

Personalisation in Action

Implementation and integration of technology enabled care and partnership working

Toni Carney- Head of Resources, Surrey County Council

Claire White - Senior Manager, Surrey County Council



Collaborative blended approach

- Better outcomes to residents
- Partnership approach
- Learning by doing
- Best value to health and social care economies
- Using data to help us with prevention and proactive interventions that empower people to live at home for longer
- Reducing unnecessary clinical interventions and cost of unnecessary care
- Connecting with other health and community initiatives
- Wrap around service





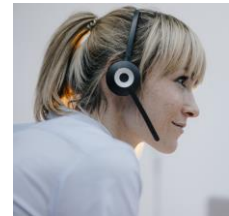
What's the challenge?

The Vision- Surrey Connected Care

A Proactive and Preventative Approach to Care in Surrey

Suite of TEC Options

Wellbeing & Response Service



Available Surrey-Wide,
-Self-Funders
- ASC Eligibility

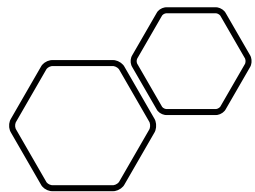
Same service and pricing

Health / D2A

'Digital by default'

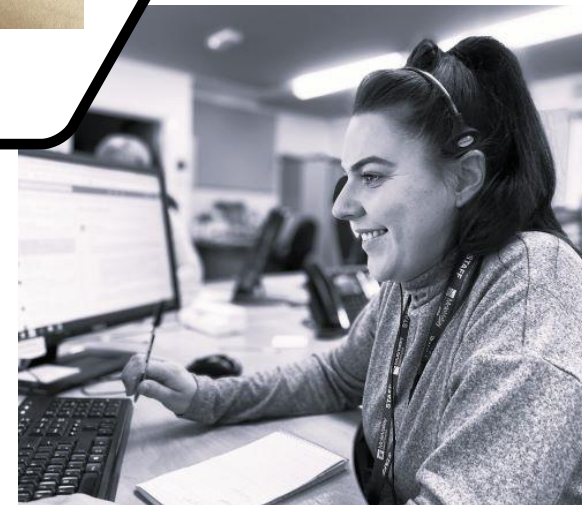
Purchase online

Delivered by a 'Trusted Advisor' model - Supported by families/carers/care providers

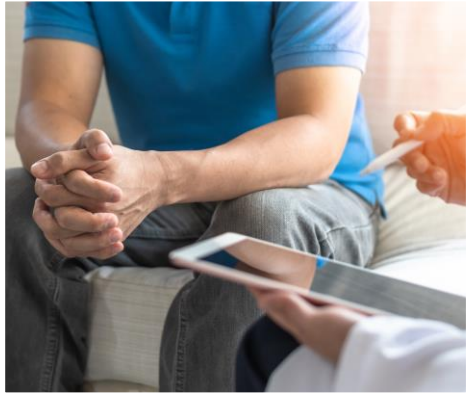


The Service

- Expedient Hospital Discharge
- Trusted Assessment
- Connected Care ADL Monitoring
- 24/7 Emergency Response
- Regular Proactive Wellbeing Calls
- Wellbeing and Responder Service
- Community Connections



Benefits identified using TEC



Assessment



Proactive Interventions



Reassurance



Conflicting Opinions

Benefits identified using TEC



Promote
independence
Monitor
Improvement



Safety and Risk
Concerns



Hospital admission
avoidance/ Discharge



Avoid/delay need for
residential/nursing
care

Obstacles to overcome & lessons learnt

- Upskill workforce/scale/culture change
- Staff engagement
- Privacy/monitoring
- Consent/Capacity/Best Interest
- Dashboard/family engagement
- Champions



Next steps

- Pilot of the well-being and responder service launched 1 March
- Launch of an offer to our self-funding residents, (TEC assessments, installations and monitoring,
- Roll out to further places in Surrey
- Embed "think TEC first"
- www.surreyconnectedcare.co.uk



Thank you

Toni.Carney@surreycc.gov.uk

C.white@surreycc.gov.uk

