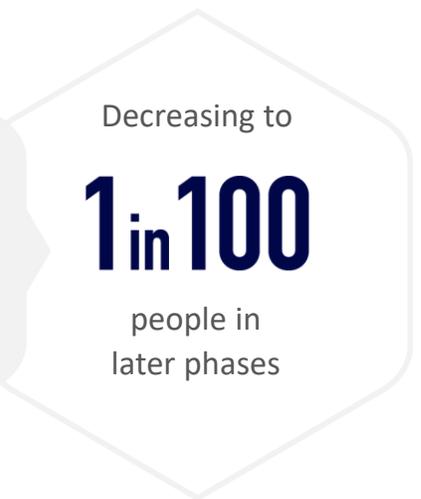
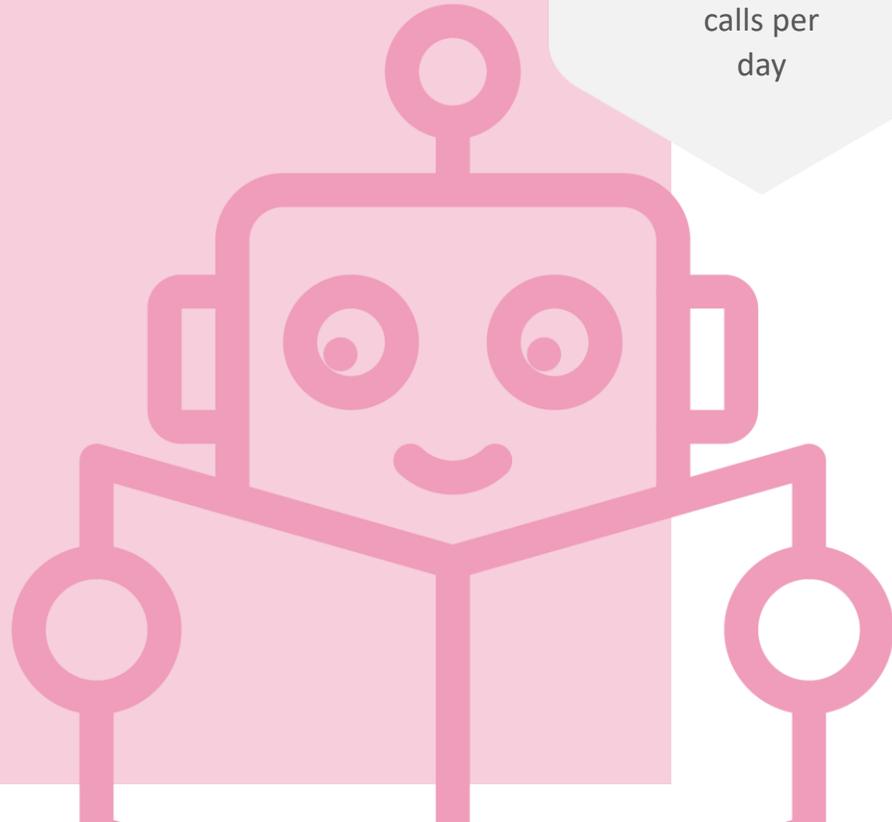
A smarter method was needed.



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.

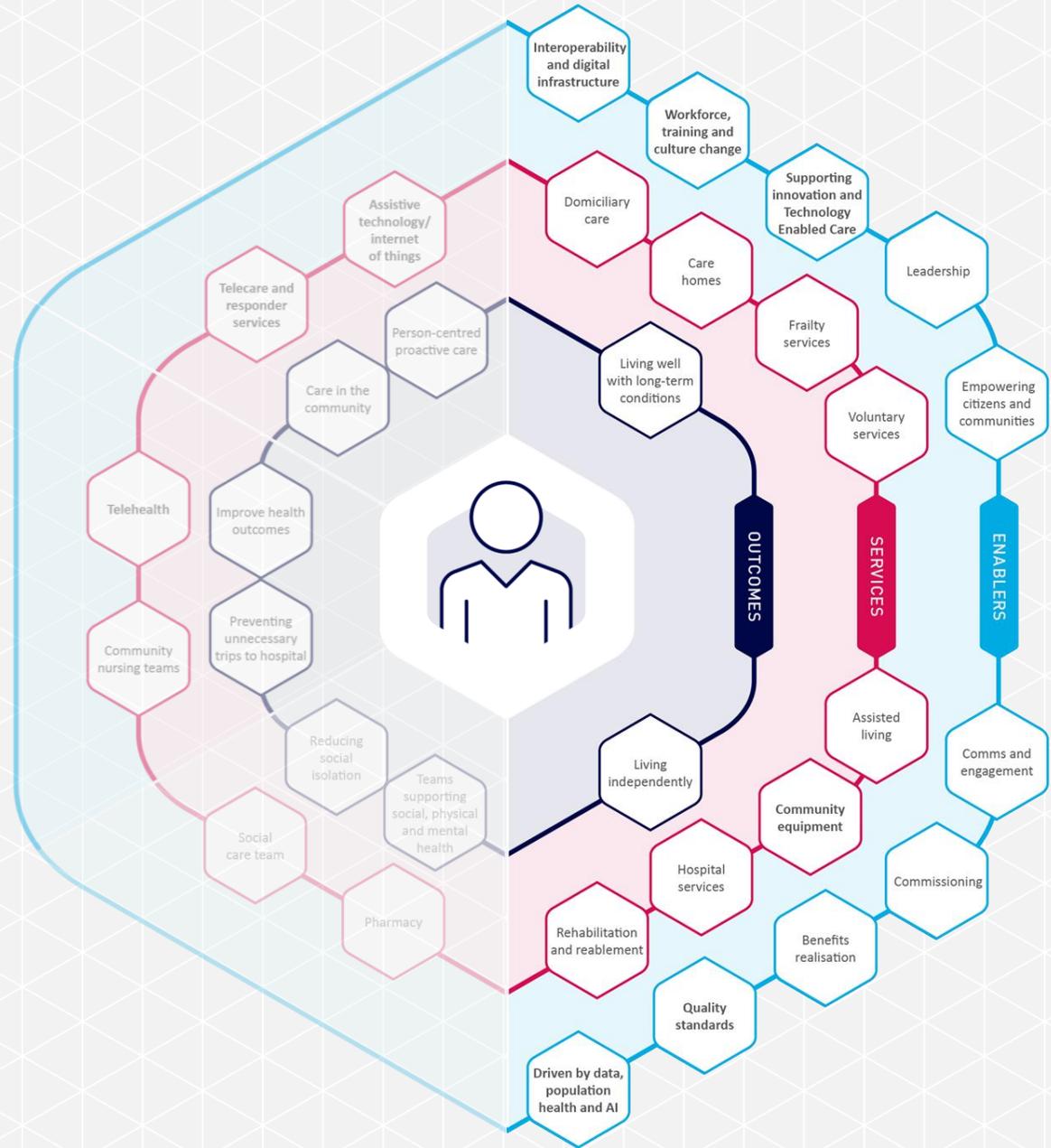
2,500 calls per day. 1 in 3 people asked for help in the first wave of outreach, and as low as 1 in 100 in later phases, connected with network of formal and informal support in the community.

