Birmingham City Council

Birmingham Telecare Service programme overview June 2012

City-wide telecare service – first of its kind – 25,000 people over 3 years to benefit

Birmingham City Council has invested £14 million in a large-scale, city-wide telecare service in partnership with Tunstall. The partnership model, which is believed to be the first of its kind in the UK, will ensure safety and support for older and vulnerable residents whilst maximising their independence.

Launched by the Care Services Minister on 1 February 2012, the Birmingham Telecare Service has gone from strength to strength.

The programme will provide support and reassurance for over 25,000 older and vulnerable citizens over a three year period, whilst maximising their independence, reducing or preventing the need for home care or a move into residential care.

The service combines an assessment, installation, monitoring and response service with a range of telecare packages from Tunstall to manage assessed risks supporting vulnerable people and those with long-term needs. This is just another example of Birmingham leading the way and "bringing care home" for many people.

Why telecare in Birmingham?

As a city council in line with the Government's direction, Birmingham is shifting the balance from dealing with problems and issues to focusing on the prevention, enablement and the personalisation agenda.

The mainstream development of telecare in Birmingham supports the changing nature of the population and their needs. Whilst a young city in population terms, Birmingham has high levels of care needs, with the BME older people's population expected to double in the next 15-20 years.

Under the Director of Public Health, Jim McManus's leadership, Birmingham has taken an epidemiologically driven approach to social care prevention and telecare has been demonstrated to be incredibly important for the future of the public's health.
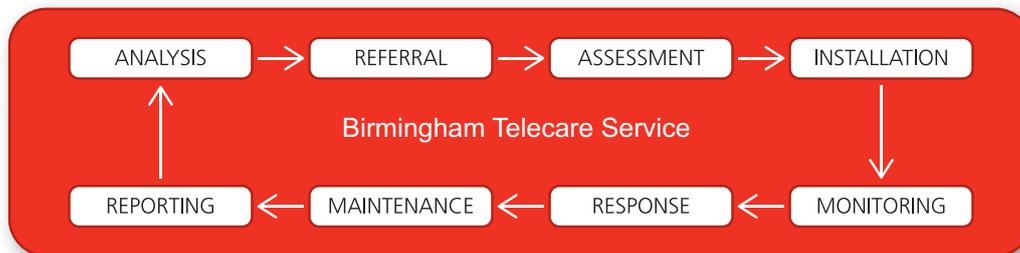
Programme highlights
- Creating new local jobs
- Aims to support over 25,000 clients over three years
- Largest telecare programme in the UK
- Unique investment partnership between Tunstall and BCC
- Locally based, locally developed, locally resourced
- GP referrals funded by council
- Provision of an emergency responder service
- Service is provided free of charge to eligible individuals

Tunstall

How does the programme work?

- Tunstall is responsible for providing a 'whole managed service' for citizens – an essential end to end service which includes
    - Supplying the telecare equipment,
    - Delivering, installing, monitoring and responding
    - The city council retain the management of the contract

ANALYSIS → REFERRAL → ASSESSMENT → INSTALLATION

Birmingham Telecare Service

REPORTING ← MAINTENANCE ← RESPONSE ← MONITORING

Unique features of the programme

- Care pathway redesign
    - To improve outcomes for the people in Birmingham

- Packages
    - Dementia package
    - Falls package
    - Learning difficulties package
    - Safe and secure at home package
    - Winter chills package
    - Personalised to meet individual need

- Training and development
    - Training large numbers of front line social care staff
    - Developed and put in place online telecare training tools
    - Dedicated telecare staff in care centres

- Four access routes into the service
    - GP and NHS pathway
    - Assessment and support planning
    - Prevention
    - Enablement

- Citizens' Advisory Board
    - Their main role is to establish what a high quality telecare service should look like and constantly evaluate the user experience
    - Board being independently run by Good Governance Institute

- Online referrals
    - Controlled direct access to client database to give two way access for referrals

