

The voice of technology
enabled care

TEC RESPONSE TO COVID-19 CRISIS AND KEY NEXT STEPS

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PHASED SUPPORT AND EVALUATION OF TEC DURING COVID-19



1 Assess status and minimise disruption

- Maintain services to 1.7million older and vulnerable people (mainly telecare alarm users)
- Outreach programme to 170+ monitoring and 150+ community response organisations



2 Enable support to newly-isolated and vulnerable people

- Identify and disseminate proactive and outbound support options, to widen service provision
- Identify rapid deployment options for new services and technology



3 Assure continuity and expansion of TEC services

- Outreach to service provider organisations: operational and technical support
- Assist selection, outcomes evaluation and adoption of a spectrum of service and technology solutions

PROJECT ENGAGEMENT ACTIVITIES



Outreach programme



Virtual interviews



Surveys



Virtual workshops



Webinars

92%

TEC monitoring services contacted

800

People attended webinars

21

Webinars held

KEY FINDINGS

TEC services continued to support their clients

- Many were impacted
- Needed support and interventions



35%

reduction in staff capacity reported

Some services have cut-through the challenges and delivered rapid deployment of large outbound contact centres

- TEC was largely bypassed for services to reach out to the 2.5million newly isolating and vulnerable people
- Worry about handling demand



85%

affiliated to LAs/HAs

Mobile responders and installations suspended in most cases

- Demands for access to PPE
- Needed improved guidance

Staffing levels were impacted

- Services have repurposed, recruited, retrained
- Multi-skilled



KEY FINDINGS

Services with older ARC platforms and communications have experienced problems in flexing their operations

- Analogue to digital shift of TEC connectivity needs to be executed effectively
- Some business continuity plans disrupted (inc DR)
- Home working problematic

TEC key worker status



25%

of users purchased
TEC themselves

Growing demands for TEC integration with wider health and care

- Enable hospital discharge
- With volunteer services

Concerns for disruption to equipment supply have moderated

- Suppliers made great efforts
- New installations suspended (for non-urgent cases)



New technologies are being adopted

- Shift to easy deployment and low contact technologies (mobiles, apps, guided self-install)
- Adoption of digital products (IoT, AI chatbots)



