



Telehealthcare and social inclusion

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Continua
HEALTH ALLIANCE

Real people, real experiences



- *“I can’t stress enough how it has released us. It’s like a circle of safety in there”.*



Real people, real experiences



- *“Since telecare, I have started to go out again and spend time with ALL my family, and I know Mum will be ok. The equipment really gives me peace of mind.”*



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World leading telehealthcare solutions



Telehealthcare delivers:

- Improved personal outcomes
- Improved quality of life
- Economic efficiencies
- Sustainable health and social care systems
- Preventative solutions

Tunstall's market leading tele**health**care solutions support older people and those with long-term needs, to live independently, by effectively managing their health and well-being.

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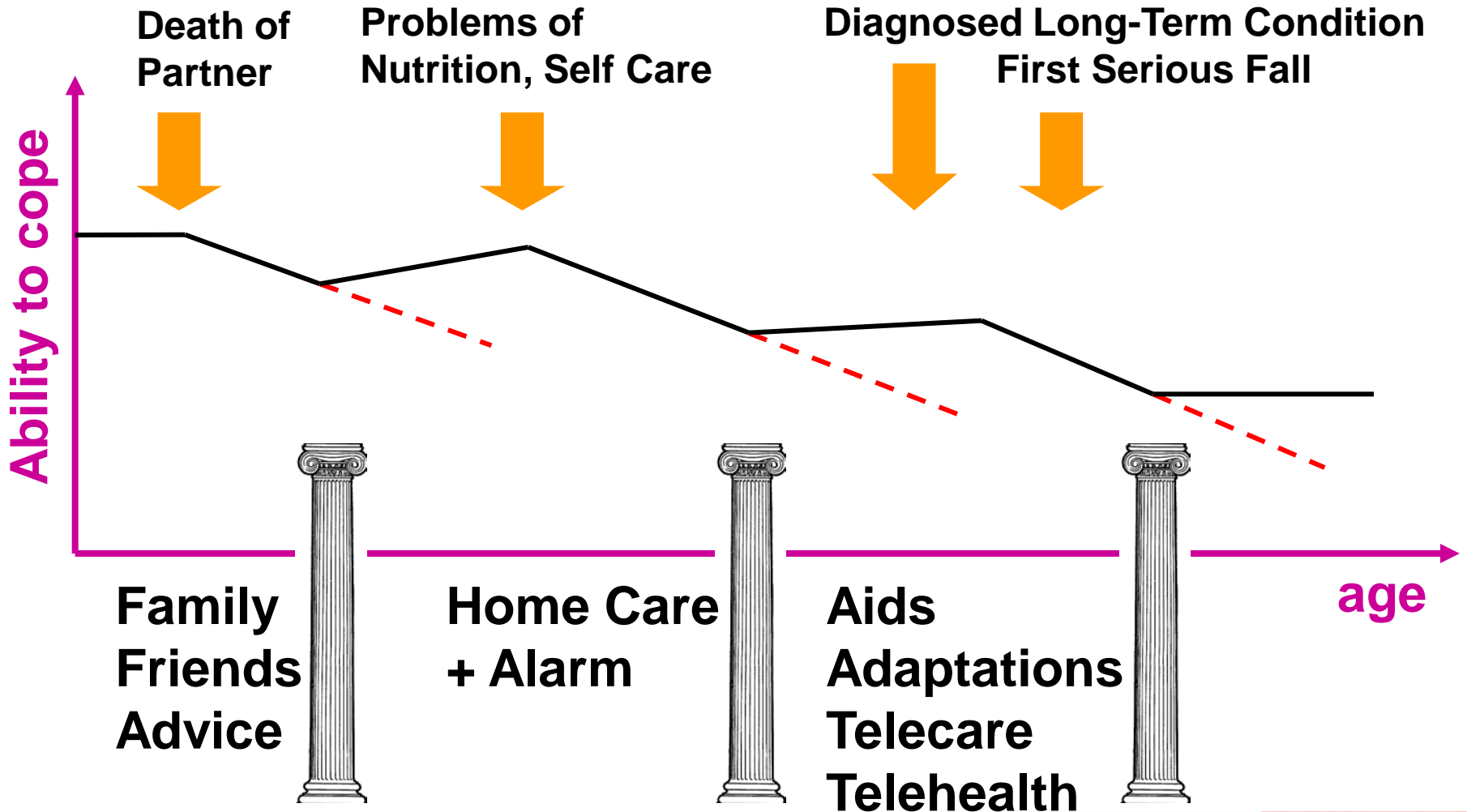
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Telecare at a glance



