

The voice of technology
enabled care

PROACTIVE AND PREVENTATIVE CARE Learnings from the Pandemic

Alyson Scurfield, Chief Executive, TSA.

KEY FINDINGS

TEC services continued to support their clients

- Many were impacted
- Needed TSA support and interventions



35%

reduction in staff capacity reported

Mobile responders and installations suspended in most cases

- Demands for access to PPE
- Needed improved guidance



25%

of users purchased TEC themselves

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

New technologies are being adopted

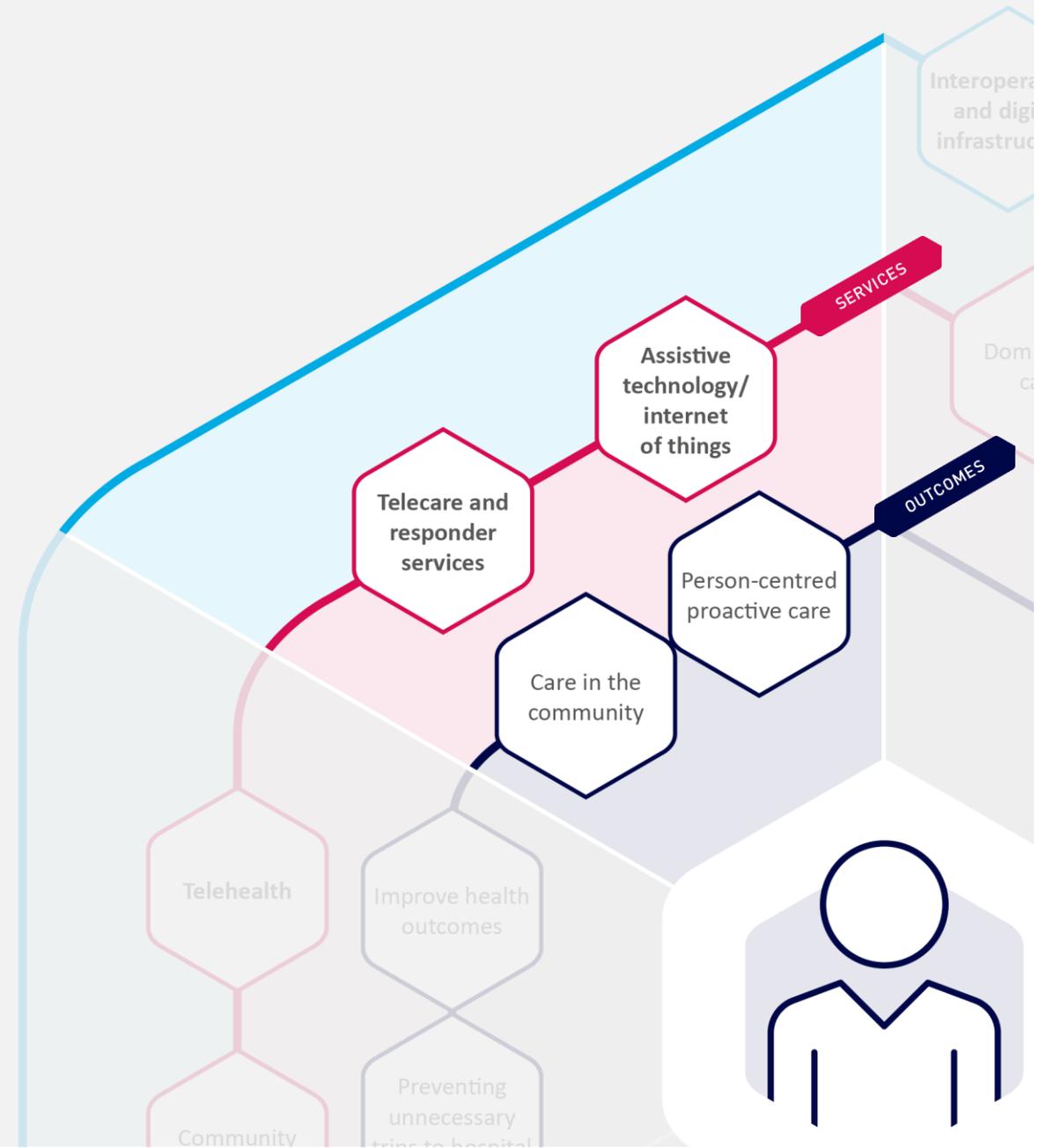
- Shift to easy deployment and low contact technologies (mobiles, apps, guided self-install)
- Adoption of digital products (IoT, AI chatbots)





