

Technology Enabled Care in North Somerset



Gerald Hunt, Adults & Housing Scrutiny Panel 14/11/2019

North Somerset Context

- **Burning Platform for Social Care**

- Expanding population due to grow 16% in five years with largest predicted increases in over 75 population to rise by 41% by 2025, three times the actual increase in last six years.
- Demand management and supply of services is a challenge. To meet the demographic challenge, Care Home bed capacity is required to increase by 36.5% by 2025 and 102% by 2035. Domiciliary care which is already a challenge to deliver will need to increase significantly more and there is not a working age population in the future to support this delivery model.
- Can Technology Enabled Care bridge the gap and deliver an alternative service delivery model.

- ❖ Care alarm linked through the phone
- ❖ Falls pendants
- ❖ Medication prompts
- ❖ Absence sensors
- ❖ Activity monitoring

Cause and effect sensors, programmed by people who know a person's schedule.

- Passive with people having little control of the technology monitoring them.



TECHNOLOGY
WILL NOT
REPLACE
PERSONAL
CARE BUT....
IT CAN
ENHANCE
HEALTH AND
WELLBEING



Paro the robotic seal





North Somerset Context

- Three pilots aimed at broadening the TEC offer and aligning to mainstream technology advances developed with leading International IT companies but in conjunction with three of our Strategic Care providers:
- Empowering wellbeing through contextualised technology – Assistive Care Platform pilot in partnership with Sparks Compass and Alliance Living Care. Working with Ask My GP developers for linked access.
- Digitalised Reablement in partnership with CISCO GDS Digital and Notaro Care
- Acoustic Monitoring Systems in partnership with Adaptive IT solutions and Shaw Health care.
- North Somerset award for Digital Innovation in Social Care Programme in 2019/21, Subsequent success for Red Bag/Connecting Care (South Glos) Integrated Care Bureau (Bristol)

North Somerset Context

North Somerset Technology Enhanced Care Strategy developed

North Somerset recently presented to NHS X and showcasing on visit from NHS Digital and NHS England Non Exec Boards on October 31ST AT Sycamore Lodge

Hydration project demonstrated at National Hydration Conference

Innovation Grant created for Care Home Sector from Winter Funding 23 Magic Tables allocated to Care Homes, Day Centres, and Children Centres.

Playful, interactive light games that entice children, adults, and older people to get moving and have fun together

<https://tovertafel.co.uk>



Technology will
not replace
personal care
but....
it can enhance
health and
wellbeing





TECHNOLOGY IN TAMAR

Alexa and Amazon Echo Show trial in Tamar Court

17 people who live in supported living given access to technology

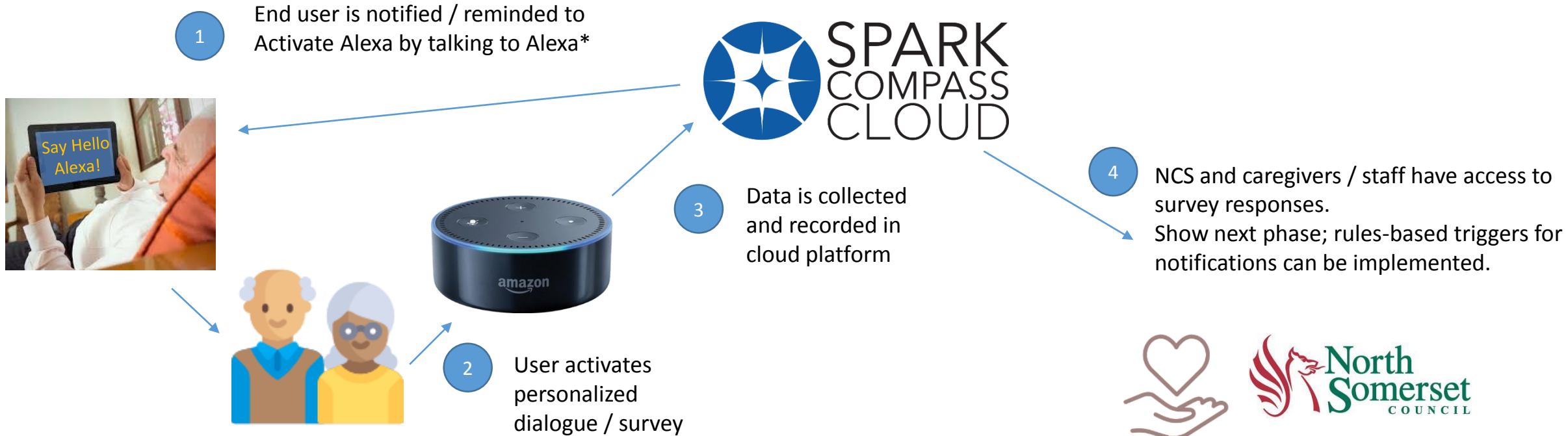
- ❖ Control of environment
- ❖ A voice
- ❖ Speech therapy
- ❖ A way of contacting family

Requesting access to online GP and prescription services.

