



This report will examine some of the key achievements and successes from year 2 of the ICF bid



Gweithio dros Gaerdydd, gweithio drosoch chi
Working for Cardiff, working for you





“Prior to becoming a customer of Telecare Cardiff, I was on the floor for over 6 hours following a fall. When I fell recently, Telecare Cardiff responded to me within 20 minutes. The service has proved vital to me and my family, the peace of mind knowing someone will respond to me 24 hours a day is invaluable.”

Mrs Jones - Telecare Cardiff Service User

Introduction

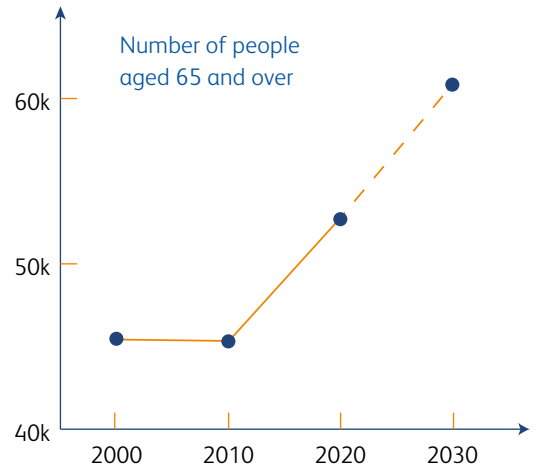
Telecare Cardiff have been successful in achieving a bid from the ICF. The bid equates to £450k in total, to be paid over a three year period. This will allow Telecare Cardiff to offer free equipment to **all** potential new service users. The equipment will not be limited to the standalone Lifeline Alarm and pendant, it will be for **all** the devices within our inventory. This will include all of the peripheral sensors such as smoke detectors, carbon monoxide detectors and bed sensors to name a few.

Each person who refers into Telecare Cardiff will be asked to complete an assessment. The assessment has been revamped to include risks associated with living at home. When certain risks are highlighted, telecare sensors will be offered as part of a ‘prescribed package’. This ensures that Telecare Cardiff will place a greater emphasis on a ‘**person centred approach**’. The service user will still be responsible for paying the ongoing cost for the service, although there is certain criteria that could enable individuals to have this covered.

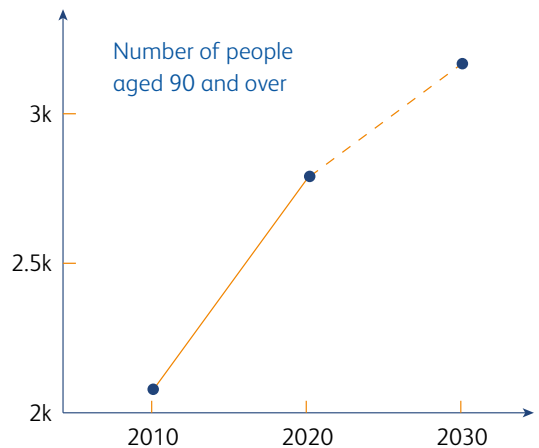
Telecare Cardiff has historically been seen in two different areas, Telecare & Telecare+. With the barrier of one-off cost lifted, we are hoping that more people will be in receipt of improved, bespoke packages, which include peripheral sensors tailored for them.

Collaboration has been identified as one of the key components for success within the 3 year timescale of the bid. This will include working closely with our partners in Health and Social Care. Telecare awareness training sessions will be delivered throughout the length of the bid in the Smart House to encourage health and social care workers to learn more about the benefits of telecare.

Ageing Population

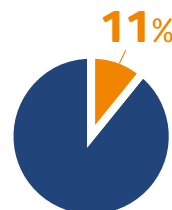


Over the last **10 years** there has been a **13% increase** in people living in Cardiff over the age of 65



Individuals **over the age of 90** rose by **57%**!

We currently have **5,057** service users (minus sheltered customers)



Of people living in Cardiff over the age of 65, we currently have **11%** of them in receipt of our telecare service

Results



86%

strongly agreed that they improved their knowledge of the telecare service



74%

strongly agreed that they learned new skills that they will be able to apply within their role



83%

strongly agreed that the course was enjoyable



81%

strongly agreed that the course was relevant to them and their role

Telecare awareness training

The main aims and objectives of each session were to increase people’s awareness and understanding of telecare as a means of supporting safe, independent living at home. There has been massive changes to existing processes in terms of funding, allocating technology and the overall application process that had to be communicated to the attendees. The main focus of the sessions was to inform those in attendance that all telecare equipment was now free due to the success of the ICF bid, and following assessment would be provided to those in need of assistive technology.

