

# Technology Enabled Living, Enhancing personalised health & Care outcomes across communities 20<sup>th</sup> September 2022

## Delivering a successful digital-first TEC service through culture change and partnership

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## *Putting communities at the heart of Adult Social Care: Enabling people to live their lives to the fullest*

### **Short-Term**

Transformational shift from long-term care and support to those in crisis to a focus on prevention and early intervention

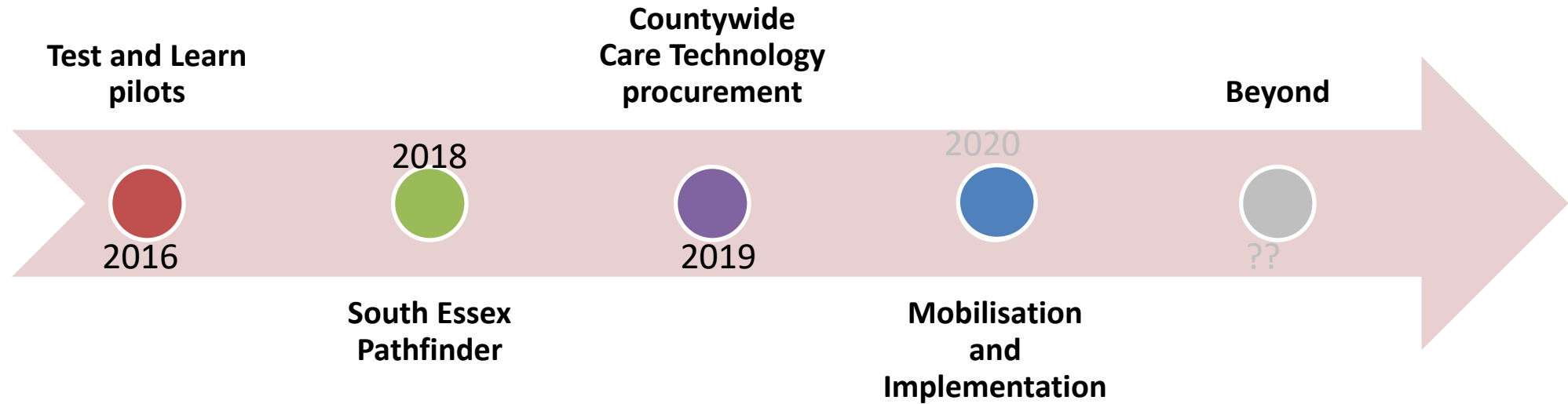
### **Long-Term**

Transform to be sustainable so individuals and communities are empowered to self-support and direct their health and social care

# Our Journey in Essex



**Millbrook**  
HEALTHCARE



# The Consortium

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**Commissioner of TEC services across the county. Vision: committed to digital first and outcome focused TEC, committed to Social Value deliveries, committed to Innovation and growth. Dedicated resource proactively seeking opportunities to expand the service**



**National CES/HIA/TEC (TSA accredited) provider, established benefits realisation and culture change program. Delivering Culture Change, Benefits Realisation and TEC equipment provision/management**



**Local (TSA accredited) TEC provider, Health/NHS services. Delivering 24/7 monitoring and response (inc. falls pick-up)**

# Achievements So far .....

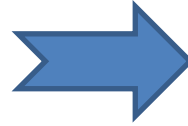


# How are we changing Culture?



# Digital First Approach

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- Adopted program of analogue to digital switchover from beginning of contract
- No analogue solutions installed since March 2022

- Working with key Suppliers to develop and expand digital offering
- Prescriber training, Roadshows and team talks to promote importance of digital first
- Monthly Case studies to show use of digital TEC in different scenarios