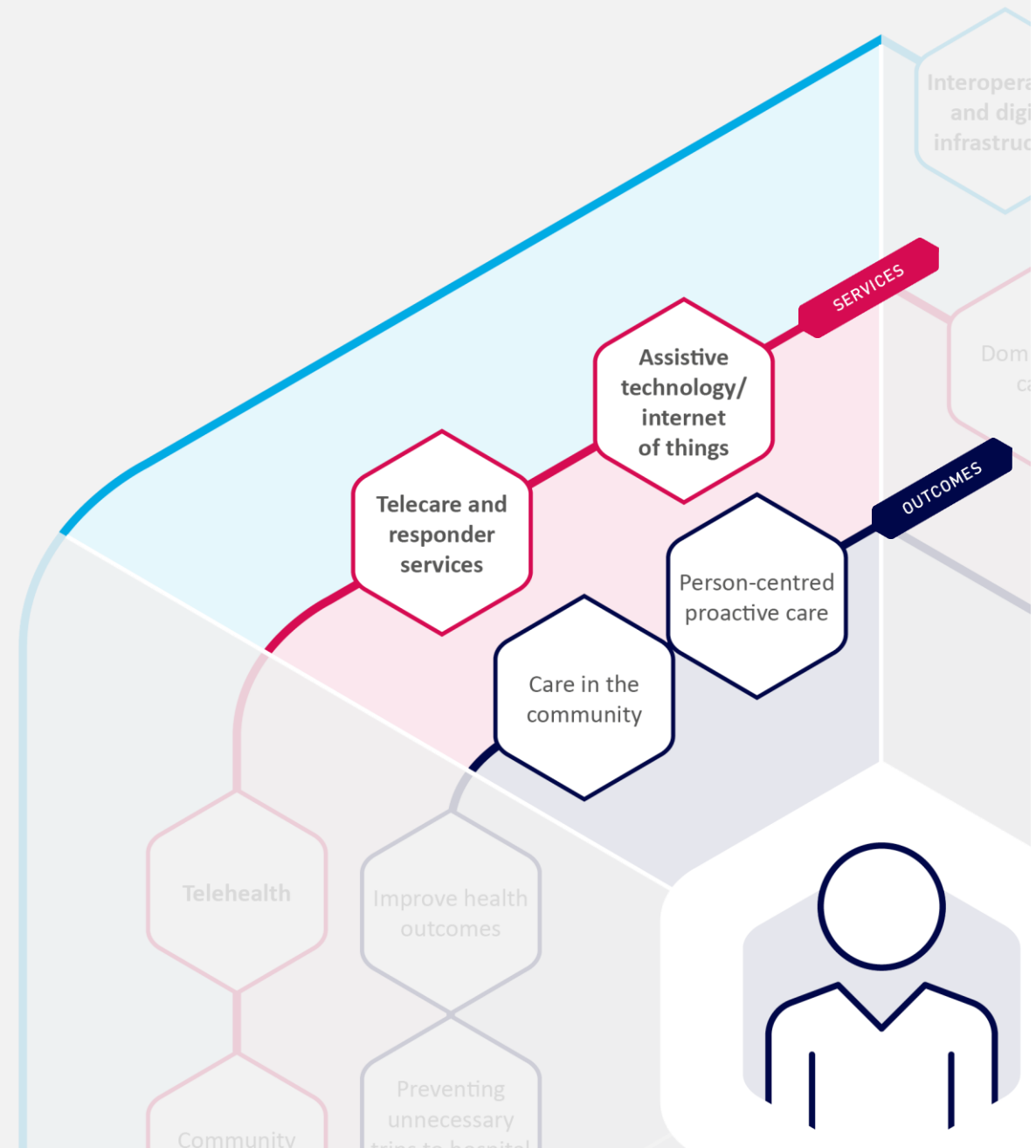
177

active Alarm Service providers



PROACTIVE TEC

DELTA WELLBEING: LEADING THE WAY WITH SHIELDED OUTREACH





PROACTIVE TEC

DELTA WELLBEING: LEADING THE WAY WITH SHIELDED OUTREACH

MEET DAWN

A VERY PERSONAL STORY



One of 18,500 people shielding
in Carmarthenshire

Self-isolating

Victim of Domestic Abuse

Multiple long-term conditions

Suicidal tendencies and depression



PROACTIVE TEC

DELTA WELLBEING: LEADING THE WAY WITH SHIELDED OUTREACH

MEET DAWN

A VERY PERSONAL STORY



Service

- Community referrals
- Preventative outcomes
- Person-centred
