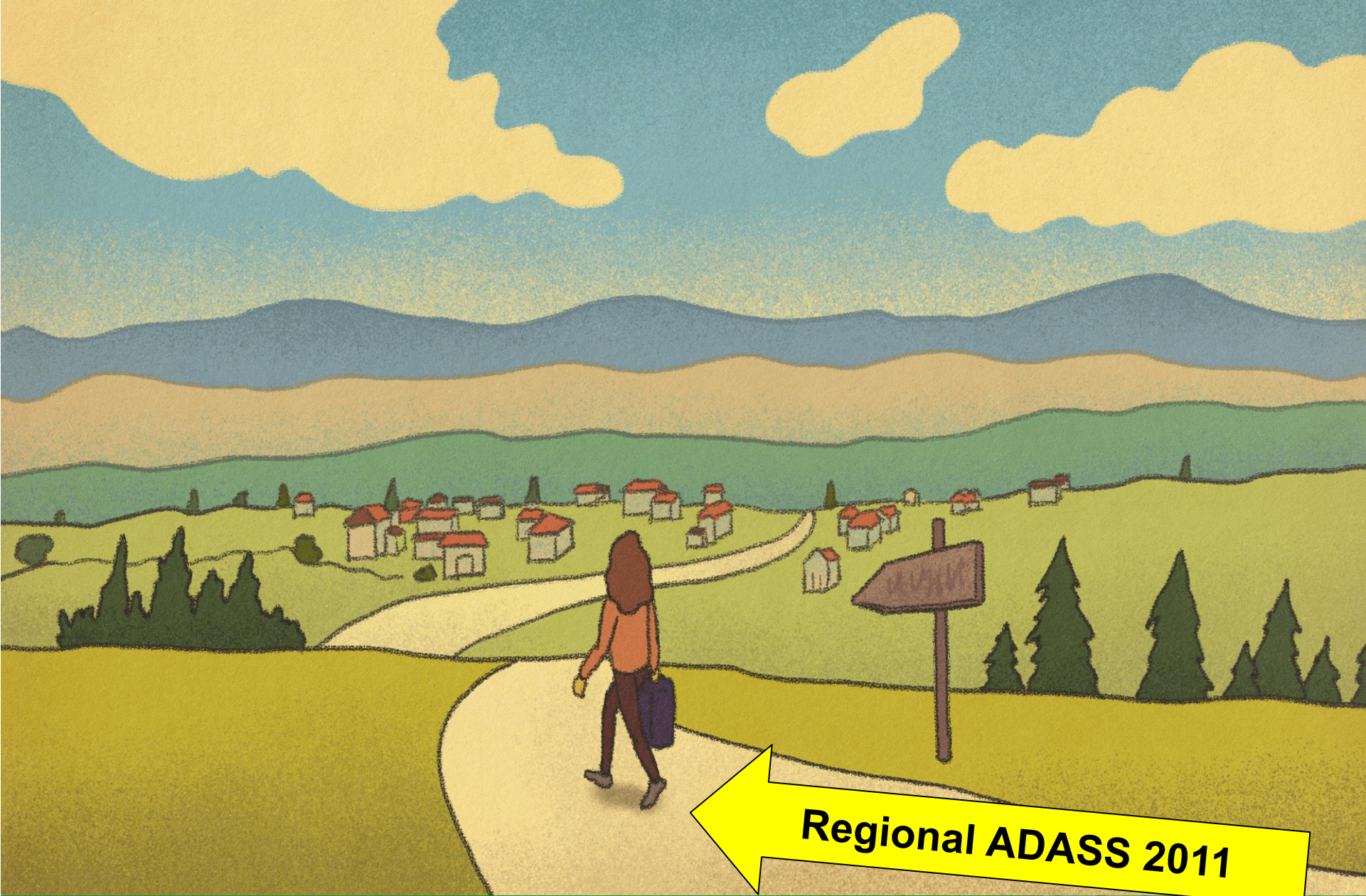# TEC
Evidencing The Benefits

Mark Douglas

Technology Enabled Care Manager

Nottinghamshire County Council

