Proactive and Preventative Care: Delivering New Data Enabled Services

- **Nathan Downing**, Director of Membership & Consultancy Services, TSA

- **Paul Berney**, Independent Consultant & Member of the Sector Risk and Innovation Group (SRIG)

- **Stuart Cole**, Independent Living Services Manager, Mole Valley District Council

- **Mark Smith**, Sales Director, Everon

Proactive and Preventative Care: Delivering New Data Enabled Services

Nathan Downing
Director of Membership & Consultancy Services, TSA

TSA™

Proactive and Preventative Care: Delivering New Data Enabled Services

TSA™

Paul Berney
Independent Consultant & Member of the Sector Risk and Innovation Group (SRIG)

Three priorities:
"from hospital to community",
"analogue to digital"
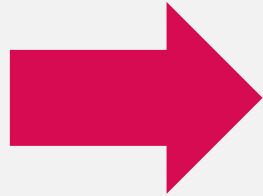*"sickness to prevention"*.

Wes Streeting
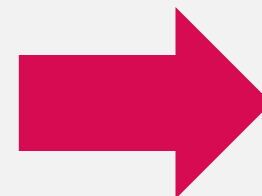Secretary of State for Health and Social Care

Changing Care Models

TRADITIONAL APPROACH
A combination of physical care and reactive services only

NEW INTEGRATED CARE MODELS
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

Proactive & Preventative Care today

1

PRIMARY CARE

Pre care monitoring

2

SECONDARY CARE

Virtual Wards & Reablement

3

SOCIAL CARE

Assessment of care needs

Risk profiling

Medication management

4

SOCIAL CARE

Supporting long term care

Communication & social connection

5

HOUSING

Remote Monitoring

How is the TSA supporting this transition?

1 **TAPPI**

2 **ACTION ALLIANCE**

3 **P&P GUIDANCE**

4 **JOINT COMMISSION WITH ADASS**

5 **SRIG**

Sector Risk & Innovation Group (SRIG)

Responding to the TSA Board priority for:
'the creation of a comprehensive evidence base for the impact and cost-effectiveness of TEC solutions to encourage commissioning of TEC as a care option in a financially challenged environment'.

SRIG members' favour:
- **expanding this goal beyond just collating evidence to include all other elements of a creating a comprehensive business case**
- **focussing on new integrated care models that include proactive and preventative technologies and solutions**

Sector Risk & Innovation Group (SRIG)

1.1 Ensuring that consumer outcomes are at the heart of evidence generated (for existing & emergent service models)

1.2 Defining TSA's advisory role with regards to shift towards B2C solutions inc. political support, funding & sector impact planning.

1.3 Addressing known barriers to market growth, co-developing solutions (inc. costs & business planning).

1.4 Developing guidance & standards for adoption of consumer/familiar technologies.

1.5 Developing a common dataset and user-friendly language.

SRIG 1.3 – Creating a Blueprint for Local Authorities

Phase 1

- Support the introduction of proactive and preventative services.

- Provide a vision of how these technologies could be used in the future to support services and a simplified explanation of how they work (myth buster).

- Show how proactive and preventative technologies and accompanying services are already being used successfully to support people, their families and unpaid carers to live the life that they want and reference their lived experiences of these services.

- Build upon previous TSA work in SIGs and with the Action Alliance.

- Be based on best in class approaches already being deployed by Local Authorities.

- Develop tools that will allow a Local Authority to work out at a high level, the likely costs, benefits and outcomes of proactive and preventative services.

How can you get involved?

