



Proactive, Preventative, Predictive

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Welsh context

- Common challenges of demographic change, frailty & workforce
- Re-balancing care & the role of the public sector
- Social Services and Wellbeing Act 2014
- A partnership approach
 - National Government
 - Regional Partnerships
 - Local Government
 - Health

Local context

- Traditional Alarm Receiving Centre(ARC) – Careline
- Loss making, non-statutory provision but clear benefits to providing a service
- Traditional models of social care not effective/sustainable
- Rising costs of care



Telecare: The UK should learn from Barcelona's example



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Telecare: The UK should learn from Barcelona's example

Paul Burstow

The city has continued providing proactive telecare, despite austerity and cuts from central government



▲ Telecare services in Barcelona target people before they become frail and dependent. Photograph: Alamy

Telecare and telehealth in the UK are stuck in the mud. Despite positive evidence from the Department of Health's demonstrator project, funding and professional silos have choked off progress.

Even the NHS [Five Year Forward View](#) has little to say about the potential for

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A model of Proactive Technology Enabled Care delivering a seamless framework of prevention

- Largest single allocation nationally £7.5 million
- National exemplar programme



The screenshot shows a webpage header for the Welsh Government with the text 'Llywodraeth Cymru Welsh Government' and 'Cymraeg'. Below the header is a breadcrumb trail: 'Home > Announcements > All announcements >'. The main heading of the page is '£12m programme to transform delivery of health, care and support in West Wales'. Below this, it says 'PRESS RELEASE' and then 'Health Secretary, Vaughan Gething has announced £12m for an ambitious programme to modernise and improve health and social care in West Wales.' To the right of this text, it shows 'First published: 19 March 2019' and 'Last updated: 19 March 2019'.

The money will support a range of initiatives that shift services from hospital to people's homes and communities making it easier for people to access the care they need, stay well and keep their independence.

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Led by the Regional Partnership Board, the West Wales programme is the latest to receive funding from the Welsh Government's £100m Transformation Fund. The Fund has been created to support key actions from the Welsh Government's long term plan for health and social care, A Healthier Wales.

The programme includes:

- New use of technology to enable monitoring of individuals with health conditions, or at risk of developing them, within their homes. Helping people look after themselves, reducing isolation and providing rapid wrap-around support within communities on a 24/7 basis
- Bringing services together, speeding up plans to offer health, social care and other support from one place closer to home



5 Steps to CONNECT

CONNECT provides a wrap-around service which includes:

- Digital Support and TEC packages
- Keyworker support, guidance & wellbeing plans
- Proactive call monitoring
- Access to 24/7 Community Welfare Response
- Pro-active Support Pathways



Community Welfare Response



- CIW Registration - Only service of its kind in Wales
- Trained by Welsh Ambulance NHS Services Trust to undertake accredited assessment of fallers
- Bridging Service
- Holistic wrap around hospital discharge
- Emergency Support for Domiciliary Care & Residential Homes
- Referrals to local intermediate care/acute response for medical and multi disciplinary services if required



Outputs

- Over **4,400** clients supported across West Wales region
- **55%** of clients are not known to Social Care (Prevent Tier)
- Over **42,400** pro-active calls made
- Total number of Response call outs - **5,721**
 - Falls **41%**
 - No Response* **30%**
 - Welfare call **29%**

** No response from property after a sensor activation*



Outcomes

Only 386 (7%) of response call outs escalated to Emergency Services

- **91%** of all calls attended within **45 minutes**
- **96%** of all calls being attended within **1 hour**