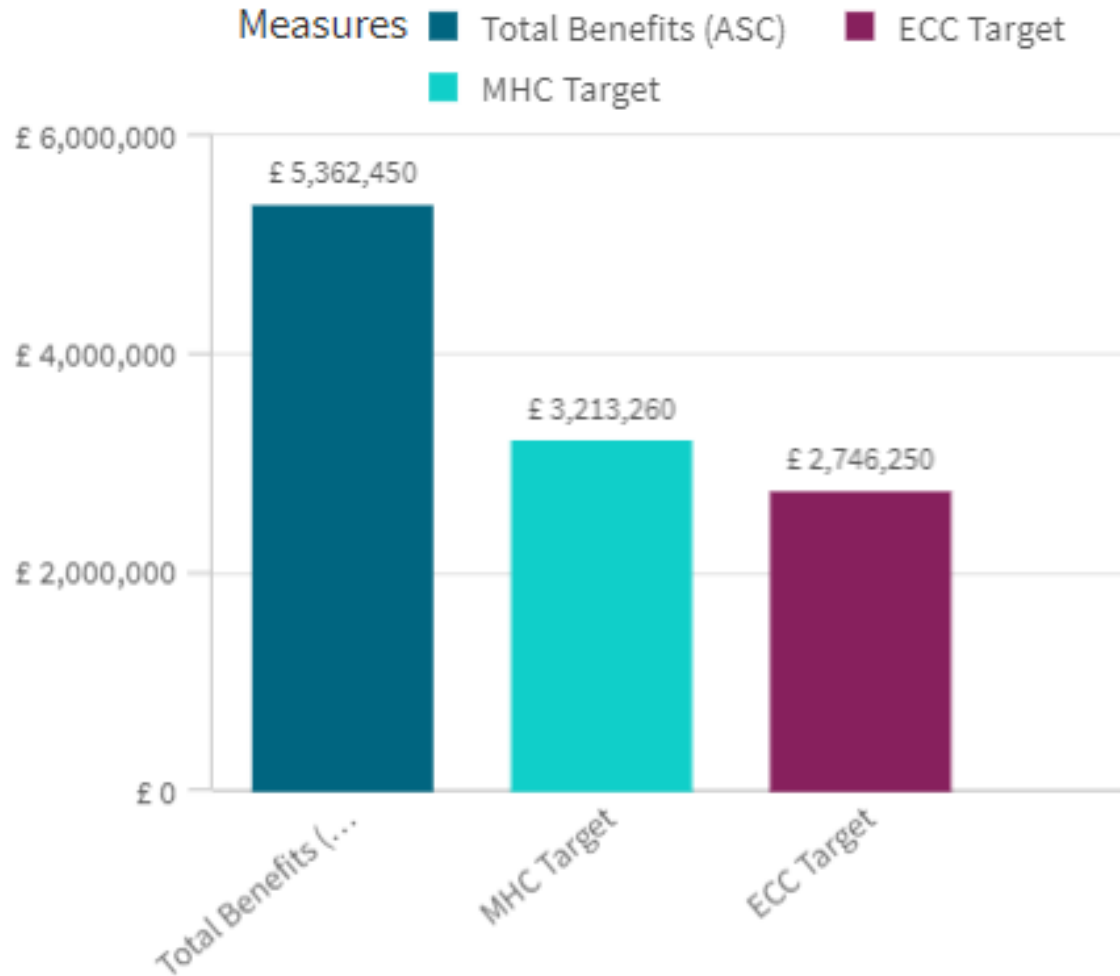
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# Benefits Realisation April – August 2022



