Technology Enabled Care **Programme**

Supporting a healthier, happier **Wales** through **value** added **technology**.

TEC in Wales

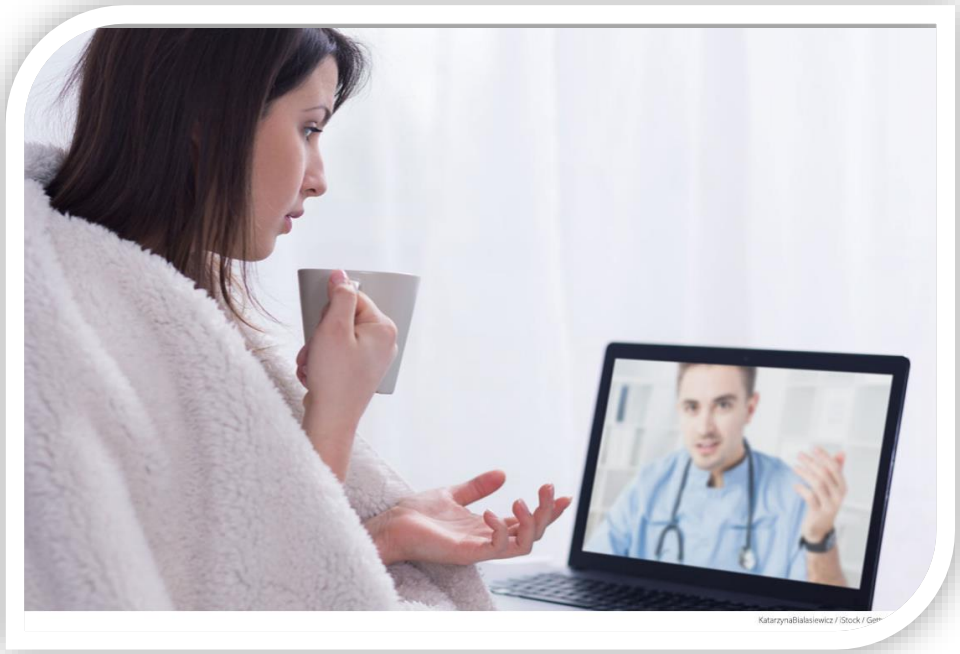
- Several pilots funded by Welsh Government in 2014/15
- Study by Mid Wales Health Collaborative showed approach to TEC in Wales has been slow and fragmented.
- Each Health Board has had some success in delivering Telehealth pilots to support patients and deliver better outcomes.
- No mechanism to upscale pilots and deliver best practice

‘facilitating early intervention, avoiding escalation, supporting wellbeing and helping people remain at home’

The Parliamentary Review of Health and Social Care in Wales 2018.

‘New assistive technologies in the home will enable people to remain independent for longer, supporting them physically, and keeping them safe through intelligent monitoring and alerting.’

A Healthier Wales: our Plan for Health and Social Care



TELEMEDICINE

Medical care carried out through video conferencing tools.

This could involve consultations between patients and clinicians in order to monitor, diagnose and treat ill health or a means to provide peer to peer support.

TELEHEALTH

The remote exchange of data between a patient at home and their clinicians.

Telehealth equipment can take measurements such as blood pressure, weight, blood oxygen saturation levels, ECG rhythm, temperature and other vital signs.

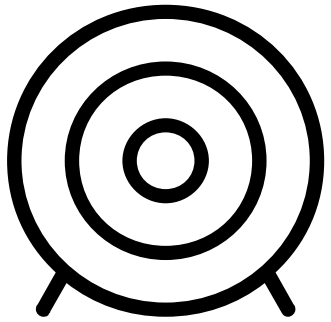
TELECARE

Remote real time monitoring to manage the risks associated with independent living.

Examples include alarms, sensors, GPS, medication reminders.

Alerts can be sent linked to a ‘call monitoring centre’ where a response could range from advice to an emergency call out.

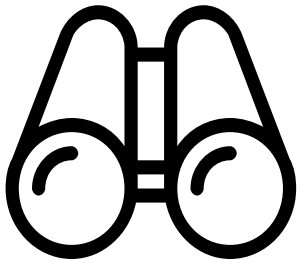
TEC Programme



align to Healthier Wales – quadruple aims

- Population Health & Wellbeing - Better prevention and self-management
- Health and Social Care Services - Better quality experience, enabled by digital, supported by engagement.
- Health and Social Care Workforce - Improved wellbeing, capability, engagement, leadership
- Higher Value Health & Social Care - Rapid improvement and innovation, enabled by data, focused on outcomes.

TEC Programme



Vision – provide a national platform to enable the sustainable use, scale up and spread of value added technology.

