

Report of Director of Adult Social Services

Report to Executive Board

Date: 16th December 2015

Subject: Telecare Equipment for the Leeds Tele Care Service 2015/16

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is the decision eligible for Call-In?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Summary of main issues

1. In April 2010 Executive Board agreed to release capital expenditure of £3,000,000 for telecare equipment for Leeds Tele Care Service. The capital was to be released in issues of £1,000,000. The first £1,000,000 was released in April 2010. The second £1,000,000 was released in July 2012. By December 2015, this second capital release will have been spent.
2. The funds have been used to purchase telecare equipment to meet the demand resulting from an increase in requests for telecare from assessors. This increase in requests is the outcome of increased awareness of the benefits of technology to support older and disabled people to live independently, and of the promotion of telecare to assessors across health and social care as a cost effective, non-intrusive support, and the continued development of the range of types of telecare sensors available. In April 2010 there were 2,069 customers using telecare. In November 2015 there are 7,600 customers using telecare.
3. The impact of telecare on the cost of more than 600 individual care packages was monitored during 2010/11. Assessors provided information on the service they would have expected to have provided without the availability of telecare. An average cost deferral (saving) of £2,330 was identified in relation to the 12 months following installation.

4. The Director of Adult Social Services is seeking Executive Board authority to spend the final capital expenditure of £1,000,000 on telecare equipment for the Leeds Tele Care Service from December 2015.

Recommendations

That the Executive Board authorise the further approval to spend of capital expenditure of £1,000,000 for the Leeds Tele Care Service from December 2015.

To note that the Service Delivery Manager Assisted Living Leeds is the lead officer responsible for implementing the decision.

1. Purpose of this report

- 1.1 To seek Executive Board authority to incur capital expenditure of the final £1,000,000 on telecare equipment for the Leeds Tele Care Service from December 2015 in accordance with financial procedure rules.

2. Background information

- 2.1 Telecare is the continuous, automatic and remote monitoring of real time emergencies and lifestyle changes over time in order to support vulnerable people living independently. It is a development of the community alarm equipment which Leeds has provided for older and disabled people since 1986 through the "Care Ring" Service. Community alarms are considered as the "first generation" of monitoring equipment. Telecare is referred as the "second generation" of equipment.
- 2.2 Telecare sensors are placed around the home on ceilings, doors and walls or may be worn by the service user in the form of a pendant, watch or belt. Sensors include smoke detectors, flood detectors, fall sensors, medication dispensers and wandering alerts.
- 2.3 If a telecare sensor activates in an individual's home an alert is automatically raised to the Council's 24 hour Tele Care response centre, who will make contact with the service user to check on their safety. Often practical advice and reassurance is all that is required, but on some occasions a personal visit and or physical help may be needed. On these occasions the response centre staff will arrange the appropriate support by contacting a family member, providing a visit by the Tele Care mobile response service, or, if necessary, contacting an emergency service. The response centre holds relevant personal information about the service user and can identify which sensor in the home has activated to ensure the appropriate responses are arranged promptly.
- 2.4 Leeds City Council took the opportunity to develop telecare through the Preventative Technology Grant which was announced by the Department of Health in 2004 and was paid to Local Authorities in 2006. As a result a new service was established and significant experience and expertise has been gained.
- 2.5 In December 2008 a report was provided to ASC Directorate Management Team which outlined the progress made in and provided the justification for the delivery of

telecare to be supported by mainstream funding after the Preventative Technology grant expired.

- 2.6 The main financial justification for the service to attract mainstream Adult Social Care funding was the demonstration of the financial benefit that using telecare equipment was shown to make to other community care budgets. (ref 4.4.4)
- 2.7 From 1st April 2009 the Leeds Tele Care Service has been a mainstream service funded by Leeds Adult Social Care.
- 2.8 Since October 2010 the Tele Care Service started to install “3rd Generation” telecare equipment consisting of lifestyle monitoring systems and GPS location systems. GPS location systems are aimed at improving safety and independence outside of the home and work through using satellite navigation to locate the whereabouts of the user. These systems also include fall detection and an emergency button for the user to raise an alert to the response centre. The lifestyle monitoring systems are supplied by the Tele Care Service for a period of assessment to assist assessors when setting up a care package. The system consists of a number of small Passive Infra-Red (PIR) sensors which log the movements of a service user and uploads this onto a secure website for carers / professionals to analyse. Both the GPS systems and lifestyle monitoring systems incur a monthly subscription fee. The service currently has 110 GPS systems in use throughout Leeds.
- 2.9 A review of how telecare equipment is to be funded, once the full 3 million capital funding has been spent, will commence in financial year 2016/17. The review will look at service activity, annual spend on telecare equipment and staffing for each of the user groups that use the service, and consider which budgets have benefited from the reduction in demand by the provision of telecare. This review will be timetabled so that it is completed and recommendations are made to allow funding to be put in place before the existing capital funding is fully committed.
- 2.10 In 2014 a range of assistive technology (AT) services provided by the Council and the NHS were co-located in a single building to provide a “one stop shop” for customers and assessors and more joined-up, cost effective services for providers of AT .The second phase of this initiative will seek to bring in 3rd sector and private sector AT partners. This innovative approach will support Leeds in ensuring assistive technology is used effectively to provide personalised and cost effective services with a focus on prevention and reablement, to meet the needs of an ageing population.

3. Main issues

- 3.1 The direction of travel is to further stimulate demand for telecare via a process of increased promotion to service users and citizens in Leeds and training to staff in health and social care. Assessors are required to consider the merits of using telecare as a standalone service or part of a care package to support people to remain living independently in all their case work.
- 3.2 The increased use of telecare is part of a wider strategy to support older and disabled people in their homes for longer and to maximise the opportunities to effectively employ new technologies in health and social care.

