



Tunstall

Citizens, the system and the
importance of evidence

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TSA / ADASS Recommendations



The importance of integrating health and social care



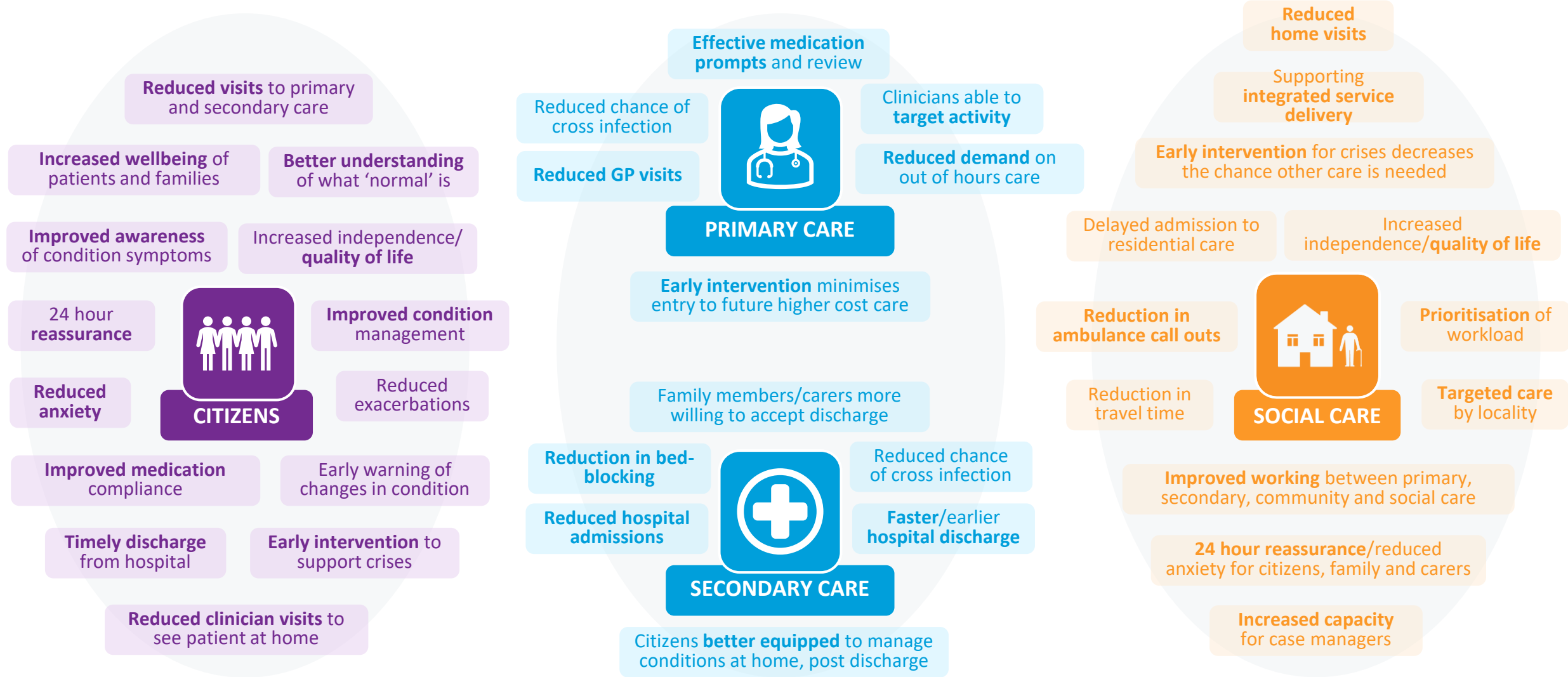
Shared common goals



A truly joined up, integrated approach



Value and Benefits to Citizens and the System



Moving forward together



Working in partnership



Case studies



Case Studies

Case study: Delta Wellbeing

Nancy's story

94-year-old Nancy, who has macular degeneration and mobility problems, had been using a Lifeline and pendant for several years to enable her to live safely in her own home. When the first Covid-19 lockdown began in April 2020, her son John and daughter-in-law Catherine jumped at the chance to access more services from Delta CONNECT.

Nancy was offered a tablet to help her contact her family, and although unsure at first, after the demonstration session she soon got the hang of things, and now uses WhatsApp to for calls to her grandson in Canada. She also uses the tablet to listen to music and look through family photos. Nancy receives regular wellbeing calls from the Delta team, giving Catherine and her family peace of mind as they can't be there, especially during lockdowns.

Catherine says:

“The Lifeline system is invaluable because it gives peace of mind to Nancy and us. She has used it a few times when she has felt dizzy, fallen or had a mini-stroke and only takes it off to show us. We live nearby and can get to her within 15 minutes, but if we're planning a break away we can register other family members who can be notified if needed.”