- **4.8m users around the world**
(Tunstall equipment used by 2.5m)
- **1.6m users in UK**
- **UK: 270 monitoring centres, operating 365x24hr**
- **Older People, Learning Disabilities, Physical Disabilities, Long-Term Conditions**
- **Services: ‘reactive’ to ‘proactive’**

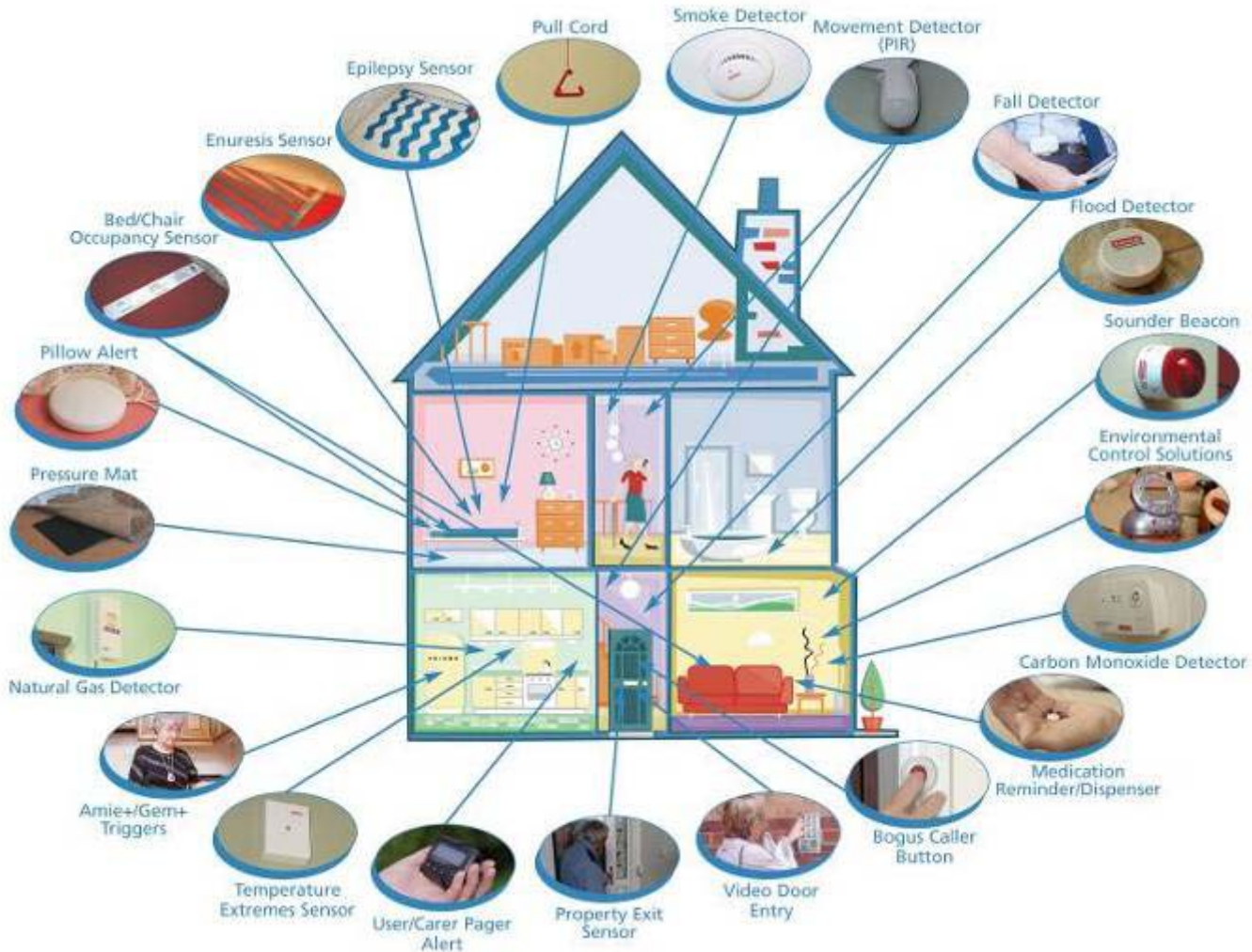
Supporting Independent Living



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Telecare transforms people's lives



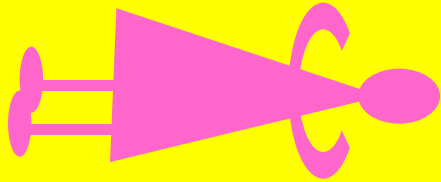
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Example: Telecare Helping Manage Falls Risks



Night time fall - bed occupancy



West Lothian

22 min fall response

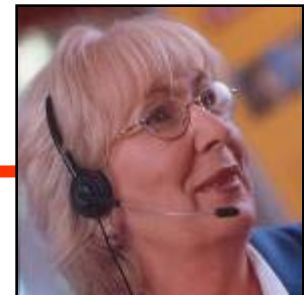
4hour Scotland average

Day time fall



Lifeline

Carer



PNC

Monitoring Centre

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June - Medication reminders needed every 4 hours



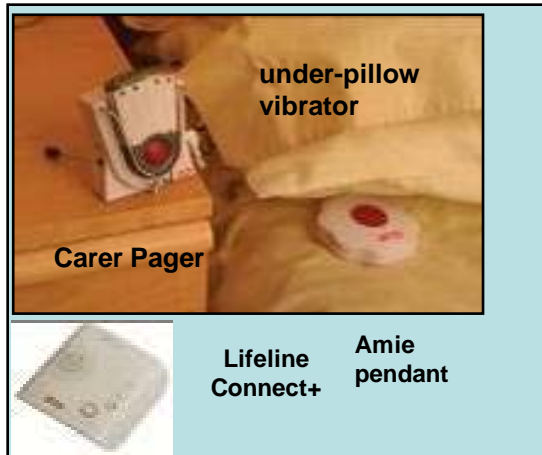
THE NEEDS

- June needed to take her medication every 4 hours, night and day – without which she would find it difficult to breathe and talk
- June is deaf without her hearing aid
- It had seemed only option was to go into a home so her medication could be managed

UK Statistics

There are over 400 medical conditions that cause difficulties with speech including:*

Alzheimer's, cerebral palsy, Parkinson's, stroke, MS, asthma attacks.



THE OUTCOME

“I feel much calmer, can sleep better knowing I won't miss my medication and it's amazing knowing that even if I can't talk, I can still communicate.”

THE SOLUTION

- Lifeline Connect+ and DDA devices.
- 6 messages recorded for each time her medicine was due throughout 24 hrs
- System pages June (daytime) or alarms her pillow alert (at night), with back-up to monitoring centre.
- June has an Amie trigger with “bleep alert” so that if she can't talk but she can hear the control centre, she can signify a “yes” answer to the question “do you need an ambulance”

Evidence ensures mainstreaming of service

BACKGROUND

- By 2020 there will be 50% more people over 65, 54% more people with dementia
- If the general model of social care service provision remains the same, by 2020 NYCC will need 3420 more domiciliary care packages and 1817 additional places in care homes at a cost increase of **£43m per annum** in real terms by 2020.

OUTCOMES

- Two pilot projects in Selby district and Harrogate ran in 2005–2006.
- **From 42 clients** on the pilot the cost comparison between a traditional package of care as compared with the package including telecare, **produced a gross saving of £6,800 per person or a net saving £4,300 per person.**
- 21 people were diverted from residential care (including EMI placements) and were enabled to live independently in the community.
- Today, telecare is available for all individuals needing Adult and Community Services support as part of the range of mainstream personalised solutions to suit their individual circumstances.