- Referrals
    - Working in partnership with the council to enable people to access the service to achieve around 200 referrals per week
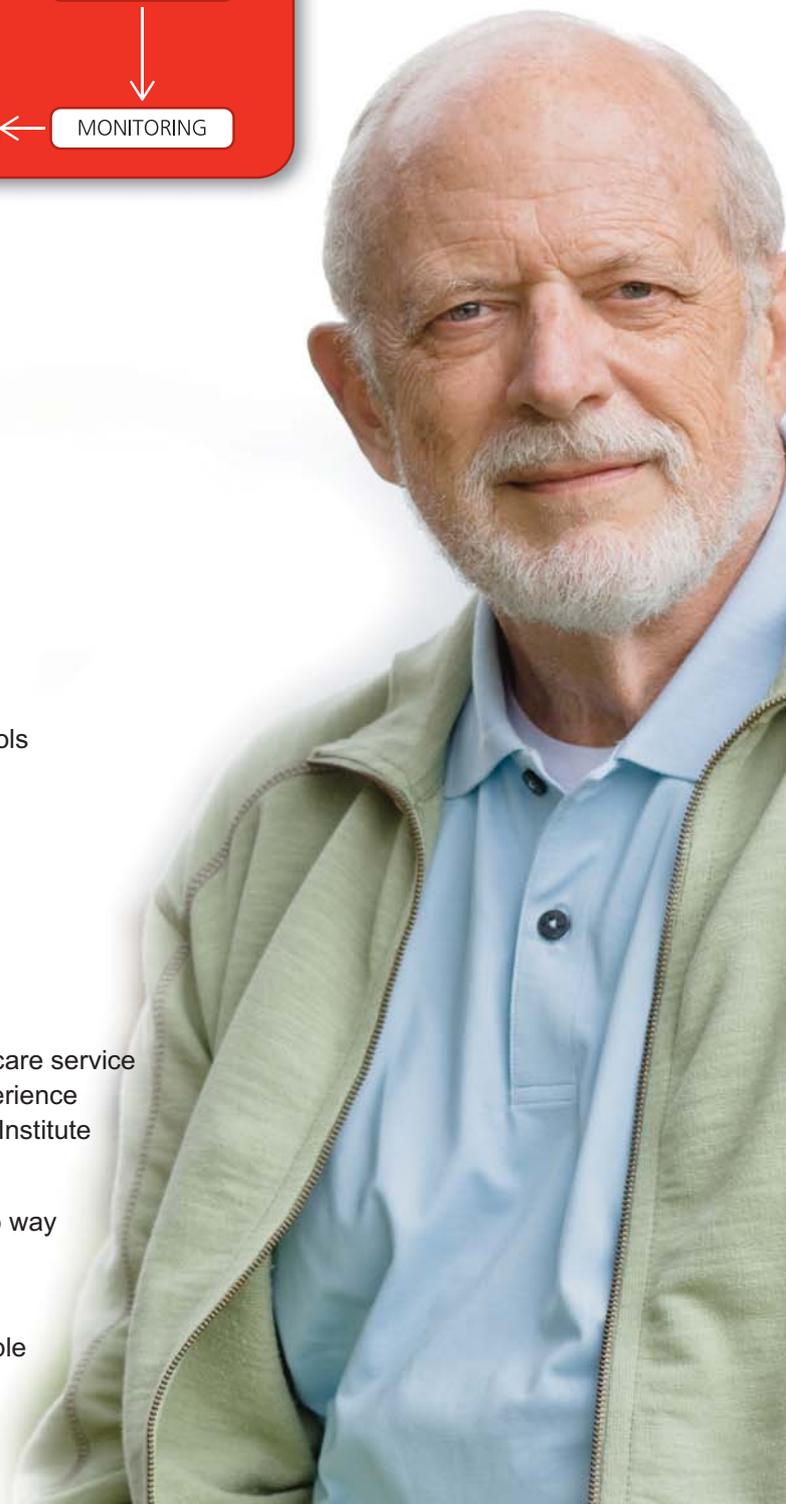
Real people, real stories

Betty's story One day over Christmas, Betty accidentally left something in the microwave and it blew up. She unfortunately gulped down some smoke and being an asthmatic, felt very weak, so she pressed her pendant and within minutes, the emergency services and her daughter had arrived. In Betty's words "it saved my life."

Carol's story Carol has always been an active person but in 2002 was diagnosed with MS, and epilepsy in 2010, resulting in frequent falls. When telecare was introduced she said "telecare is a massive comfort, to know that my equipment (in this case an epilepsy sensor and fall detector) alerts the response centre straight away if anything happens. Telecare gives my family the leeway to do what they need to do and get on with their lives without having to constantly worry about me."
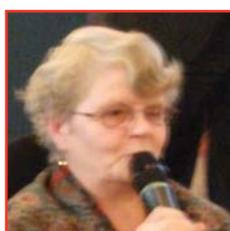
Janis's story Janis didn't think she was bad enough to have it. "Once I had it, I thought - why did I crawl upstairs all those years? I attended a workshop where a Tunstall colleague was doing a talk. I was interested and it really opened my eyes to what technology is out there. I filled in a form and now have a pendant like Betty. My condition means I can pass out without warning. My daughter has also got a disabled son so she can spend more time with him and I can be more independent. I also have a bed sensor. If I go on holiday I can press a button and they know I'm not in the building. It's made one heck of a difference and let's me live on my own and let's me get on with life without having to rely on others who may tell me what to do."

