

THE USE OF ASSISTIVE TECHNOLOGY TO SUPPORT INDEPENDENT LIVING

*A MAJOR REVIEW BY THE SOCIAL SERVICES, HEALTH
AND HOUSING POLICY OVERVIEW COMMITTEE*

Cabinet Member	Councillor Philip Corthorne
Cabinet Portfolio	Social Services, Health and Housing
Officer Contact	Charles Francis, Deputy Chief Executive's Office
Papers with report	Social Services, Health and Housing POC Final Report

HEADLINE INFORMATION

Summary	<p>The Borough's changing demographics and the need to manage financial pressures from increasing numbers of high cost care packages makes the application of assistive technology critical to support vulnerable older people and adults to live independently in their homes.</p> <p>The Social Services, Health and Housing Policy Overview Committee have undertaken a major review into assistive technology and telecare, including the business case for it. Their detailed recommendations are presented in this report for Cabinet's approval.</p> <p>Linked to the work undertaken by the Cabinet and Officers and the recent commitment of additional financial resources to invest in Hillingdon's 'TeleCareLine', the Council is now in a strong position to implement a model for telecare to deliver its overall long-term strategy for adult social care.</p>
Contribution to our plans and strategies	<p>The findings of this review will contribute to a whole range of Council plans and strategies, including:</p> <ul style="list-style-type: none">• Older People's Plan• Disabled People's Plan• Carers Strategy• Wellbeing Strategy• People with Physical and/or sensory Disabilities Strategy• Commissioning Strategy• Disabled Children's Strategy
Financial Cost	<p>The attached business case sets out the financial implications. The £700k investment referred to has been provided for within the MTFP approved by the February council meeting.</p>

**Relevant Policy
Overview Committee**

Social Services, Health and Housing Policy Overview Committee

Ward(s) affected

All

RECOMMENDATIONS

That Cabinet:

- A: Welcomes the Council's commitment to support independent living and provide additional financial support to invest in Hillingdon's TeleCareLine;**
- B: Strongly endorses the Committee's major review and its recommendations set out below and instructs Officers to incorporate them into the model of telecare that is to now be implemented;**

Committee recommendations

- 1. The Committee recommends to Cabinet that Telecare is a positive use of technology which will help the Council to address the growing needs of its' ageing population. Used effectively it has the potential to radically change the way services are delivered.**
- 2. The Committee requests that good quality information and timely advice must be provided for families, carers and service users, working with health professionals to enable them to understand their assistive technology / telecare options to assist them to make informed choices (to address their needs)**
- 3. The Committee recommends that telecare be provided free of charge for a limited period (no longer than 6 weeks) after hospital discharge as part of the re-ablement project to provide assistance. The Committee felt that early exposure to assistive technology will help increase client confidence in the service and encourage further uptake in the service.**
- 4. The Committee recommends that assistive technology should not simply replace personal contact but be part of a package in which AT is a complementary tool which helps to prolong independence.**
- 5. The Committee note that, in line with their original advice, Officers have taken a cautious approach to rebranding, and that the term "TeleCareLine" is under consideration.**
- 6. The emerging body of evidence from various national review pilots has shown how valuable Assistive Technology (AT) / Telecare can be to users and carers. It is therefore essential that the status and profile of AT / Telecare is strengthened so that social care and health professionals consider this technology as an option for all service users and carers**
- 7. Committee advises that effective partnership working will be central to the full development of this service and that to ensure services are delivered. The early evidence from the Whole Systems Demonstrator pilots has shown how important partnership working is. To ensure services are delivered as**

effectively and efficiently as possible, information sharing rules and procedures must be developed.

8. Evidence shows the potential value of telehealth in supporting people with health conditions to live independently in the community and also in making savings to the health economy. Telehealth is under-developed in Hillingdon and the Committee recommends that officers work with health colleagues to encourage its further development.
9. The Committee requests that officers undertake regular reviews of service costs to ensure the Authority receives value for money from service providers.
10. The Committee recommends that the Authority pursue the development of a comprehensive in-house model, centred on a local call centre (with a responder service operating 24/7), employing local knowledge and request officers to fully explore the cost implications of this option as part of the ongoing Medium Term Financial Forecast work.
11. The Committee recommends that Careline be co-located to the Civic Centre. Moving the service will allow for future expansion as the ASCH&H emergency out of hours services are based with Careline.
12. The Committee agrees that intervention at an early stage can act as a preventative investment and thereby reduce the number of hospital admissions and delay admissions into residential care. The Committee also notes the preventative benefits that telecare offers to residents who do not satisfy the council's Fair Access to Care Services (FACS) criteria
13. The TeleCareLine (TCL) service to private clients is very important and will be a key to the success of the service. The Committee stressed that it is important that the service is marketed as proactively as possible to maximise the take up of self funders.
14. Part of the Project Planning has been to recognise the need to be able to respond to the effects of increased numbers requesting the TCL service. Officers assured the Committee that resources are in place to deal with the expected numbers and ensure a good service is provided.

