Update Report to Housing and Social Care Scrutiny Panel 24th June 2013: Advancing the use of technology in Adult Social Care (Telecare & Telehealth)

1. Recent Workshop - Telecare: Supporting People to live at home

A stakeholder event called Telecare: Supporting People to live at home was held on Friday the 15th March, as part of consultation work. This drop in day was attended by a range of service users, informal carers, health and social care professionals, the volunteer sector, councillors and commissioners. There were 10 Telecare providers present who exhibited their services and equipment. People attending were invited to give feedback about the exhibitors and about Telecare in general. Two surveys were available - one for service users and the other for service providing stakeholders. 30 service providers completed a survey including 19 of Portsmouth City Council staff. The key themes that emerged from the service provider surveys concerned the cost of the service, ability to personalise the service and issues of training, familiarity and awareness for staff and people using the service.

2. Telecare Users telephone survey

A telephone survey was completed with private Portsmouth city Council Telecare customers. People in sheltered housing were not included in the survey. In summary, of the ten customers who completed a telephone interview, eight were direct service users and two were the carers of service users. All of these people were happy with the service and would recommend it to other people. The main reason why people felt they needed Telecare was in case they had a fall .In general they reported that Telecare provided peace of mind, security and independence. Three out of ten were not happy with the current cost of Telecare and two said that decreasing the cost would help. Three people reported that they had problems with false alarms including grandchildren pressing the button accidently. This is only a small survey but provides anecdotal evidence of how Telecare has helped prevent carer stress, long lays on the floor and improved peoples quality of life and independence in Portsmouth.

3. Feedback On Florence Project

Florence is a form of telehealth developed by Stoke on Trent NHS using a text messaging service based on specific clinical protocols including hypertension, diabetes, smoking cessation, kidney failure. The service can send messages but can also request specific information back from the patient e.g. vital signs, medication compliance or health behaviour info, which is available for the GP to manage his patients, however there is no 24 hour monitoring service. The AIM (advice and interactive messages) is a project to help GPs take up Florence as part of the Directed Enhances Services Remote Care Preparation scheme. The three local CCGs have signed up to Florence as part of the DES scheme but each GP surgery can choose whether to take part. In Portsmouth 20 of the 27 GP surgeries attended the AIM project workshop; seven of these have signed up to participate in the project so far. The deadline for GP practices to sign up is the 30th of June.

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4. CQUIN

NHS Portsmouth CCG is working with other CCG's to assess the quality, safety and efficiency improvement achieved through the implementation of telehealth assistive technologies, and whether these vary between specific conditions or service functions. An assessment is being undertaken through a CQUIN scheme, which will include the extent to which such technologies prevent admissions to hospital, reduce GP visits, reduce face to face/telephone contacts and improved patient experience.

5. Update Drayton Surgery work/Dr Neal's Initial Findings

The Portsdown Group Practice has been participating in a telehealth case study with Medvivo (formerly Telehealth Solutions); in all 71 COPD patients have participated. Medvivo has a fully managed service which means that it provides 24 hour monitoring of the health data and notifies the GP if anything requires a clinical response. Initial findings have been published and a paper has been submitted to BMJ. The findings are that telehealth has resulted in:

- 67% reduction in GP face to face consultation
- 85% reduction in GP home visits
- 52% reduction in A&E attendance
- 57% reduction in unplanned admissions to hospital
- 75% reductions made in hospital clinic attendance
- 88% Medical Assessment Unit (MAU) attendance

6. Visit to West Sussex

A meeting took place between Sue Tivey and staff from the integrated commissioning unit on 9th May 2013 to look at the model of telecare usage in West Sussex. A detailed outline of the offer to people across West Sussex was obtained, both those eligible for care package and for self-funders. Telecare is provided free of charge (to the service user) for 13 weeks and after this period seventy per cent have gone on to pay for Telecare privately. At the meeting the detail of costs, charges and service models was explored, along with performance targets for the service. The West Sussex Joint Commissioning team kindly agreed to share service level agreements and other key documents, to support Portsmouth.

7. Business Case development

Work continues on an early draft business case developed by Katie Cheeseman, assistive technology project officer. This early draft has brought together key learning outcomes along with useful data and financial information gathered as part of on-going work. Over the next few months, further detailed discussions with internal departments, other partners and service providers will be scheduled, under the direction of the Telecare Advisory Group, to develop the final draft business case. This draft business case will include information needed to support the development of a spend to save bid.

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