



TECHNOLOGY ENABLED CARE

tec

CYMRU

The Telecare Programme

MediWales Connects – June 28th 2023

www.digitalhealth.wales/tec-cymru

What we do



NHS Video

Consulting Service

Medical or social care carried out through video conferencing tools.

Consultations between patients and clinicians in order to monitor, diagnose and treat ill health or a means to provide peer to peer support.

Telehealth

The remote exchange of data between a patient at home and their clinicians.

Telehealth equipment can take measurements such as blood pressure, weight, blood oxygen saturation levels, ECG rhythm, temperature and other vital signs.

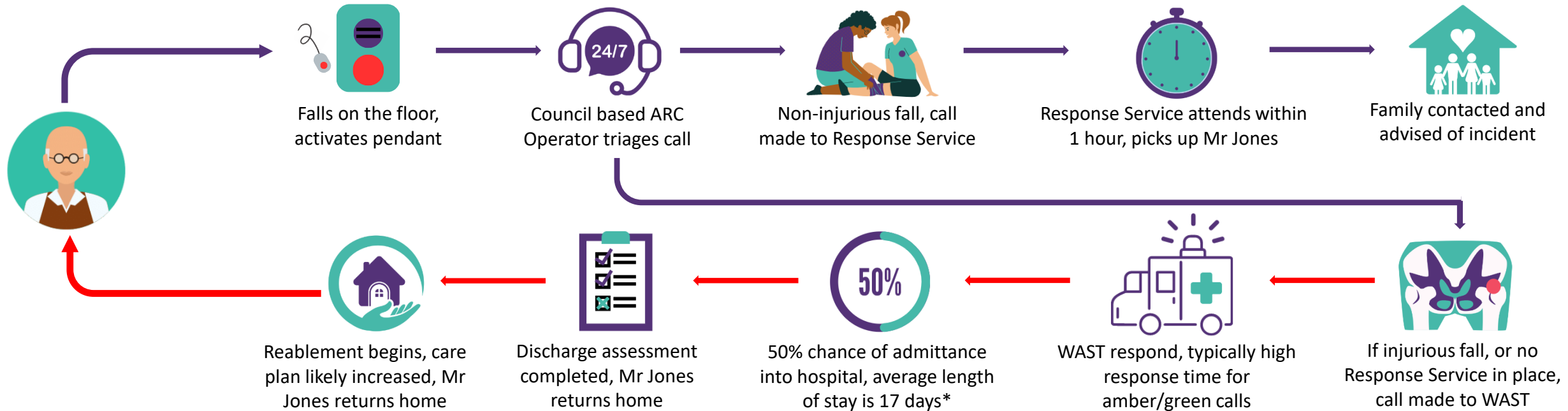
Telecare

Remote real time monitoring to manage the risks associated with independent living.

Examples include alarms, sensors, GPS. Alerts can be sent linked to an 'alarm receiving centre' where a response could range from advice to an emergency call out.

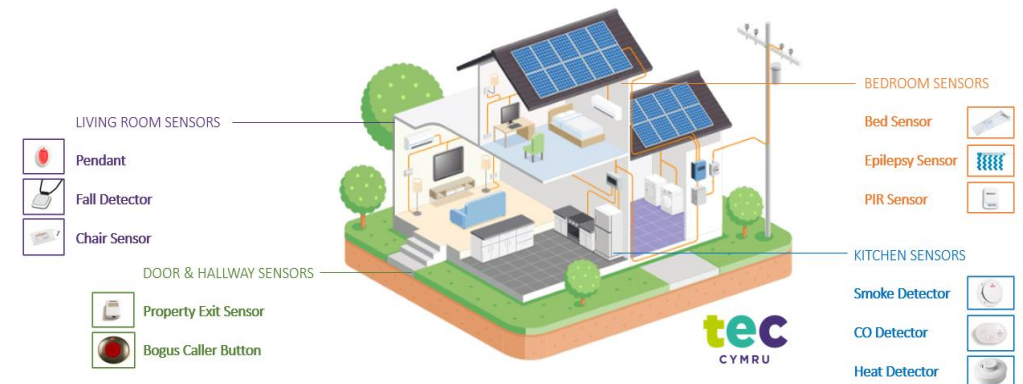
What is telecare?