Regional ADASS 2011

Service Context - Nottinghamshire
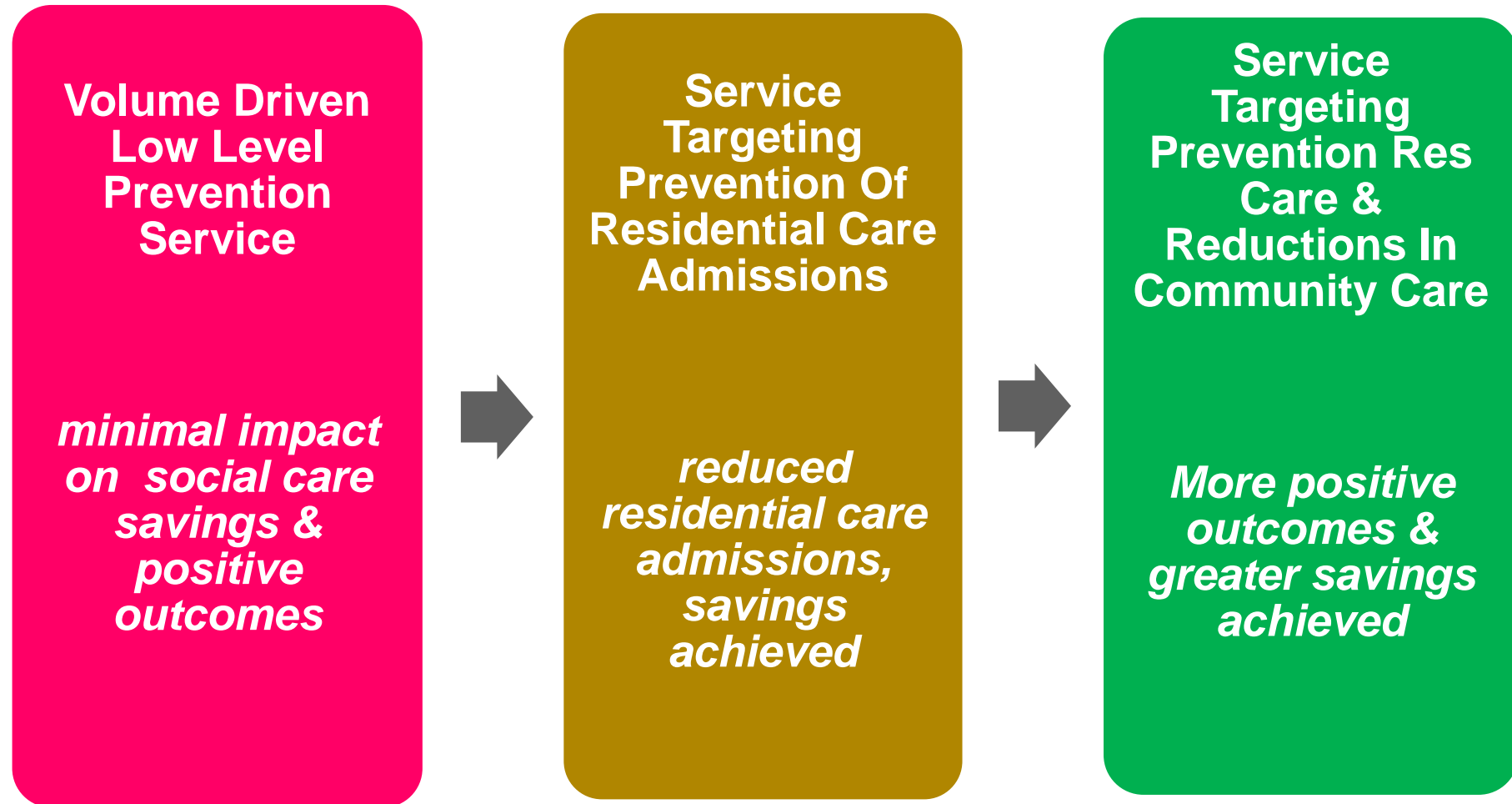
2300 TEC Referrals Per Annum

