

Name of Committee:	Healthy Living and Social Care Scrutiny Committee
Date of Meeting:	05/02/2019
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Telecare Services Update
Purpose of Report:	To update Members regarding the progress made over the past 12 months by the Vale of Glamorgan Telecare Service
Report Owner:	Director of Social Services
Responsible Officer:	Operational Manager - Locality Services
Elected Member and Officer Consultation:	Head of Adult Services; Team Manager, Intake & Assessment; Team Leader, Telecare; Operational Manager, Customer Services.
Policy Framework:	This is a matter for Executive decision
<p>Executive Summary:</p> <p>The Vale of Glamorgan Telecare Team supports citizens of the Vale to live independently in their own homes through the provision of highly accessible telecommunication devices that alert carers/ professionals at times of need.</p> <p>The Vale of Glamorgan Social Services Directorate is committed to operating and maintaining a Telecare service to support people to maintain control over their lives especially at times of ill-health, disability or frailty.</p> <p>Telecare is an integral component of the range of Care and Support options that social services access to support people to live independently at home for as long as possible. Although evaluative research on the cost benefits of telecare is limited it is recognised that telecare offers significant reassurance to family carers, provides health and social care professionals valuable information relating to the health and wellbeing of citizens, and enables early/timely access to emergency support. These benefits are all known to maintain and improve people's confidence and independence at home and thus reduce the ongoing need for statutory health and social care services. The research available concludes that any benefits are maximised when telecare is introduced early.</p> <p>The Council is committed to increasing the Telecare service to give more people the opportunity to benefit from the preventative interventions provided. However, to keep up with emerging technologies, customer expectations and maintain a high quality service, the telecare team will need to embrace new models of operation with the support of Contact One Vale.</p>	

1. Recommendation

- 1.1 That the work and future developments of the Telecare service is considered by Scrutiny Committee.
- 1.2 That Scrutiny Committee receives annual updates on the work of the Telecare service.

2. Reasons for Recommendations

- 2.1 To appraise Members on the challenges, opportunities and strategic direction of the Vale of Glamorgan Council's Telecare service.

3. Background

- 3.1 The Vale of Glamorgan Council's Telecare Service supports citizens of the Vale of Glamorgan to live independently in their homes through the provision of highly accessible telecommunication devices to alert carers/professionals in times of need. The Telecare Team is responsible for the installation and maintenance of the Telecare equipment.
- 3.2 TeleV - makes use of a base unit connected through a home telephone landline to a personal pendant and environmental sensors that links to a 24/7 monitoring centre at Contact One Vale. The TeleV service was introduced alongside the existing Vale Community Alarm Service (VCAS) where customers either bought or rented the base units on separate terms. The Telecare team support approximately 1400 tenants living in the Council's Housing stock.
 - 3.2.1 TeleV carries a flat rate charge for installation and maintenance. Installations currently cost citizens a one off amount of £59.50; with a weekly charge of £5.25. This charge has been subsidised by the Supporting People Programme Grant by £1.24 per week and will be refunded to customers in March 2019.
- 3.3 TeleV+ - makes use of TeleV system with the addition of specialist monitoring equipment to support people with more complex needs in their own homes. TeleV+ is a Care and Support service provided only on the completion of a Social Services & Wellbeing (Wales) Act 2014 assessment. Such equipment may include: fall detectors, bed or chair sensors, epilepsy sensors (wearable for the day, bed-based for nights), GPS trackers, floor mats, flood 'preventers' (Magiplugs), nightlights, door sensors etc.
 - 3.3.1 TeleV+ is considered Care and Support so is funded through social services. Customer contribution to their Care and Support is calculated through a Financial Assessment taking into account a person's financial circumstances and up to a Welsh Government set weekly cap (currently £80.00 per week).
- 3.4 The majority of the Council's Housing Stock has an alarm service currently supported through the Telecare service. This consists of 2 elements, monitoring (through

Agenda Item: 7

Contact One Vale's 24/7 monitoring centre) and maintenance (provided through an external contract or by the Council's Telecare team).

3.5 The number of TeleV, TeleV+ and Housing customers has increased slowly over the last five years, with the number of VCAS customers reducing. The number of VCAS customers will continue to reduce as people no longer require the service or their equipment breaks down with the anticipated total replacement of this service within 3 to 5 years.