Telecare service user journey; local authority/housing provided – Mr Jones is a CITIZEN



Red arrows indicate health has now taken over the care of Mr Jones; she is now a PATIENT

- The grey arrows highlight a typical telecare service user journey following a fall. All telecare services are provided by councils and some housing associations.
- Mr Jones would pay a weekly fee for her telecare service (average cost £3.16) but is more expensive if the Response Service is provided.
- Quick response (less and 1 hour) is crucial in preventing a 'long lie' fall, Telecare Response Services typically arrive under 1 hour (18mins in Cardiff).
- The red arrows represent health involvement following an injurious fall, or a fall where the person isn't a user of telecare, or the telecare service provider doesn't offer a Response Service (currently 12 councils).
- Conveyance rate into hospital ED following WAST responding to a fall is 50% - it is less than 10% if a Telecare Response Service responds.



Discovery Report



Work commenced in 2021 to understand the landscape of Welsh telecare, identify how we could support Welsh telecare service providers, and to begin forming the strategic priorities for telecare in Wales. We found out:

- There is a requirement for **engagement** with telecare providers, partner organisations, service users and industry to ensure that the existing and potential future scope and benefits of telecare are understood and communicated.
- We need to provide **support to telecare providers through the process of transferring their services to digital technology**. Using this as an opportunity to **implement a more common approach** to service delivery, improving services and simplifying the implementation of both the current digital shift and any future telecare developments.
- We should **promote and supporting TEC development** to ensure that telecare services continue to evolve, taking full advantage of digital technology as part of a wider integrated TEC offering.

77,000

Total number of Telecare service users in Wales

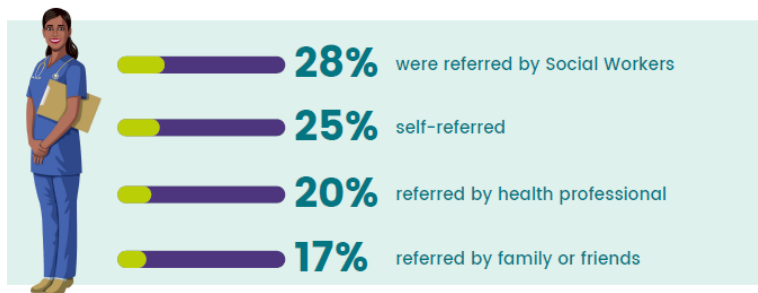


34% of the entire Welsh population aged over 85 use Telecare

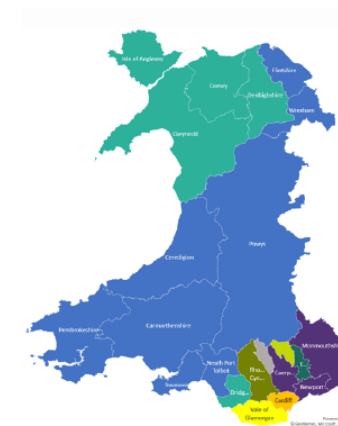


Take up between local authorities differs by a factor of 4

Per 1,000 people, Monmouth has 43 telecare service users and Wrexham 164



The average weekly cost for Telecare is £3.16; the cheapest is £1.10 and the most expensive is £4.50, despite offering the same level of service



7 Alarm Receiving Centre's (ARC's) in Wales, 2 local authorities use ARC's based in England



Delta Wellbeing and Galw Gofal have approximately 50,000 Telecare connections between them, 65% of the market share

Demographics

The number of people accessing care services in Wales is rising and factors such as demographic change will lead to further increases in demand as people live longer and require more health and care services.

Based on analysis contained within a 2017 Telecare Feasibility Study, undertaken by Deloitte for the Scottish Government, it is suggested that at least 1 in 3 people aged 75+ could potentially benefit from telecare. Currently in Wales, national telecare uptake rate is less than 1 in 5 for people aged over 75.



TEC Cymru analysis suggests currently there could be in the region of 160-170 FTE telecare call handlers across Wales. If this modelled increase in service users was to occur over the next two decades, then without any changes to how the services are provided, this could result in the need for an additional 50 FTE call handlers. This would increase staff recruitment and financial pressures – both of which are already significant issues for providers.

