

Meeting of:	Healthy Living and Social Care Scrutiny Committee
Date of Meeting:	Tuesday, 08 November 2022
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Telecare Services Update
Purpose of Report:	To update Members on the work of the Telecare Service over the last 18 months and advise members on Service Developments following the Telecare Service Review
Report Owner:	Director of Social Services
Responsible Officer:	Operational Manager – Locality Services
Elected Member and Officer Consultation:	Head of Adult Services. Service Development Manager. Director Corporate Resources Operational Manager, Customer Relations Head of Housing and Building Services
Policy Framework:	This is a matter for Executive decision
<p>Executive Summary:</p> <ul style="list-style-type: none"> • Telecare continues to be an integral element of the Care and Support services available to people across the Vale of Glamorgan: Enabling people to live independently at home for as long as possible by offering reassurance and support to family carers; by providing valuable information relating to the health and wellbeing of citizens to professionals and family; and by providing early/timely access to emergency support. • Social Services is committed to increasing the number of Telecare service users and the range of service options. This will give more people the opportunity to benefit from the preventative interventions provided through embracing emerging technologies. • The Telecare Service has continued to operate throughout the Coronavirus pandemic. • In partnership with Customer Services, Adult Services commissioned a review of the Telecare Service which was completed in the Spring of 2021. The review highlighted the challenges 	

associated with the Telecoms Digital Transfer along with the benefits of embracing new digital technologies to support people to live well within their homes and communities.

- Over the last 12 months, the Telecare Service has set out clear ambitions for the future and has made significant progress in this transformation.

Recommendations

1. That the work and future developments of the Telecare service is considered by Scrutiny Committee.
2. That Scrutiny Committee members provide their views regarding these recent developments to lead officers.
3. That Scrutiny Committee receives annual updates on the work of the Telecare service.

Reasons for Recommendations

1. To appraise Members on the challenges, opportunities, and strategic direction of the Vale of Glamorgan Council's Telecare service.
2. To ensure that Members have an opportunity to influence the ongoing developments and service models in the Telecare Service.
3. To keep Members apprised of the work of the Telecare Service.

1. Background

- 1.1 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 an accessible alarm system that alerts carers/professionals in times of need. The Telecare Support Team is responsible for the promotion and development of the service and the installation and maintenance of the Telecare equipment. Once installed, all telecare alerts are responded to by the Contact One Vale Telecare Operators 24hrs per day, 365 days per year.
- 1.2 Telecare makes use of an analogue base unit connected through an individual's home telephone landline, which can link to a personal pendant and a range of environmental sensors; these link to the 24/7 monitoring centre at Contact One Vale.
- 1.3 The Telecare Service is currently operated through three main products:
 - 1.3.1 TeleV: Is available to all citizens of the Vale of Glamorgan who wish to purchase it for themselves or for their relatives and consists of a Lifeline Alarm, linked smoke detector and a mobile pendent or wrist-based button that can be pressed to access the 24-hour operators within the home.

TeleV carries a weekly cost of £4.10 to the customer.
 - 1.3.2 TeleV+: Is available following a Social Services and Wellbeing (Wales) Act 2014 assessment where the need for Telecare is identified as being in the best interests of a person with care and support needs, or a carer with support needs. TeleV+ also consists of a Lifeline Alarm unit, linked smoke detector and pendent but is linked to additional sensors suitable to the person's assessed needs, such as in home movement sensors and GPS trackers to monitor people outdoors.

TeleV+ carries a weekly cost of £7.70, but this cost is included in the person's assessed contribution for their social care and is currently capped at £100 per week.

- 1.3.3 Telecare Community Alarm: Is available to tenants in designated council housing where hard wired alarms are provided and paid for through rent payments.

2. Key Issues for Consideration

2.1.1 Telecare Service Review Recommendations

- 2.1.2 A comprehensive review of the Telecare Service was undertaken and made short term and longer-term recommendations:

- 2.1.2.1 Prepare for the digital Telecoms transfer by procuring and implementing a digital Alarm Receiving Centre (ARC).
- 2.1.2.2 Explore and test emerging digital Technology Enabled Care devices to support people to live safely with reduced restrictions and greater reassurances.
- 2.1.2.3 Explore the viability of a Rapid Response Falls Service for existing customers and to meet the expectations of new customers.
- 2.1.2.4 Review and develop Telecare management and support structures to ensure sufficient governance and support of Telecare Support Officers and Telecare Operators.
- 2.1.2.5 Review and develop Telecare processes to ensure streamlined stock control to improve stock transparency, minimise waste and delay in installations.
- 2.1.2.6 Review and modernise the service website, product structure and charging model.
- 2.1.2.7 Close all hard-wired schemes and move to distributed Telecare taking advantage of current and emerging technology.

2.2 Telecare Service Review Progress

- 2.2.1 **Alarm Receiving Centre:** Adult Services have procured a new digital alarm receiving centre called UMO from Enovation UK Ltd for a period of 3 years (plus 1 year), with an implementation date of 1st August 2022. UMO has replaced the outgoing Tunstall PNC and will now act as an interactive database of all telecare customers and will enable the service to link with existing lifeline alarms, and importantly an increased range of digital devices to support people's independence and safety and to potentially provide a direct link to relevant health and social care professionals.

