



TRANSFORMING LIVES

THROUGH DIGITAL INNOVATION

The International Technology Enabled Care Conference. Unlocking insights. Building knowledge. Improving outcomes.

TSA™

Unlocking the power of proactive and preventative care services

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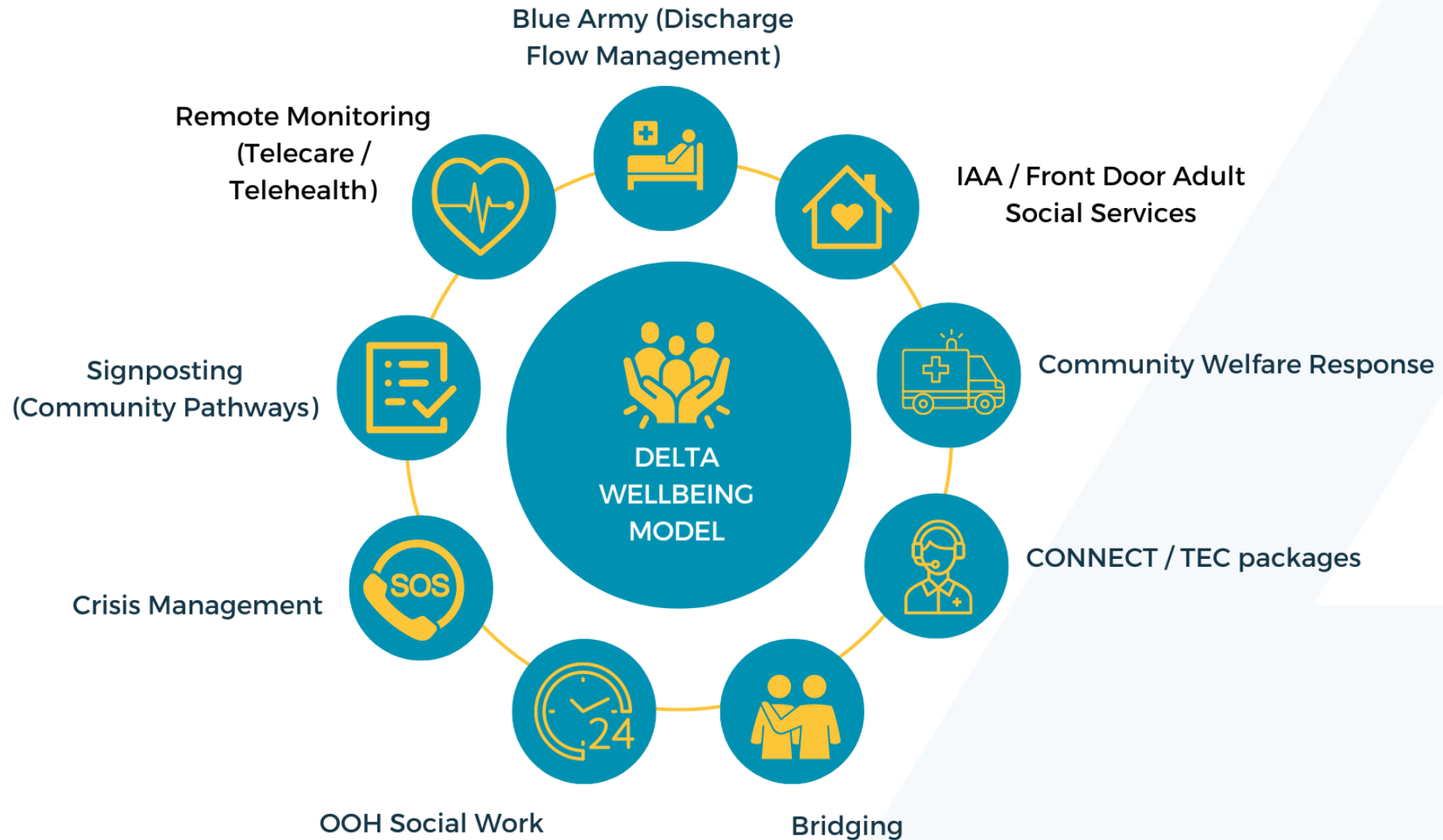
Our Journey So Far

Proactive & Preventative Services

Our History

- **Section 33 Agreement** CCC and HDdUHB 2009 & Integrated Structure
- Careline transferred into **Integrated Services** in 2015
 - 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
 - WG legislative changes and priorities – SWWBA, A Healthier Wales NHS
- Increased Focus on **Prevention** and **Proactive Care** – single front door
- **LATC** created 2018
 - Agile and flexible
 - Free from some of the bureaucracy of LA
 - 24/7 to support shift from traditional 9-5 service delivery
 - Social Care DNA
 - Centre of Excellence for TEC

Delta Model - Connected care



CONNECT Outputs & Outcomes

- Over **8070** clients supported across West Wales region
- **139,034** pro-active calls made
- Total number of Response call outs – **19,67**
- **94%** of all calls attended within 45 minutes*
- Only **6%** of response call outs escalated to Emergency Services
- **68%** reduction in escalations to EMS with a response service for client fallen activations
- Cost per Hospital Admission – Each hospital stay avoided saves **£11,879**, including ambulance and care costs
- **80%** of clients improved or maintained their Wellbeing scores across 6 domains of the outcome tool used to measure distance travelled
- Preventative outcomes at adult social services at **42%***

* Carmarthenshire data

Blue Army and OOH Outputs & Outcomes

Blue Army

Outputs:

- **2513 referrals** dealt with by hospital Blue Army team
- **467** supported by Response Team

Outcomes:

- Reduction in delayed hospital discharges, improving patient flow in hospitals – on average **5 days** sooner
- **2335 bed days saved** at a cost of **£1,060,090**

OOH Social Work triage

Outputs:

- **200** out-of-hours social work calls – **only 2** escalated for professional support

Outcomes:

- **130** clients supported by Response avoiding hospital admission, placement or further escalation into crisis

Person centred integration - 360 view



- Integrated **data** from health and social care systems
- Wider **MDT** working – Right Care, Right Person
- Multi-provider data transparency offering a '**whole system**' view
- Data-driven insights to support **evidence-based** decision making
- Technology-enabled care providing **round-the-clock** monitoring
- **Scalable** infrastructure to mobilize health and social care staff effectively

Disrupting the Sector: Who Dares, Wins?

Who will take the bold step to **invest** in true integration?

Who has the courage to **break down silos** and embrace true integration?

Are we ready to put the **person at the centre**, or are we protecting outdated systems?

Integration isn't just a challenge, it's a **test of leadership, vision and resolve**





DIOLCH | THANK YOU

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