Telecare Programme 'at a glance'

Programme Missions



Ensure **Telecare services in Wales are fully 'digitally enabled'** comfortably ahead of the 2025 deadline

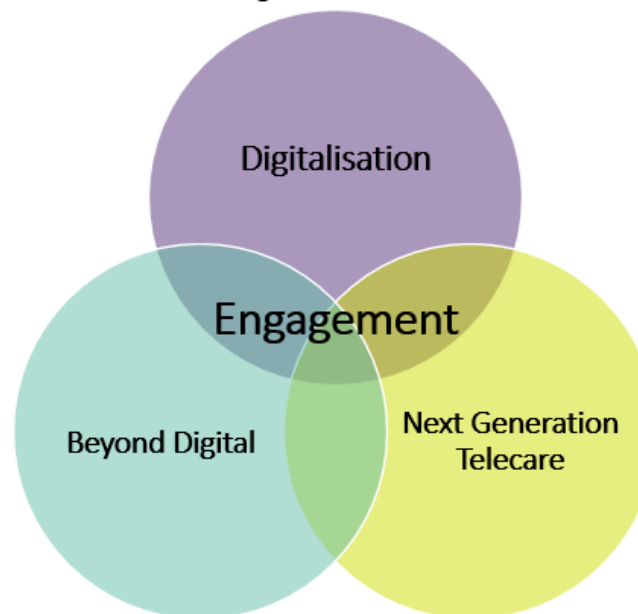


Welsh Telecare services use common data standards and interoperable protocols allowing for greater opportunities for widespread TEC adoption, shifting the narrative from reactive to proactive care



Telecare services across Wales produce consistent business intelligence data, enabling a culture of high performance and measurable outcomes on the importance of Telecare in Wales to its citizens.

Programme Themes



Capabilities (Business Change)

Adoption of a Cloud/SaaS digital telecare ARC platforms	Device interoperability (telecare equipment and ARC platform)
Access to new data sets, looking at trends and insights for benefit metrics	Third party integration with health and social care platforms
Ability to view, download and edit telecare related documentation and toolkits	National training available to telecare professionals (and allied sector professionals)
New pathways embedded within a telecare service organisation	Access to wider TEC equipment that is interoperable with ARC

