The role of telecare in integrated care delivery

> Kier Hardie Health Park is all about thinking differently, and providing a new way of delivering high quality care. Telecare is just one of the ways in which we're being more innovative in the services we offer, helping people to be more independent, and remain at home connected to their communities.

Sonia Lloyd-Williams, Independent Living & Review Manager, Merthyr Tydfil County Borough Council

The challenge

Kier Hardie Health Park at Merthyr Tydfil represents a breakthrough in the delivery of integrated care services. The £35m three-storey development, funded by the Welsh Labour Government, has been designed to address health inequalities for people living in Merthyr Tydfil by bringing together health, wellbeing and social care services under one roof for the first time.

Kier Hardie Health Park is home to:
- Community health and GP services
- Outpatient clinics
- Therapies including occupational therapy
- Community Mental Health Team.
- Children's services
- Learning disability services
- Dementia Day Care Service
- Community dentistry
- Initial Support Services
- Voluntary organisations, eg Alzheimer's Society

What role can telecare play in supporting the delivery of integrated services in the community?

What we did

Kier Hardie Health Park is the only health centre of its kind in Wales to integrate health, wellbeing and social care on such an extensive scale, under one roof.

Incorporated within the park is Number 24, a demonstration and assessment unit which gives users and professionals the opportunity to review a range of aids and specialist equipment. Number 24 comprises of a bedroom, bathroom, kitchen and living room fully equipped with daily living aids, security equipment and telecare.

Number 24 gives the public the chance to view and try equipment before it's installed in their own homes. It also provides a focal point for the delivery of training and awareness days to professionals, ensuring they are up to date with available solutions that may be of benefit to service users.

The demonstration suite is also used as an assessment facility, enabling OTs to work with users to decide which solutions will work best for them.

Number 24 also houses a sensory room, where people with sensory needs can try out appropriate Equipment, such as vibrating underpillow pads linked to a telecare system which will alert them if a smoke detector is activated during the night, for example.

Kier Hardie Health Park

Highlights

- Co-location has enabled integrated assessment and care
- Co-ordinated care is delivering efficiencies and better outcomes
- Demonstration suite has led to a rise in telecare assessments
- Telecare is delivering significant cost savings – over £32,000 for one individual

Results

The co-location of community teams has enabled assessments to be integrated and NHS staff to record on the same client database as social care staff, which improves communication, planning and reduces duplication. This arrangement has produced most of the advantages of integration from the service users' perspective, without a costly and protracted structural integration.

Co-location is also giving better co-operation between the hospital teams and re-ablement, providing efficiencies and better outcomes for patients. Delivering co-ordinated, preventative care provides a responsive and proportionate intervention which means that people's individual situations do not deteriorate to the point where they need longer term support.
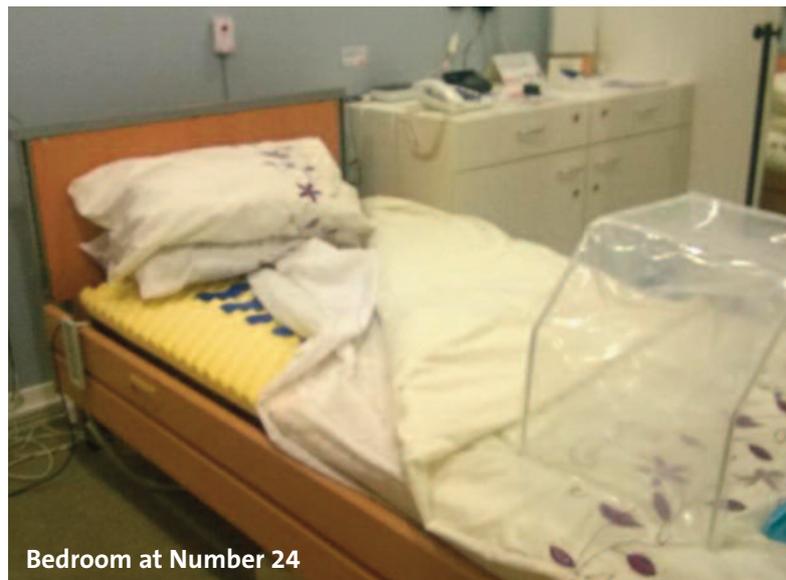
Number 24 has played a key role in raising awareness of the benefits of telecare with health and social care professionals, and has led to a rise in referrals and assessments. Having this demonstration suite available at Keir Hardie Park also makes it easier for the general public to find out about telecare and how it could support them.

Case study

Mr Jones is 88 and in June 2013 he suffered his second stroke, a left parietal lobe infarct which resulted in weakness on his right hand side and affected his speech. He also had other health concerns including high blood pressure and cholesterol and visual impairment.

After only a short period of rehabilitation in hospital, Mr Jones became distressed about being away from his family and despite the hospital therapist's concerns that his needs were too complex, he was discharged to his daughter's property. Mr Jones was completely dependent upon support for all personal care and had very limited mobility. He was in receipt of support from the Reablement Team and the Initial Response Support Team who worked with him over an eight week period to help him regain enough skills and strength to be able to return to his two-storey home.

Telecare played a key role in enabling Mr Jones to return home in September 2013. He remained at high risk of falls, therefore following an assessment a Lifeline home unit with fall detector and flood detectors were installed to help manage risks to his safety.

Bedroom at Number 24

As at July 2014 Mr Jones remains safely at home, and has said that he is very glad to be home and is really happy with all the services provided. **Supporting Mr Jones in the community has also proved to be a financially efficient solution, with residential care in Merthyr costing £465 per week. This totals £34,875 (23.02.13-02.08.14) and accounting for the cost of telecare, rehabilitation and home care (approximately £2,000) represents a saving of over £32,000.**

> " This case study highlights the joint system working between the various teams within Merthyr Tydfil CBC. All the services involved in this case worked jointly in order to provide a holistic and individualised approach focussing upon providing the best possible standard of care for this service user, and enabling him to return home where he wanted to be.
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> **Sonia Lloyd-Williams, Independent Living & Review Manager, Merthyr Tydfil County Borough Council**

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