

**Report of the Director of Adult Social Care**

**Report to Outer East Area Committee meetings**

**Date: 13<sup>th</sup> December 2011**

**Subject: Telecare**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**Summary of main issues**

Following training to health and social care professionals on assessing for telecare equipment, the Leeds Telecare Service is currently promoting the service throughout Leeds to highlight the benefits of the equipment.

This report and accompanying presentation is provided part of service awareness raising as described above.

**Recommendations**

Members of the committee note this report and accompanying presentation and support the Telecare Service Team to promote the service city wide so all FACS customers can benefit.

## **1 Purpose of this report**

- 1.1 To highlight what telecare equipment is available to Fair Access to Care [FACS] eligible service users in Leeds, via the Leeds Telecare Service.
- 1.2 To highlight the need to create awareness and publicity regarding telecare and to tell people how to get it.

## **2 Background information**

- 2.1 The Leeds Telecare Service uses simple monitors to help people feel safer in their home. Telecare aims to assist people who:
  - have difficulties maintaining safety in their home
  - have some level of confusion or memory impairment
  - are prone to falls
- 2.2 The service started in 2006 providing safety equipment for the elderly, vulnerable, disabled and younger people living in Leeds following an assessment by a health and Social Care. The Leeds Telecare Service has over 4000 current customers and has provided equipment to over 7000 customers in the five years it has been operational.

## **3 Main issues**

- 3.1 Following training to health and social care professionals on assessing for telecare equipment, the Leeds Telecare Service is currently promoting the service throughout Leeds to highlight the benefits of the equipment.
- 3.2 This report and accompanying presentation is provided part of service awareness raising as described above.

## **4 Corporate Considerations**

The Leeds Telecare Service is available city wide to FACS eligible older people and younger people who may have disabilities.

### **4.1 Consultation and Engagement**

- 4.1.1 The Leeds Telecare Service has evolved from a project in 2006 and is now fully mainstreamed. There is a partnership board which involves Service users and other professionals who use the service. There is also an Adults Inter Agency Working group for any partner organisations who may use the service. Reviews and customer feedback of current Telecare users are completed six weeks after becoming an initial user and annually thereafter.

### **4.2 Equality and Diversity / Cohesion and Integration**

- 4.2.1 The Leeds Telecare Service is accessed and available to all via an assessment by a health or social care professional. The service is subject to and has received a full EDCI assessment.

### **4.3 Council Policies and City Priorities**

- 4.3.1 Development of the Leeds Telecare Service is a corporate priority for Leeds ASC, as part of the development of its prevention and early intervention services in the city, to help people live independently in their own homes for longer.

### **4.4 Resources and Value for Money**

- 4.4.1 An evaluation of the Service carried out since April 2010 demonstrated cost savings to adult Social Care in excess of £2 million for the year.
- 4.4.2 All referrers were asked to identify services from Adult Social Care that would have needed to be provided if Telecare was not available, this was then costed and compared to the actual cost of the Telecare equipment, on costs and any other costs of care provided by Adult Social Care. The results were an average saving of £5000 per customer.

### **4.5 Legal Implications, Access to Information and Call In**

- 4.5.1 N/A

### **4.6 Risk Management**

- 4.6.1 Risk management is carried out in relation to the installation of the equipment and a persons capability to use the equipment.

## **5 Conclusions**

- 5.1 Since its inception in 2006 the Leeds Telecare Service has proven its worth both in terms of service user outcomes and service cost benefit for the council.
- 5.2 Large scale service promotion will allow areas of the city not currently utilising the Leeds Telecare Service to be aware that assistive technology is available to allow people to remain safer in their homes.

## **6 Recommendations**

- 6.1 Members of the committee note this report and accompanying presentation and support the Telecare Service Team to promote the service city wide so all FACS customers can benefit.

## **7 Background documents**

- 7.1 Information on Telecare can be found on the Leeds City Council website and intranet. A Telecare handbook and leaflets are available which have the product catalogue in it and information on how to get Telecare.