Programme Outcomes



A step change in **data exploitation** by Welsh telecare services



Accelerating a **convergence across Health and Care** services in Wales



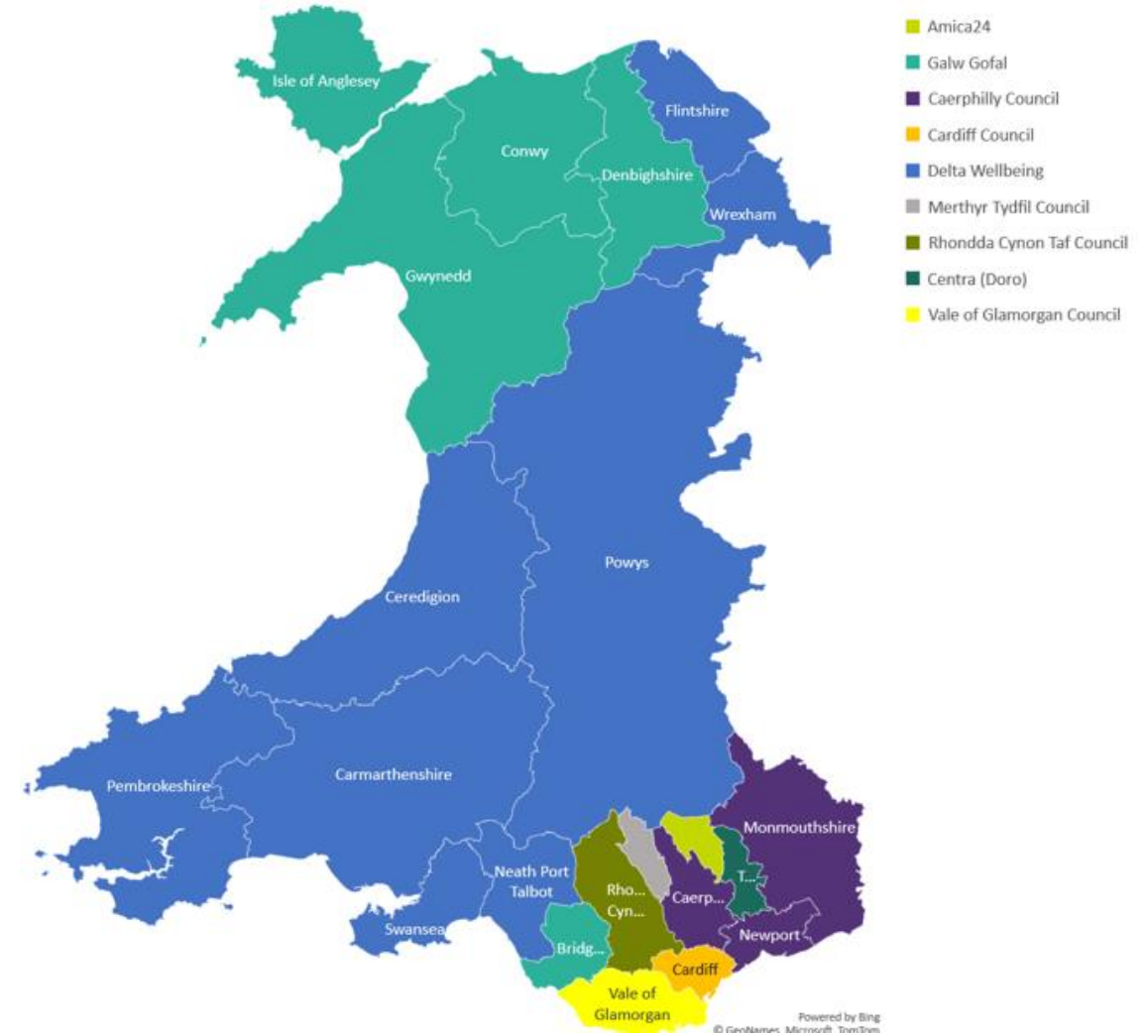
A more **equitable, accessible and sustainable** model of telecare



A set of **proactive model processes**, enabled by open, interoperable products and solutions

Strategic Theme 1: Digitalisation

The Telecare Programme Blueprint states that *“TEC Cymru will support all 7 Welsh Telecare ARCs to upgrade to ‘digital’ comfortably ahead of the December 2025 deadline.”*



Welsh Telecare Alarm Receiving Centre Alarm Receiving Centres (ARCs)

