

Technology Enabled Care - My Home, My Care, My Way

28th September 2022



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

Natasha Corness – TEC Innovation Lead, Essex County Council
Claire Aldridge – Strategic Contract Manager, Millbrook Healthcare



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

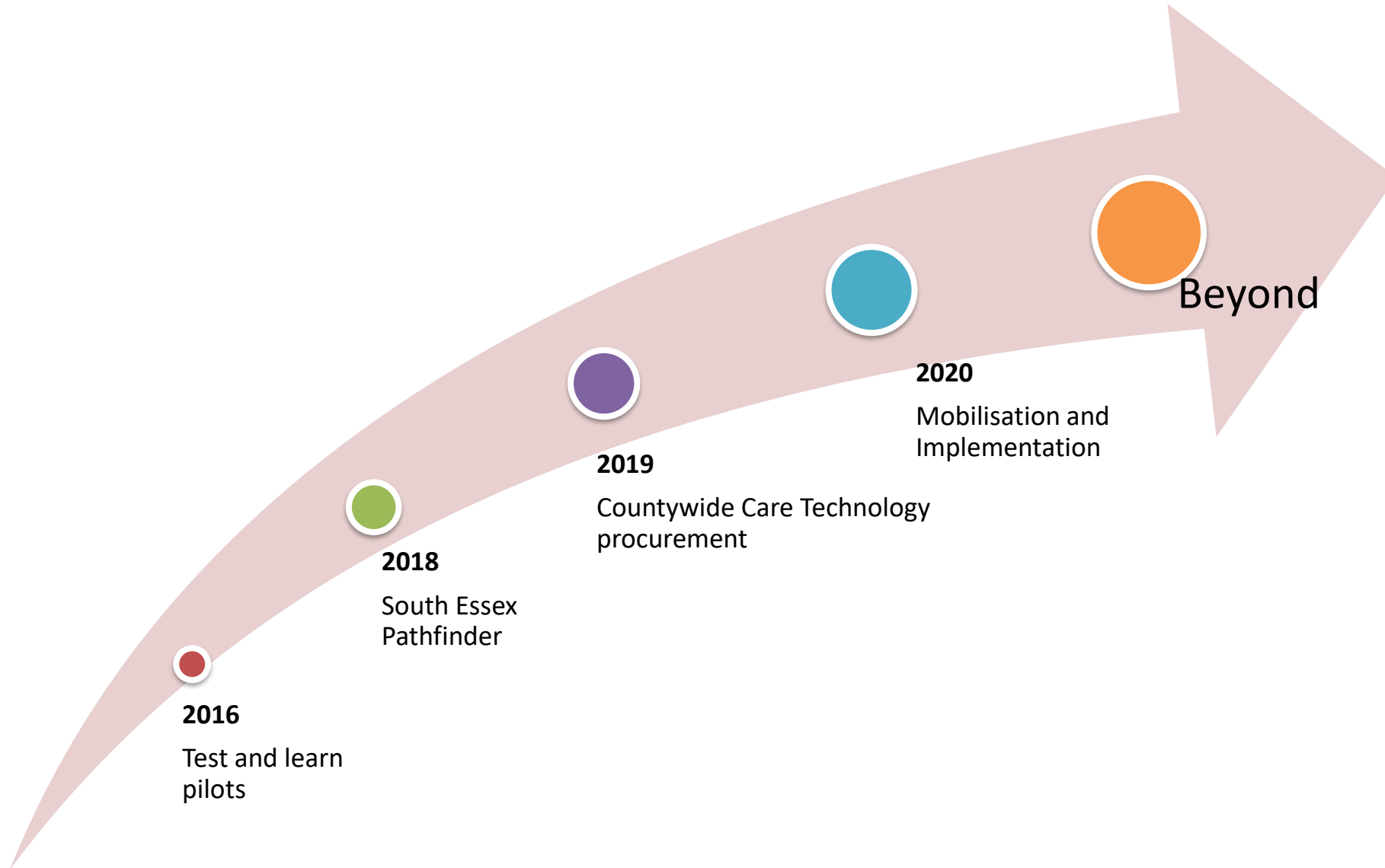
Short-
term

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

Long-term

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

Our Journey in Essex



The Consortium



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)