“Residential care would become ‘a thing of the past’ within 20 years as the council provided more extra care housing schemes with Telecare, designed to allow people to live independently.”

Derek Law, Corporate Director, Adult Social Care, NYCC

Background:

- High level of social care need
- One of two LA's to offer care service across all 4 FACS bands (from critical to low needs)
- Lowest Council Tax in the region
- Excellent Adult Social Services and Housing Authority (3 Star)

Actions taken:

- Policy decision to support people with low-level preventative services
- everyone who receives a care service in Sunderland, automatically is given a telecare service as well

Outcomes:

- Residential & Nursing care admissions falling

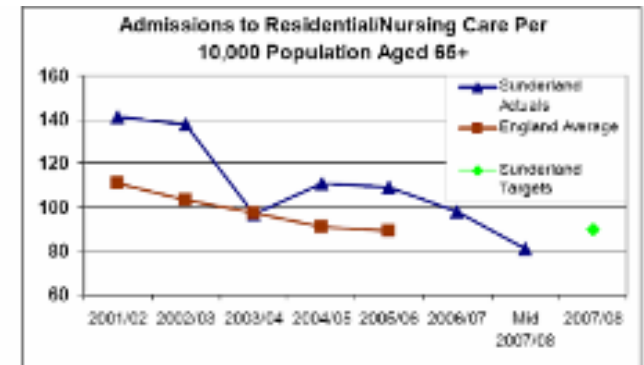


Figure 2 - PAF C72 - Annual number of authority-supported admissions of older residential/nursing care per 10,000 population