## Total Benefits Realised

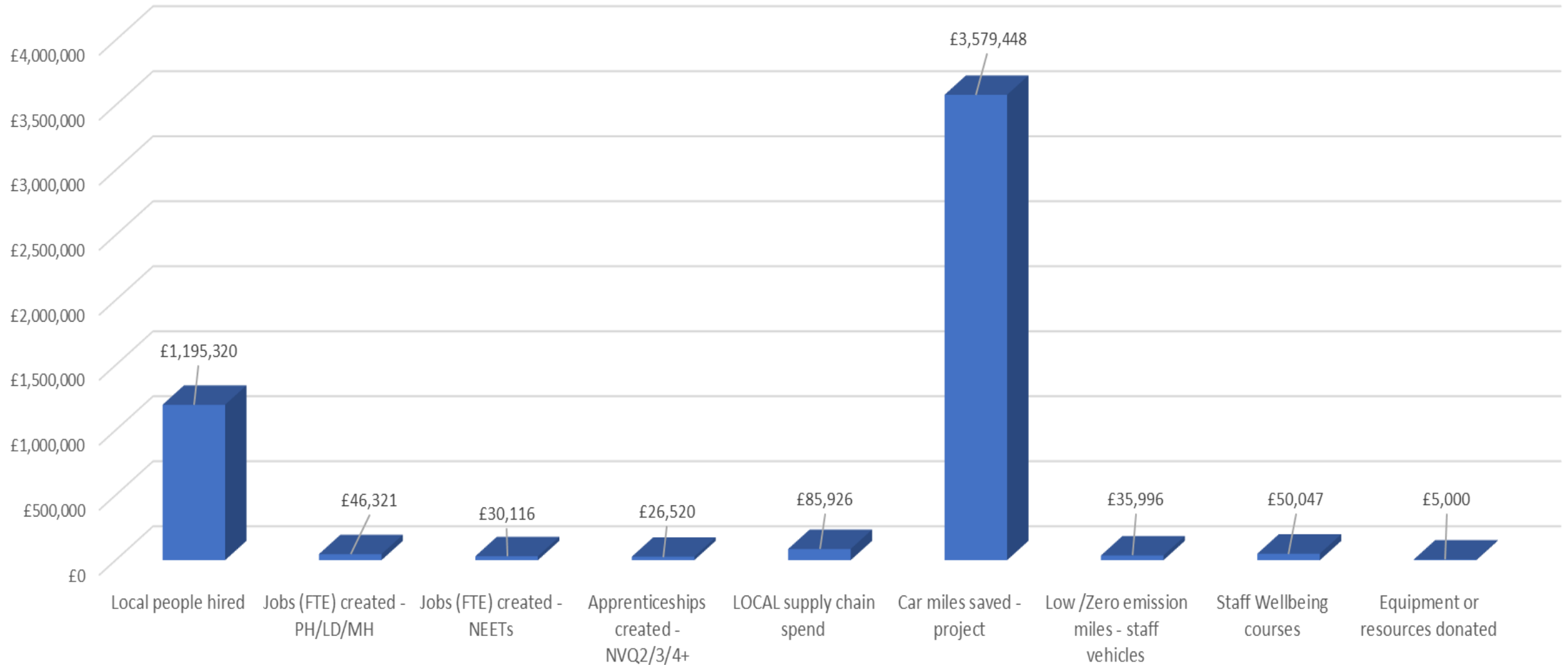


- Countywide Care Technology service is outperforming its target with a gross financial benefit of **£5.3M** for the 1<sup>st</sup> four months of the financial year 1<sup>st</sup> April 2022 – 30<sup>th</sup> August 2022
- **£2.6M** ahead of target
- The total is made up entirely of cost avoidance.
- An average of **£2,006** savings per Service User

# Social Value



Millbrook Social Value to end of August 2022 - contractual commitment £3.37M. Achievement to date £5.17M (526%)



# The Value Of Feedback

Customer and Practitioner surveys showed:

- 99% of service users were happy
- 86% of practitioners were happy

But:

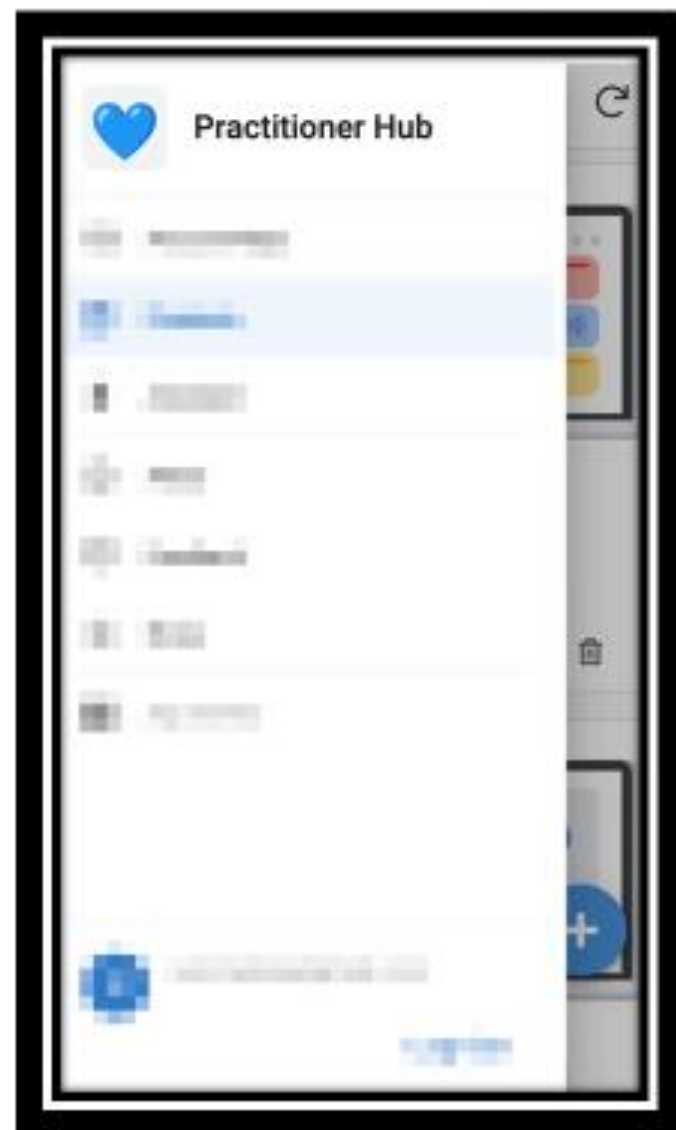
Engagement from Practitioners was low due to operational pressure and survey fatigue