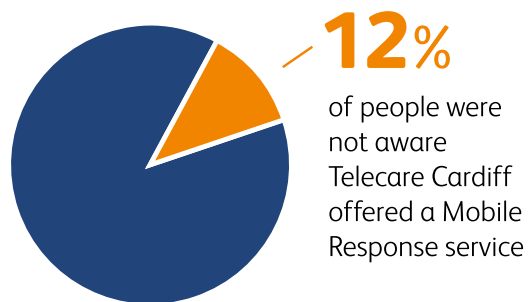
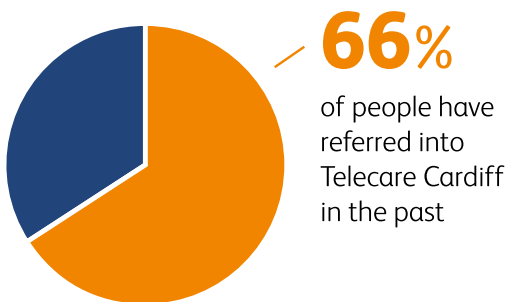
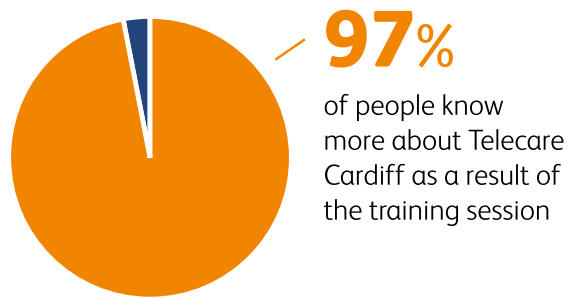
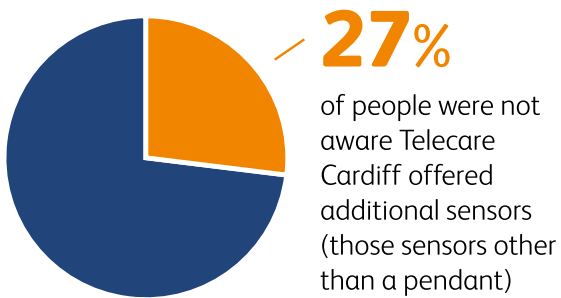
Training sessions were delivered every week of the year 1 bid, however we decided for year 2 to make these sessions monthly. There is a genuine need to increase the awareness and understanding of our service across those who work in front line services.

There were various methods used to ensure that the sessions were worthwhile and interesting to those in attendance. The sessions began with introductions in the living room within the Smart House. It was an opportunity for the attendees to introduce themselves and network, as there is a lot of cross over between certain roles.



“It was great to learn about all of the different technology that can be put into someone’s home to make them feel safe. The course was fantastic and delivered with enthusiasm and care.”

Sian - Community Hubs Officer



Installations

1331

New connections

229 or 22%

Opted for the **Contact Only service**

308

Existing customers received **additional assistive technology**

794 or 78%

Opted for the **Mobile Response service**

Supporting our existing service users

As well as using the ICF to provide free equipment for new customers, we also continued to support our existing customer base.

Following an assessment over the telephone with our Customer Care Team, existing customers could receive additional support through the use of assistive technology.

Since March 2019, we have visited 308 existing customers and installed new technology within their home, upgrading their TEC ‘prescription’ to be more bespoke and tailored to the individual.

From fall detectors to bed and chair sensors, we are continuing to provide technology solutions to the most vulnerable of individuals, ensuring they are supported in remaining safe and secure within their own home.



Equipment connected

From March 2019, we have installed a variety of different devices and equipment to assist our customers within their own home. The most popular equipment is highlighted below.

Lifeline Vi

Lifeline alarm unit connected to the telephone socket within the home

1017



iVi Fall Detector

Peripheral device, has a built in fall detector algorithm which detects hard falls

248



Keysafe

Police approved keysafe to allow access to multiple health care professionals

**235 installed by our partners in Care & Repair*

475*



Some of the other assistive technology devices we installed are below

Smoke Detector 76



CO Detector 44



Bogus Caller 12



Bed Sensor 43



Universal Sensor 141



Epilepsy Sensor 8





Next year...

We will continue to offer assistive technology for FREE to all customers. This way we can continue to offer this great service and reach more people. The person centred approach is one being adopted by multiple telecare providers across Wales and the rest of the UK.

There are numerous factors to take into consideration when we look to the future as the landscape is altering in a major way. With the advent of the digital transition from the existing analogue set-up, many challenges will be faced.

Over the next year, preparations for the digital transition will be ramped up, and new technology will be procured using the funds we have from the ICF. Some examples are highlighted below:



Activity Monitoring System

We procured 12 activity monitoring systems with funds from year 1, that will be trialed with the Home Carers at the Community Resource Team. The aim of the pilot is to use the data gathered from an individual's daily movement pattern and develop a tailored care plan. This could lead to significant cost avoidance figures.



ARMED pilot

20 polar loop devices and smart phones will be distributed to telecare customers. The watches detect sleep pattern, heart rate variability and mobility (steps and inactivity stamps). The data is fed into a cloud, and algorithms detect abnormalities which may lead to a person falling, or suffering from an acute illness.