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The role of technology in the delivery of health and care

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1st March 2018**



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What is Technology Enabled Care ?

Technology enabled care services refers to technology such as telecare, telemedicine and self help apps (ehealth) that help people to manage and control chronic illness and support independence

Background

As the population ages and the prevalence of long term conditions increases telecare is being used more frequently to assist older people and those with chronic health problems to maintain their independence and continue to live in their own homes.

The Care Act 2014 placed greater emphasis on prevention, wellbeing and independence, evidence shows that Technology Enabled Care can play a role in supporting a more personalised approach to care and support.

The NHS Five Year Forward View, sustainability of the NHS depend on a radical upgrade in prevention, how we adapt and innovate to take advantage of technology will be a key element of this upgrade.

Benefits of Tele health and Telecare

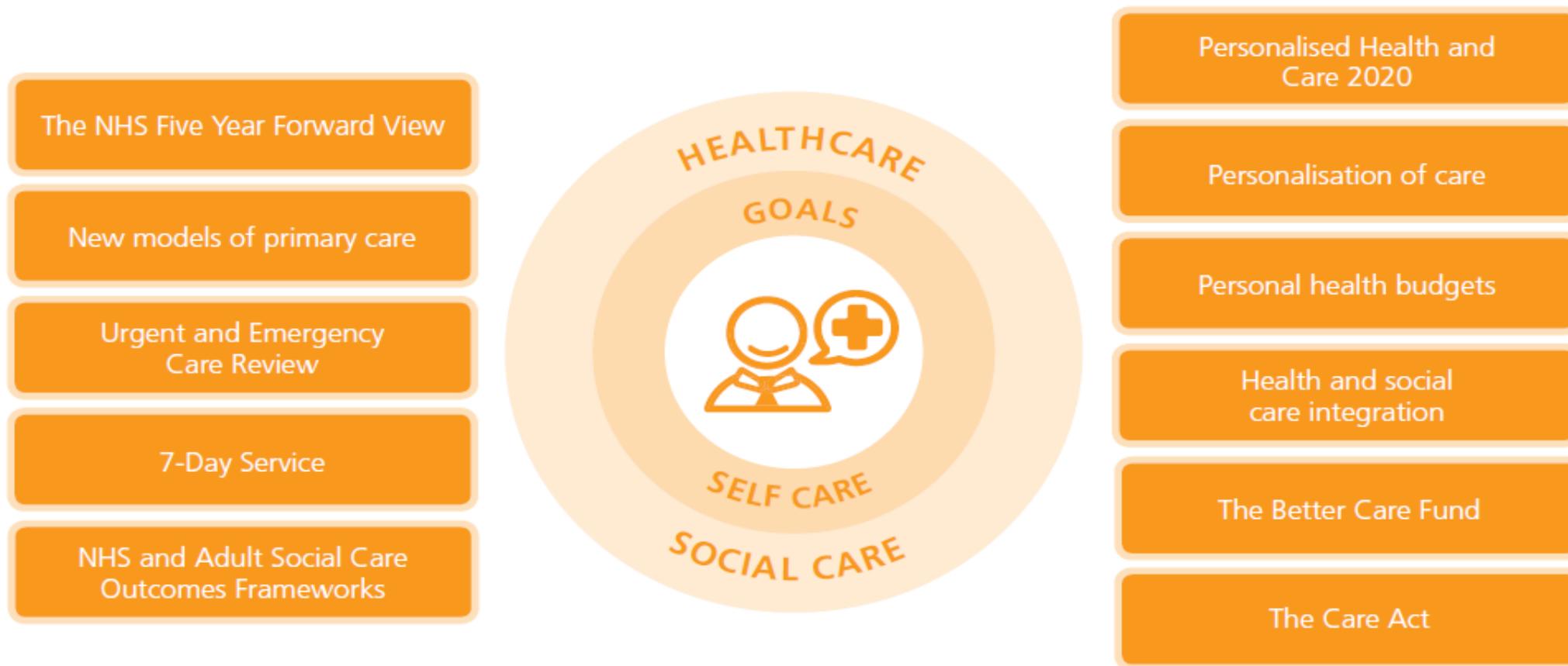
Care technology (telecare, telehealth, eHealth, digital health) when intelligently deployed has a growing track record of delivering high quality care whilst reducing the cost of provision.

