

**Adults and Health Select Committee-Enabling  
You with Technology Transformation  
Programme update – 5<sup>th</sup> October 2022**

# Background

- Summer 2020 discovery phase with consultancy
- Telecare landscape in Surrey is varied but – build on existing arrangements
- “learning by doing”
- Surrey County Council and Mole Valley Life– one team approach
  - rapid discharge from hospital
  - Focus on frailty and reablement
  - Pilot a responder service

## Recommendations



Clear information  
about what helps



Simple monitoring  
and reporting



Sharing  
information



Kit Dispensary  
service



Communities of  
practice



Changing staffing  
approach



Data &  
Dashboards

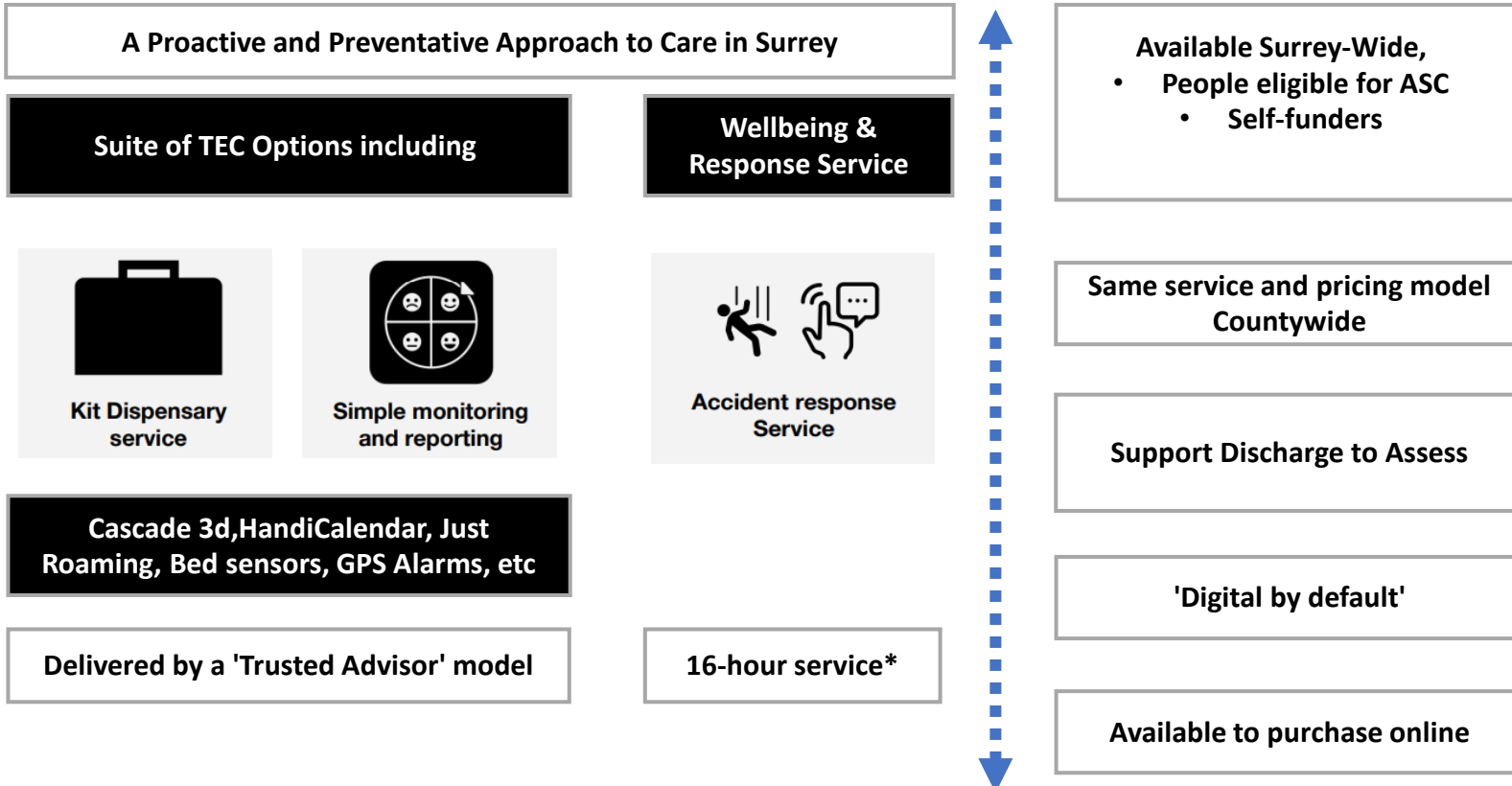


Accident  
response Service



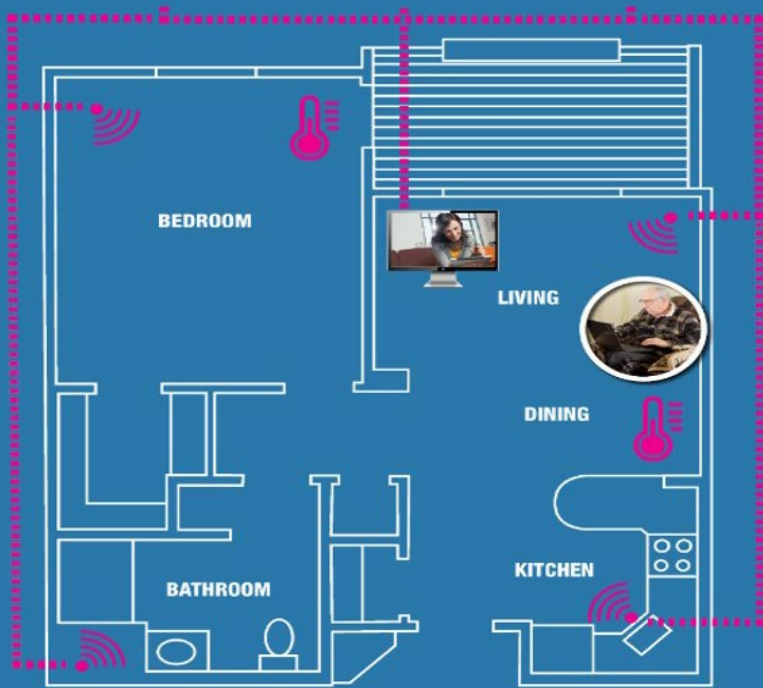
Digital-by-Default  
Processes

# Vision- where do we want to get to?



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\* initial trial



*Strategically placed unobtrusive sensors*



Area	Today	Average
 Bathroom	3 last visit 08:13	6
 Bathroom	8mins avg time	10mins
 Bedroom	3 last visit 09:12	4

Area	Today	Average
 Fridge	1 last opened 09:15	0
 Kettle	1 last use 09:16	2
 Microwave	1 last use 09:19	1