- Mobile response

3,500



12,000

telecare customers

PRE COVID-19

DURING COVID-19

Technology

- Digital tablets
- Video calling
- Online music
- GPS devices
- Digital alarms

7%



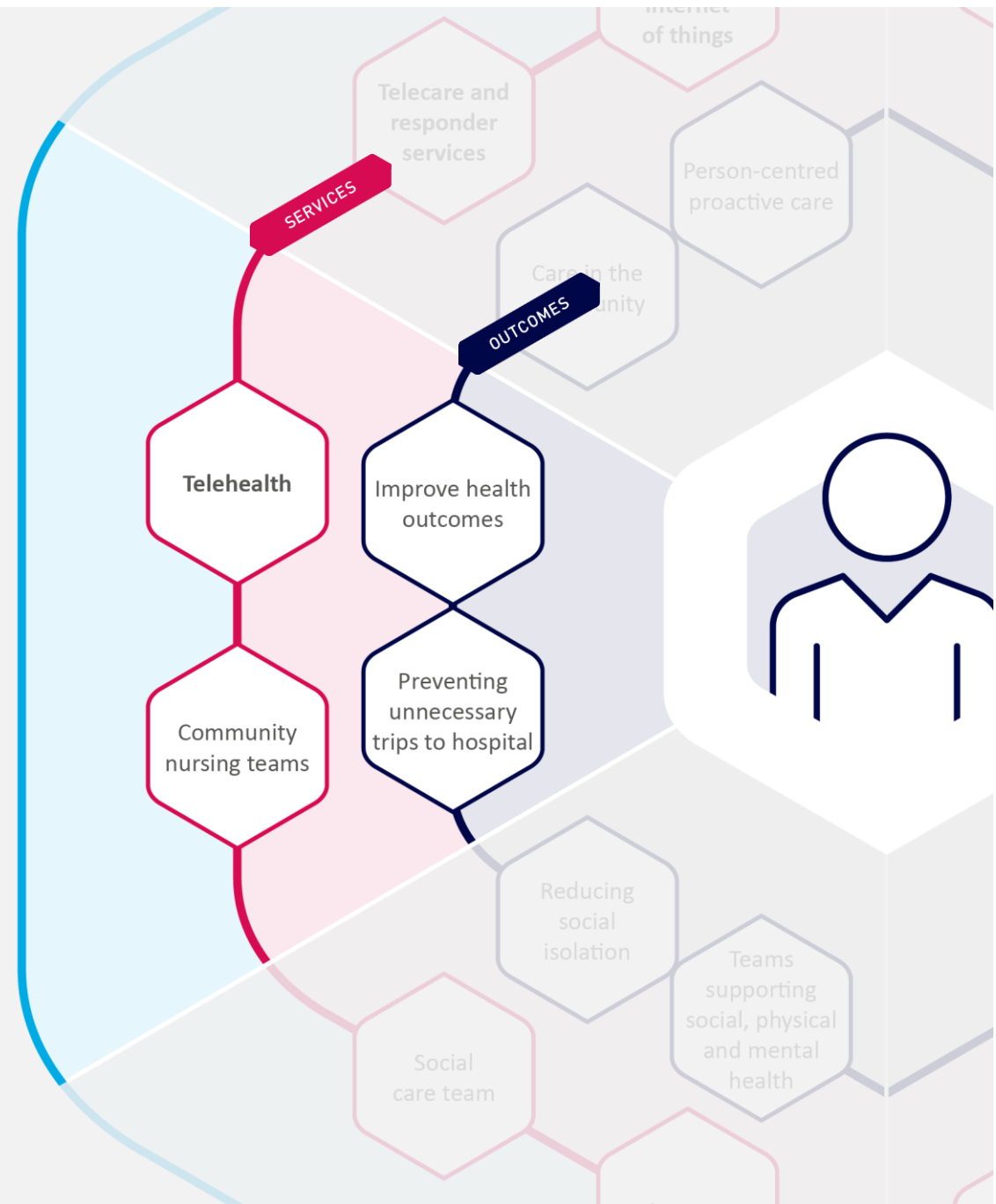
41%

community referrals



TELEHEALTH MONITORING

MERSEY CARE TELEHEALTH SERVICE - VIRTUAL WARD





22.7%
REDUCTION

**IN EMERGENCY
ADMISSIONS FOR
THOSE USING
TELEHEALTH**



TELEHEALTH MONITORING
**MERSEY CARE TELEHEALTH
SERVICE - VIRTUAL WARD**

**LIVERPOOL'S EXEMPLAR
TELEHEALTH SERVICE**

PRE COVID-19
STATISTICS



40%

reduction in needing
to visit hospital
or GP



74%

more confident