Watching Brief

Provide Subject Matter Expertise

Join the Innovation & Challenge Group

Proactive and Preventative Care: Delivering New Data Enabled Services

Stuart Cole
Independent Living Services Manager,
Mole Valley District Council

TSA™

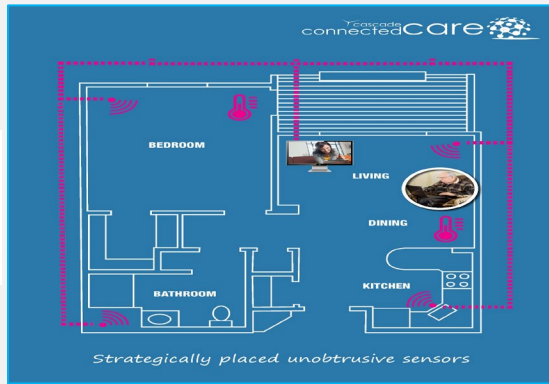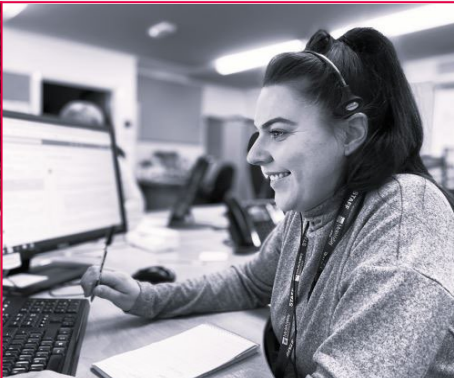# Surrey Connected Care