There is an increasing number of best practice services that have demonstrated that high quality services, when provided in the right way can deliver higher standards of care sustainability and for a lower cost.

Telecare is often effective in helping to prolong independent living and increase safety (as part of a balanced package of support).

(White Paper – Putting people First: Commissioning for Connected Care, Homes and Communities October 2016)

POLICY CONTEXT





Technology Enabled Care –
beyond pendant alarms

HOW CAN TECS SUPPORT INTEGRATED HEALTH AND SOCIAL CARE?

TECS supports an individual's health and social care needs from birth to death. It can enable providers across the health and social care system to give better access to care, improve communication, and enhance teamwork and efficiency. It can also support self-care.

Wellness

Complex Multiple Long Term Conditions

Pregnancy & first year of life Conception to age 1 700,000 births	Childhood Age 1 – 11 6.5m people	Adolescence Age 12 – 16 3m people	Young Adulthood Age 17 – 39 16m people	Middle Age Age 40 – 64 17.4m people	Older Years Age 65+ 9.3m people
<p>Telehealth monitoring of high-risk pregnancy.</p> <p>Telecoaching to stop smoking.</p>	<p>Telecoaching for obesity, parental skills and exercise.</p> <p>Apps to help with management of LTCs.</p> <p>Telecare supporting parents of disabled children.</p>	<p>Apps for advice on diet and nutrition.</p> <p>Telecoaching for early smoking/drinking/sex.</p> <p>Text reminders.</p> <p>Teleconsultation supporting Child and Mental health Services (CAMHS).</p>	<p>Teleconsultation to facilitate access to services.</p> <p>Mobile telehealth for LTCs.</p> <p>Telecare supporting independence of adults with physical and learning disabilities.</p> <p>Teleconsultation for convenient access to mental health specialists.</p>	<p>Telehealth to manage LTCs such as COPD, CHF and other early onset chronic conditions and support carers' health.</p> <p>TECS for screening.</p> <p>Apps and telecare providing advice, support and reassurance to carers.</p> <p>Teleconsultation to support familial and carer contact.</p>	<p>Telehealth to support management of multiple LTCs and rehabilitation.</p> <p>Telecare to maintain independence and provide carer support.</p> <p>Teleconsultation to facilitate contact with friends and family to reduce loneliness.</p>

WHAT IS TECS?

TECS involves the use of technology to enhance care by capturing and sharing information in new ways.

The TECS programme aims to deliver better outcomes for patients by maximising the value of technologies that enable better communication between the patient, their carers and their care team. These technologies include:



Telehealth

Remote monitoring of patients in their own homes to anticipate exacerbations early and build their self-care competencies.



Telecare

Technologies in the citizen's home and communities to minimise risk and provide urgent notification of adverse events.



Telemedicine/ teleconsultations

Remote peer-to-peer support between clinicians and/or consultations between patients and clinicians.



Telecoaching

Telephone advice from a coach to support people by building knowledge, skills and confidence to change behaviours.



Self-care apps

Applications that raise awareness and help people self-manage.

These technologies complement services such as integrated digital care records and unified communications between health and social care teams. They also complement the use of Integrated Community Equipment Services (ICES) and the growing adoption of technologies in communities through the retail market. The National Information Board will publish proposals on the regulation, accreditation and kitemarking of technology of data-enabled services, including apps, by June 2015. The intention is to support innovation, consumer and professional confidence, and to enable GPs to be able to prescribe these technologies.¹



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A snapshot of Technology Enabled Care in Lewisham

All Lewisham GP practices offer online services to patients, including booking appointments, ordering repeat prescriptions and access to medical records.

Lewisham is currently the 3rd best performing CCG in London for the number of patients registering for online services. Also available are:

- Wi-Fi for public use in GP practices
- NHS 111 Online Programme
- Direct Booking in to GP Access Hubs

Technology Enabled Care in Lewisham - Linkline

Linkline – Assistive Technology Service

Lewisham's Adult Social Care operate an in- house community alarm and assistive technology service.

The Linkline Telecare service provides an emergency response service 24 hours a day, 365 a year to anyone who feels vulnerable or at risk. Many older people living alone and younger people with disabilities rely on the service to live independently in the community.

Telephone on response: Service maintains telephone numbers of family and friends. If called for help staff will contact relative/friend who will assist.

There are approximately **5,000** Linkline connections.