	Installations	TeleV	TeleV+	VCAS	Housing
2013-14	189	570	111	315	1149
2014-15	240	634	135	207	1383
2015-16	251	730	132	161	1411
2016-17	272	815	150	130	1395
2017-18	249	862	154	91	1419
2018-19*	162	889	154	73	1407
* at at 1st Dec 2018					

4. Key Issues for Consideration

4.1 Supporting People Grant

4.1.1 The Welsh Government Supporting People Programme Practice Guidance 2018, makes it clear that the Supporting People Programme Grant (SPPG) cannot be used to fund social care services. Instead, SPPG complements and enhances social care services through the aim of providing enabling support and Housing Related Support. The Cardiff and Vale Regional Collaborative Committee confirmed that existing TeleV customers will continue to be subsidised by £1.24; while new customers will receive the same £1.24 if certain criteria is met. [i.e. a person is at risk of slips, trips or falls. If under 60 evidence of this risk must be shown].

4.1.2 The changes in funding of Telecare as a result of the changes to SPPG will be kept under review to ensure the service continues to operate within budget and generates income for future service developments.

4.2 Growth of the Service

4.2.1 The Telecare Performance Indicators show a slow and steady increase in the number of TeleV and TeleV+ customers. Assuming the benefits of telecare, there is a clear motivation to the department for increasing the number of people using the service. The team will continue to promote the service through social work and district nursing teams, Age Connects 3rd sector broker, Contact One Vale and through the Council's social media.

Agenda Item: 7

4.2.2 Recent customer satisfaction surveys (Appendix 1) on the Telecare service have shown a number of barriers to increasing the number of users:

- **Installation Cost:** The one off charge of £59.50 is considered a barrier to the take up of Telecare, especially for people considering only short term-use of Telecare. Over the last two years the Vale Telecare team has offered a free installation offer which has coincided with an increase in the number of installations (see Appendix 2). If the team were to offer free installations, it would need to receive 50 new customers to break even. The implementation of a postal service for user to self-install will be offered to complement the Officer installation to promote independence/ convenience and reduce cost/demand on the service.
- **Mobile Response:** Telecare customers and social workers report that the lack of a mobile response to provide home visits to people which have fallen or had incontinence issues presents a barrier to Telecare and places additional demand on home care services especially at night. Adult services currently provide a night time sitting service to a small number of citizens. It is proposed that the provision of a mobile response service may reduce the need for such night sits, offer an alternative to residential care and promote people's dignity through urgent personal care.
- **Equipment:** The Vale of Glamorgan Telecare service remains linked to analogue telephone lines, thus excluding people with mobile telephones only. The team is currently exploring suitable digital/mobile solutions that can offer a Telecare service within and importantly outside of people's homes. This is especially important to people living with dementia, epilepsy and diabetes, in that the mobile equipment can alert the user/carer of a potential crisis and through enabled GPS can advise carers/emergency services of people's location. The provision of such equipment is expected to further reduce barriers to Telecare take up.

4.3 Digital switch over

- 4.3.1 The analogue telephone lines are due to be replaced by digital lines by 2025, meaning that all of the current (2500) Telecare base units currently in operation will need to be replaced by digital devices. The team is working with the Telecare Services Association toward alternative Telecare provision post the digital switchover to ensure a seamless handover for all existing customers. It is anticipated that a phased hand over for new customers will start within the next 12 months.

5. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

5.1 Long Term

Agenda Item: 7

5.1.1 The council's commitment to developing the Telecare service represents a focus on the long term wellbeing of individuals using the service and also the sustainability of social care by reducing or delaying demand on care and support services.

5.2 Integration

5.2.1 The Telecare service supports an Active and Healthy Vale by providing safeguards and early warnings to enable people to live independently. The service operates from the Contact Centre which provides not only social care but access to a range of community health services.

5.3 Involvement

5.3.1 Telecare allows people to take more control over their lives by providing information so people are more informed to make care and support decisions.

5.4 Collaboration

5.4.1 The Telecare service is a collaboration between social services, the Council's contact centre and the UHB through the provision of TeleV+.

5.5 Prevention

5.5.1 Telecare is known to support people to live independently and give confidence to carers so they can take a break. This helps to maintain people caring relationships which in turn has a positive impact on the wellbeing of the carer and the person being cared for.

6. Resources and Legal Considerations

Financial

6.1 The Telecare service continues to perform within budget and develop a reserve fund for future equipment maintenance and costs. Any service developments to improve the service and increase the number of Telecare users must remain within budget.

6.1.1 The additional costs associated with the digital switchover will be met within the Telecare revenue budget and the Telecare reserve fund.