Trusted Assessment

Connected Care ADL Monitoring

24/7 Emergency Response

Proactive Wellbeing Calls

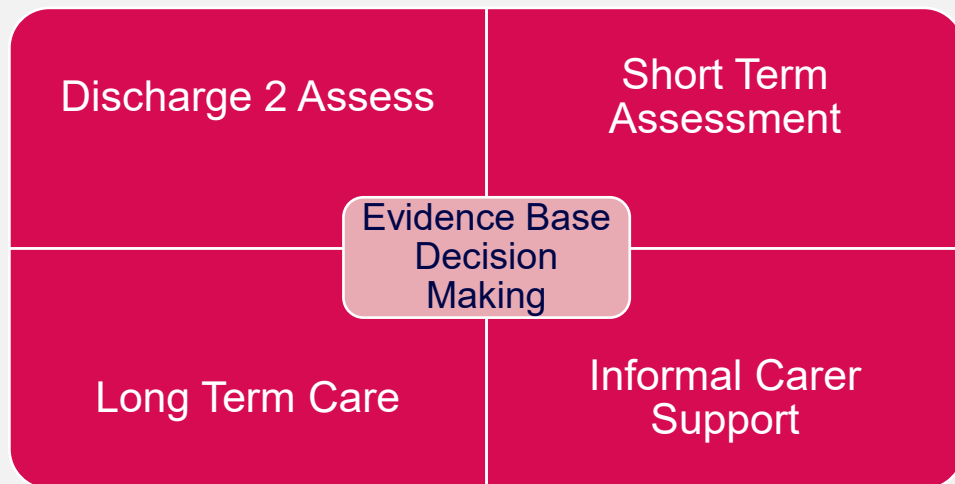**Wellbeing and Responder Service**

Community Connections
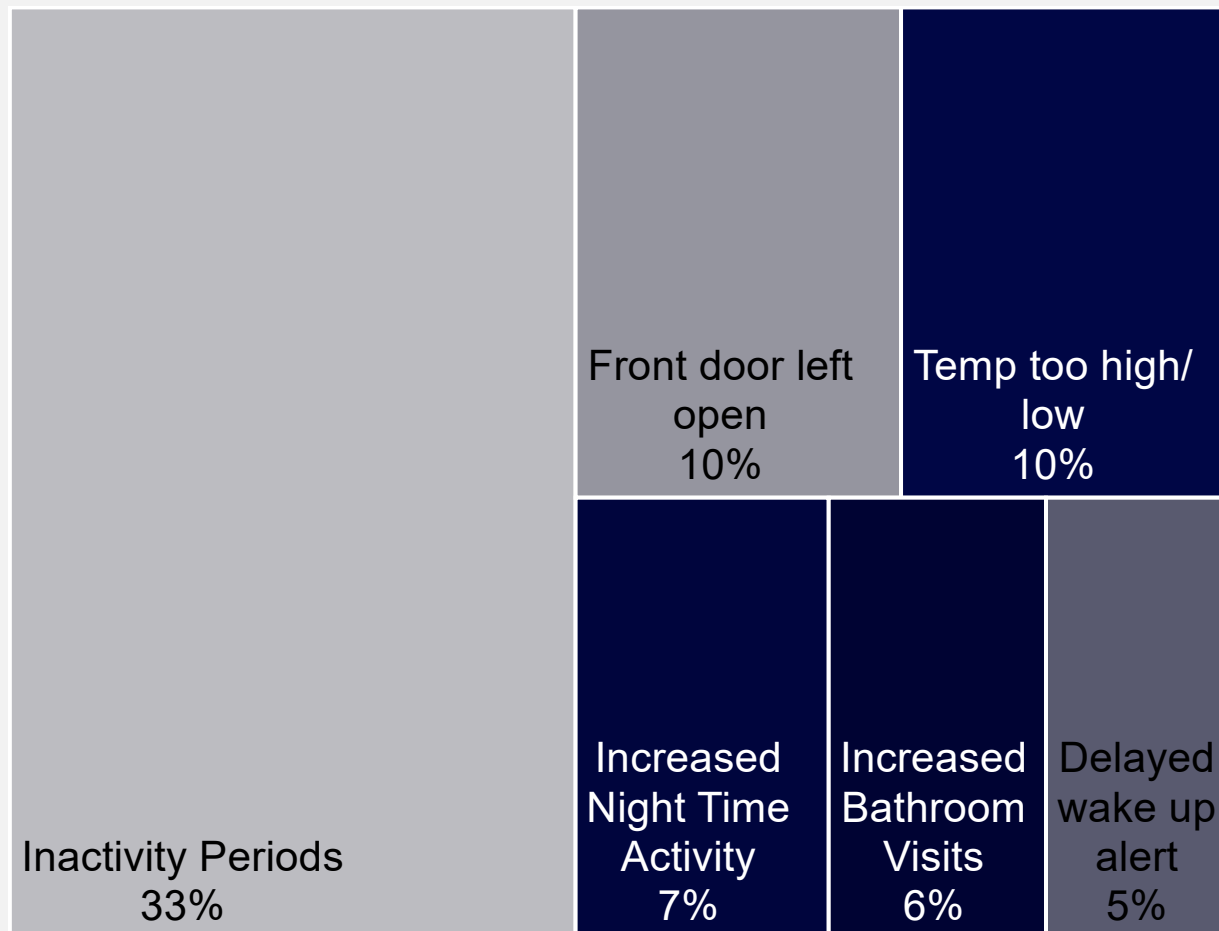
User Stories

Paul's Story - Critical Low Temperature

Mary's Story – Increased Bathroom Visits and Increased Night-time Activity

John' s Story - Too Long in a Room

Community Wellbeing Responders

1,970 Community Responder call outs

90% of call outs resolved at the scene without escalation to SECAmb

27 minute average response time

24 minute average duration on site

By preventing unnecessary use of emergency services and conveyance to A&E,

Calculating on 5% (68) of falls resulting in a hospital stay with an average length of stay of 10 days.

*The Community Wellbeing Responder Services gives a ROI of **£2.38** for every **£1** spent*

*That equates to a cost avoidance of **£482,032.48** between Sep 2023 to Aug 2024*