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

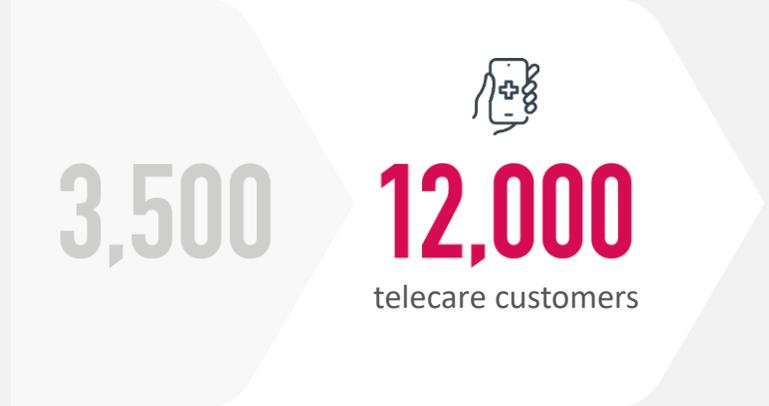


Service

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

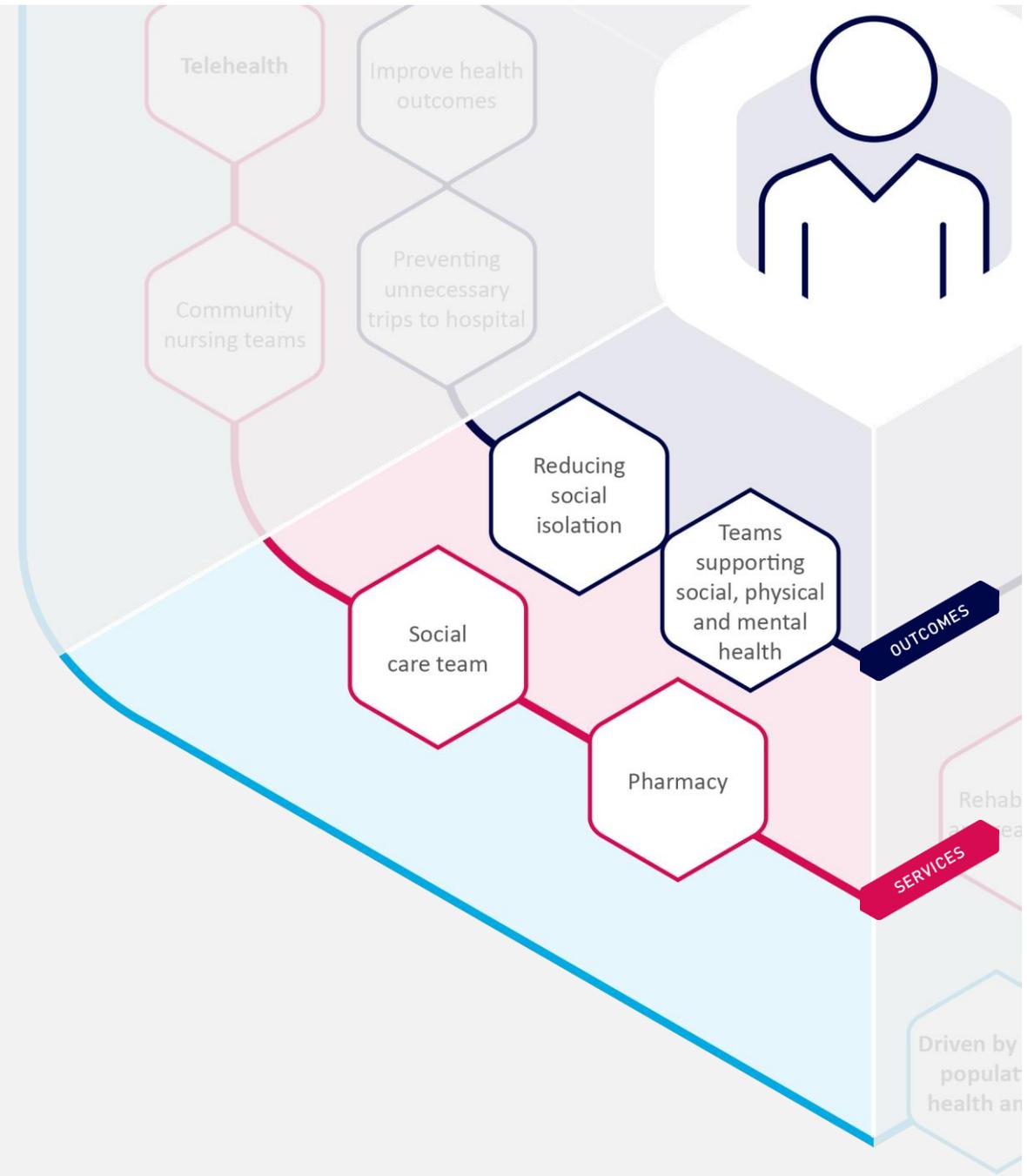
Technology

