

TSA™

**The right support
The right place
The right time**

8 June 2023

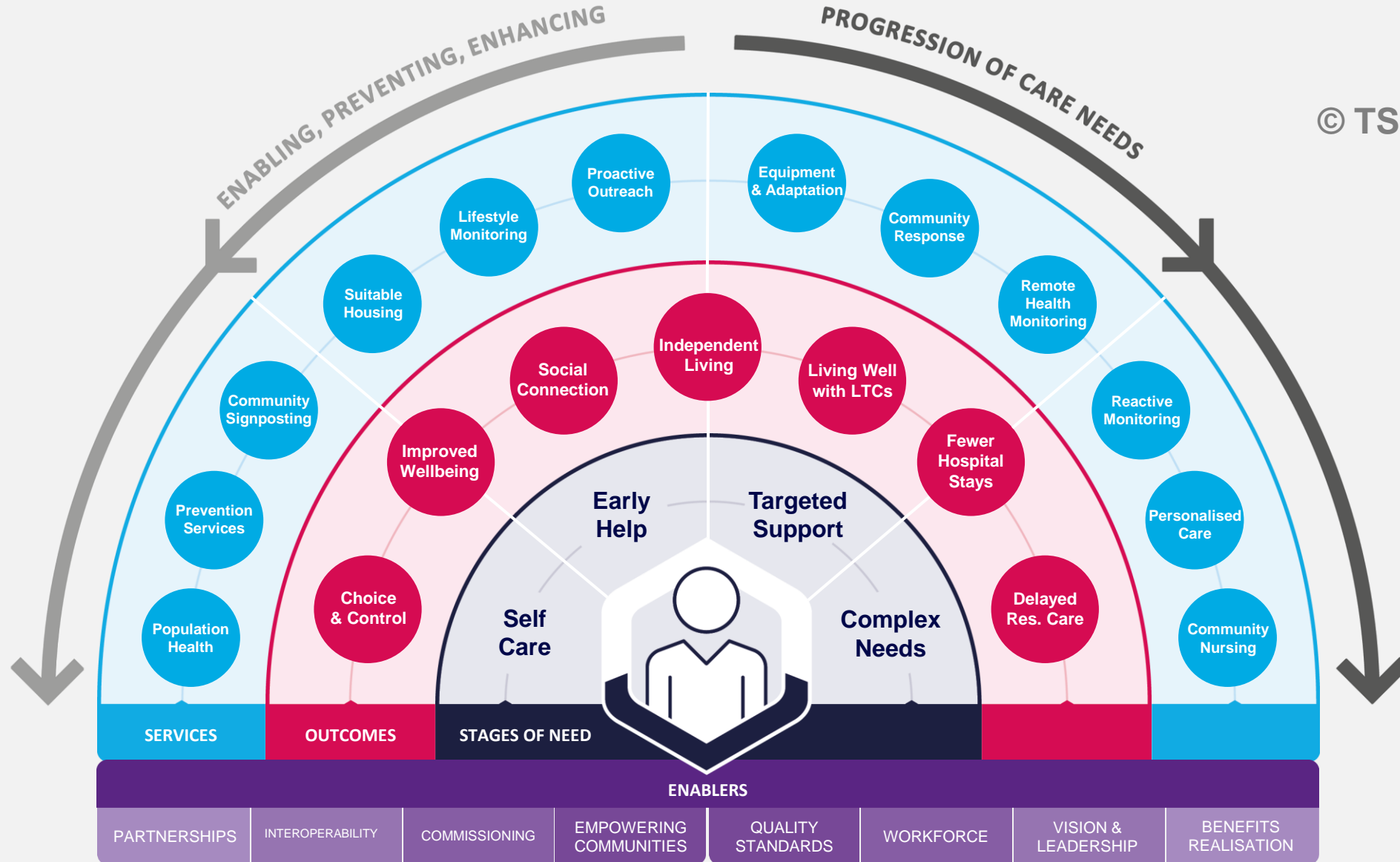


**unlocking
personalised
outcomes**

Digital care technology & support services – slowing down the progression of need



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What are proactive services?