Telecare in Extra Care and Assisted Living



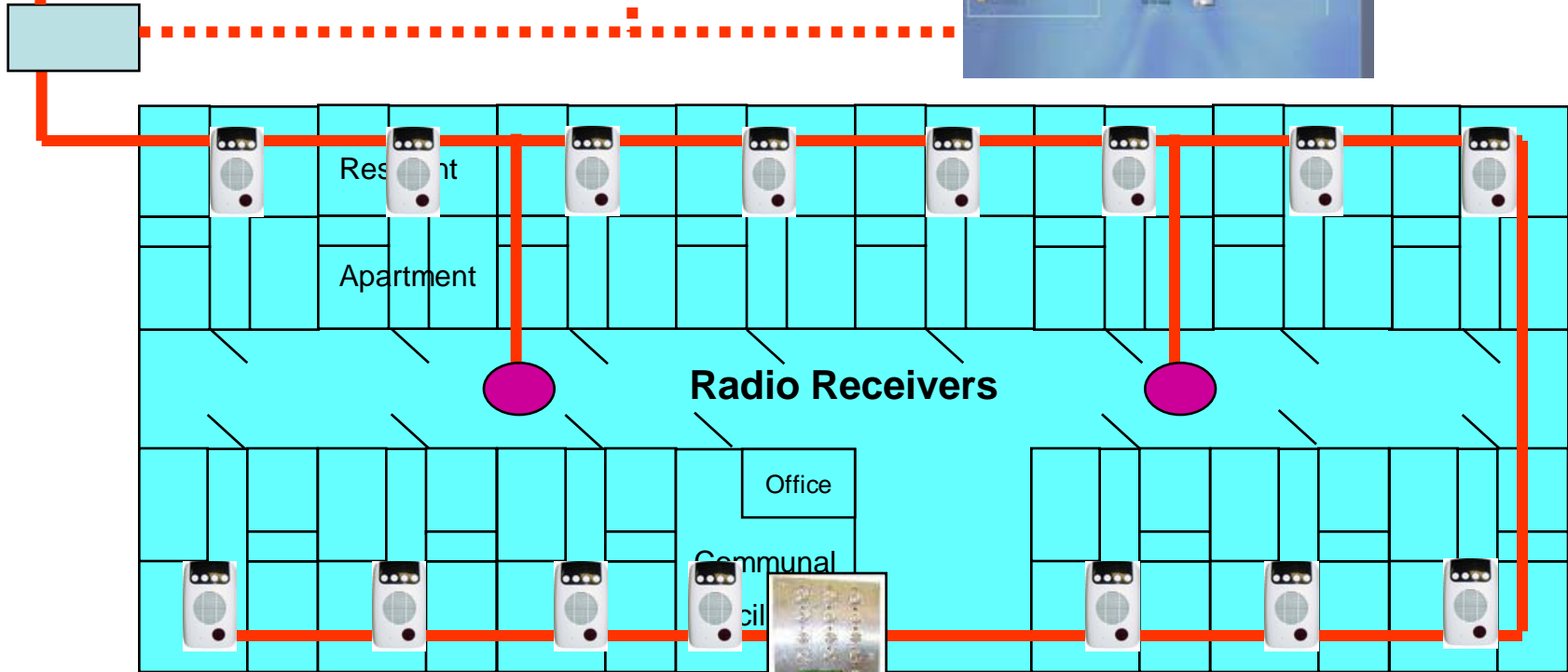
Monitoring Centre



Scheme manager or mobile carers