to manage their
condition



33%

made a lifestyle
change



79%

used their knowledge to
inform care decision



41%

health has
improved



56%

family/carers
benefitted



MEET SUE

MOBILISING THE WORKFORCE TO MEET DEMAND



TELEHEALTH MONITORING

MERSEY CARE TELEHEALTH SERVICE - VIRTUAL WARD



29 out of 32 staff now
working from home

Reduced training time
from 6 weeks to 4 days
using digital technology

Recruited high risk nurses
who couldn't work

Doubled workforce
in 3 months

1,700 patients to
4,700 patients

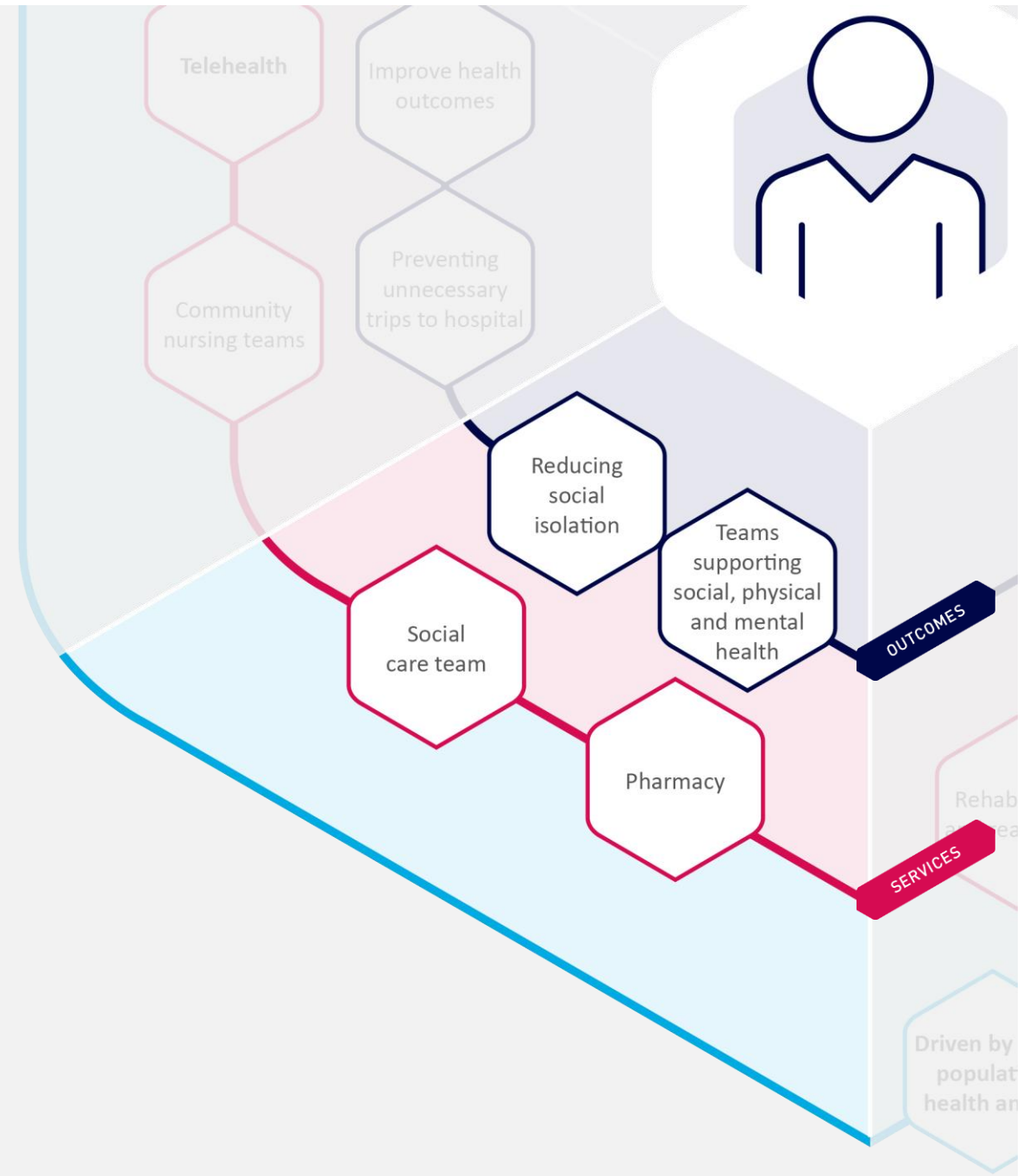
Nurse to patient ratio
from 1:200 to 1:400