Employment

6.2 There are no employment implications as a direct result of this report.

Agenda Item: 7

Legal (Including Equalities)

6.3 There are no legal implications as a direct result of this report.

7. Background Papers

Report to Healthy Living and Social Care Scrutiny Committee - 4th December 2017.

Report to the former Social Care and Health Scrutiny Committee - 7th March 2016.

Assistive Technology and Dementia Care Task and Finish Group of the Scrutiny Committee (Social Care and Health) Report - 9th March 2015.

Dewisiwch iaith / select language

165 (100.0%) Saesneg / English

0 (0.0%) Cymraeg / Welsh



Telecare Services

The Vale of Glamorgan Council accommodates a Telecare Alarm Service (previously the Vale Community Alarm Service, VCAS). If an alarm is raised, the 24-hour (7-day a week) monitoring service staff will contact a relative, neighbour or the emergency services to summons help.

We want to consider whether the current Telecare service (TeleV, TeleV+ and VCAS) is meeting the needs of individuals, their carers and families, therefore it would be incredibly beneficial to us if you could answer a few questions. We will use this information to inform the development of the service for the future.

Any information or answers given will remain anonymous.

About you

What is your gender?

62 (37.6%) Male

103 (62.4%) Female

What age are you?

0 (0.0%) Under 18

2 (1.2%) 18 - 24

7 (4.2%) 25 - 34

22 (13.3%) 35 - 54

62 (37.6%) 55 - 74

72 (43.6%) 75 +

Are your day-to-day activities limited because of a physical or mental health condition, illness or disability which has lasted, or is expected to last 12 months or more?

39 (23.8%) Yes - limited a lot

32 (19.5%) Yes - limited a little

88 (53.7%) No

5 (3.0%) Prefer not to say

Do you currently use an alarm service?

40 (24.4%) Yes

124 (75.6%) No

If yes, is this through the Vale of Glamorgan Council?

37 (92.5%) Yes

3 (7.5%) No

If no, who provides the alarm service?

1 (100.0%)

Do you use a mobile phone?

139 (85.3%) Yes

24 (14.7%) No

If yes, is it a smartphone?

100 (72.5%) Yes

38 (27.5%) No

Do you use online services? e.g. banking, shopping, skype?

106 (67.1%) Yes

52 (32.9%) No

Do you have any of the following in your home? Please tick any that apply.

21 (48.8%) Amazon Echo (Alexa)

15 (34.9%) Google home

7 (16.3%) Apple HomePod

If you do not have a smartphone or home pod, do you feel you would benefit from support with using digital technology?

50 (43.1%) Yes

66 (56.9%) No

About our services

How concerned are you about the following?

1 = not concerned

5 = very concerned

	1	2	3	4	5
A fire within your home	40 (24.5%)	23 (14.1%)	57 (35.0%)	17 (10.4%)	26 (16.0%)
Falling within your home	47 (29.4%)	22 (13.8%)	25 (15.6%)	24 (15.0%)	42 (26.3%)
Falling outside your home	42 (26.4%)	21 (13.2%)	28 (17.6%)	23 (14.5%)	45 (28.3%)
Severe weather conditions	45 (28.1%)	20 (12.5%)	34 (21.3%)	28 (17.5%)	33 (20.6%)
Getting lost in your local community	112 (71.3%)	17 (10.8%)	13 (8.3%)	4 (2.5%)	11 (7.0%)
Going in to hospital	57 (35.8%)	27 (17.0%)	32 (20.1%)	17 (10.7%)	26 (16.4%)

Going in to a care home	59 (37.8%)	18 (11.5%)	15 (9.6%)	16 (10.3%)	48 (30.8%)
Being lonely	60 (37.5%)	20 (12.5%)	33 (20.6%)	21 (13.1%)	26 (16.3%)

Is there anything else that you are concerned about that we haven't listed? If yes, please note here.

21 (100.0%)

Please rate how important each of the following are to you:

1 = not important
5 = very important

	1	2	3	4	5
Remaining independent in your own home	5 (3.1%)	1 (0.6%)	9 (5.6%)	13 (8.1%)	132 (82.5%)
Managing any risk of fire within your home	12 (7.5%)	2 (1.3%)	37 (23.1%)	21 (13.1%)	88 (55.0%)
Someone else knowing that you need help in the event of an emergency	17 (10.6%)	10 (6.3%)	11 (6.9%)	29 (18.1%)	93 (58.1%)
Someone being able to come to your home in the event of an emergency	18 (11.3%)	10 (6.3%)	14 (8.8%)	24 (15.1%)	93 (58.5%)
Having the option of well-being check or reminder calls on a regular basis	45 (28.5%)	25 (15.8%)	19 (12.0%)	20 (12.7%)	49 (31.0%)

If you rated having a well-being check or call as a 3/4/5, how regularly would you want it?