TECHNOLOGY ENABLED CARE

TELECARE

Reactive emergency services triggered by devices in the homes of older and vulnerable people

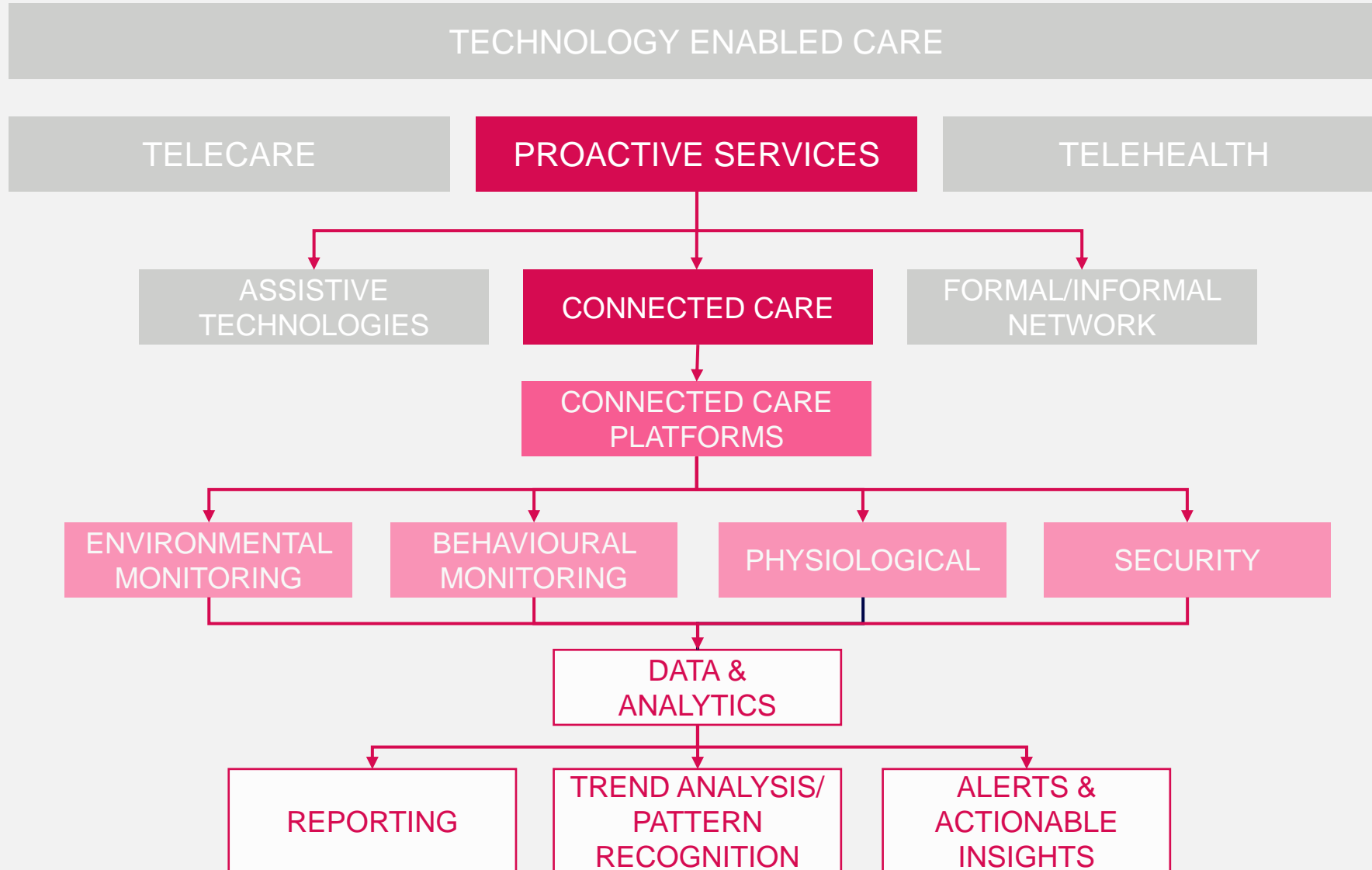
PROACTIVE SERVICES

Proactive services and technology solutions aimed at supporting older and vulnerable people to stay well in their own homes for longer