Supporting early discharge
for patients with COVID-19

Preventing COVID-19
patients being admitted



SMART AI OUTREACH HAMPSHIRE'S CHAT BOT OUTREACH PROGRAMME



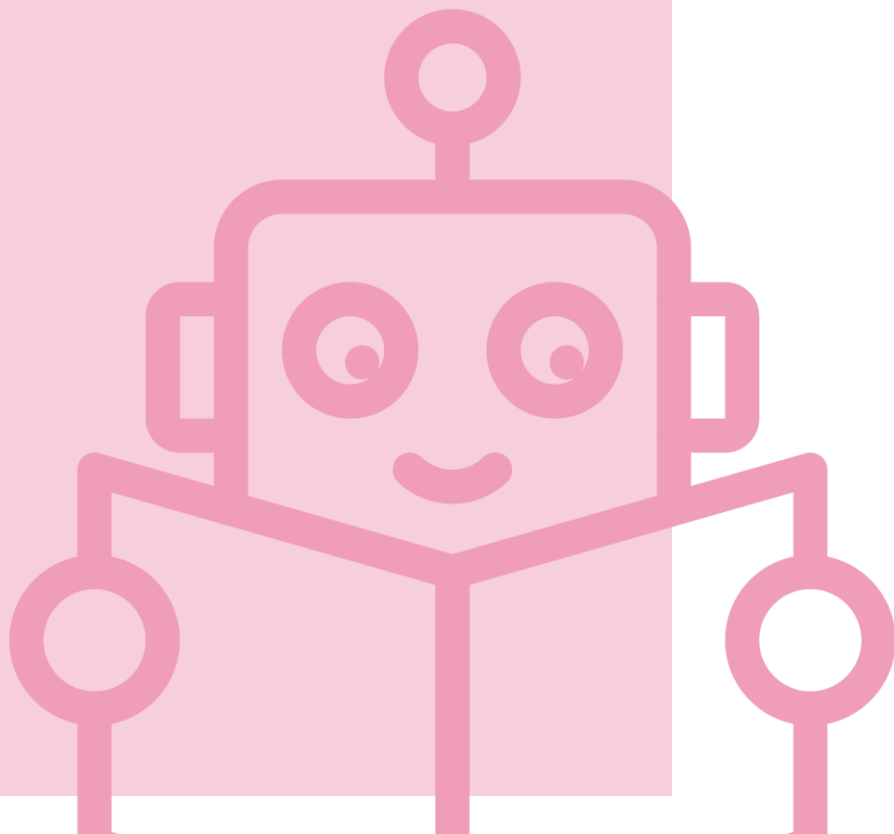


SMART AI OUTREACH

HAMPSHIRE'S CHAT BOT OUTREACH PROGRAMME

MEET BOT

**“HOW ARE
YOU FEELING?”**



**53,000 SHIELDING
PEOPLE TO BE
CONTACTED...**

Time was critical – to ensure medication and food access. Hampshire County Council acted swiftly, but the contact centre could not keep pace.

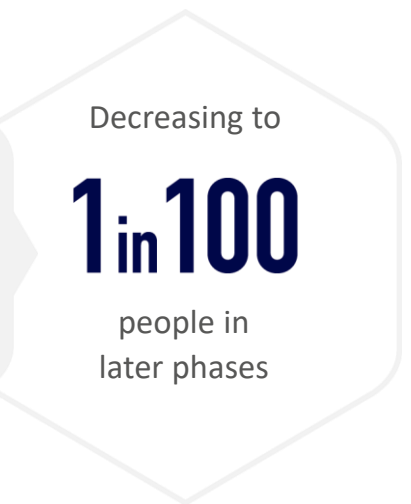
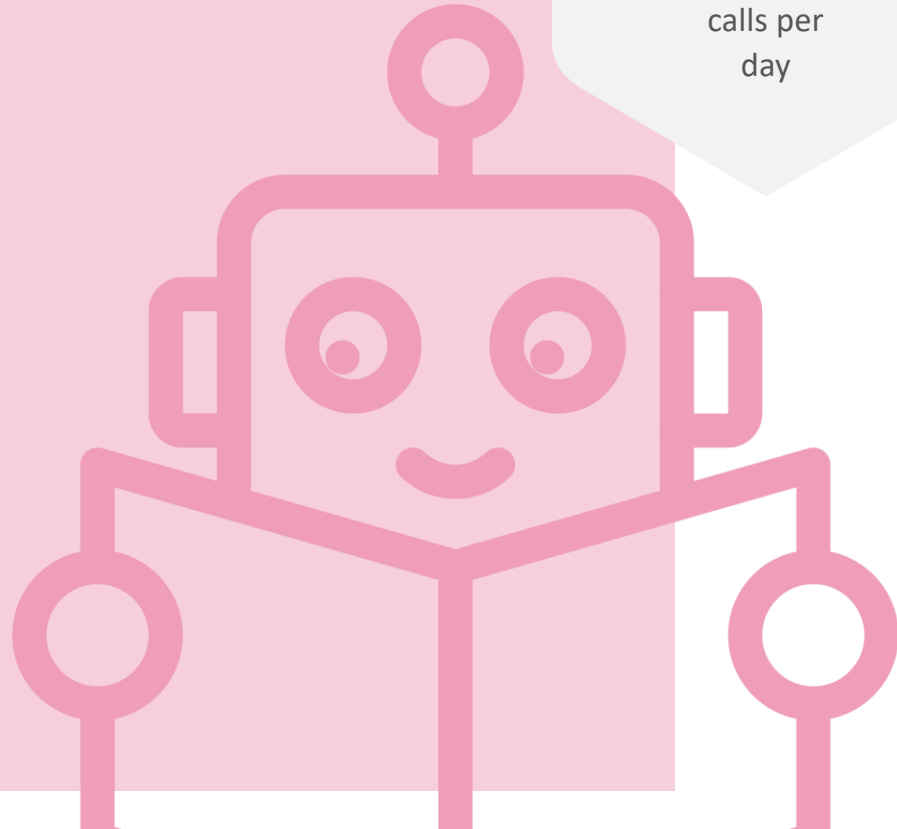
A smarter method was needed.