Health integration – as described by a GP

Dr Isabelle Mantella, GP Principal and Local Authority Liaison Lead, Northeast Birmingham CCG
"As a GP I regularly consult with patients who for one reason or another are facing difficult decisions about how to maintain their own safety in their home environment. The majority of patients under my care who are facing these challenges wish to stay in their own home for as long as they can. This can be for a variety of reasons - comfort, being near family, friends, neighbours and amenities, familiarity, safety, pride. But perhaps the most important driver is the desire to remain independent. Telecare works to help people maintain their independence in a safe and practical way.

Telecare manages risk, not conditions. Their service of providing wireless sensors around the home to help monitor and alert users to potential hazards is part of the jigsaw of care which should build around a patient identified to be in need. Many of the risks referred to can seem quite basic at first glance – having to get up in the night to use the toilet or remembering to turn off taps or the cooker after use – but coping with these basic daily activities can often be the deciding factor in whether a patient continues to live at home or chooses more formal, residential care. Telecare in combination with good quality primary care and social support may help to reduce the chance of that difficult decision being a premature one.

Alongside the professional relationship we build with our patients and our understanding of their medical and social needs we are often very fortunate to build strong links with carers, formal and informal, and family members. Frequently their hope is likewise that their loved one can remain at home for as long as they wish but with the reassurance that they are safe and supported. Telecare can help to offer carers that reassurance.

My practice, as part of Northeast Birmingham CCG, was approached towards the end of 2011 to be a pilot surgery site for GP referral into the Telecare system. Tunstall presented to our practice team and we had an opportunity to look at the various pieces of equipment and technology they offer. I think I speak for my clinical colleagues when I say how impressed we were with the range of solutions available and we were quickly able to bring to mind patients whom we felt might be helped by this service. We have been referring into the service since early 2012."

Social care integration – as described by an OT

Una McCoy, Senior Practitioner, Occupational Therapy, Adults and Communities, Birmingham City Council "Telecare is one of the solutions that we can use as part of our toolbox of solutions in social care. It's important not to get hung up about equipment, but look at how we can support people maintain their independence for as long as possible, by looking at issues of risk.

I have worked in social care for 22 years. The Older Peoples Access Service (OPAS) is the front door to services. We receive 8500 enquiries so it is very busy. Our role is about supporting people from the start.

Telecare is very much about the management of risk. We discuss right from the start how it can support people. For example an 89 year old with chronic obstructive airway disease had to sleep downstairs from his wife as he couldn't make it upstairs. He was tending to experience more falls. When transferring to the commode he lay on the floor all night, unable to summon his wife. Their anxiety levels were very high and both were very concerned how they would manage without assistance. Tunstall responded very quickly and the equipment installed reduced her anxiety and enabled his wife to resume some of the activities she did before, for example a dance class.**"**

Future plans

Tunstall and Birmingham City Council's future plans include
- Providing a local responder service, locally resourced
- Establishing end user service forums as part of citizens quality assurance work.
- City wide GP and NHS engagement programmes
- Telehealth – establishing how best to implement telehealth as part of the overall programme in partnership with our NHS colleagues
- Engaging with third sector to increase awareness
- Website and public information programme
- Provision of communication channel for telecare enquiries

Cllr Steve Bedser, Cabinet Member for Health and Wellbeing "The Birmingham Telecare Service is already supporting some of our most vulnerable citizens to stay independent in their own homes. Remaining independent is one of the key priorities for many adults, and knowing that they have a service that supports them around the clock is a vital part of that ability to stay near to and amongst family and friends. The Birmingham Telecare Service is also reassuring to people's families and their carers, as they know if there is any type of emergency they will be immediately contacted and that support will be offered straight away.**"**

Jim McManus, Joint Director of Public Health, Birmingham City Council and Birmingham PCT's "This isn't a launch of yet another initiative. The investment in telecare will help more people to live in their own homes for as long as possible, avoiding the need for expensive residential and nursing home care. We are seeing a significant reduction in overspend, largely due to the prevention agenda and to date we have received up to 3000 referrals.**"**

Tunstall