

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **JOINT HOUSING & SOCIAL AND HEALTH CARE
OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY 6 FEBRUARY, 2014**

REPORT BY: **DIRECTOR OF COMMUNITY SERVICES**

SUBJECT: **TELECARE**

1.00 PURPOSE OF REPORT

1.01 This report is designed to provide members with an update regarding:-

- Progress of the regional call monitoring arrangements (Galw Gofal);
- The current level and nature of Telecare provision within Flintshire;
- Regional progress regarding the roll out of telehealth and current partnership working in the context of a call for bids towards national fund monies.

2.00 BACKGROUND

2.01 Telecare is well established as a social care service which plays an important part in supporting people to live independently in their own homes using a wide range of assistive technology.

2.02 Telecare not only refers to those elements of equipment that were traditionally provided as part of standard community alarms systems by housing departments, but also covers a diverse and varied range of equipment.

2.03 To support Telecare roll out in Flintshire in March 2006, Llwynegrin Lodge on the County Hall site was opened to demonstrate the use of Telecare and its many benefits. We additionally employed a temporary Telecare Officer to support roll out at the time. This post has since become permanent and is a core part of the Reablement service offered to clients.

2.04 Some telecare equipment provided is standalone, whilst other pieces are connected and are monitored through the regional call monitoring arrangements.

3.00 CONSIDERATIONS

Regional Call Monitoring Update

- 3.01 Galw Gofal (hosted by Conwy Borough County Council) became operational on 1st June 2011 and acts as a regional call monitoring centre for telecare and community alarms. The project created the merger of three existing call monitoring centres; Conwy Careline, Gofal Môn and Flintshire Carelink. Galw Gofal provides a fully bilingual regional call monitoring service.
- 3.02 Galw Gofal has a wide database of contacts and information relating to each customer and, due to the delivery of a life critical service, works closely with all emergency services and civil contingencies officers within the region.
- 3.03 In Flintshire the service monitors 2,620 social alarms, 1965 telecare connections and 54 lone worker connections. The service also provides an 'out of hours' service for the following service areas in Flintshire; Environmental Services, Highways, Homeless, Housing, Key-holders, Property Maintenance and Public Protection.
- 3.04 The volume of calls for Flintshire for 2012/13 was 120,251 alarm and telecare calls and 7,151 'out of hours' calls.
- 3.05 10 compliments were received from Flintshire Customers regarding this service, including thanks for urgent responses and support to access emergency services when this was relevant.
- 3.06 10 complaints were received from Flintshire customers regarding this service, 5 of those were upheld and the lessons learnt implemented in the development of the service
- 3.07 Galw Gofal is accountable to the Joint Partnership Board which includes representation from all Partner Local Authorities. Galw Gofal exceeded all Telecare Services Association (TSA) Code of Practice standards in 2012/13 and succeeded in retaining the Telecare Service Association (TSA) accreditation for call monitoring.
- 3.08 Since the inception of Galw Gofal, Flintshire has seen an increase in connections but has managed to maintain costs at the level set in 2011.
- 3.09 Flintshire representation on the relevant groups will continue to work with partners to support ongoing efficiencies and to ensure that this service remains cost effective when compared to benchmark costs of other providers.
- 3.10 In 2013/14 Galw Gofal has piloted small projects in order for the partnership to consider the benefits of widening the remit from call

monitoring. The partnership will consider the cost benefit of any more permanent developments and how these link with the regional priorities of the North Wales Regional Telecare Board.

Telecare

- 3.10 As of the 31 December, 2013 Flintshire had 1037 telecare installations in place across all service groups. The vast majority of installations (939) support frail older people or adults of working age with a disability.
- 3.11 The remaining installations support individuals with a Learning Disability (52), individuals with a Mental Illness (14), Carers (20) and other vulnerable adults (20).
- 3.12 New telecare installation service starts run at nearly 30 a month. This level of activity reflects the central role that telecare in its various guises plays in supporting adults in Flintshire.
- 3.13 In 2014/15 Adult Social Services will be aiming to further develop telecare across all service areas, but with a particular focus within Learning Disability Services. Acknowledging the need to support some individuals with specialist needs with overnight care, it is considered that there are opportunities to support greater independence through the use of specialist telecare equipment.
- 3.14 As a department we acknowledge the need to support individuals and families through any changes.
- 3.15 Examples of equipment provided to individuals are shown in Appendix 1 and Appendix 2 shows the information leaflet shared with service users.

Regional Telecare & Telehealth Working

- 3.16 A Telecare, Telehealth and Assistive Technology Board including representation from all local authorities and BCUHB partners oversees developments on a regional basis.
- 3.17 Announced immediately before Christmas and with a challenging timescale for bids the Welsh Government has recently announced a call for applications for capital investment in Health Technology & Telehealth. In accordance with the bid criteria the fund aims to drive forward the adoption of currently available technologies in new settings and to new uses.
- 3.18 The Regional Board aims to submit a bid covering investment in specialist equipment across a number of specialist groups including individuals with dementia, those individuals in transition and

individuals with a learning disability. The project will be used to demonstrate the benefits of the technologies in specific areas of North Wales with learning shared across all partners.

4.00 RECOMMENDATIONS

4.01 Members are asked to note this update of local and regional telecare and telehealth developments.

5.00 FINANCIAL IMPLICATIONS

5.01 Investment in Telecare from 2006 to the present date has been central to the Independence agenda in Flintshire.

5.02 It has contributed to our ability to sustain individuals within their own homes, and therefore contributes to a reduction in the numbers of individuals requiring residential care and associated costs.

6.00 ANTI POVERTY IMPACT

6.01 Telecare continues to support vulnerable citizens with the use of low level preventative services and hence avoiding more complex and costly services in the future for some individuals.

7.00 ENVIRONMENTAL IMPACT

7.01 None arising directly from this report.

8.00 EQUALITIES IMPACT

8.01 None arising directly from this report.

9.00 PERSONNEL IMPLICATIONS

9.01 None arising directly from this report.

10.00 CONSULTATION REQUIRED

10.01 No consultation is arising directly from this report.

11.00 CONSULTATION UNDERTAKEN

11.01 As above.

12.00 APPENDICES

12.01 Appendix 1 Examples of Telecare Equipment used

12.02 Appendix 2 Telecare leaflet

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS

None.

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