It is worth noting that the Vale of Glamorgan Telecare Team is the first service in Wales to move to a fully digital platform and as such is being supported by the national Telecare body TEC Cymru, so that any learning can be shared across Wales.

2.2.2 **Rapid Response Falls Service:** The current pressure on emergency services has highlighted a need for a rapid response service to attend to people who have fallen at home, but for whom the Welsh Ambulance Service would assess as low priority. The team responds to over 500 calls per year that result in Telecare making a call to Welsh Ambulance. Of these nearly 50% are a result of people falling at home, who often must wait hours if not days for an ambulance to attend to them – this can have catastrophic impacts on people’s health if they cannot get up themselves. A Rapid Response Service, activated through Telecare would be able to provide an early response and would be able to assist the person to a chair and/or undertake a wellbeing assessment to inform the ambulance prioritisation.

Utilising Winter Pressures Funding from last financial year, the team entered an agreement with Cardiff Council Telecare Service to pilot a rapid response service to Telecare customers living in Eastern Vale. The service started on 1st March 2022 and is due to end on 31st October 2022 this has provided valuable data to inform further decisions on developing a service throughout the Vale. The Eastern Vale service covers 500 Telecare customers and on average has responded to 20 falls per month with 70% of all fallers being settled at home without the need for hospital admission. This has saved approximately 84 attendances at A&E over a six-month period.

Following the success of the Eastern Vale pilot and with the ambition to provide a Fall Services throughout the Vale, we have engaged St Johns Ambulance to provide a Rapid Response service to all areas of the county from 3rd October 2022. As with the pilot scheme, the service will be accessed via a person’s Telecare Alarm, via the 24hr Telecare Monitoring Service. The advantages of engaging with St Johns Ambulance, is the reassurance provided by fully trained staff and existing links with other emergency services as required.

This arrangement will run for a period of 12 months, at no cost to the customer.

Work is currently in progress to communicate this additional service to existing telecare customers, ensuring that we have ways in place to gain access to property and outlining what we will and won’t be able to achieve if customers do not have a way for us to access the property. We will also then be promoting the service in order to generate income for the service to reinvest in further development of the Telecare offer for our citizens.

2.2.3 **Management and support Structures:** The Telecare service is currently organised across two council directorates, namely the Telecare Support Officers who accept referrals, advise on the service, and install equipment are managed through Adult Services structures, whereas the Telecare operators who respond to all the Telecare alerts 24hours per day work within the Customer Services management structures. Adult Services and Customer Services management teams are exploring ways to improve the communication between the two elements of the team and are devising joint training and support structures to minimise unnecessary barriers.

2.2.4 **Stock control:** the implementation of the UMO alarm receiving centre, will allow an improved system for stock control of new and returning alarms and digital

devices. The improved functionality of UMO will allow the team to explore alternative and more efficient stock control measures, potentially in partnership with complementary council services. We have temporarily appointed to a dedicated role to assist with this aspect, and to inform our future structures for the team. This is proving to be beneficial. And will be formally reviewed as we consider the management and team structure moving forward.

2.2.5 Website, product and charging structure: It is acknowledged that the current Telecare website, product list and charging structure is outdated and in need of modernising. We have not progressed this area yet but will use the opportunity of the new digital platform and the potential of new and emerging products to inform the ambitions of the service going forward.

2.3 Closing Hard-Wired Schemes: Vale Telecare currently support 33 council and RSL properties (known as schemes) that have hard wired telecare units built into the accommodation, for which residents paid a set fee as part of their rent. The schemes were originally designated accommodation for older people, who might have benefitted from Telecare access to the 24hour call centre. Over the years, the telecare facilities within the schemes have become less popular as the tenants either did not require the service or the service was not able to adapt the resident's changing needs due to the hard-wired nature of the schemes. Since 2020, residents have been offered the opportunity to opt out of using and paying for the hard-wired telecare.

It is proposed that a flexible, personal Technology Enabled Care service is offered to residents instead of the hardwired schemes, that is more able to respond to people's needs and does not assume that all residents should be treated the same. The transition to new TEC support will take approximately 12 months after which the hard-wired schemes will be turned off and the equipment where possible removed. This new approach will also enable the service users to take advantage of new digital devices that would otherwise be unavailable to them.

The team have secured grant funding to assist in purchasing the devices to aid the switch over and an implementation plan will now be developed.

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

3.1 Long Term

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

3.2 Integration

3.2.1 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.

3.3 Collaboration

3.3.1 The Telecare service is a collaboration between social services, the Council's contact centre and the UHB through the provision of TeleV+. The recent partnership with St John's Ambulance further expands our opportunities for collaboration.

3.4 Prevention

3.4.1 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's caring relationships which in turn has a positive impact on the wellbeing of the carer and the person being cared for.

4. Climate Change and Nature Implications

4.1 There are no Climate Change and Nature Implications as a direct result of this report.

5. Resources and Legal Considerations

Financial

5.1 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.

5.1.1 The additional costs associated with the digital switchover will need to be met from within the Telecare revenue budget and the Telecare reserve fund.

Employment

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

Legal (Including Equalities)

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

6. Background Papers

None