Thinking of Preventative Service Delivery

Focus on the issues that you are trying to resolve – not the TEC

Benefits Mapping

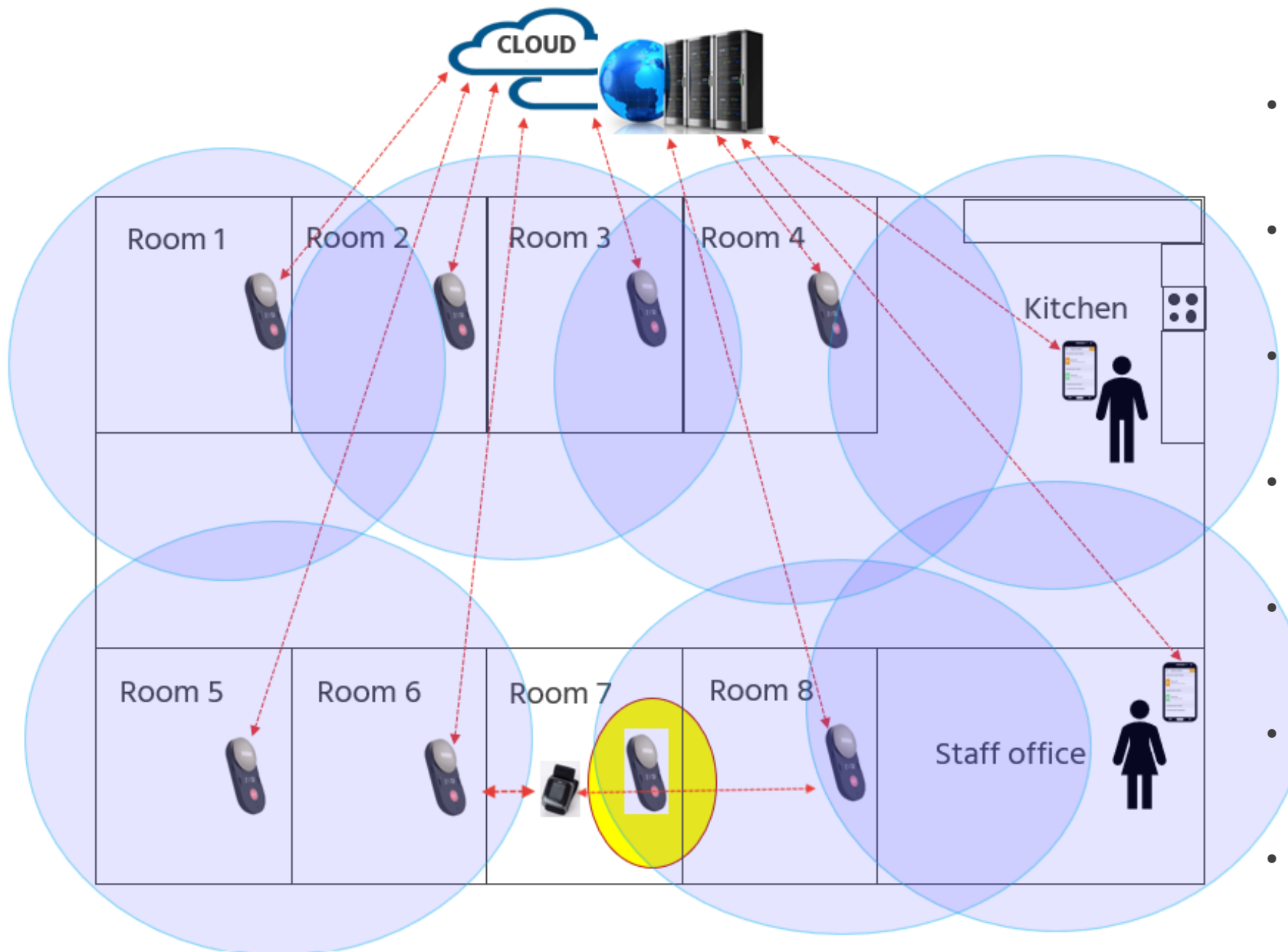Connectivity – End to End Resilience

Workforce

everon

'Intelligent Assisted Living.