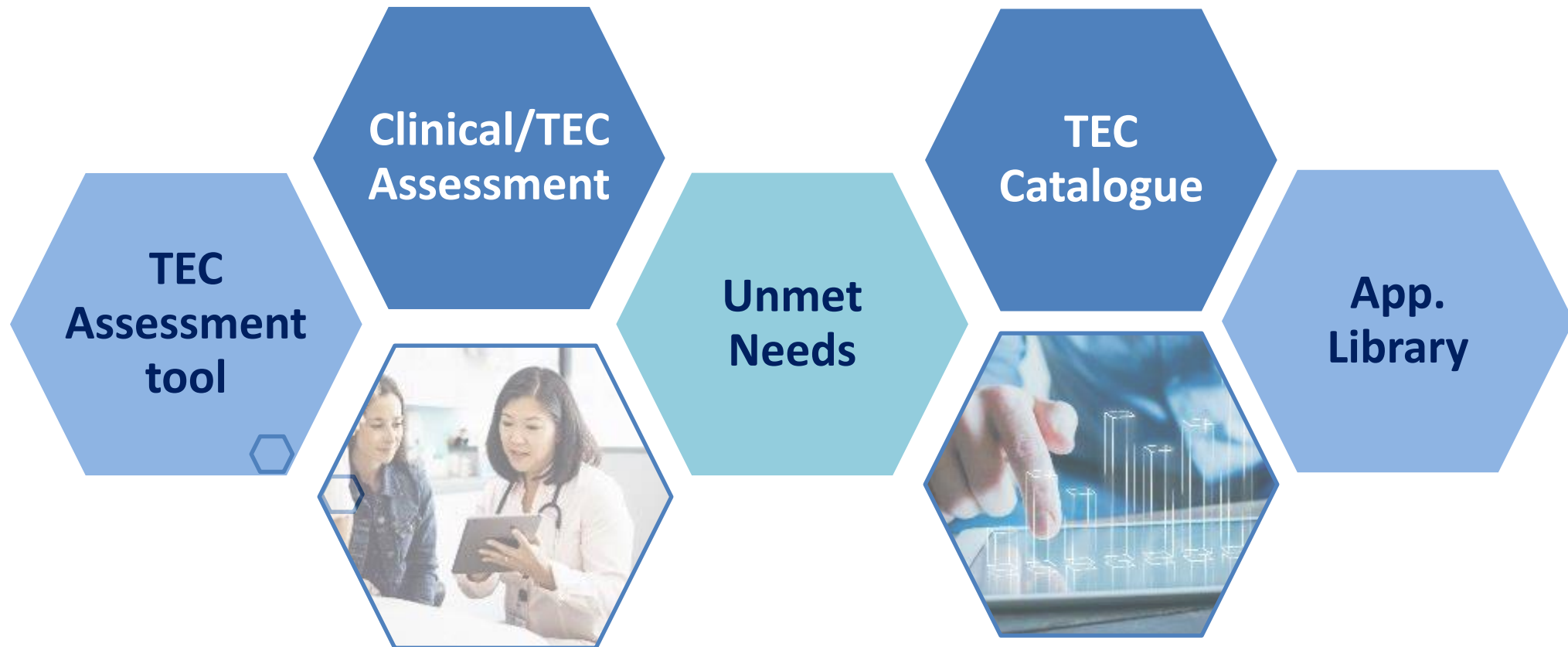
Achievements so far



How are we changing Culture?