Combination Of Telecare, Activity Monitoring, TEC For Carers, Daily Living Reminder TEC & Tablet Computer/Data Loan Service
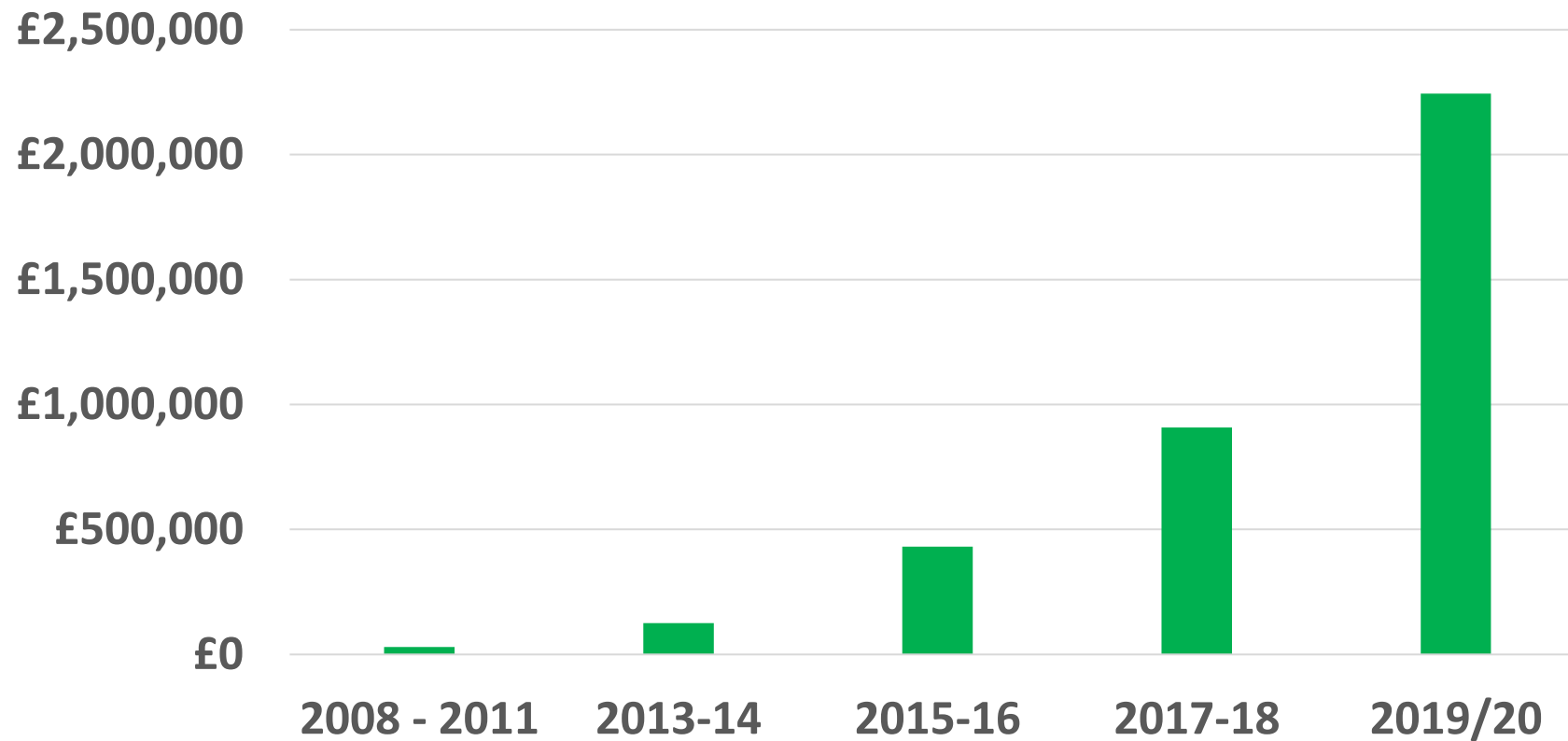
Contracted Out Managed Service Model

NCC TEC Journey

Volume Driven Low Level Prevention Service

minimal impact on social care savings & positive outcomes

→

Service Targeting Prevention Of Residential Care Admissions

reduced residential care admissions, savings achieved

→

Service Targeting Prevention Res Care & Reductions In Community Care

More positive outcomes & greater savings achieved

Annual Social Care TEC Savings

Chart showing annual social care TEC savings:
- 2008 - 2011: ~£30,000
- 2013-14: ~£130,000
- 2015-16: ~£430,000
- 2017-18: ~£900,000
- 2019/20: ~£2,250,000

Required To Maintain £2.175m Of Efficiencies From New Referrals Each Year Since

Savings Method

- **All Referrals Risk Rated For Likelihood Of Res Care Admission – Only Count Cases Rated High & Immediate**

- **Net Average Figure Used For Cost Of Res Care – Different Figures For Older & Younger Adults**

- **Business Intelligence Hub Automatically Tracks <u>Actual</u> Costs Of Community Care, Incl Charging Income**

- **Savings: Res Care Minus Comm Care Actuals (1Yr Max)**

- **'Negative' Savings Are Included In Total**

Savings Method

- **All Referrals Record If TEC Will Avoid Care Costs**

- **Estimated Number Of Hours Per Week Saved Is Recorded – Capped At 14 Hours A Week Maximum**

- **Net Average Hourly Home Care Rate Used**

- **Savings Counted For Up To 1 Year Maximum Or When TEC Ends**

Impact On Outcomes: 2023-24

TEC Customer Survey 2023

- 82% felt more independent
- 69% said TEC made an admission to residential care or hospital less likely
- 89% said TEC had reduced carer stress

248 High & Immediate Res Care Admissions Delayed

931 Carers Assessed At High Risk Of Carer Breakdown Supported

818 People Where Additional Community Care Avoided

828 Discharges Supported

Lessons Learnt

Involve Senior Finance Colleagues

Embed TEC Use In Normal Care Planning & Workflows As Far As Possible

Embed Savings & Outcomes Calculations In Normal Workflows

Focus TEC Where It Improves Outcomes & Efficiencies To Build Confidence For Future Investment

'TEC First' & The Prevention Triangle

DELAY

(Tertiary)

REDUCE

(Secondary/early Intervention Services)

PREVENT

(Primary/Universal Services)

Impact On Key Outcomes/Efficiencies

Medium evidence