



anywhere care
Mobile Telecare Solutions



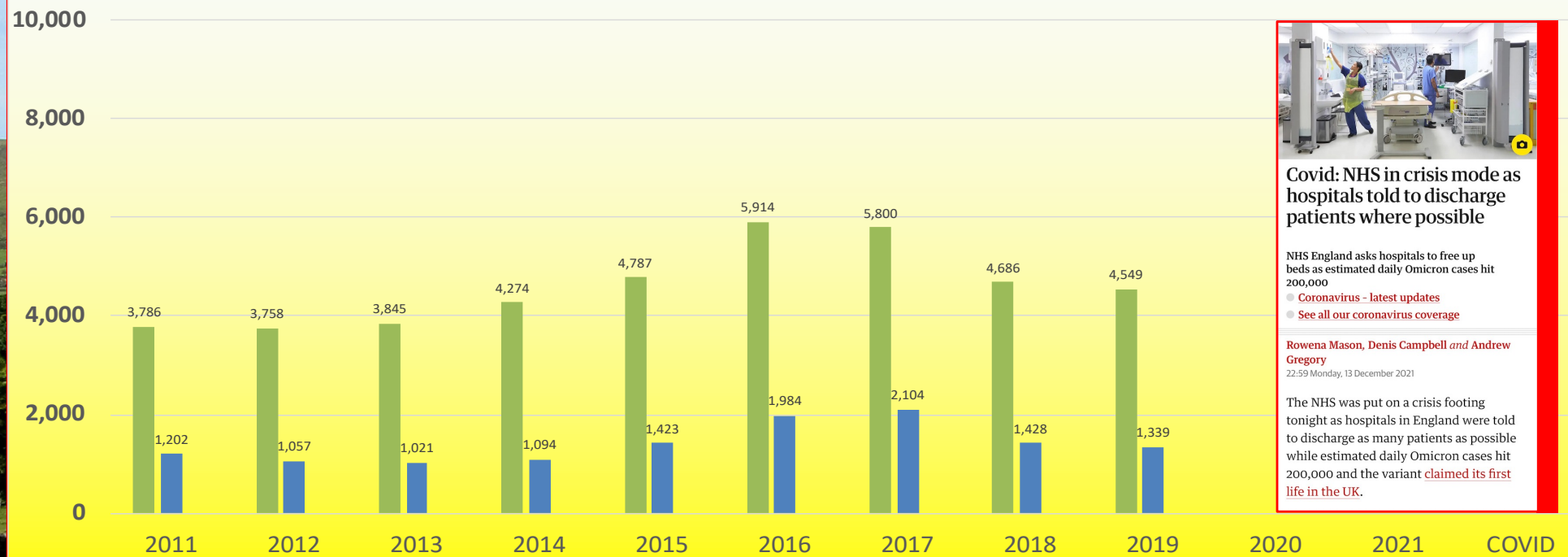
Crown
Commercial
Service
Supplier

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Average Beds occupied by Delayed Transfers of Care

■ NHS + Social Care ■ Social Care ■ NOW



Covid: NHS in crisis mode as hospitals told to discharge patients where possible

NHS England asks hospitals to free up beds as estimated daily Omicron cases hit 200,000

- [Coronavirus - latest updates](#)
- [See all our coronavirus coverage](#)

Rowena Mason, Denis Campbell and Andrew Gregory
22:59 Monday, 13 December 2021

The NHS was put on a crisis footing tonight as hospitals in England were told to discharge as many patients as possible while estimated daily Omicron cases hit 200,000 and the variant [claimed its first life in the UK](#).

Our original (and simplest) mobile telecare solution



Process: for Hospital Discharge or emergency use

1. **Prepare handsets** – fully charged, powered down, in Jiffy bag with user guide and referral sheet.
 - Set the device up on the ARC Platform (identified by Mobile No) & allocate to hospital.
2. **Deliver stock of devices to the hospital**
 - Phone will retain charge for at least 12 months ... until deployed
 - Once in use – needs charging every 5-6 days (but we advise each day)
3. **Assessment & Advice** by Hospital Discharge Team - if suitable show patient how to use OwnFone
4. **Send referral sheet to Alarm Receiving Centre**
5. User keeps the OwnFone for up to 6 weeks during which time assessed by Social Care team
 - Experience from Hounslow suggests approx. 60% retain the OwnFone as a long-term solution
 - Devices recycled and can be re-used up to 10x

Roaming SIM – will work on Vodafone, O2 and EE and it has a standard UK mobile number

No installation – No Setup - Can be handed over without contact (or posted to users)

Learnings

1. **Simplicity is the key...** OwnFone is not suitable for everyone but is very easy to deploy
 - We do have more sophisticated options for more complex needs
 - But these are also more complex to manage
2. **It is essential** to get the referral information to the ARC before the device is issued
 - The Mobile Number, the Patients name and the escalation needs.
3. **It can help reassure families** as well as the patient
 - The phones can receive calls as well as call the ARC
 - Some ARCs find this helpful ... more so now than before
4. **It can be difficult to recover devices** that are no longer needed
 - This is not so much of a problem if the users needs increase – because contact is maintained.
 - However, Hounslow estimates average 10 uses per device. Some devices from 2016 still in use

Estimates of cost & outcomes based on Hounslow Statistics

1. Between 2016 and 2020 – Hounslow purchased 640 OwnFone Handsets
 2. At the start of 2021, there were 502 still in use (**79%**) including 56 first purchased in 2016 (**62%**)
 3. **640 new phones → 400 Long term users**
+ 100 devices being reused
+ 140 lost / broken / worn out
- Cost assuming 2yr life → £100 year
 - This works out at £25 - £33 per patient
 - 100 devices costing £10,000 per year help 300 - 400 patients per year get home safely
 - 1,000 bed days saved costing £10 per day and saving £300 per day
- **NAO Bed Cost Estimates £303/day** <https://www.nao.org.uk/wp-content/uploads/2015/12/Discharging-older-patients-from-hospital.pdf>



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Also used by customers as a Disaster Recovery tool (keep 20 in case of emergency)