\* initial trial

# Benefits

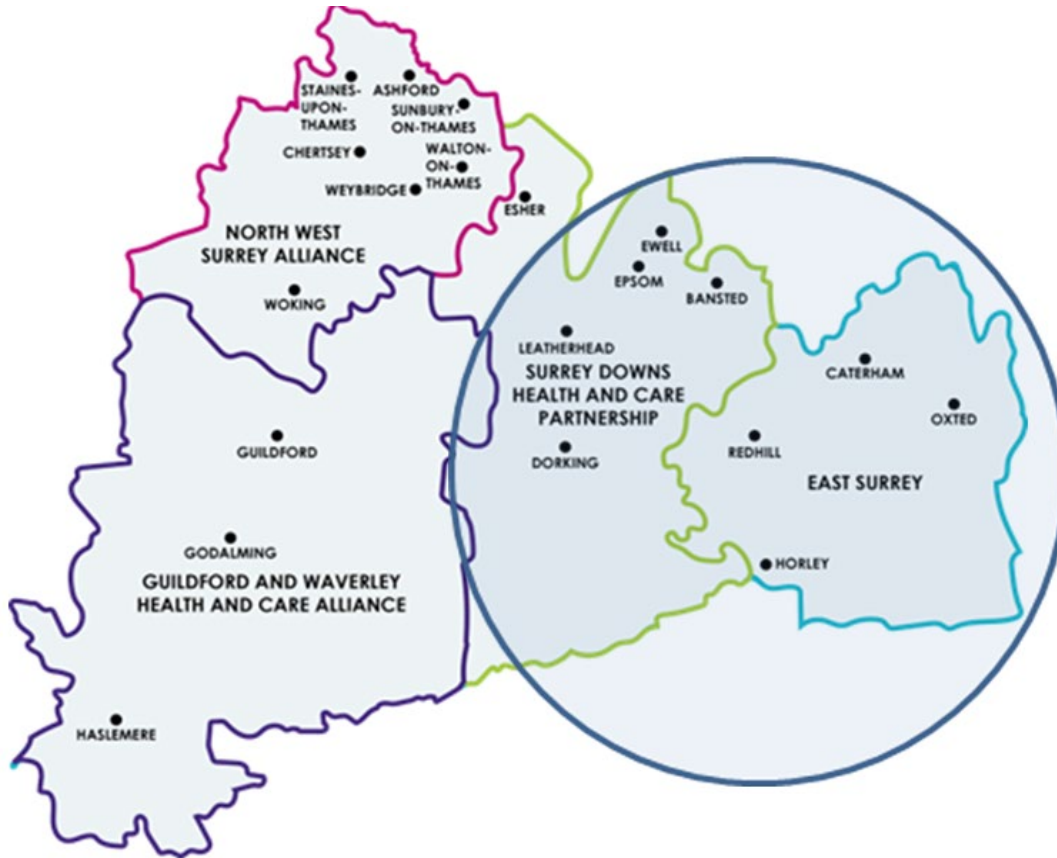
- Residents more independent and remain in own home for longer
- Early intervention for declining physical, mental health and wellbeing
- Reduced chance of deterioration and hospital visits from prolonged periods without intervention from a low priority ambulance call e.g. non injury fall
- Care practitioners make evidence based decisions
- Cost reduction across the health and care system through
  - Right-sizing adult social care support
  - Reduced ambulance call outs
  - Likely reduced admission and readmission to A&E

# Responder service

- March 2022, launched a responder service monitoring circa 4,500 telecare users (Circa 16,000 telecare users in Surrey using District and Borough Council TEC services)
- Worked closely with SECamb on the service model
- 16 hours from 6am -10 pm
  - Reduced ambulance call outs
  - Reduced admission and readmission to A&E
  - Currently operating in Mole Valley, Epsom & Ewell, Reigate and Banstead and Tandridge
  - Average response time 25 mins
- Funded to March 2023 through Surrey County Council Transformation funding
- Developing pathways with Urgent Community Responders
- Potential to upscale – dependent on existing technology/key safe access



# Responder service coverage for existing telecare users





# Responder service data – March to August 2022

## Response Times

Number of incidents attended within 45 minutes & 60 minutes (rural)	Number of incidents where attendance exceeded 60 minutes	Average time from time of call to attendance to an incident
336	0	00:25

## Initial Call Reason

Number of incidents attended broken down by reason code	
No Response	51
Fall - Non Injury	227
Fall - Minor injury	6
Fall - Injured	41
Re-Evaluation	1
Other	8
Medical - Ambulance	2
<b>Total</b>	<b>336</b>

## Call Outcome

Number of incidents broken down by incident outcome codes	
A - Accidental Use	28
B - Fall - Non injury	170
C - Fall, Ambulance	53
D - Fall, Injury Treated	10
E - Medical-Contacts/Relatives	1
F - Medical - Doctor/111	0
G - Medical - Ambulance	19
H - Personal Care	5
I - Stood Down	29
J - Ambulance Attending	5
K - Other Reason	16
<b>Total</b>	<b>336</b>

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