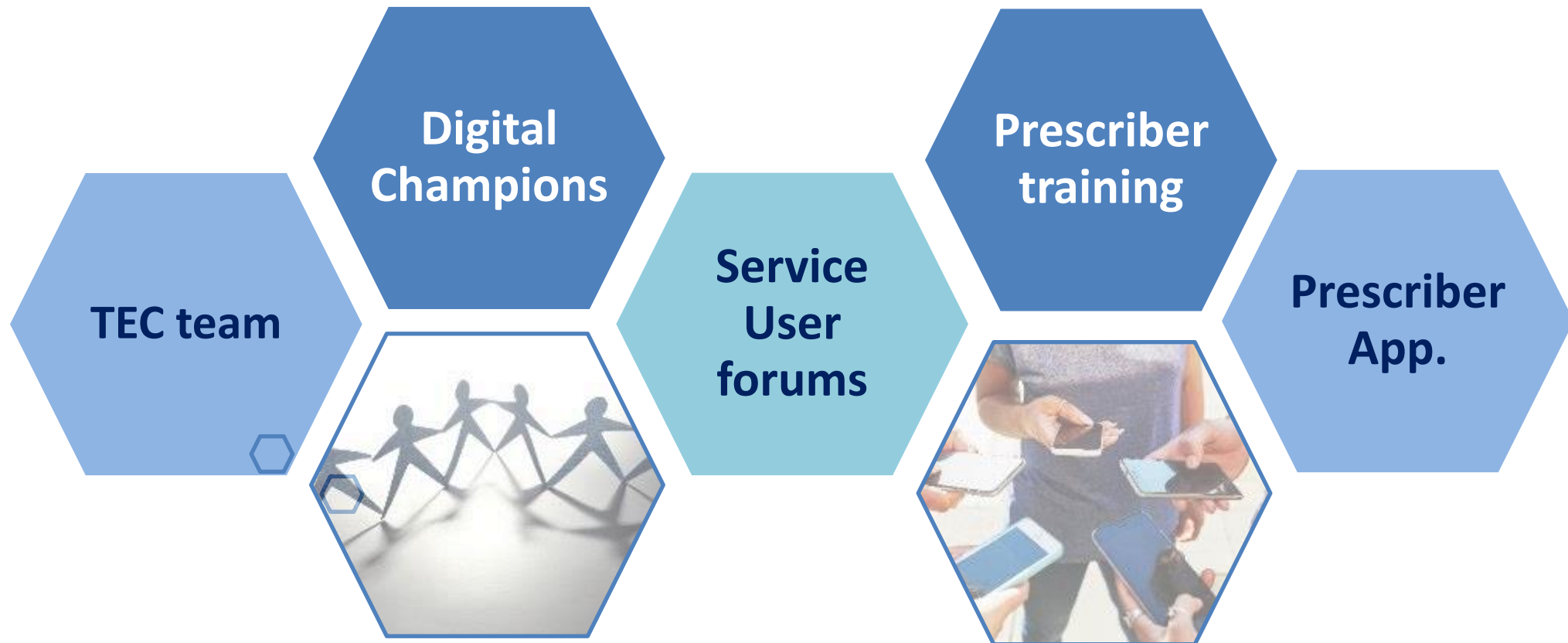
Multi-faceted approach – one size does not fit all



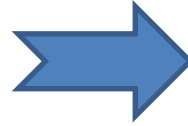
How are we changing Culture?



Communication and feedback



Digital First Approach



- 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





Video Case Study



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

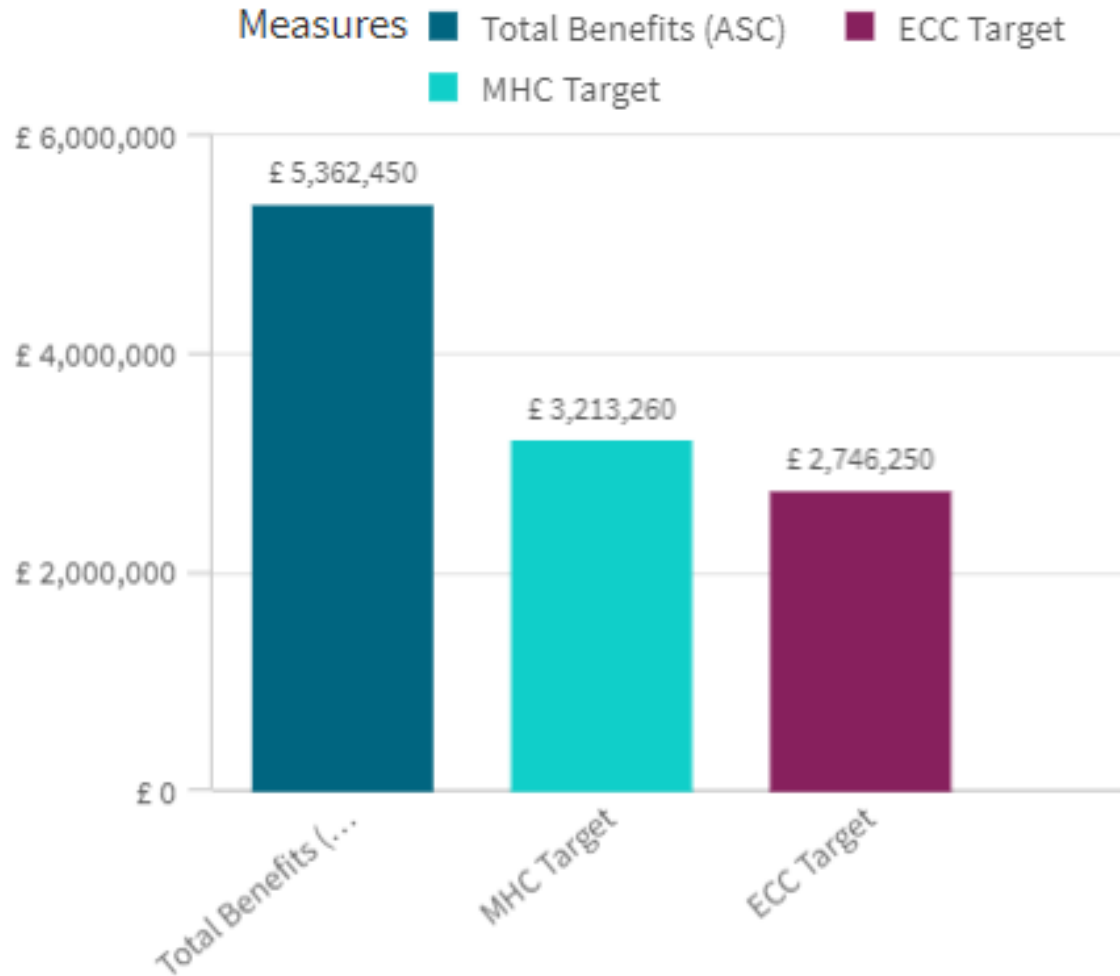
The hub is a fully flexible and central source of up to date information, and allows simple and easy interaction as part of day to day working