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





SMART AI OUTREACH HAMPSHIRE'S CHAT BOT OUTREACH PROGRAMME



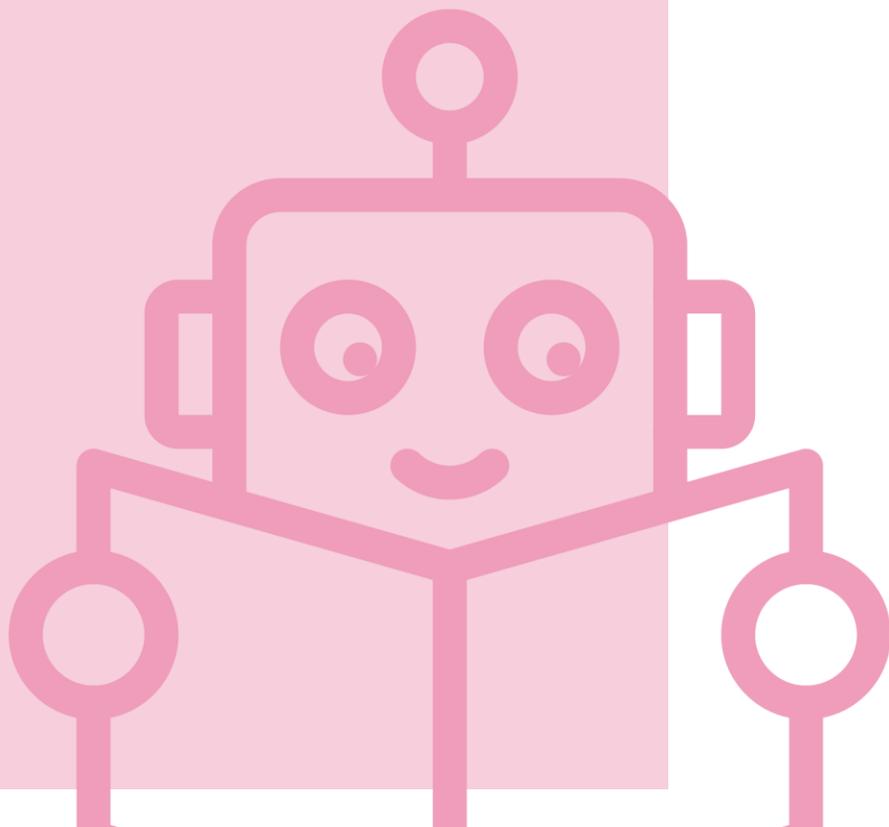


SMART AI OUTREACH

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.