3 (4.4%) Several times a day

27 (39.7%) Daily

19 (27.9%) Weekly

19 (27.9%) Monthly

Please rate how important each of the following are to you from a service:

1 = not important
5 = very important

	1	2	3	4	5
Rapid response e.g. within 24 hours	20 (13.0%)	2 (1.3%)	5 (3.2%)	16 (10.4%)	111 (72.1%)
A range of services being offered	19 (12.6%)	9 (6.0%)	23 (15.2%)	35 (23.2%)	65 (43.0%)
Friendliness by service providers	15 (9.9%)	3 (2.0%)	8 (5.3%)	35 (23.2%)	90 (59.6%)
Continuity of service personnel	13 (8.7%)	4 (2.7%)	23 (15.3%)	35 (23.3%)	75 (50.0%)
High quality service	11 (7.3%)	0 (0.0%)	6 (4.0%)	25 (16.7%)	108 (72.0%)
Reliable service	11 (7.4%)	0 (0.0%)	1 (0.7%)	16 (10.7%)	121 (81.2%)

Many thanks for completing this survey.

If you would like to be contacted in future about the services we offer, please provide your contact details.

Name 40 (100.0%)

Email address 32 (100.0%)

Telephone/ mobile number 32 (100.0%)

	2015			Q3
	Oct	Nov	Dec	
Enquiries	57	79	61	197
Installations for Month	23	20	18	61

	2016			Q3
	Oct	Nov	Dec	
Enquiries	73	75	68	216
Installations for Month	13	19	23	55

				Q3
	Oct	Nov	Dec	
Enquiries	68	72	45	185
Installations for Month	13	10	27	50

TeleV enquiries and Installations

AA start

	2015/16			Q1				Q2				Q3				Q4	TOTAL
	Apr	May	June		July	Aug	Sept		Oct	Nov	Dec		Jan	Feb	Mar		
Enquiries	63	54	63	180	68	69	76	213	57	79	61	197	83	66	77	226	816
Installations for Month	16	18	13	47	23	33	21	77	23	20	18	61	25	21	20	66	
Installations for Year	16	34	47	47	70	103	124	124	147	167	185	185	210	231	251	251	251
Currently Active on PNC				648				685				698				730	

MF start

Installation free period 1st Feb 17 ->

	2016/17			Q1				Q2				Q3				Q4	TOTAL
	Apr	May	June		July	Aug	Sept		Oct	Nov	Dec		Jan	Feb	Mar		
Enquiries	88	63	72	223	74	84	75	233	73	75	68	216	101	110	70	281	953
Installations for Month	20	18	14	52	17	26	23	66	13	19	23	55	29	40	30	99	
Installations for Year	20	38	52	52	69	95	118	118	131	150	173	173	202	242	272	272	272
Currently Active on PNC				711		730	739	739	742	745	746	746	766	795	815	815	

<-Installation free period to 1st Aug 17

Installation free promo 12 days of Christmas 6th - 21st Dec 17

	2017/18			Q1				Q2				Q3				Q4	TOTAL
	Apr	May	June		July	Aug	Sept		Oct	Nov	Dec		Jan	Feb	Mar		
Enquiries	48	78	79	205	77	57	60	194	68	72	45	185	87	70	73	230	814
Installations for Month	20	19	32	71	27	19	21	67	13	10	27	50	21	25	15	61	
Installations for Year	20	39	71	71	98	117	138	138	151	161	188	188	209	234	249	249	249
Currently Active on PNC	817	824	830	830	841	836	842	842	843	836	858	858	864	889	862	862	

Jan 18 enqs may be higher as no Oracle 28.12 - 02.01 - all enqs put onto 03.01?

	2018/19			Q1				Q2				Q3				Q4	TOTAL
	Apr	May	June		July	Aug	Sept		Oct	Nov	Dec		Jan	Feb	Mar		
Enquiries	73	85	69	227	75	80	58		71	66							227
Installations for Month	19	23	22		19	21	23		24	11							
Installations for Year	19	42	64	64	83	104	127		151	162							
Currently Active on PNC	858	864	870	870	867	869	883		892	889							