Web interface
- Configuration
- Maintenance

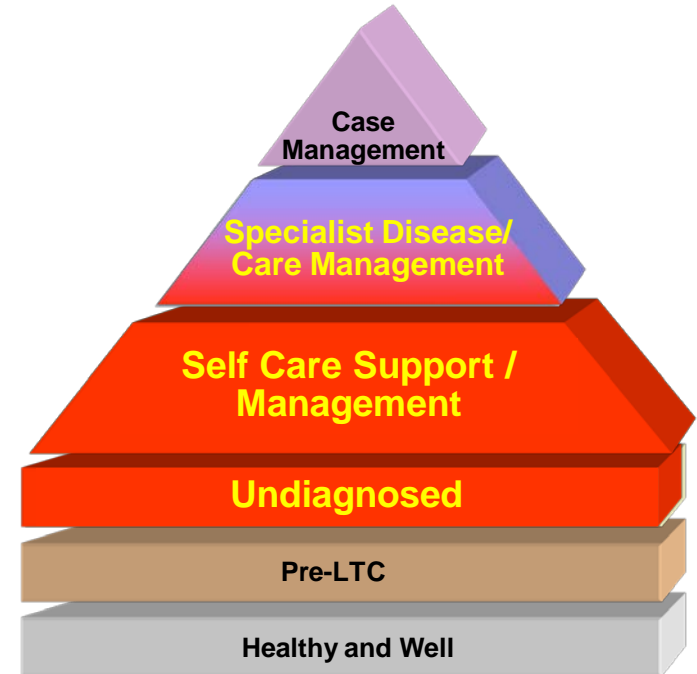
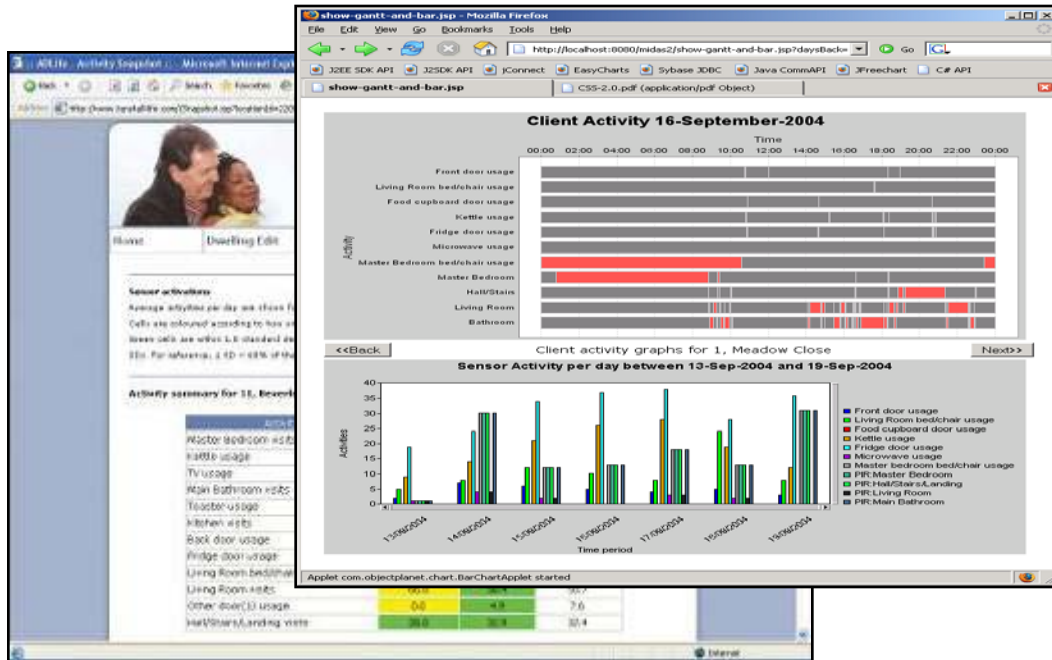