INFORMATION

Reasons for recommendations

To consider the Services, Health and Housing Policy Overview Committee's major review and recommendations on assistive technology and telecare and move forward the implementation of the Council's model for telecare to deliver its overall long-term strategy for adult social care.

Alternative options considered / risk management

The Cabinet could decide to reject or amend the Committee's recommendations.

Background

Hillingdon has a strong track record in affording priority to vulnerable older people and adults through its social care, housing and community health provision. The council's offer for older people, with the Leader as Older People's Champion, has seen a range of successful schemes including a council tax freeze for the over 65s and the distribution of free burglar alarms for older residents.

A key element of this offer is Telecare. Telecare is the name given to a range of equipment (detectors and sensors) that will raise an alarm with another person in an emergency. The alarm might be raised with a carer who lives in the same home as the person with the telecare equipment or they may live nearby. More usually the alarm is picked up by a locally based monitoring centre, which in this borough is Careline. This allows vulnerable people to remain living independently at home to do so for as long as possible while increasing their safety levels and quality of life.

Telecare services are strongly in alignment with the council's existing offer to older and disabled people. Telecare and assistive technology are also regarded as key planks of the Government's approach to social care. Hillingdon's changing demographics makes the application of this technology critical, both to support individuals to live independently in their homes and to manage the financial pressures from increasing numbers of high cost care packages.

The Social Services, Health and Housing Policy Overview Committee started a thorough review into assistive technology and telecare back in September 2010 and have also ably taken up the challenge of investigating the business case for investing in such technology and service delivery, working closely with Council Officers.

In parallel with the Committee's review, the Leader of the Council and Cabinet Member for Social Services, Health and Housing brought forward priority growth budget proposals amounting to £700k to providing the financing for such investment, approved by Council on 24th February 2011.

Thanks to the good work of the Committee, the Leader, Cabinet Member and Officers, Hillingdon Council is now in a favorable position to implement a model for telecare to ensure the Council put its residents firsts, supports the independence of older and disabled people and makes a major contribution to the delivery of its overall long-term strategy for adult social care.

The Committee's review

The Committee's review held three witness sessions in September, October and November 2010 and took evidence from Council officers, representatives from the London Borough of Newham, NHS Hillingdon and Age UK as well as considering a variety of case study data. The purpose behind the Committee's review was to:

- Review how assistive technology has been employed by other London Boroughs and to review current best practice.
- Examine the opportunities presented by telecare and telehealth systems to prevent avoidable admission into residential and/or hospital, including assisting carers in their caring role.
- Examine the telecare mobile response service pilot.

- Make recommendations that will help officers and partners address any identified gaps in the role and function of assistive technology to support Hillingdon residents to remain independent and assist the council in achieving cost savings.
- Make recommendations with full costings to Cabinet based upon the findings of this review.

The Committee's final report is attached and provides full details of the review and its findings. In addition, the Committee worked closely with Officers in the Social Care, Health and Housing Directorate and have made use of the business case developed as part of the budget process for 2011/12 onwards.

Officer Comments on Recommendations

The review proposed 14 recommendations. Comments from officers regarding the recommendations are provided for Cabinet's information.

- 1. The Committee recommends to Cabinet that Telecare is a positive use of technology which will help the Council to address the growing needs of its ageing population. Used effectively it has the potential to radically change the way services are delivered.**

Officer Response

Telecare is a critical component of the council's strategy for ensuring that its older and disabled residents are able to remain independent in their own homes for as long as possible and preventing avoidable admission into institutional care.

- 2. The Committee requests that good quality information and timely advice must be provided for families, carers and service users, working with health professionals to enable them to understand their assistive technology / telecare options to assist them to make informed choices (to address their needs)**

Officer Response

Officers will ensure that telecare is promoted through a range of media and will work with partners both in the statutory and third sectors to ensure an understanding of how telecare can support the independence of Hillingdon residents. This will be included as part of an implementation plan for the new telecare offer approved by Cabinet on the 17th February 2011.

- 3. The Committee recommends that telecare be provided free of charge for a limited period (no longer than 6 weeks) after hospital discharge as part of the re-ablement project to provide assistance. The Committee felt that early exposure to assistive technology will help increase client confidence in the service and encourage further uptake in the service.**

Officer Response

Officers will ensure that telecare is an integral part of the reablement package that is offered to residents free of charge for a six week period following hospital discharge.

- 4. The Committee recommends that assistive technology should not simply replace personal contact but be part of a package in which AT is a complementary tool which helps to prolong independence.**

Officer Response

Officers recognise the importance of personal contact to ensuring the wellbeing of residents and accept that AT cannot replace this. The role of the third sector in helping to develop and maintain their social networks will continue to be promoted.