- Increase number of citizens accessing TEC services
- Improve TEC governance & awareness
- Reduce time, travel and cost
- Improve clinical outcomes
- Reduce DNAs and hospital admissions
- Improve access to services and patient experience
- Increase workforce knowledge & capabilities
- Increase self management & prevention
- Increase number of evaluations

TEC Programme

Our strategy

- Continuous engagement
- Evidence based decisions and evaluations
- Investing in new and scalable models of care
- National & regional direction and strategy
- Develop TEC expertise, toolkits and governance
- Share knowledge, best practice, evidence and evaluations
- Initiate Telehealth and Telecare work streams

The Projects

Care Homes to Out of Hours

- Held requirements workshops with care homes and other stakeholders to understand key themes.
- Met with individual care homes and conducted readiness assessments.
- Worked with OOH to understand the process and prepare IT equipment.
- Developing toolkits, governance and learning to scale up.
- Identified and procured a video conferencing solution attend anywhere

attendanywhere™

Offering consultations that people can attend anywhere

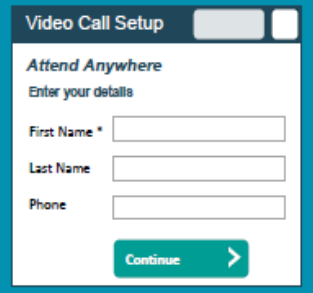
1

Have the *Patient information leaflet* on hand for the call

Go to the entry point on the service's website and click the *Start video call* button

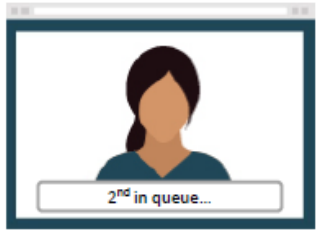
2

Enter name and phone number when prompted



3

Enter the clinic's online Waiting Area



View their position in the queue, and read any messages from the service.

4

Clinician arrives and the consultation proceeds

Airedale Digital Hub

Serving care homes, prisons and patients at home

-35%

Hospital Admissions

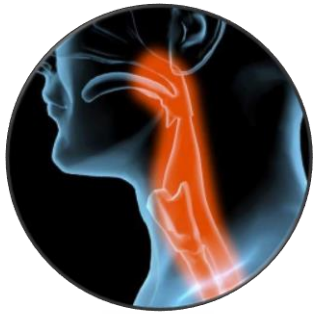
-59%

Bed Days

-53%

A&E Visits

The Projects



Speech and Language Therapy to Care Homes

- Directing a carer, via video link through a Swallowing assessment.
- Prompt access to SLT reduces patient deterioration, hospital admissions while time travel & cost for services.
- Also aim to improve patient experience and reduce waiting times.

- Held requirements workshops with care homes and other stakeholders to understand key themes.
- Identified a care home with an in-house SLT specialist nurse & trialling virtual SLT hospital appointment.

The Projects

Digital Medicines Management - Care Homes

- This National project will seek to improve the quality and efficiency of Medicines Management in Care Homes, by transforming processes and implementing a e-MAR solutions.
- It will develop a framework for the procurement of e-MARs on behalf of Community Pharmacies
- The introduction of a Digital Solution aims to reduce the likelihood of drug errors, medicines waste and introduce oversight and accountability in the current processes.
- Engagement and requirements workshops complete, national project board established, requirements spec complete pending procurement strategy.

Telecare sector
Challenges

variety of models

Telecare services across 22 LA's offer different types and levels of service.

transformation before technology

Shared challenges, priorities and risks but no strategy.

design in collaboration

Research our users / patients journeys in conjunction with multiple agencies they encounter eg Telecare, Healthcare / Ambulance / Housing / Social Services and Police)

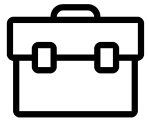
benefits vs evidence

No ready access to data concerning how services operate, business benefits and value for money.

Telecare sector
Challenges

technical roadmap

A variety of technologies are in use across Wales – need upgrades and to support interoperability and user needs.