Linkline Activity



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Total number of calls received:

Monthly calls range between 14,500 to nearly 18,000

September 2017		
	calls	average visits
Day	376	7
Night	124	6
Average duration of each visit	30 minutes	

56% of calls are for an emergency, for example when someone has fallen.

Assistive Lifting

Linkline responders are increasingly being called out to help people up from off the floor after a fall (assisted lifting) Between April 2016 and November 2017 they were called out to provide assisted lifting 99 times.

Technology Enabled Care in Lewisham - Linkline

Just Checking

Just Checking is a simple on-line activity monitoring system that provides a chart of daily living activity via the web. Small wireless sensors are placed in the home and generate activity information based on the person's movements etc.

The information can be used as an assessment tool in planning individual care and support as it gives a clearer picture of a person's capabilities and actions when they are alone and the effect of services and other interventions.

Telecare – additional services

A variety of additional equipment, in the form of sensors can also be added to the basic alarm package. These sensors protect against environmental hazards – for example fire, flooding and the threat of intruders.

For someone with a cognitive impairment the equipment can assist in managing risks which may threaten their ability to live independently. This might include dangers associated with unlit gas appliances, carbon monoxide or where someone may be prone to walking away from home.

Lewisham Services - Linkline

“I feel Linkline services help me continue to be safe in my own home. I know if I need help at any time all I need to do is press a button “

“This service is a life saver and must not be taken away, I feel that I am not alone and someone is at the end of the line if I was to have a fall”

“This service allows my mother to live independently, knowing she can alert Linkline if any problems”

(taken from the Linkline consultation December 2017)

A snapshot of Technology Enabled Care in Lewisham – Online Tools and Apps

There are increasingly more online tools available, like the new Lewisham [free online quit tool](#) to support stopping smoking which you can access from your:

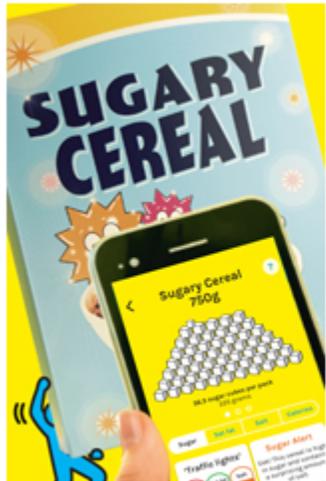
- Phone
- Tablet
- Computer

You can use the tool from home or work or anywhere else you have access to internet

- <https://www.smokefreelewisham.co.uk/services/iquit/>
- Meanwhile the use of ehealth apps is growing quickly, in 2016 the global number of mHealth apps reached 259,000 and is the fastest growing part of this industry. A mere 36 comprise of nearly 50% of downloads.

Popular Health apps

Change4Life Food Scanner app



The Change4Life Food scanner app is designed to show quickly and easily how much sugar, sat fat and salt is inside your food and drink – just by scanning the barcode.

- Get simple hints and tips to help you make healthier choices
- Look out for healthier snacks which get the thumbs up for being under 100 calories

[Download from iTunes](#)

[Download from Google Play](#)

One You Drinks Tracker app



Keep an eye on the booze and take control with free daily tips.

- Compare your drinking with the alcohol unit guidelines.
- Access simple tips and advice to help you cut down.
- See how much money you could save by drinking less.

[Download from iTunes](#)

[Download from Google Play](#)

The future - the rise of wearable tech



Future generation wearables



Snapshot technology enabled care – Summary

This snapshot highlights how technology can be a powerful tool in supporting people to look after their own health, enable better coordination of care and support prevention. However, there are some challenges to TECS supporting a whole health economy:

- Standalone systems that don't speak to each other
- Lack of consistency and take up
- Focus on outputs and not outcomes
- Not making the best use of apps and products that support self care
- Access to technology and digital skills
- Investment in the technology has not been sufficient to keep pace with new demand and developments in the sector.

Technology enabled care – taking this forward

To maximize the value of technology enabled care and address population health, Lewisham Health and Care Partners need to plan at a system level.

- Ensure that the digital agenda is aligned and supports self care and other digital initiatives.
- Improving how we capture and share information, how data from apps, wearables can feedback into the system
- Understand how TEC can complement provision of other services
- Harnessing the population health approach e.g. linking technology & data sets, risk assessment and predictive analysis.
- Scaling up examples of best practice