SMART AI OUTREACH HAMPSHIRE'S CHAT BOT OUTREACH PROGRAMME

MEET BOT

“DO YOU NEED ANY SUPPORT DURING ISOLATION?”



‘Wellbeing Automated Call System’ (WACS) rapidly co-developed by Hampshire CC, PA Consulting and Amazon Web Services (AWS), and uses an AI-driven ‘chatbot’. WACS enhances rather than replaces human contact, focusing on people that need help.

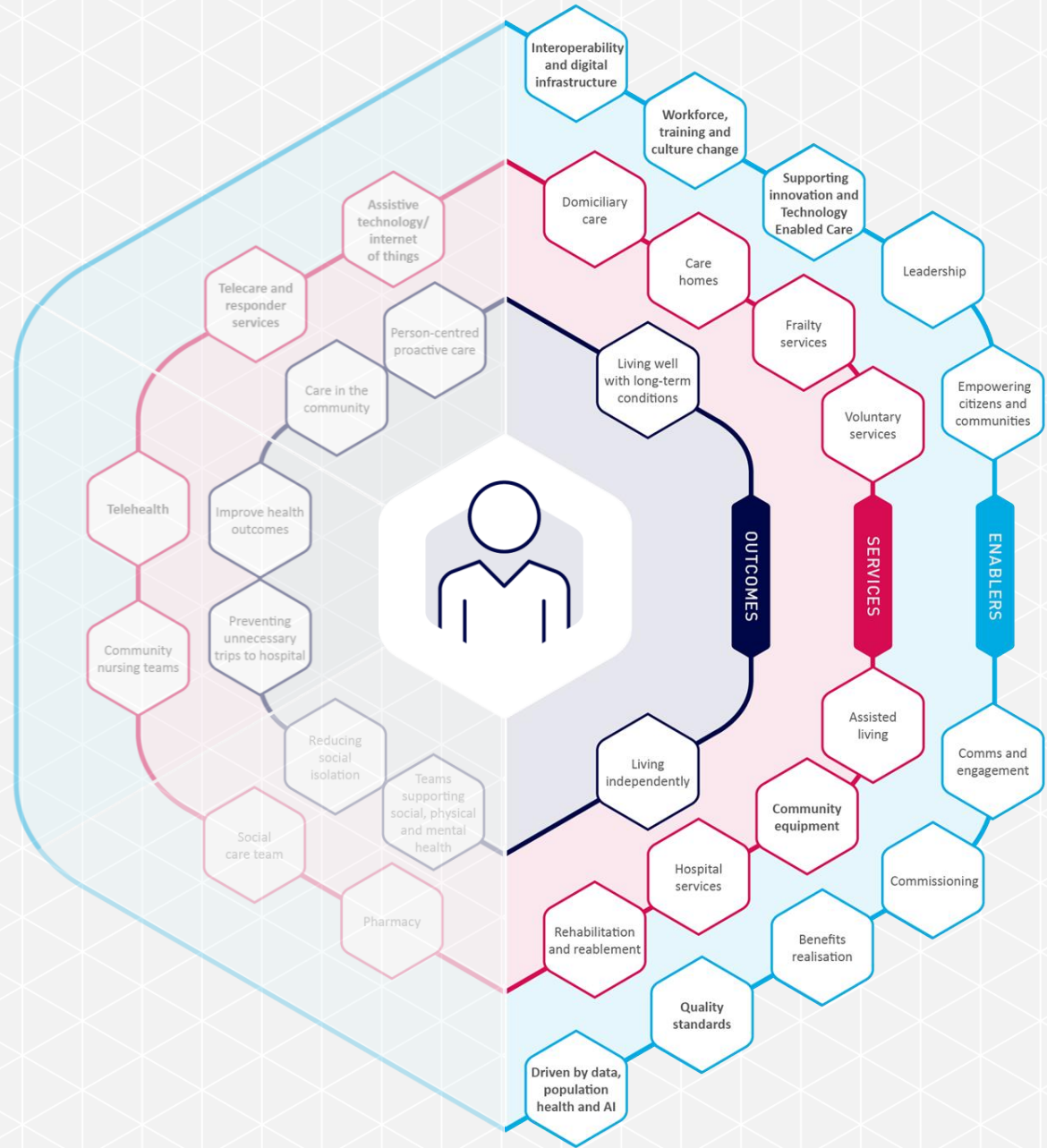
2,500 calls per day. 1 in 3 people asked for help in the first wave of outreach, and as low as 1 in 100 in later phases, connected with network of formal and informal support in the community.

