



Rupert Lawrence, Head of amica24

During & Beyond the Pandemic: A New Dawn for  
Technology in Care



# About



## amica24

Over 27,000 service users nationwide

Specialist provider of Technology Enabled Care Services for Social Care & Health

Innovative focus with diverse range of digital & mobile products/systems

Proactive outbound focus - re-evaluation and data rich environment

Eden Alternative - combatting loneliness, helplessness and worthlessness

# TECS in Worcestershire



## Embedded TECS Strategy

A move from traditional methods of telecare was required  
Adult Social Care not previously convinced of the value of  
assistive technology

Showcasing technology for commissioners and  
stakeholders

Range of test cases tackled and demonstrating impacts of  
assistive technology

Desktop exercise to assess wider caseload

Projected savings for cohort of service users

# Importance of Outcomes



## Outcomes Focus

Pilot commenced in November 2018

Geographical rollout with Social Work teams

Key links developed with Social Workers, Project Managers, Commissioners and Care Providers

Outcomes tracking to capture impact and savings

Service part of a wider technology drive in care within Worcestershire

Fully traceable outcomes leads to significant outcomes proving the model for TECS

Commissioning for longer-term strategic approach for TECS

Over £1million savings achieved

ROI of almost £8 for each £1 spent on assistive technology

# Wider Benefits



## TECS Showing its worth

TECS provider for Worcestershire County Council

Hospital Discharge Services

Rapid deployment options

Working arrangements with Social Work teams

Working with key suppliers – alternative devices

Testing & Evaluation of solutions crucial

Isolation & Loneliness – specialised solutions

Residential Care admission avoidance

Artificial Intelligence and development of digital platform

Hospital Acquired Functional Decline (HAFD)

Longer-term strategies for continuing healthcare

# Technology Strategy



*“The technology works. Adult Social Care in Worcestershire knew this. What we did have to do was engage and support people who use the technology on a day to day basis to ensure they could understand and experience the benefits of a technology enabled approach. We also wanted to challenge ourselves by not limiting the scope of the service. This approach and working in partnership with a company who mirrored our aspirations has delivered significant benefits. We are committed to growing our technology enabled approach in the coming months and years”*

**– Steve Medley, Lead Commissioner, Adult Social Care, Worcestershire County Council**

# Les' Story



## Les, aged 78, Evesham

Living with dementia, wandering beginning to cause risks to his safety

Potentially having to leave Extra Care

Supportive family unit who wanted him to retain his independence

amica24 provides GPS solution with Geofencing to keep him safe, but independent and active

Significant reassurance for the family with tailored responses to situations

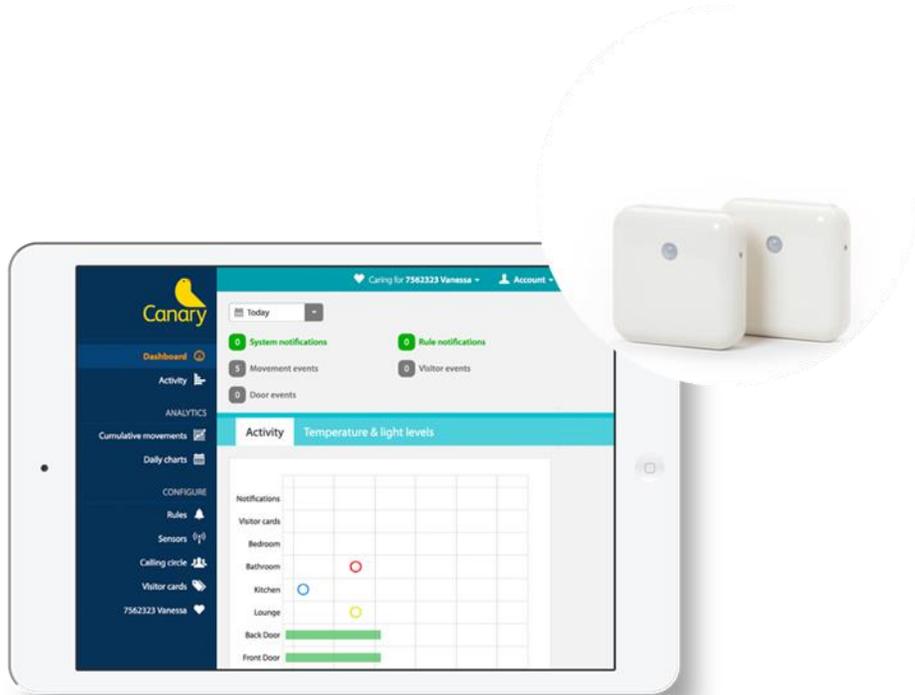
Enabled Les to live in Extra Care for an additional 2 years

Police able to locate Les quickly and easily

Safeguarding Les' health, safety, well-being and independence

No unplanned rail journeys!!

# Stan's Story



Stan, aged 82

Living in own home

Prone to wandering and getting confused

Recently hospitalised following a fall

Daughter worried that he was going to need residential care

Risk of support network collapse

Monitoring of activity/inactivity around the home

Exiting of property monitored for assessment

Hospitalisation and admission to residential care avoided

*“If we had not had this in place, I dread to think what would have happened to him.”*

*I thought helping my dad to stay at home would have been one of the hardest things that I would ever have to do in my life, and this would not have been possible without amica24, Canary and the great advice & support they have provided”*

– Marie, Stan's daughter

# Beyond the pandemic



## A New Dawn for TECS

A wider approach for Technology Enabled Healthcare

Proven models of proactive, remotely provided care

Shielded population, particularly in Care Homes and Extra Care

Learning outcomes for commissioning

'Prescription' of TECS

Improved Health & Care intelligence through rich data models

Coping with increased demands of an ageing population

Care provider engagement; helping them to provide care, keep their staff safe, etc.



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# Thank you for listening