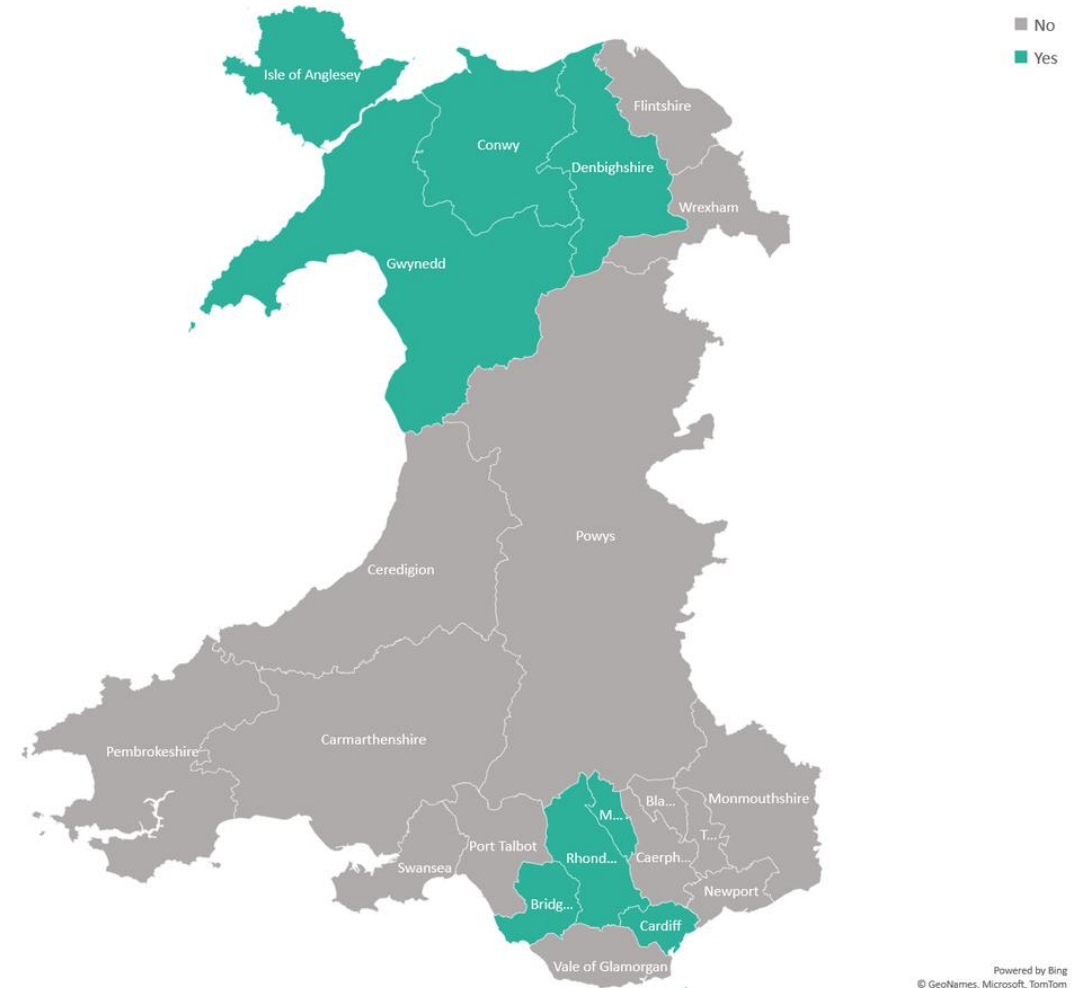
Initial adopters

Throughout 2023-24, TEC Cymru will take assist four Welsh councils to move towards the Shared Tenancy:

- Cardiff
- Galw Gofal (Conwy)
- Rhonda Cynon Taf
- Merthyr Tydfil

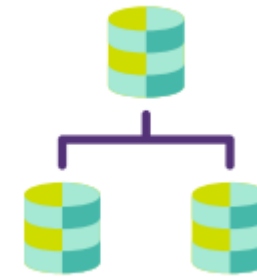


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Strategic Theme 2: Beyond Digital

The Telecare Programme Strategy states that *“Migrating from analogue to digital must be about more than a simple ‘like-for-like’ change. By not thinking ‘beyond digital’ there is a risk that services will remain stagnant, repeat the errors or omissions of the past, think locally rather than nationally, and fail to unleash the full potential telecare has for both citizen and service provider.”*



Minimum Telecare Dataset

TEC Cymru have made recommendations for a minimum telecare dataset to be established when service users are onboarded and during the full life cycle of their service



Business Intelligence Dashboard

TEC Cymru have developed proposals for a BI dashboard and implement a working prototype in the Vale of Glamorgan ahead of a Wales-wide rollout



National Common Telecare Record

TEC Cymru will pioneer the concept of a ‘common telecare record’ facilitated by the development of proposals for a minimum telecare dataset

The Wales Telecare Dataset (WTD)

TEC Cymru has active engagement with all 22 local authority telecare service leads. The Programme Strategy highlights “nothing we do will be done in isolation and everything we do will be driven by the desire to share knowledge and build better services for all”.

As services migrate to digital, TEC Cymru will deliver on its Strategic priority of ensuring a *‘step change in data exploitation across Wales’*.



A step change in **data exploitation** by Welsh telecare services

When telecare services migrate to ‘digital’ they will be provided dedicated help, support and resource to embed the WTD.