Empowering Independence'

TSA Manchester 25th September 2024

Lyra Cloud-Based Solution

Robust Resilience

- **Cloud based Microsoft Azure Platform**

- **Completely Wireless giving maximum flexibility.**

- **Robust mobile, ethernet and wifi connectivity.**

- **No single point of failure through MESH site coverage**

- **Supporting alarms, alerts and lifestyle monitoring.**

- **Data, trend and insight portal supporting decision making.**

- **Manage whole housing portfolio from one central dashboard.**

© 2024, Everon

Everon's Lyra Cloud and Wireless based Solution giving Data, Trend and Insight, supporting decisions across all your housing with care portfolio in a true connected approach to risk management and continued improvements in the care of the most vulnerable!
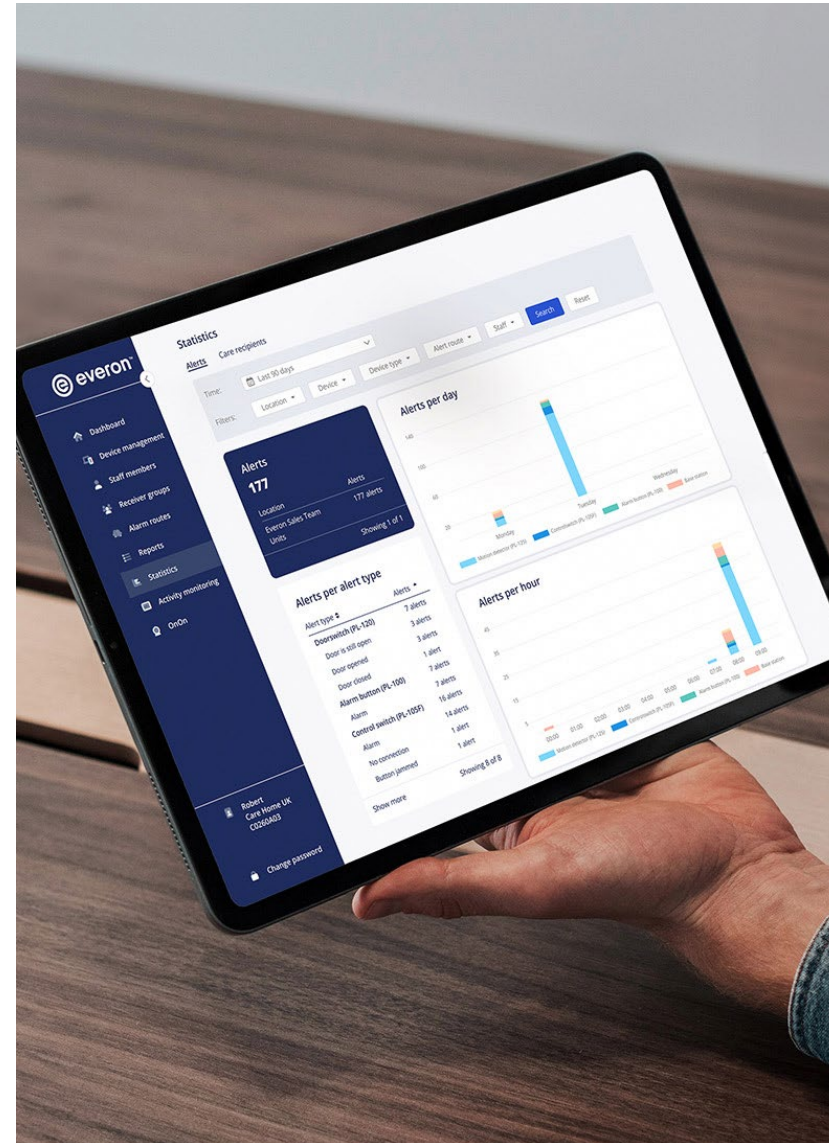
Everon Partners

Clarion Housing Group

Hyde Housing Group

Community Housing Group

Aster Housing Group

Westminster

Jewish Care

everon

Mark Smith
Sales Director
mark.smith@everon.net
07920806582

Proactive and Preventative Care:
Delivering New Data Enabled Services

- **Nathan Downing**, Director of Membership & Consultancy Services, TSA

- **Paul Berney**, Independent Consultant & Member of the Sector Risk and Innovation Group (SRIG)

- **Stuart Cole**, Independent Living Services Manager, Mole Valley District Council

- **Mark Smith**, Sales Director, Everon