Door callers

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Lifestyle Monitoring – Preventative Telecare monitoring using ADLife



Security Inactivity

Falls

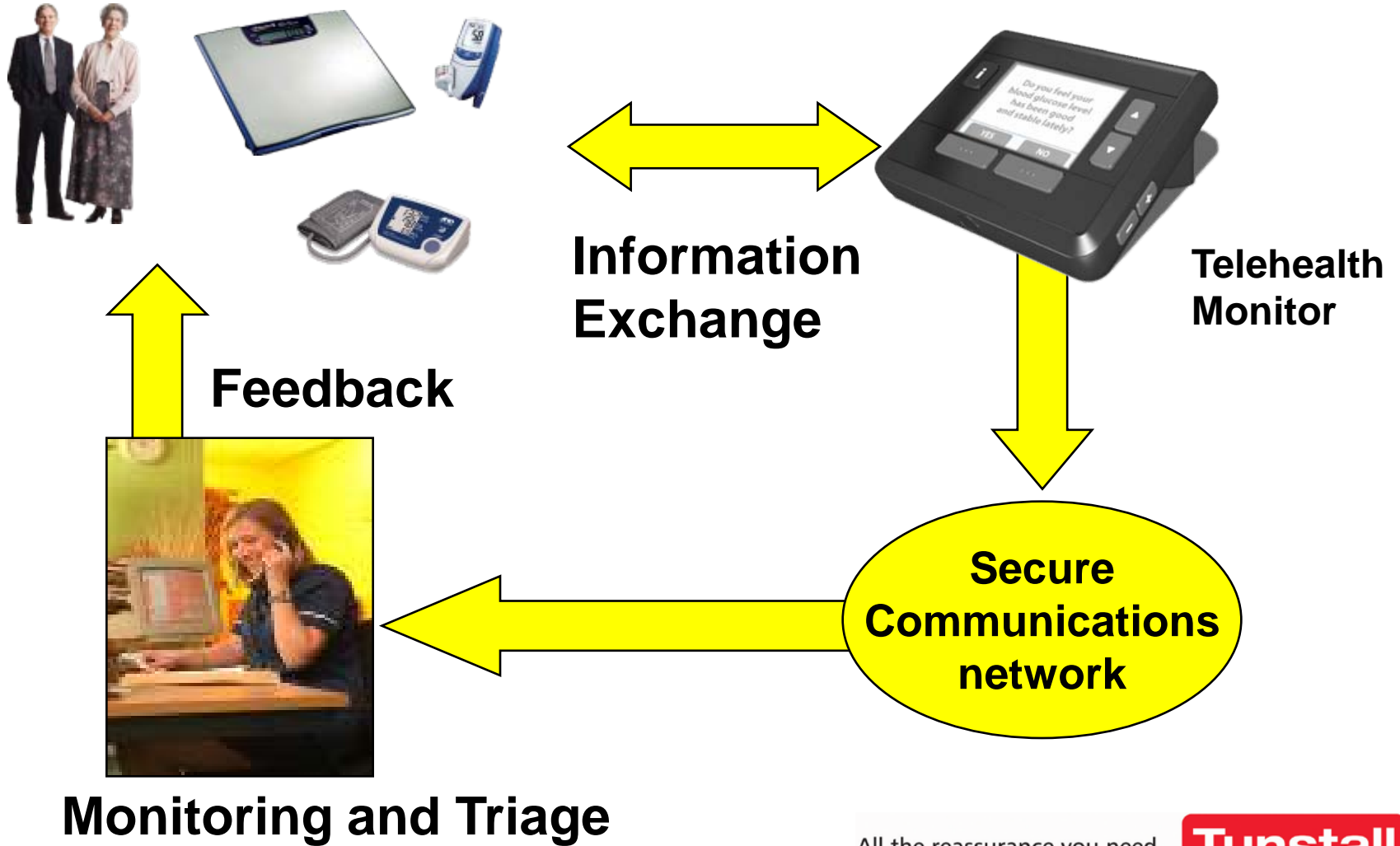
Home-Based Monitoring

Environment monitoring

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Generic Telehealth System



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Jane - Rapid deployment COPD management

THE CHALLENGE

- Jane is 58yr old, ex heavy smoker, lives alone and is oxygen-dependent,
- 4 hospital admissions in last 12mths, 3 specialist nurse home visits in last 2 mths
- Requires early intervention to prevent recurrent re-admissions to hospital
- Jane is at high risk of developing chest infections.

THE SOLUTION

- Rapid deployment of the RTX 3370 to collect daily vital sign readings on SP02, Weight, Pulse, BP and Temperature.
- Disease specific questionnaires.
- Reminders on approaching cold weather snaps and self care advice on smoking cessation programmed into the monitor, reminders on medication.
- Jane is asked to send through additional readings in her first 3 months following discharge when feeling unwell.
- A telecare package was also installed to provide real time alerting and 24 hr reassurance to any problems that may occur
- Clinical care pathways defined to include out of hours support for the telehealth service and patient response guaranteed within 3 hours



“My anxiety levels have reduced and my confidence has really improved. I feel like I’m in control of my health for the first time in a very long time.” Jane

Innovations in service delivery - telehealth

BACKGROUND

- Population of 516k, Sheffield has a legacy of an industrial past
- In some areas, prevalence of COPD is 5.5%-8% (national ave is 1.5%)
- To improve healthcare outcomes and reduce dependency upon secondary care, decided to pilot telehealth initiative

OUTCOMES

- Telehealth monitors were given to 30 high-risk patients for a duration of five months
- COPD-related **hospital admissions decreased by 50%**, saving the PCT between £30,000 to £40,000, which allowed them to purchase more monitors.
- Based on a cost of £2,000 per admission, saving 50 admissions a month could potentially save **£1,200,000 pa.**
- Home visits by COPD nurses reduced by 80%, cutting travel costs and enabling prioritisation of workload
- Winner of 2008 NHS Health and Social Care Awards, category for Innovative Information & Communication Technology

Can we use digital home technology to improve social inclusion?



- Secure & Simple web-site access via TV
- Infra-Red remote control navigation
- Support networks for vulnerable groups
- Digital TV services
- Video telephony to overcome isolation



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Social Exclusion



THE PROBLEM

- Bella is 93 yr old widow who has experienced two recent bereavements (son & friend)
- Self neglect due to depression
- Memory problems, left hob rings on

Bella:

“I really enjoy talking to the ladies & gents at the response centre. We do have a laugh and if it wasn't for them, I don't know where I'd be today”



THE OUTCOMES

- Telecare targeted at keeping her safe and building up her daily activity
- Smoke & temperature extremes sensor
- Reassurance calls 4 times a week allowing response centre to keep in regular contact with Bella to ascertain how she was feeling, remind her about appointments, news that day and general chit chat

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