The service has been a godsend for three generations of our family. When Delta provided a tablet to my mother-in-law was apprehensive but it didn't take long and now she enjoys lovely video calls with her grandsons. She can also listen to her favourite music and spends hours looking through family photos, and taking calls from Delta provide social interaction. It's been so positive.”

Social interaction and early intervention to support falls

Case study: Delta Wellbeing

Rex's story

In March 2020, Rex began using the Delta CONNECT Service, which has played a huge part in his recovery. His assigned Community Wellbeing Officer Louise Ruddall called him weekly to check how he was and whether he needed any help. He was also given a Lifeline home unit and pendant to call for help in an emergency.

Rex said:

“I was really down in the dumps. It really helped when I spoke to Louise, she brought me back from the depths of despair. I'm so lucky to have a fantastic family nearby and they really look after me, but sometimes it's easier to talk to someone outside of your family – there are certain things that you don't want to tell them because you don't want them to worry them. I can't speak highly enough of Delta CONNECT. Knowing that there was someone at the end of the phone for me was a lifeline and was so reassuring for my family as well.”



Live independently and feel safe

Case study: Connected Healthcare

Margaret's story

The situation

84 years of age and has lived alone in an RBH for just over two years. Margaret has always been independent, houseproud lady, doing her own cooking and household tasks, and had no major health issues.

She moved to the bungalow from her large house which I cleaned up for my own. I also had a large garden and had started to grow my own vegetables.

18 months ago Margaret felt a little unwell and feverish and decided to take a shower to see if it would help. Unfortunately, she slipped out in the bathroom and lay on the floor for 14 hours before the emergency services were able to find her in time to resuscitate her.

After Margaret spent a few weeks in hospital it is unclear if this episode and there were obvious concerns about her safety.

The outcome

When asked about how having the equipment made her feel, Margaret said: "It's made me feel safer, and has taken the worry away for me. It also gives my family peace of mind as they don't live close by".

As with all customers, before the 'prescription service' is due to end, Margaret was contacted by RBH to ask if she would like to continue with the service and the range of options and costs were explained in full, so that she could make an informed decision as to what was most appropriate for her needs at that time. Margaret had no doubts that she wanted to continue receiving the service.



“I am as pleased as punch with the service I have received. It makes me and my family feel confident that if something did happen I would get help very quickly. It's like having a friend you can just tap on the shoulder for a bit of help.”

Case study: Connected Care

Case studies

Mr & Mrs J - Falls support

Mrs J has trouble with her balance and falls over regularly, often in the middle of the night. Husband Joseph is unable to help her to her feet, and their sons live some distance away. Mr and Mrs J have a Lifeline home unit and Mykemie personal pendant.

Mrs J said:

“It's marvellous knowing that someone will come around at any time of day or night to help. A few times I needed to be taken to hospital for a check. The telecare responder knew what questions to ask me about how I was feeling and about unusual pain. One time I had an awful fall and hit my head on the radiator. My head was bleeding at the back. I pressed the button on my neck pendant for help.”

Telecare Responder Jon Holmes, said:

“I came in and saw Mrs J on the floor. She was distressed and I applied some compression to her head to stop the bleeding. The telecare centre had, in the meantime, called for an ambulance and they arrived soon afterwards.”

Mr J said:

“It's very reassuring to know that someone will come. They are really good people.”



Mr C - Living alone

Mr C is 83 and uses a walking aid to mobilise around the home. He has been using telecare for three years since his wife passed away. Mr C has a Lifeline unit and wears a Mykemie personal pendant on his wrist and also has a smoke detector and carbon monoxide detectors.

Mr C said:

“When my wife was with me there were occasions when we had to call out an ambulance. One was a kidney problem and another time was my heart. My wife was able to make the phone call and open the front door. Now being alone and having a bed back, I realised I wouldn't be able to do that nearly as quickly.”

“Since I've had the telecare service there was a time I woke up in real pain – it was horrible. The pain was so bad and I wasn't really with it so was quite anxious. I pressed the button on the alarm around my neck and in no time a man arrived. He asked me about any medicine I needed and was up and down the stairs like a jack-rabbit. The hospital sorted me out and luckily it was just a scare.”

“I think the telecare service is smashing. It works really well and puts my mind at rest.”

Reassurance for Rex and his family

Peace of mind and increased wellbeing

Moving forward together



Working in partnership



Case studies



Evidence is really important

Citizen growth from
1,000 to 13,000



in **5** years

Net cost avoidance of
£4,500
per citizen, per annum



**Let's not get caught up in a series of recommendations that sit on the shelf ...
Now is the time to deliver**