- Currently in development phase with DHCW Welsh Information Standards Board (WISB)
- Endorsement sought from Social Care Wales and ADSS Cymru
- The WTD will ensure a consistency in how telecare data is collected, stored, displayed (BI Dashboard) and how it can deliver against benefit realisation plans
- This has been co-authored with our strategic partners, TEC Scotland



Wales Telecare Dataset

Minimum Telecare Dataset Index

Citizen Identifier

1. NHS Number

Citizen Information

2. Date of Birth

3. Postcode

4. Gender

5. Ethnic Group

6. Tenure of Household

7. Living alone

8. Next of kin recorded

9. Nominated keyholder identified

10. Language preference

11. Language preference for correspondence

12. Communications provider

13. Digital or analogue landline in place

14. Communication needs/difficulties

15. Health conditions

16. Where would service user be without telecare

Referral Information

17. Date of telecare referral

18. Source of telecare referral

19. Reason for telecare referral

20. Urgency of telecare referral

21. Type of telecare referral

22. Mode of telecare referral

23. Outcome of telecare referral

24. Date telecare assessment was carried out

Installation Information

25. Service start date

26. Service type

27. Device type

28. Reason for delay of installation

29. Installation Completion Date

Call Handling Information

30. Date of incoming call

31. Time of incoming call

32. Time of response to incoming call

33. Call event

34. Call reason

35. Call action

Proactive Services

36. Date of proactive outbound call

37. Start time of proactive call

38. End time of proactive call

39. Outcome of proactive outbound call

Response Service Information

40. Date of attended response

41. Time Response Officer notified

42. Time responder arrived at property

43. Attended response by response provider

44. Attended response by type of support required

45. Date responder left property

46. Time responder left property

Onward Referral Information

47. Date of notification of onward referral to other agencies

48. Reason for onward referral

49. The service contacted for onward referral

50. Notification or referral to other agency/agencies

Review/Reassessment Information

51. Date of telecare review

52. Outcome of telecare review

Withdrawal of Service Information

53. Telecare service withdrawal date

54. Reason for withdrawal



Business Intelligence Dashboard

Call Volume

01/10/2022 02/03/2023

Operators

Operators Weekly

Call Response

Response - Locations

Clients

Devices

TSA

LC Calls Analysis

LC Analysis

Cost Avoidance

Average Calls Daily

Day	Average Calls
Monday	165
Tuesday	156
Wednesday	175
Thursday	167
Friday	157
Saturday	145
Sunday	136

Average Call Volume by Reason

Reason	Volume
False Alarm***	265
OOH***	126
Test Call	108
Failure***	107
Emergency Call***	65
General***	46
NEC - Access***	31
On/Off Site***	18

Hourly Average Call Volume

Hour	Average Call Volume
21:00	4
18:00	5
15:00	7
12:00	8
09:00	9
06:00	11
03:00	11
00:00	10
	9
	8
	8
	7
	7
	4
	4
	3
	3
	3
	4
	4
	3

Inbound Calls

23,720

Ave. Response Time (secs)

49

Answered < 60 seconds

80.9%

Answered < 180 seconds

93.9%

Call Volume

03/10/2022 22/03/2025

Operators

Operators Weekly

Call Response

Response - Locations

Clients

Devices

TSA

LC Calls Analysis

LC Analysis

Cost Avoidance

Ave. Response (mins)

28.14

Responses

741

Parish	Count of Postcode	Average of #Total Response Minutes
Barry	292	20.91
Penarth	126	34.28
Llantwit Major	76	31.63
Dinas Powys	47	54.28
Cowbridge with Llanblethian	40	29.45
Rhoose	37	30.11
Sully and Lavernock	35	21.83
Llandough	31	23.94
Llandough	22	24.27
Wenvoe	9	17.78
St Athan	6	28.00
St. Bride's Major	5	50.20
Llan-maes	4	35.50
Penllyn	3	37.67
Ewenny	2	29.50
Pendoylan	2	53.00
Peterston-super-Ely	2	41.00
Llancarfan	1	31.00
Llandow	1	35.00

Responses by Age

Age Group	Count
85+	70
75-84	274
65-74	69
50-64	19
<50	9

Total Responses by Call Type

Call Type	Count
Fall management	148
Accidental activati...	105
In-person assista...	99
Locate service us...	70
No assistance req...	21
Not Answered	15
Stand Down	11
Nominated contac...	11
Welfare Check	11
Inactivity Alarm	4
Emergency	1
Locate service us...	1