- 3.3 The projected capital spent on telecare equipment for 2015/16 is £500K with the current available capital being committed by end December 2015.

4. Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 Two service user representatives from the user involvement group (Forum for Health Innovative Technology and Equipment) sit on the Leeds Community Equipment and Telecare Service Board and are involved at all levels in the governance and development of the services.
- 4.1.2 The user group are involved in the evaluation of products as part of the procurement process.
- 4.1.3 The Telecare Delivery Group meets bi-monthly as a multi-agency group whose aims are to promote the use of telecare, develop partnership working with NHS, Universities and Third Sector organisations to increase awareness of the service and its benefits and to monitor service performance via agreed service Performance Indicators.
- 4.1.4 Telecare equipment is selected, following an assessment, to meet the needs of the individual customer, and a range of equipment is available which is appropriate for use and cost effective.
- 4.1.5 Customer satisfaction questionnaires are completed at the 6 week service review and the annual review.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 An Equality Impact Assessment screening tool has been undertaken for the purposes of this recommendation, and has indicated that an EIA does not need to be carried out. There will be no adverse effect on any particular groups of people within the city by the proposal.

4.3 Council policies and Best Council Plan

- 4.3.1 The service contributes to the City Priority Plan 2011 to 2015, Best City for health and wellbeing: Supporting more people to live safely in their own homes and give people choice and control over their health and social care services.
- 4.3.2 The service contributes to the Council Business plan 2011 to 2015, Adult Social Care Directorate Priorities and Performance Measures by ensuring more people with poor physical or mental health remain living at home longer.
- 4.3.3 The service supports adults whose circumstances make them vulnerable to live safely and independent lives.
- 4.3.4 The service provides easier access to joined-up health and social care services.

4.4 Resources and value for money

Capital programme for Telecare:

- **Parent Scheme Number** : 15989
- **Title** : Telecare Adult Social Care Parent

4.4.1

Funding Approval :	Capital Section Reference Number :-						
Previous total Authority to Spend on this scheme	TOTAL	TO MARCH 2015	FORECAST				
	£000's	£000's	2015/16	2016/17	2017/18	2018/19	2019 on
			£000's	£000's	£000's	£000's	£000's
LAND (1)	0.0						
CONSTRUCTION (3)	0.0						
FURN & EQPT (5)	2000.0	967.1	382.9	0.0	0.0	650.0	
DESIGN FEES (6)	0.0						
OTHER COSTS (7)	0.0						
TOTALS	2000.0	967.1	382.9	0.0	0.0	650.0	0.0
Authority to Spend required for this Approval	TOTAL	TO MARCH 2015	FORECAST				
	£000's	£000's	2015/16	2016/17	2017/18	2018/19	2019 on
			£000's	£000's	£000's	£000's	£000's
LAND (1)	0.0						
CONSTRUCTION (3)	0.0						
FURN & EQPT (5)	1000.0		0.0	450.0	550.0		
DESIGN FEES (6)	0.0						
OTHER COSTS (7)	0.0						
TOTALS	1000.0	0.0	0.0	450.0	550.0	0.0	0.0
Total overall Funding (As per latest Capital Programme)	TOTAL	TO MARCH 2015	FORECAST				
	£000's	£000's	2015/16	2016/17	2017/18	2018/19	2019 on
			£000's	£000's	£000's	£000's	£000's
LCC Supported Borrowing	3100.0	967.1	382.9	450.0	600.0	700.0	
Revenue Contribution	0.0						
SCE (R)	0.0						
Departmental USB	0.0						
Corporate USB	0.0						
Any Other Income (Specify)	0.0						
Total Funding	3100.0	967.1	382.9	450.0	600.0	700.0	0.0
Balance / Shortfall =	100.0	0.0	0.0	0.0	50.0	50.0	0.0

4.4.2 **Revenue Effects:** there are no additional revenue effects caused by this scheme

4.4.3 Telecare products are purchased through a framework contract. A new framework is to be procured for implementation in June 2016

4.4.4 The impact of telecare on the cost of individual care packages was investigated in 2010/11. Assessors provided information on more than 600 customers regarding the service they would have expected to have provided without the availability of telecare. The cost of delivering the service was taken into account and it was demonstrated that in 30% of cases there was no change and 70% of cases generated a saving. An average cost deferral (saving) of £2,330 in the first 12 months following installation of second generation telecare was accepted as the indicative financial benefit.

- 4.4.5 In April 2015 a target of new installations of second generation telecare was set at 180 per month to deliver a budget action plan of £500k. This plan is on target.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 No Legal implications. This is a key decision subject to call-in.

4.6 Risk Management

- 4.6.1 Without the release of further capital, the service would not be able to meet the demand for telecare installations, and would have to rely totally on recycling used equipment. This would result in a waiting list for installations with impact on risks to customers including those leaving hospital.
- 4.6.2 The service would also not be able to buy new telecare products which are needed to meet individual complex needs or to make sure that the service is using new technologies that come into this market.

5. Conclusions

- 5.1 By agreeing to approve the incurring of further capital expenditure, this will enable the Leeds Tele Care Service to continue to meet the demand for telecare equipment.

6. Recommendations

- 6.1 That the Executive Board authorise the authority to spend of further capital expenditure of £1,000,000 for the Leeds Tele Care Service from December 2015.
- 6.2 To note that the Service Delivery Manager Assisted Living Leeds is the lead officer responsible for implementing the decision.

6.1 Background documents – none

The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.