

Power of Integration – Improving Outcomes for People

Nathan Downing
Director of Membership & Consultancy, TSA

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TSATM



**UNLOCKING
PERSONALISED
OUTCOMES**



Vision for Technology Enabled Care

- People have access to alternative, at-home support and interventions, enabled by technology
- Care and support is personalised and co-produced
- Adoption of proactive & preventative services that avoid crises and provide better connection into the local community
- Digital enablement of care and support, where services are driven by both personal and population data
- TEC integrates with health & care in terms of people, process and data
- Care workforce has awareness, digital skills & flexibility

Foundations for an integrated approach

- Interoperability across solutions and systems as a driving principle
- Service approach – virtual wards blending with virtual care
- Effective reaction to crises alongside proactive intervention
- Collaboration across health, housing and care – from vision to delivery
- Ability to demonstrate benefits at individual, service and system level
- Driven by end-to-end quality across service and solutions

Technology for our Ageing Population: Panel for Innovation



Co-Production and Engagement Partner

CO-PRODUCTION WORKS

Evaluation and Shared Learning Partner



#TAPPI

Delivering in partnership with testbeds

All testbeds have tenant and staff champions who are actively engaged across developing and testing:

- the co-production approach
- the workforce development approach and virtual house
- simple tools that enable services to work through all the steps of embedding enabling technology and wrap around services:
 - TEC assessment focusing on risks and outcomes
 - Consent forms to make sure tenants and families are central to the solutions and services provided
 - Information and data security questionnaires for all suppliers
 - Use cases/scenarios to share with solution suppliers to support a better understanding of needs and being outcomes-led rather than technology-led

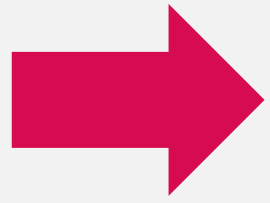


#TAPPI

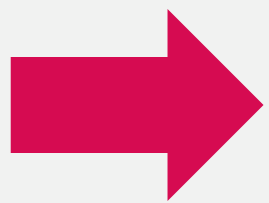


Supporting the Shift Towards Proactive & Preventative Services

TRADITIONAL
A combination of physical care and reactive services only



DIRECTION OF TRAVEL
A blend of physical care, proactive care and reactive care services



FUTURE
A blend of physical care, proactive care and reactive care services
Informed by data and predictive insights








Why shift to a more proactive service model?

Targeted proactive services provide four clear benefits to health and care commissioners and service providers:

- Support the delivery of better care experiences and better personalised care outcomes – moving away from ‘just in case’ support to enabling support
- Support effective capacity management by indicating when intervention is required, but also when it is safe to step back.
- Help realise cost avoidance and reduction where aligned to greater independence across social care and health.
- Support the development of non-emergency responder services in partnership with voluntary and not for profit organisations to coordinate support for individuals.

Alice and Peter's Story



-  Alice, 89 worked with disabled people before retiring, has 5 daughters
-  Peter, 82 has 5 children, enjoys gardening and woodworking
-  Live in a retirement complex in Scotland (Bield Housing & Care)
-  Have personal alarm systems in their flats
-  Alice wants to learn more about technology to support her daughter, a wheelchair user
-  Peter wants to open up technology to other tenants and keep them in their own flats for longer
-  Both express fear towards technology but believe it can be overcome with proper guidance and patience



Proactive Outreach Leading to Better Outcomes



The right support, with a more **proactive approach**, focusing on **individual outcomes**, can ensure people are kept as independently as possible and supports the maintaining of **sustainable tenancies**.

75%

Reduction in ambulance calls from the pilot cohort

72%

Decrease in alarm use

'Our findings from TAPPI has supported the development of our five-year strategy, with enabling technology at the front and centre of our tenant offer. We have aligned this work to our asset strategy and the development of a digital design brief, to support our approach to new builds and redevelopments'

Dr Lynne Douglas, Chief Executive, Bield Housing and Care



Thank you

Nathan.downing@tsa-voice.org.uk