Benefits Realisation April – August 2022



Total Benefits Realised



- Countywide Care Technology service is outperforming it's target with a gross financial benefit of **£5.3M** between 1st April 2022 – 30th August 2022
- **£2.6M** ahead of target
- An average of **£2,006** savings per Service User
- **£14M** achieved in 14 months
- **QOL – TEC Effect – 15%** improved wellbeing with TEC

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



Millbrook
HEALTHCARE



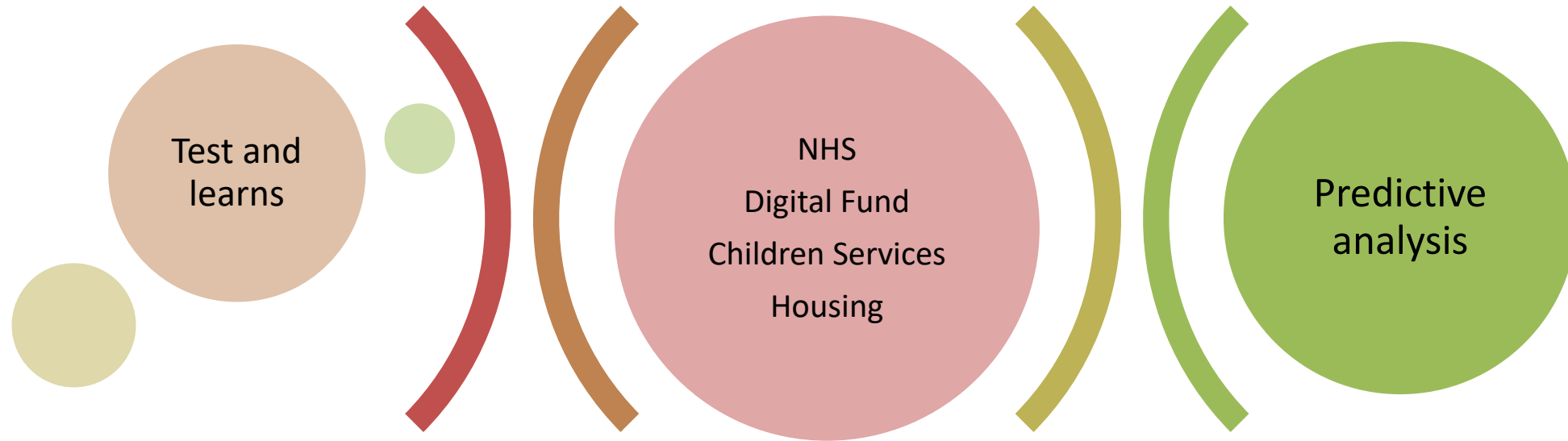
Transformation Award – March 2022



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 28th March 2022.



The beyond...



Questions

Natasha.Corness@essex.gov.uk

Claire.Aldridge@millbrookhealthcare.co.uk