Active Clients

2680

New Clients This Month

41

Ended This Month

28

Max Contract (Years)

26

Ave. Contact (Years)

6

Average Age

86

Call Volume

08/07/2011 12/06/2023

Operators

Operators Weekly

Call Response

Response - Locations

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TSA

LC Calls Analysis

LC Analysis

Cost Avoidance

Clients starting Monthly

Month	Number of Clients
April	55
May	40
June	41
October	67
November	71
December	84
January	61
February	64
March	67

Start and End

Month	Started	Ended
January	61	7
February	64	7
March	67	8
April	56	8
May	40	8
June	41	8
October	67	28
November	71	12
December	84	35

Active Clients

2680

New Clients This Month

41

Ended This Month

28

Max Contract (Years)

26

Ave. Contact (Years)

6

Average Age

86

Call Volume

Operators

Operators Weekly

Call Response

Response - Locations

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LC Calls Analysis

LC Analysis

Cost Avoidance

Total Number of Calls	April	May	October	November	December	January	February	March	Total
	114	92	33	71	98	127	91	114	740

Time To Mobile	April	May	October	November	December	January	February	March	Total
	14.68	5.14	5.30	4.55	6.91	4.60	4.16	16.00	8.26

Journey Time	April	May	October	November	December	January	February	March	Total
	32.53	21.11	32.45	17.28	20.12	18.81	17.91	19.54	21.85

Total To Attend Call	April	May	October	November	December	January	February	March	Total
	34.58	26.25	37.76	21.83	27.03	23.41	22.08	35.67	28.17

Time At Call	April	May	October	November	December	January	February	March	Total
	48.96	36.52	41.73	54.00	55.82	57.18	47.20	38.97	48.14

Total Call Time	April	May	October	November	December	January	February	March	Total
	83.54	62.77	79.48	75.83	82.85	80.59	69.27	71.05	75.77

Fall With Discharge At Scene	April	May	October	November	December	January	February	March	Total
	19	16	12	23	29	35	25	46	205

Unique Fallers	April	May	October	November	December	January	February	March	Total
	13	15	11	20	25	31	20	27	131

Cost Avoidance per Unique Faller	April	May	October	November	December	January	February	March	Total
	45,586	52,599	38,572	70,132	87,665	108,704	70,132	94,678	459,362

Falls Monthly

Month	Number of Falls
April	19
May	16
October	12
November	23
December	29
January	35
February	25
March	46

Total Falls

255

Ave. Response

21.8

Cost Avoidance

459,362

Cost Avoidance Monthly

Month	Cost Avoidance
April	45.59K
May	52.60K
October	38.57K
November	70.13K
December	87.66K
January	108.70K
February	70.13K
March	94.68K

Strategic Theme 3: Next Generation Telecare

Soon, Welsh citizens and their support network will demand more intelligent and efficient telecare/TEC solutions. There has long been an associated stigma with the traditional 'red button' pendant being a 'badge of infirmity'. To move towards a more proactive model of service delivery, both equipment and service models need to evolve, and TEC Cymru will help support and influence this with a series of interrelated projects, post digitisation.



Response Services

There are only 10 local authority areas in Wales covered by a Response Service, each operating in a disparate fashion. If we can consistently deliver a Response Service, then there would be considerable savings afforded to Welsh Ambulance Service Trust (WAST) and the wider NHS.



Smart TEC Solutions

Reactive equipment and models of service delivery will always be required (a backstop), but as digital (smart) TEC becomes mainstream, we will explore its potential in helping to shape and change service delivery models to be more preventative by nature. Solutions such as activities of daily living sensors have huge potential in addressing capacity issues in the social care workforce.



Telehealth Solutions

Working with our partner programme in TEC Cymru, we will explore how medical devices can play an active role in supporting telecare users, developing a suite of products and solutions with appropriate service wrap around for the citizen.



Proactive Alerts

By becoming more 'proactive' in their approach, telecare services will experience significant resourcing issues and will need strong links into health and social care via new pathways (or modifying/enhancing existing ones). TEC Cymru will help to support services make this transition, looking at exemplar services already in place within Wales, the UK and internationally.

Diolch | Thank you