TELEHEALTH

The use of sensors and equipment to monitor and report on the health of people in their own homes

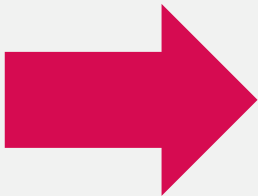
Connected Care Platforms



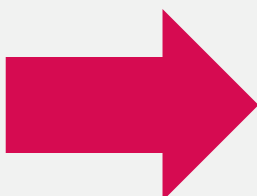


Supporting the Shift Towards Proactive & Preventative Services

TRADITIONAL
A combination of physical care and reactive services only



DIRECTION OF TRAVEL
A blend of physical care, proactive care and reactive care services



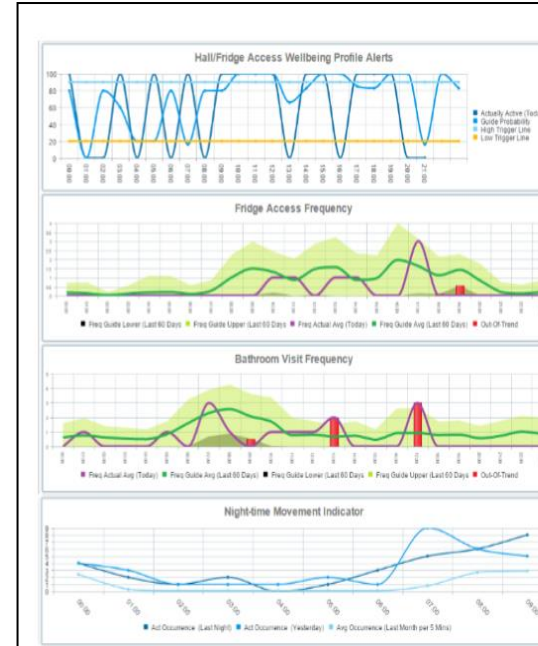
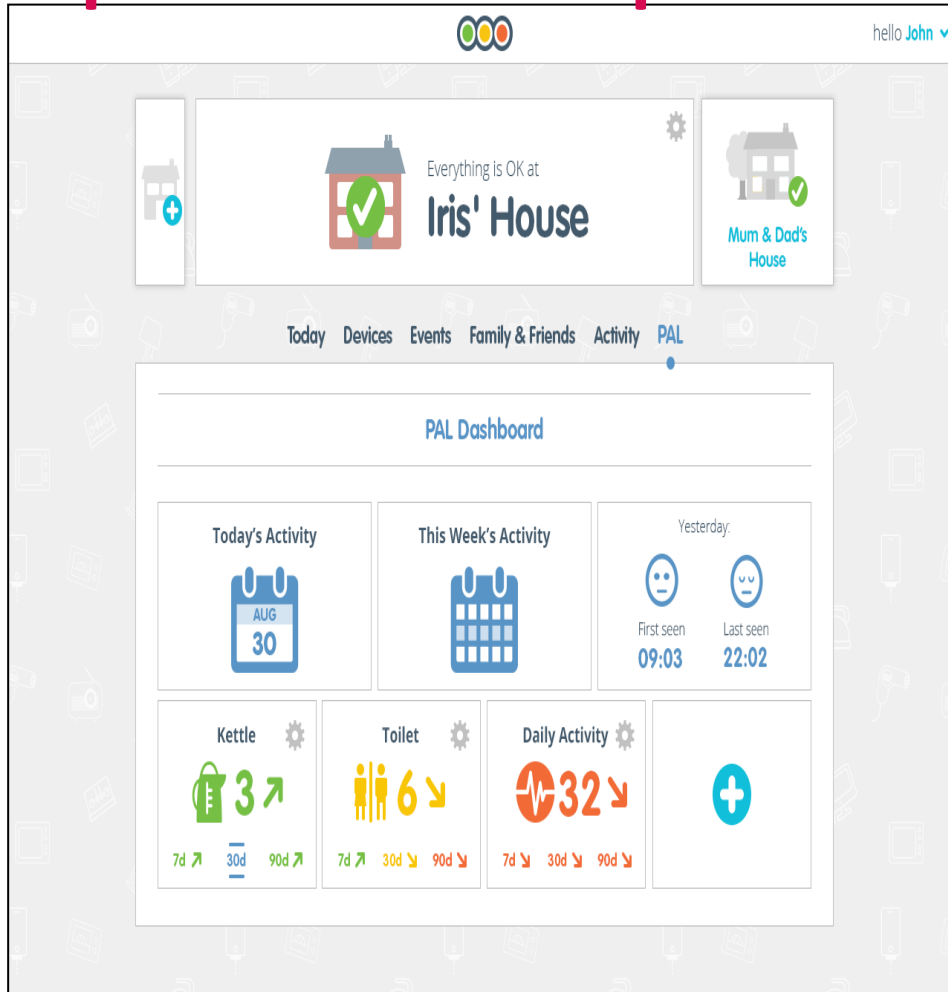
FUTURE
A blend of physical care, proactive care and reactive care services
Informed by data and predictive insights