Giving back independence
small things have made a big
difference to people.

End-user experience

Deploy foundation for platform based implementation of Voice Assistant Technology



*Alarms can be set by caregivers via Tablet Communication

ACOUSTIC MONITORING AT SYCAMORE LODGE

Product from the Netherlands

Nursing home with 78 beds over three floors.

Listens for noises in a clients room and alerts if there is a problem

- ❖ No more check calls
- ❖ Prevented falls
- ❖ Quiet floors
- ❖ Insight into sleep quality

Changed staff from a task focus to a person centred focus on improving sleep quality.



Acoustic Monitoring Overnight

- Return of Investment within 14 months – this is based on 1 night staff costing circa £37K pa 24/7 365 days 12 hour shifts.
- The Guardian
- <https://www.theguardian.com/social-care-network/2017/jul/31/care-homes-future-paul-burstow>
- Carehome.co.uk
- <https://www.carehome.co.uk/news/article.cfm/id/1586060/Elderly-get-lullabies-better-sleep-and-fall-down-less-thanks-to-sophisticated-baby-monitor>
- Carehome Professional
- <http://www.carehomeprofessional.com/exclusive-how-to-run-outstanding-care-homes/>

Digitalised Reablement Care Pilot

- Project working with Partners involved with Suffolk's successful Innovate Grant Project, heavier emphasis on both demand and supply aspects of domiciliary care
- Current Proposals linked to reablement offer – a digitalised support offer to enhance wellbeing and reduce future demand whilst also enhanced the supply offer aimed at technology enabling a more flexible response to the delivery of care
- Broader project – aimed at reablement offer to clients in rural areas.
- Subject of recent Social Care Digital Pathfinder Grant bid



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Ecosystem Value Structure

Local Authority

Care Provider

Digital Service Provider

Connectivity Platform Provider



Carers



Service users



Pay for commissioning and service delivery

Better and more cost effective care services

Pay for care workers & other fees

Pay for care services

Lower the costs of social care, gain data insights and produce more connected local communities

Pay for digital services

Help Notaro reduce service cost and enhance service quality

Lower the administrative barriers for self-employed carers, help with money management

Pay for digital services

Pay for connectivity platform

Increase efficiency of digital service, and ensure data exchange to be GDPR compliant

To provide a secure and connected platform for all types of digital public services

Provide enterprise graded 24x7 connectivity facilitating secure information exchange between service & digital service provider

Healthier Together



Improving health and care in Bristol,
North Somerset and South Gloucestershire

Hydration innovation: Engaging people in the spring of technology

North Somerset Council in partnership with the local CCG, Spark Compass, Voluntary Action North Somerset and Shaw healthcare are putting forward a grant proposal to the Local Government Association, for the Social Care Digital Innovation Programme. Our aim is to explore how technology can assist to assess and support hydration needs in care homes.

We are making this bid under the theme, **Managing Markets and Commissioning**. The work will support our care home sector to improve the hydration of residents. This will better the health of residents and increase the quality and efficiency of care and support provision.





The case for hydration

"Good hydration is a core element of care and plays a role in the prevention of avoidable harm associated with other known patient safety issues."

Caroline Lecko, NHS England Patient Safety Lead, July 2013

2015 cross-sectional study of >20,000 records showed that patients, aged 65+, admitted to hospital from care homes are **5 times more likely** to be dehydrated than those admitted from home

People admitted to hospital dehydrated appear to experience significantly greater risks of in-hospital mortality

Most measures in place, both in care homes practice and contractual specifications, are reactive and not proactive measures – they seek to identify and treat dehydration, not identify the risk of dehydration and prevent it from happening.

A significant limitation to good hydration is the lack of reliable methods of dehydration identification. It is difficult to determine successful prevention interventions and the lack of consistent measurements is detrimental to the conduction of large systematic reviews.



Simple benchmarking tool like 'Reliance On a Carer' (ROC) assessment tool has shown to be effective in a Kent Surrey Sussex Pilot resulting in £202,531 reduction in admission costs / 564 bed days saved.

If we can improve hydration in care homes we should achieve savings circa £200,000 on admission prevention in North Somerset. Stopping people going into hospital will also prevent functional decline.

Apart from reducing the admissions to hospital, people that are supported to manage their hydration correctly will have improved health and wellbeing outcomes.

Our aim is to explore how technology can assist us assess and support hydration needs in care homes.

RESOURCES

- ❖ Better care fund
- ❖ Government grants
- ❖ CCG's
- ❖ Private funding
- ❖ Green paper – focus on strength based approach; funding for rehabilitation and equipment

Your own time and energy



The voice of technology
enabled care

Technology will
not replace
personal care

Yet!!

