Using PNC7 Service Manager to enable a rapid response telecare service

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The challenge

The South Ayrshire Care at Home Service (CAH) provides a range of services to help people remain independent and well at home, including supporting over 2,500 people with telecare. Working closely with the hospital discharge team and other stakeholders means systems are often required to be installed at very short notice. The service also needed to increase its connections to ensure its long-term sustainability. How has PNC7 Service Manager software helped CAH to redesign and streamline its processes, enabling faster installations and increased capacity?

What we did

South Ayrshire Health and Social Care Partnership secured funding from the Technology Enabled Care (TEC) Programme to invest in developing telecare services, including introducing PNC7 Service Manager software. Service Manager has been designed to support the efficient delivery of telecare services, keeping track of processes from end-to-end, through assessment, referral, installation, change requests, asset and battery management and decommissioning. Service Manager also enables the flexible reporting and recording of client outcomes, helping to evaluate the impact of the service.

CAH has been using Service Manager for almost a year, with staff accessing the software on their PCs. Prior to this, CAH were reliant on the Council's monitoring centre to input and access data, including processing referrals and creating new service user accounts.

Installing Service Manager means CAH staff have direct access to real time data, and can follow their own procedures, working directly with other services such as social care, the sensory team, and hospitals. This means telecare systems can be installed more quickly, and the CAH service has now been structured around this rapid turnaround.

Service Manager also means online self-referrals can be accommodated more easily, as they can be processed much more quickly.

> "Having Service Manager has enabled us to restructure our whole service, making processes faster, easier and more accurate and supporting more integrated working across health and social care.
>
> **Isobel Penman,** Reablement Hub Coordinator, South Ayrshire Health and Social Care Partnership

Staff have recently begun to use the scanning functionality of Service Manager, which enables them to manage assets easily and accurately, eliminating paperwork and avoiding the risk of inaccuracy inherent in manual data entry.

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Results

Service Manager software has quickened CAH's processes and provided the ability to access real time information. In turn, this has enabled the service to increase the number of installations achievable to an average of 70 per week and reach the target of supporting 2,500 connections, in line with the national target of increasing telecare use by 20%.

Equipment can be set up on the system within 15 minutes, which enables CAH to respond to urgent requests such as those from hospital discharge teams. A coordinator is now based in the hospital to ensure telecare is considered as part of care packages, and is used to help avoid delayed discharges as much as possible.

The team also works with other agencies such as Fire and Rescue and Social Care, with all services signposting to each other to provide an integrated approach. For example, the Fire Safety Officer may notice an individual without a smoke alarm, or one that is incorrectly fitted and can inform CAH who will update Service Manager accordingly and refer to the Social Work team. Likewise other teams will call in to CAH to ask for relevant information held on Service Manager to inform their care of service users.

The introduction of Service Manager has also driven efficiency through enabling better stock management, such being able to budget more effectively for battery replacement due to Service Manager's inventory functionality and the scanning system improving asset management.

Service Manager allows flexible reporting, which has enabled CAH to target proactive, preventative support to people who will benefit from it most, such as by running frequent activation reports to alow needs to be anticipated and in some cases avoid hospital admissions.

The software has also meant that CAH can accept online self-referrals, which has seen the number of people self-funding rise to more than 20%, with the remainder eligible for the service under COSLA critical criteria.

CAH continues to look at new ways of working, working with partners to improve the way health, social care and other services are coordinated and exploring new technologies as they emerge. The service is currently considering a 24 hour telehealth service, working with district nurses to help them manage caseloads and empower patients to self-care.

> "Without Service Manager we couldn't deliver our service in the way we do. It's enabled us to redesign our dated procedures to become more flexible, responsive and sustainable and able to accommodate early discharge and prevent hospital admissions, helping to manage demand for statutory services.

Isobel Penman, Reablement Hub Coordinator, South Ayrshire Health and Social Care Partnership

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