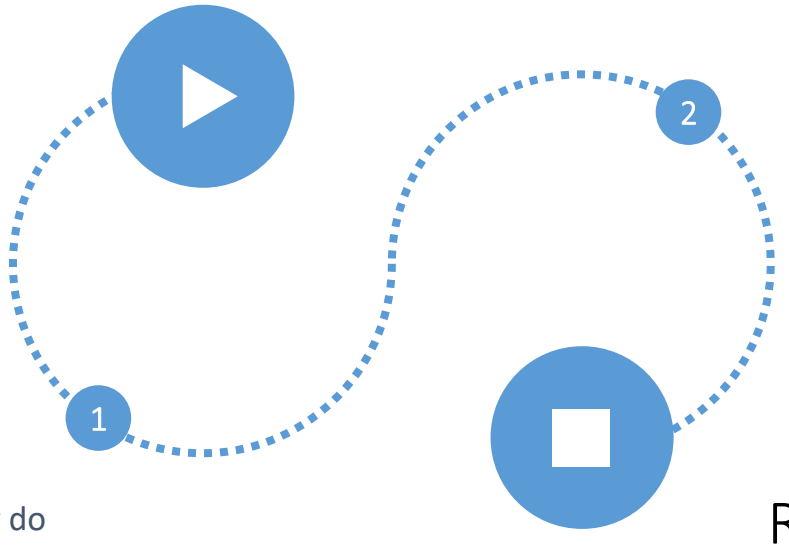
prioritising investment

Procurement is localised and often reactionary. A joint framework for procurement is required but priorities and scope should be defined.

Telecare
discovery

Collaborate

Cross sector dialogue through interviews and events
Understand challenges, priorities & directions of travel
Obtain data to underpin business benefits and VFM



What does good look like?

What do the aspirational service models look like?
What is realistic?
What governance and funding is required?
What is needed to future proof technologies and interoperability?

User journeys

Who are the users and how do they interact with telecare and other agencies?
What are the dependencies?
What technologies and data underpin these journeys?

Recommendations

Telecare strategy
Policy direction
Priority projects and procurements
Governance structure
Future joint working

Meddygfa Beechwood Surgery
Caring for the Community of East Newport

Bethany Residential Home
Caring for the elderly

SUMMERHILL CARE HOMES GROUP

ASHVILLE RESIDENTIAL HOME

melin together we can

hallmark care homes

TSA

FOXHUNTERS ABERGAVENNY

Care Inn Ltd

Hafod

Four Seasons HEALTH CARE

A1care.co.uk
Home Care Agency
There is no place like home

GIBRALTAR NURSING HOME

Abbeyfield
Making time for older people

CARDIFF UNIVERSITY
PRIFYSGOL CAERDYDD

PRIFYSGOL CYMRU
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

ABCi
Capability | Innovation | Delivery

UNIVERSITY OF OXFORD

NUFFIELD DEPARTMENT OF PRIMARY CARE HEALTH SCIENCES

FFORWM GOFAL CYMRU
CARE FORUM WALES

ADSS Cymru
Leading Social Services in Wales
Yn arwain Gwasanaethau Cymdeithasol yng Nghymru

Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Gofal Cymdeithasol Cymru
Social Care Wales

CWTCH
Collaborative Working That's Close to Home

Technoleg Iechyd Cymru
Health Technology Wales

DHEW
Digital Health Ecosystem Wales

hwb
Hwb Gwyddorau Bywyd Cymru
Life Sciences Hub Wales

HM Prison & Probation Service

NHS Improvement

Scottish Centre for Telehealth & Telecare

Airedale Digital Care Hub

mhabitat

pobl

CBYC MWJC

attendanywhere®

+well

Lloyds Pharmacy

Boots

Omnicell

MED e-care
Your Care, Our Mission

Vcare® SYSTEMS

Community Pharmacy Wales
Fferyllfa Gymunedol Cymru

NaviMed
Compliance Packaging

invatech health

Speech and Language Therapy in Gwent
..transforms lives

GIG CYMRU NHS WALES
Partneriaeth Cydwasanaethau
Shared Services Partnership

GIG CYMRU NHS WALES
Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

TEC National Programme Team

Sara Khalil-Moore
Programme Lead

Lynne Hockey
Programme Support Officer

Nick Jeremy
Senior Project Manager

Adrian King
Senior Business Analyst

- Coordinate TEC opportunities and projects
- Develop and promote a evidenced based to evaluation
- Scale up TEC which demonstrate a higher value return
- Provide national governance and assurance
- Develop, co-ordinate and support funding proposals
- Procure nationally on an all-Wales

*…the Technology Enabled Care Programme is **hosted** by **ABUHB** & **funded** by **Welsh Government***

thank you

Sara Khalil-Moore

Arweinydd Rhaglenni / Programme Lead
Rhaglen Genedlaethol Gofal wedi'I alluogi gan Dechnoleg / National Technology Enabled Care Programme
Llawr 1 Bloc A, Tŷ Mamhilad, Parc Mamhilad, NP4 0YP / Block A, 1st Floor, Mamhilad House, Mamhilad Park, NP4 0YP
E-bost / E-mail: Sara.Khalil-Moore@wales.nhs.uk
Ffôn Symudol / Mobile: 07949 638478