50,000+ calls would have taken the call centre team about 200 days. Average WACS call costs just 60p (including all service design and operational costs).



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ENABLERS TO ACHIEVE SUCCESS





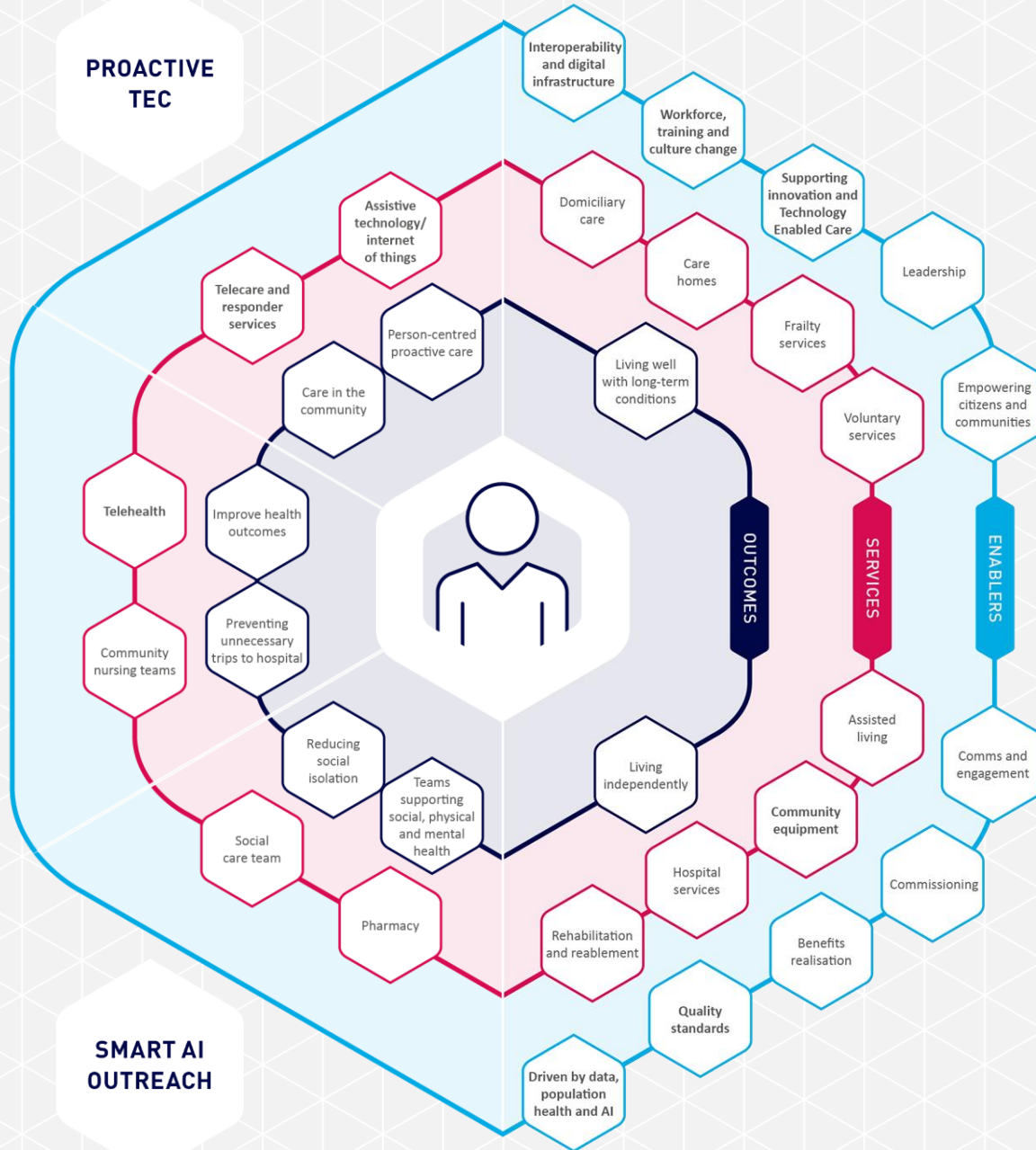
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PREVENTATIVE AND PROACTIVE TEC MODEL