Why shift to a more proactive service model?

Proactive services provide four clear benefits to health and care commissioners and service providers:

- Support the delivery of better care experiences and better personalised care outcomes – moving away from ‘just in case’ support to enabling support
- Support effective capacity management by indicating when intervention is required, but also when it is safe to step back.
- Help realise cost avoidance and reduction where aligned to greater independence across social care and health.
- Support the development of non-emergency responder services in partnership with voluntary and not for profit organisations to coordinate support for individuals.

Data analytics & machine learning to support practitioners & provide information to families



Algorithms scan for abnormal behaviour changes spotting deviation from normal trends

- fridge and kettle use for eating and drinking

- alerting significant changes in bathroom visits for potential UTI

- tracking activity levels

Using connected care solutions to support informed decision making – promoting positive risk taking backed by data & insights ‘enabling support’ rather than ‘just in case support’

Technology for our Ageing Population: Panel for Innovation

Principles to Implementation










<https://www.housinglin.org.uk/Topics/browse/Design-building/tappi/tappi2/>



#TAPPI

Alice and Peter's Story



-  Alice, 89 worked with disabled people before retiring, has 5 daughters
-  Peter, 82 has 5 children, enjoys gardening and woodworking
-  Live in a retirement complex in Scotland (Bield Housing & Care)
-  Have personal alarm systems in their flats
-  Alice wants to learn more about technology to support her daughter, a wheelchair user
-  Peter wants to open up technology to other tenants and keep them in their own flats for longer
-  Both express fear towards technology but believe it can be overcome with proper guidance and patience