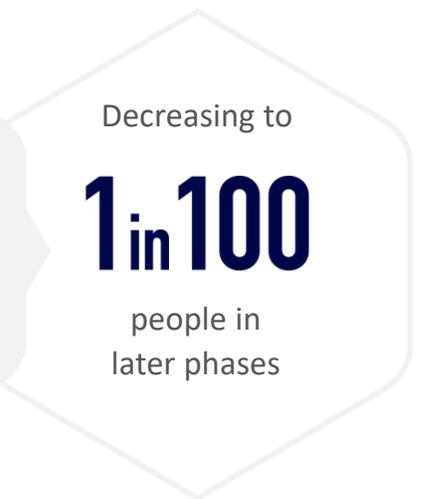
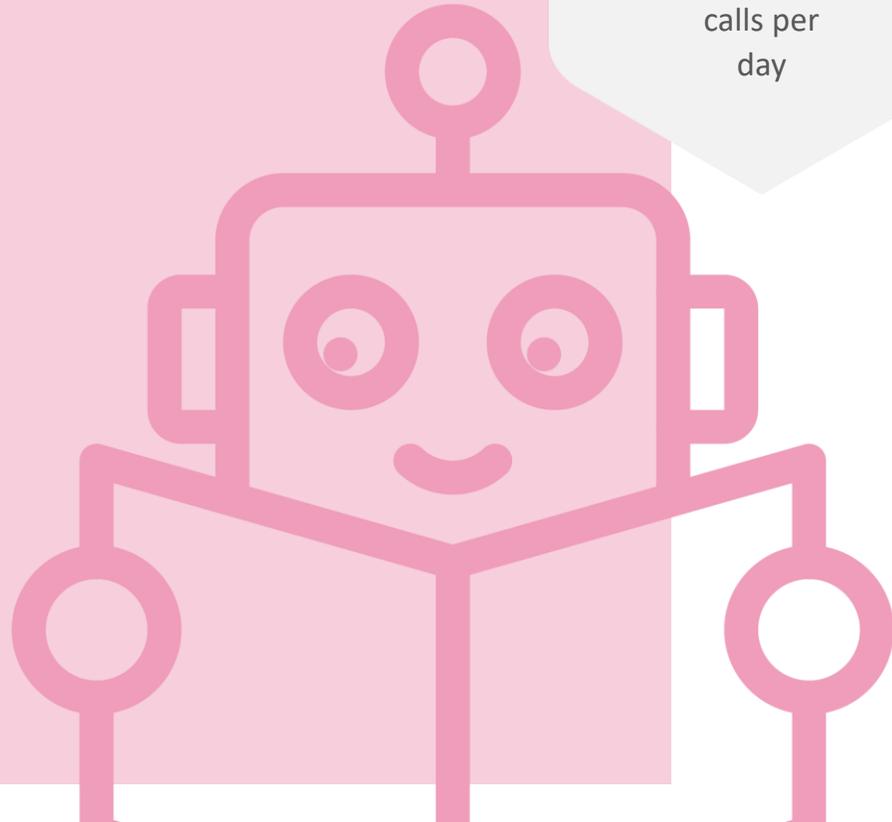
A smarter method was needed.



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).

SHORT-TERM ACTIONS



Completion March 2021

Stabilise Current 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.

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.

Assure Quality of 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.

SHIFT TO DATA-DRIVEN AND REMOTE MODELS OF CARE



2021-22 Embed 'at home', technology enabled care as a core element of health and care services

Shift to a new and proactive model of care where vulnerable people are helped to live in the way they choose, through connections to supporting services and intelligent signposting to self-managed options.