TELEHEALTH MONITORING

PROACTIVE TEC

SMART AI OUTREACH





PROPOSED NEXT STAGE ACTIONS



PHASE 1

Stabilise TEC Services

Execute a set of actions that address resilience issues in current TEC services, to de-risk further pandemic disruption, and including urgent reviews of business continuity plans, revision of key worker roles and technology infrastructure upgrades.

PHASE 2

Exploit Proactive TEC Services

Select proactive TEC interventions which have shown greatest impact on health and care outcomes, and use these to fast-track specifications and plans for service delivery and winter pressures. Deliver these tools to multiple TEC service providers, helping them to embed proactive solutions in their core services.

PHASE 3

Embed and Assure New Services

Develop a revised quality assurance framework for TEC, that encompasses the new and more innovative service and technology options, and enables capture and evaluation of associated outcomes.

PARTNERSHIP COLLABORATION INNOVATION



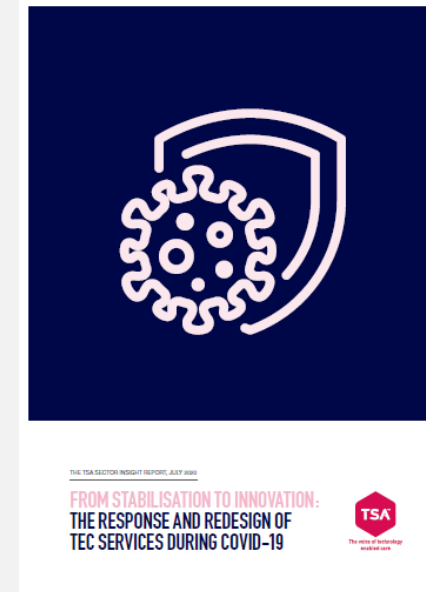
OCTOBER 2019

Priorities For Technology Enabled Care 2020 - 2025



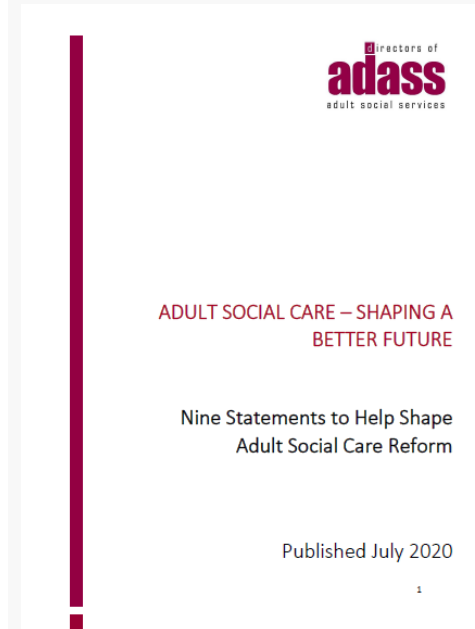
JULY 2020

From Stabilisation To Innovation: The Response And Redesign Of TEC Services During COVID-19



JULY 2020

Adult Social Care Shaping A Better Future



Published July 2020

THANK YOU



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