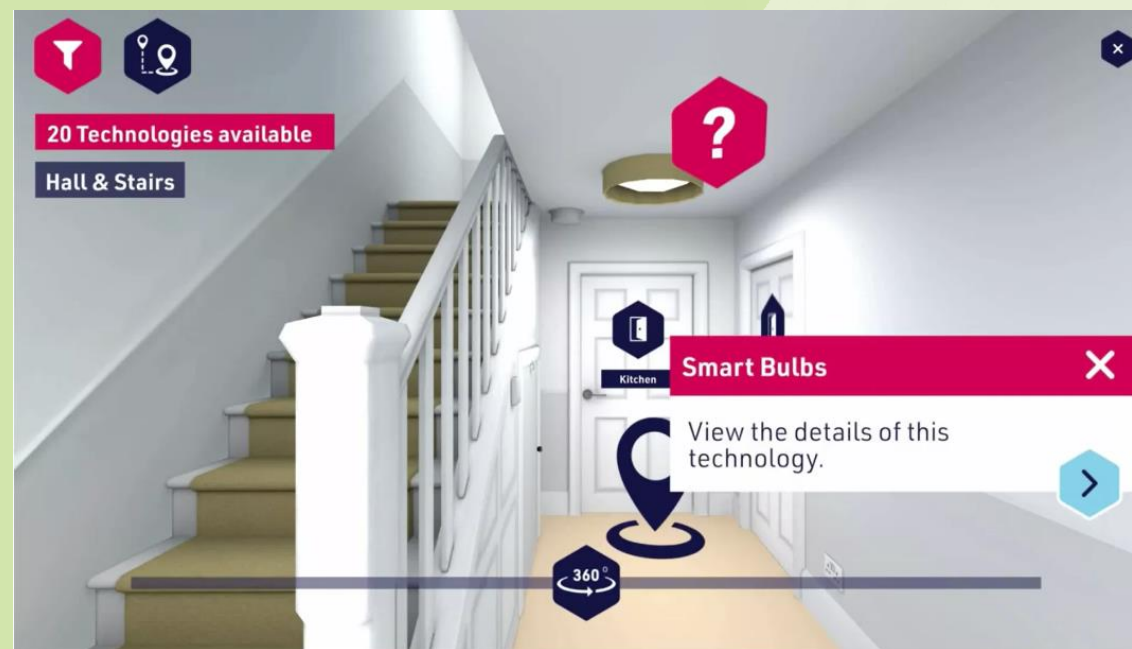


Bringing technology enabled outcomes to life



Testbed champions meeting solution suppliers and being part of decision on what to test and learn from - Bield are launching their Digital Hub to demonstrate enabling technology in an extra care scheme. Feedback from testbeds and updates on their progress can be found at <https://www.housinglin.org.uk/Topics/browse/Design-building/tappi/tappi2/tappi-testbeds/>

TAPPI explores how to use this immersive learning within Housing and testbeds are collaborating to create an assessment tool to build into the Virtual House, with the look and feel of a grouped living environment. <https://www.tsa-voice.org.uk/tsa-training-service/building-your-tec-knowhow/>



Supporting outcomes through enabling solutions



Testbed sites have been working with tenants to identify needs as part of their assessment process:

- Hydration monitoring to promote improved wellbeing & reduce risk of UTI
- Use of smart speakers linked to devices around the home to support those with poor mobility - opening curtains, setting reminders
- Testing robotic vacuums - maintaining your home when accessing the property is difficult
- Promoting activity and safe walking using GPS devices and falls alerts when out and about
- Connected Care systems to build a pattern of everyday living and notify staff and families if habits change - proactive support and prevention of crises



#TAPPI

Key Pathways – enabled by targeted proactive intervention

01

Discharge to Assess

- Evidence strengths, achievements and outcomes
- Right size package of care to reduce dependency and improve self-reliance and independence
- Supports effective pathway from hospital to home through step-down reablement flats (less reliance on care home beds)

02

Reablement

- Support for quicker discharge from hospital with appropriate responder service
- This can help avoid delays in placing the domiciliary care package with service providers
- Assessment allows for right sizing package of care and improving independence in the same way as reablement

03

Long term care

- Utilise insights from digital TEC to review changes in care needs
- Early intervention and proactive calls to allow people to live safely in their own home
- Delay placement in residential care

04

Learning Disabilities and Autism

- Opportunities for proactive care services to enable independence, support education and learning
- Critically important that robust governance in the use of insights protect individuals based on the recognition that TEC is an important enabler.



Thank you

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