We developed : our Prescriber App, the "Practitioner Hub"

Prescribers have easy and instant access to guides, case studies, videos, and processes to aid effective working.

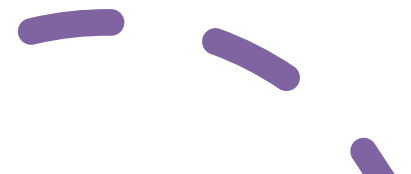
Feedback is easily captured, day-to-day and at team talks, roadshows, and meetings

The hub is a fully flexible and central source of up to date information, and allows simple and easy interaction as part of day to day working



# What else are we doing?

- Working with Anthropos, Oysta, Vayyar on pilot projects/test and learns for:
  - Falls prevention
  - Care Assessment
  - Intermediate Care
  - Supporting people with Mental Health issues
- Developing a supported App library for prescribers
- Supporting Care Home TEC adoption



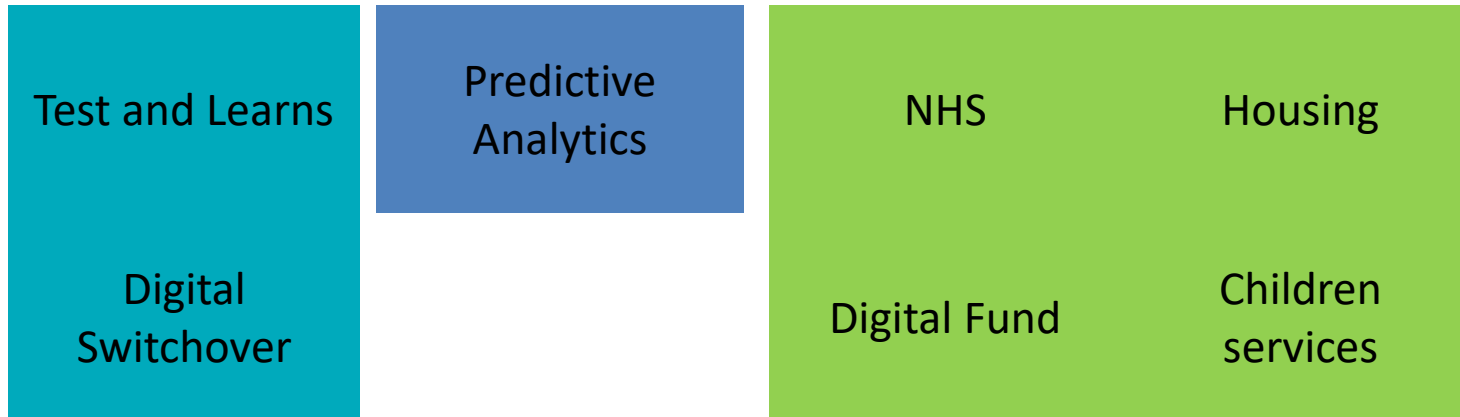
# Transformation Award – March 2022



**Essex County Council, Millbrook Healthcare and Provide CIC (Carecall247) were awarded the Telecare Services Association Transformation Award at the 2022 TSA Care TEC national Conference on 28<sup>th</sup> March 2022.**



# The beyond...



# Questions

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