

## APPENDIX 2

### TELECARE PROVISION – EXAMPLES OF GOOD PRACTICE FROM OTHER LOCAL AUTHORITIES

A number of recent evaluation and impact studies of local level telecare programmes have reported impressive results in terms of Cost savings: -

#### Essex County Council

For example has invested £4 million in telecare equipment and support, and offers new users aged 65 and over a completely free service for one year.

#### Telecare in Scotland

Outcome	Target-2007-2010	Actual- April 2007- september 2007	Actual savings achieved
Hospital bed days saved by facilitating speedier hospital discharges	46,500	1,800	5,668 days. 517 discharges £1.7m
Reduced unplanned hospital admissions- bed days saved	Not available	Not available	13,870 days. 1220 admissions £3.34m
Care home bed days saved by delaying people being admitted	225,000	6,900	61,993 518 admissions £3.42m
Nights of sleepover care saved	46,000	1,250	£0.55m
Home check visits saved	905,000	107,000	£1.79m
Locally identified savings e.g. waking nights	Not available	Not available	£0.3m
Number of telecare users	13,505	6,005	7,902
Estimated verifiable savings as a result of the development	£43m	£2.9m	£11.5m

*Source: York Health Economics Consortium at York University/Scottish Government final evaluation report January 2009.*

#### Gloucestershire County Council

- Analysis of a two year project has revealed actual net savings of £405,088 across 55 users
- Extrapolating these average savings, the external evaluator shows potential health and social care net savings of £4.27m across 368 users.

#### Stockton on Tees Borough Council

- A draft evaluation was taken to the Adult care partnership board which showed that overall savings were estimate to be £300,199 net based on 300 clients
- The 13 month pilot directly supported the mainstreaming of telecare services in Stockton
- £400k funding over 2 years secured
  - £30k from the PCT
  - £100k social services
- 320 people using telecare (defined as 2 or more pieces of equipment. In addition there are 6,682 community alarm service users.

253 reviews (May 2009) had been completed at 6 weeks, a joint review with Social Work professionals stated that:

- 195 telecare installations will delay or have stopped a care/residential admission (77%)
- 38 telecare installations have resulted in no economic benefit (15%)
- 20 telecare installations have resulted in reduced domiciliary care hours (8%)
- 117 ambulance call outs saved

### **Northamptonshire County Council**

- This project explored the use of telecare in the homes of people with Dementia.
- A published study compared results from the project with a control group, including 100 older people with Dementia.
- The technology was found to be very reliable
- In all but one of the scored items carer stress scale score was lower
- People in the control group were 4 times more likely to leave the community
- Net equivalent savings over 21 months was £1,504,773.

### **North Yorkshire County Council**

The most powerful case to date, which has been highlighted specifically by the Department of Health as a thoroughly robust piece of work, is the North Yorkshire service, which estimates a sustainable 38% reduction in care packages where these packages are supported and enhanced by Telecare services.

The proportion of older people in North Yorkshire is increasing, as is the proportion with more complex care needs. If the County's previous model of care provision had remained unchanged, then costs would of increased by half by 2020.

North Yorkshire have estimated some savings by using telecare in place of traditional packages. Users rate telecare highly: 91% rate it as excellent or very good. The Council now has a target of including telecare in 15% of service packages.

As of June 30<sup>th</sup>, 2009, North Yorkshire had 12,265 telecare users, (levels 1, 2 & 3), of these approximately 20% were receiving level 2 and 3 services.

## COMPARISON WITH LOCAL PROVISION

If we take some basic comparators as a means of comparing North Yorkshire County Council (NYCC) with Halton in simple terms, this will allow us to make some “broad brush” comparisons that will indicate the potential impact of telecare services impact on Halton.

### Comparators

Comparator	NYCC (POPPI data 2008)	HALTON (POPPI data 2008)	%
Population 65+	115,800	17,100	14.8
Population 75+	55,300	7,400	13.4
Population 85+	16,000	1,800	11.3
Number of new clients assessed per month	5,205	1,085	20.8
Number of people admitted to permanent residential/nursing care	845	108	12.8
Number supported in residential/nursing care	4,068	505	12.4

These figures indicate that Halton is approximately 13% of the size of North Yorkshire and doing comparatively well in terms of demand for residential or nursing care, with rates of residential and nursing care admissions and placements being approximately 12.5% of the North Yorkshire rates.

As at June 30<sup>th</sup>, 2009, North Yorkshire has 12,265 telecare users, (levels 1, 2 & 3), of these approximately 20% were receiving level 2 and 3 services, therefore, using the “13%” comparator Halton should have **1,594 telecare users**, of these approximately **353** should receive level 2 and 3 services.

In Halton we currently have 1765 telecare users (Level 1,2 and 3), based on benchmarking with the North Yorkshire Service Halton have an additional 171 users.

However, when we compare the number of people on the level 2 and 3 services Halton should have 353 active users, currently we have 70.

Halton will need to increase the numbers of people on the level 2 and 3 services to achieve the level of success in the provision of telecare services as North Yorkshire and other good practice sites referenced.