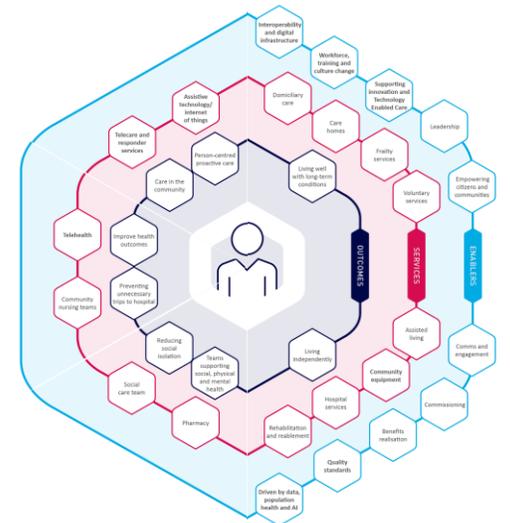
This includes health support services through:

- Teleconsultation
- Telehealth
- Virtual wards

Care support through

- Activity and behavioural monitoring
- Intelligent alerts and early intervention
- Matching needs to care and volunteer resources

All supported by data analytics and AI.



LONGER- TERM PLAN (2021-22)



STAGE 4
April – Oct 2021

Extend Proactive Services, target 50% of Providers

Review learnings from stage 3, prepare Winter 2021 proactive programme.
Engage commissioners and deliver the proactive care model tools to targeted 50% of TEC service providers, helping them to embed proactive solutions for vulnerable and isolating people in their core services

STAGE 5
April – Oct 2021

Embed Proactive TEC Services in Quality Standards

Develop a revised quality assurance framework for TEC, that encompasses the new and more innovative service and technology options.
Incorporate a tiered service and quality assurance model to reflect a spectrum of care demands.

STAGE 6
July 2021 – March 2022

Outcomes Evaluation

Undertake, test & publish evaluation of enhanced TEC service delivery model across health, social care and housing provision.
Working with selected academic partner to deliver health and economic outcomes evaluation.

PARTNERSHIP COLLABORATION INNOVATION



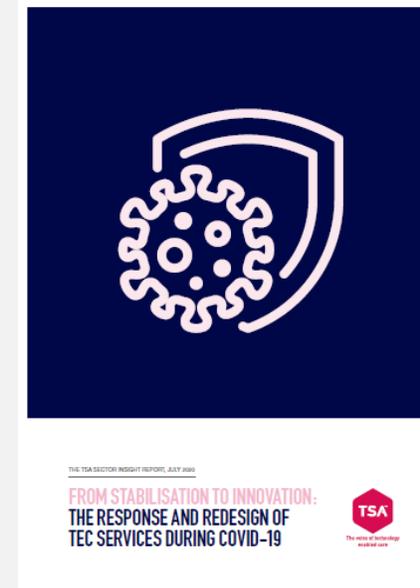
OCTOBER 2019

Priorities For Technology Enabled Care 2020 - 2025



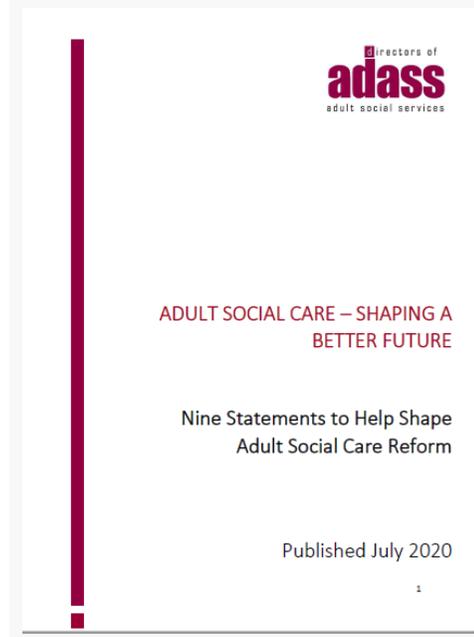
JULY 2020

From Stabilisation To Innovation: The Response And Redesign Of TEC Services During COVID-19



JULY 2020

Adult Social Care Shaping A Better Future



THANK YOU



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