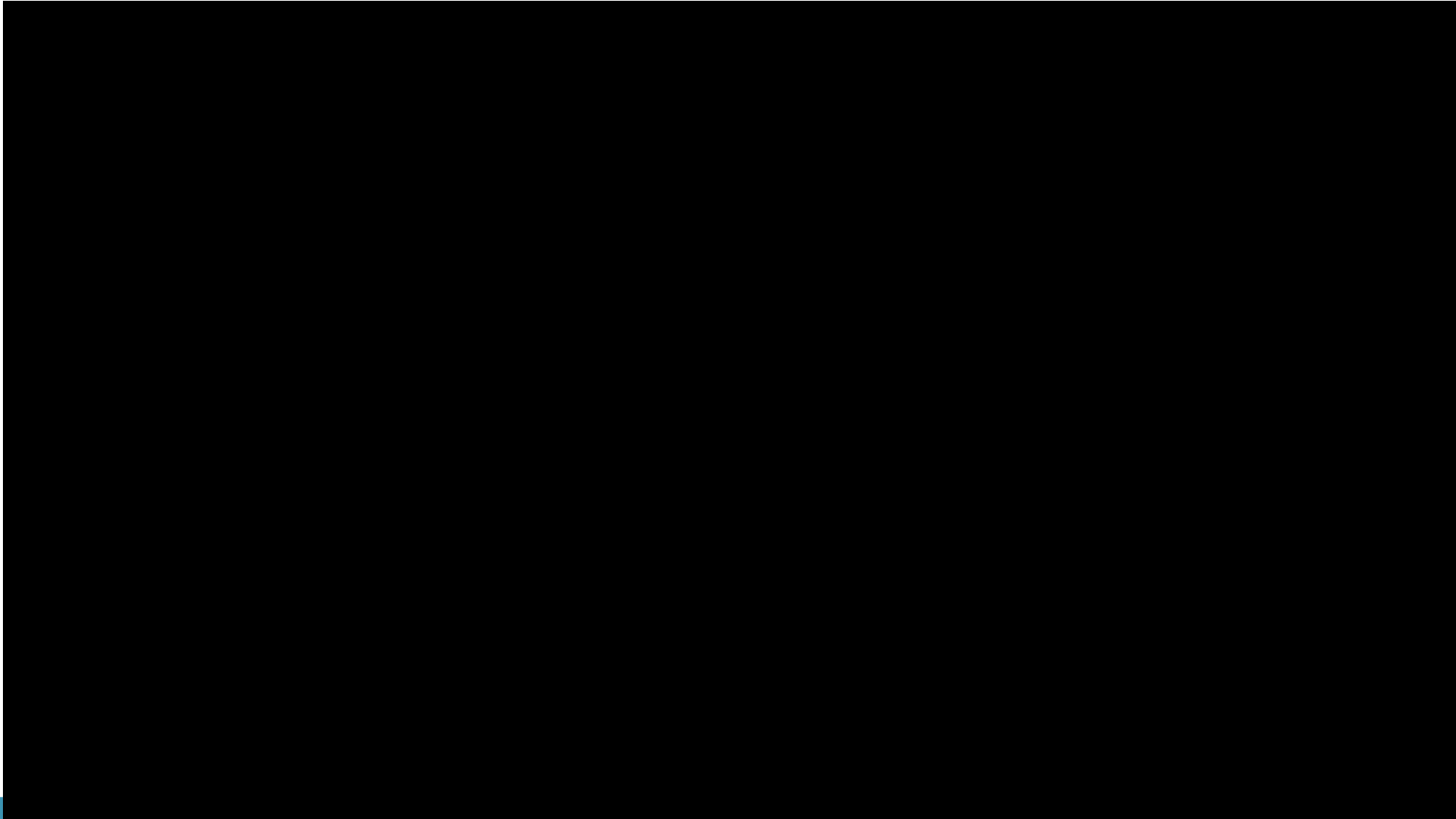
Cost comparison

- **5,721** call outs attended by responders at a cost of **£404,932**
- Equivalent number of ambulance callouts at a cost of **£1,071,835**

82% of clients improved or maintained their Wellbeing scores across the 6 domains of the outcome tool used to measure distance travelled. Focussing on:

- ✓ Wellbeing
- ✓ Health
- ✓ Connectedness





Integrated Working

- **Telehealth - Remote Patient Monitoring**

- Chronic conditions
- Heart failure
- COPD
- ARMED

- **Hospital Teams**

- CWO's based in Emergency Departments and wards as part of MDT's facilitating discharge
- Response Team supporting hospital discharge/Home from Hospital



Health

- **Frailty project** - using AI and machine learning to inform preventative interventions that reduce demand on Health & Social Care and provide better outcomes for patients
- **Virtual Hospitals** - using TEC to enable patients to recover at home
- **Digital hospitals** - using technology to drive efficiency and health care provision on site

Evaluation

CONNECT allows:

- ✓ Improved outcomes for clients/patients
- ✓ Earlier discharge, thus improving patient flow through hospitals
- ✓ Hospital staff to confidently discharge patients sooner
- ✓ A reduction in ongoing pressure on social care and community staff for unmet ineligible need
- ✓ Identification of possible triggers for crisis allowing for interventions before escalation to Health and Social Care which can develop personal resilience in individuals



What next???

Summary

- ✓ Expand the CONNECT service and continue to provide at scale, refining and improving the model
- ✓ Work with partners to develop a further enhanced CONNECT service to include methods of predictive modelling through TEC, AI and fusing of data sets to aid prediction
- ✓ Further develop the infrastructure and build on existing work to further develop integrated health and social care models
- ✓ Develop innovative, radical and asset-based models of delivery that align with local, regional and national strategic direction
- ✓ Learn and push the boundaries to understand the art of the possible.





- Understand the art of the possible



- Maximise our agility with our highly skilled workforce



- Innovation through TEC



- Asset-based person centred provision





- Learning is experience – everything else is just information – it is a journey!






Thank you for listening

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