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





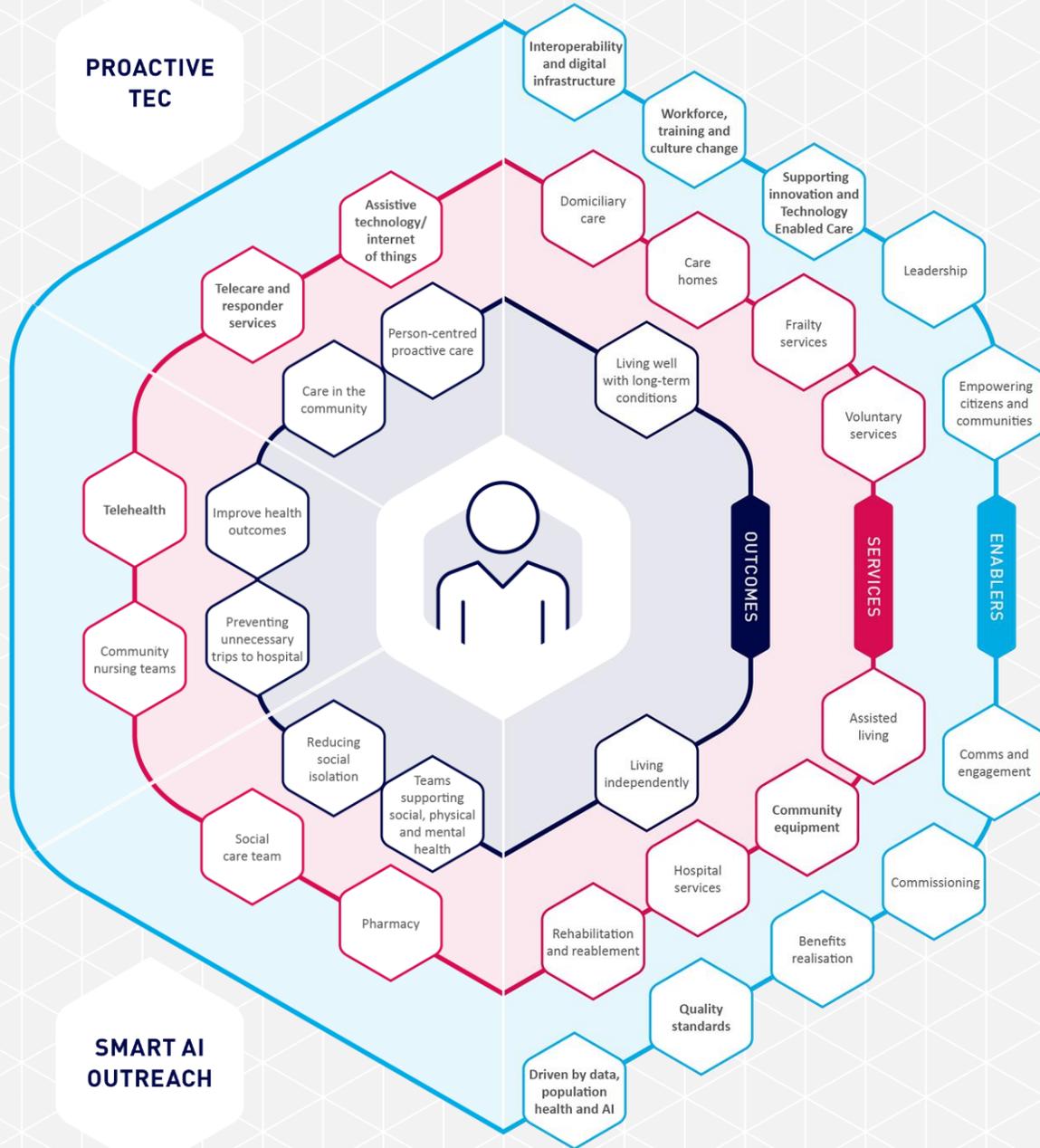
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PREVENTATIVE AND PROACTIVE TEC MODEL

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



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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.

THANK YOU



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