- 5. The Committee note that, in line with their original advice, Officers have taken a cautious approach to rebranding, and that the term “TeleCareLine” is under consideration.**

Officer Response

The new name adapts a familiar term whilst providing a break with the past as the council promotes an exciting new telecare offer to its residents.

- 6. The emerging body of evidence from various national review pilots has shown how valuable Assistive Technology (AT) / Telecare can be to users and carers. It is therefore essential that the status and profile of AT / Telecare is strengthened so that social care and health professionals consider this technology as an option for all service users and carers**

Officer Response

Officers will be working with social care and health professionals and other partners to promote the benefits of telecare as part of an implementation plan for the new telecare offer.

- 7. Committee advises that effective partnership working will be central to the full development of this service and that to ensure services are delivered. The early evidence from the Whole Systems Demonstrator pilots has shown how important partnership working is. To ensure services are delivered as effectively and efficiently as possible, information sharing rules and procedures must be developed.**

Officer Response

Work is currently in progress to improve information sharing procedures and processes between social care and health.

- 8. Evidence shows the potential value of telehealth in supporting people with health conditions to live independently in the community and also in making savings to the health economy. Telehealth is under-developed in Hillingdon and the Committee recommends that officers work with health colleagues to encourage its further development.**

Officer Response

Officers will be working with the new GP pathfinder consortium and Hillingdon Hospital to explore opportunities for the development of telehealth in the borough and linkages with telecare.

- 9. The Committee requests that officers undertake regular reviews of service costs to ensure the Authority receives value for money from service providers.**

Officer Response

In addition to on going performance evaluation, officers will review of the effectiveness of telecare in 2012. The telecare equipment framework agreement will be reviewed by the Department of Health's purchasing arm, Buying Solutions, during 2012.

- 10. The Committee recommends that the Authority pursue the development of a comprehensive in-house model, centred on a local call centre (with a responder service operating 24/7), employing local knowledge and request officers to fully explore the cost implications of this option as part of the ongoing Medium Term Financial Forecast work.**

Officer Response

The development of TeleCareLine as a comprehensive social care and housing emergency out of hours service is shown in the business case to offer the council value for money and this will continue to be kept under review as part of the MTFF process.

- 11. The Committee recommends that Careline be co-located to the Civic Centre. Moving the service will allow for future expansion as the ASCH&H emergency out of hours services are based with Careline.**

Officer Response

The increase in the range of out of hours services being provided by TeleCareLine means that officers are considering alternative accommodation arrangements, including the possibility of a Civic Centre location.

- 12. The Committee agrees that intervention at an early stage can act as a preventative investment and thereby reduce the number of hospital admissions and delay admissions into residential care. The Committee also notes the preventative benefits that telecare offers to residents who do not satisfy the council's Fair Access to Care Services (FACS) criteria**

Officer Response

Officers will be promoting the benefits of telecare to people who do not satisfy the council's FACS criteria as part of the implementation of the new telecare offer.

- 13. The TeleCareLine (TCL) service to private clients is very important and will be a key to the success of the service. The Committee stressed that it is important that the service is marketed as proactively as possible to maximise the take up of self funders.**

Officer Response

Officers will be promoting the benefits of telecare to self-funders as part of the implementation of the new telecare offer.

- 14. Part of the Project Planning has been to recognise the need to be able to respond to the effects of increased numbers requesting the TCL service. Officers assured the Committee that resources are in place to deal with the expected numbers and ensure a good service is provided.**

Officer Response

Cabinet on the 17th February 2011 approved the business case and funding for TeleCareLine and officers have put arrangements in place, including with an equipment supplier, to ensure an efficient response to any sudden increase in activity.

EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendations?

The Committee's recommendations and support of the Cabinet in pursuing telecare, will help raise the profile of assistive technology and enhance those steps necessary to support independent living.

Consultation Carried Out or Required

The Committee took evidence from Council officers, representatives from the London Borough of Newham, NHS Hillingdon and Age UK as well as considering a variety of case study data.

Financial Implications

The attached business case sets out the financial implications. The £700k investment referred to has been provided for within the MTFF approved by the February council meeting.

CORPORATE IMPLICATIONS

Corporate Financial Implication

The business case attached sets out the financial implications for the use of assistive technology to support Independent living. The report indicates that the investment in year one to deliver the service envisaged, would require an investment of £645k at year one. On the basis that the assumptions made are similar to the actuals, then the full year investment would need to rise to £1m in 2014/15. Corporate Finance has reviewed this report and is satisfied that the £700k investment for 2011/12 and subsequent increases to £1m in 2012/15, have been provided for within the MTFF approved by the February Council meeting.

Legal Implications

Under the Council's Constitution the Cabinet has the appropriate powers to agree the recommendations proposed at the outset of this report. There are no other significant legal implications arising out of this report to bring to Cabinet's attention.

BACKGROUND PAPERS

Social Services, Health and Housing Policy Overview Committee's final report on The Use of Assistive Technology to Support Independent Living.