



RHONDDA CYNON TAF

RECORD OF DELEGATED OFFICER DECISION

SUBJECT: Development of Telecare opportunities to support the independence agenda

PURPOSE OF ATTACHED REPORT:

To seek approval for the implementation of a period of free access to the Safe AT Home, telecare scheme, for people who are also accessing the Council's Intermediate Care and Re-ablement Service

DELEGATED DECISION (Date):

The Safe AT Home scheme be made available to people accessing the Intermediate Care and Re-ablement Service for the first time for a period of six weeks or the duration of the service free of charge.


Chief Officer Signature


Print Name


Date 2012

The decision is taken in accordance with Section 15 of the Local Government Act, 2000 (Executive Functions) and in the terms set out in Section 5 of Part 3 of the Council's Constitution

Michael Jorey

CONSULTEE CABINET MEMBER SIGNATURE

09/01/2012

DATE

Bob Gatis

OFFICER CONSULTEE SIGNATURE

09/01/2012

DATE

Directorate:	Community & Children's Services
Contact Name:	Bob Gatis
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RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
MUNICIPAL YEAR 2011-2012
REPORT TO ACCOMPANY DECISION OF
GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES

Part 1 (Non-Confidential)

Development of Telecare opportunities to support the independence agenda

1. PURPOSE OF THE REPORT

- 1.1 To seek approval, following evaluation of a trial period, for the implementation of a policy for the free access to the Safe AT Home, telecare scheme, for people who are also accessing the Council's Intermediate Care and Re-ablement service.
- 1.2 In accordance with the Council's Scheme of Delegation, this report has been prepared to accompany the intended Officer decision of the Group Director, Community and Children's Services as described below.

2. RECOMMENDATIONS

It is recommended that:

The Safe AT Home scheme be made available to people accessing the Intermediate Care and Re-ablement Service for the first time for a period of six weeks or the duration of the service free of charge.

3. BACKGROUND

- 3.1 In December 2006 the Council agreed a strategy for the development of its Telecare Services in collaboration with health colleagues. This is based on the establishment of three levels for the delivery of telecare, an existing Lifeline Service that was renamed Safe AT Home service, a second tier of self assessed service that provides a range of environmental control equipment and a third level of specialist provision that is assessed for under our unified assessment arrangements.
- 3.2 A charging policy was agreed for the three tiers and the current charges are as follows:

SERVICE	Service provision	Charge per week
Tier 1 Basic Lifeline service	Provision and installation of call button telephone, rental, servicing and replacement	£1.35
Tier 2 Provision of basic range of environmental monitoring equipment Self assessed	Provision and installation of equipment, servicing and monitoring of devices and call button telephone	£3.65
Tier 3 Provision of specialist equipment utilising Unified Assessment process	Provision and installation of equipment, servicing and monitoring of devices and call button telephone	£4.65 per week maximum charge (Subject to Fairer Charging policy)

- 3.3 Currently there are over 3000 people accessing tier 1 with a further 400 accessing tiers 2 and 3.
- 3.4 The Safe AT Home scheme is recognised both locally and nationally as a key preventative service that assists people to remain independent and have less or no reliance on more acute Health and Social Care services.
- 3.5 Whilst there is a good take up of the service within Rhondda Cynon Taf by individuals and families on behalf of relatives, we can do more as often people will not fully understand the benefits and reassurance of the service until they actually use it.
- 3.6 There is a natural relationship between the Intermediate Care and Re-ablement Service and the provision of telecare. Both are critically about helping people to maintain their independence.
- 3.7 In order to promote the benefits of telecare more widely it is proposed that the Intermediate Care and Re-ablement Service, as part of their service assessment, offer the installation of a range of telecare products including the basic Safe AT Home service free of charge for a limited period. This would not apply to individuals who are already using the Safe AT Home service prior to accessing this service. For those people who have accessed the Intermediate Care and Re-ablement service previously, a further opportunity would be at the discretion of the Intermediate Care and Re-ablement service.
- 3.8 If the Service User wishes to take advantage of this free period of additional support, then there will be no charge made for either the installation of the equipment or the ongoing rental charge for up to a period of 6 weeks, or for as long as the Intermediate Care and Re-ablement team remains involved.
- 3.9 It is very much a matter of Service User choice as to whether they wish to take advantage of this opportunity and it is not a requirement of them receiving the Intermediate Care and Re-ablement service.

- 3.10 The Telecare equipment will not be linked to the Service delivery systems in terms of emergency contact and response etc., so the service user will need to have family and or friends prepared to respond to any crisis or alerts, if triggered.
- 3.11 If the Service User agrees to the installation of a Telecare package for this trial period and finds the support to be beneficial, then they are able to continue with the provision without any disruption to themselves or the service, but, they will then be eligible to pay for this at the normal rental rate of £1.35/week for a Lifeline only or £3.65/week for Lifeline and Home Safety Sensors.
- 3.12 Should they not wish to continue the service the equipment will be removed in a timely fashion and again no charge would be made.
- 3.13 The recommendation was agreed that the trial scheme commenced on 1st February 2011.

4. EVALUATION

- 4.1 An evaluation of the scheme was carried out at the end of September 2011. During that period 86 referrals were made to the scheme, 70 of which progressed to installation of equipment.
- 4.2 Of the 70 installed, 58 people have completed their six week free trial, of these 42 continued with the service after six weeks. These individuals are now paying the appropriate level of service. The use of the service by the 42 people will generate income of about £3,000 per annum.
- 4.3 16 people did not continue with the service, half gave no reason, 5 did not feel they needed the service as they had good local support networks of family and friends, 2 felt it too expensive and one person died.
- 4.4 Over 70% of the people offered a free trial continued with the scheme, the view of officers is that this is a sustainable level and the ongoing revenue from individuals covers the original costs of installation, six weeks free service for everybody and the ongoing monitoring costs. The overall evaluation therefore is that the provision of a free service would be cost neutral.
- 4.5 Feedback from the intermediate care and re-ablement service is that many of the people offered the service, would not have thought about or considered telecare as an option prior to the involvement of the intermediate care service. Staff found the process straightforward and was not overly time consuming and did not interfere with their wider assessment.
- 4.6 Vision Products who install the equipment and manage the payments process had no difficulty accommodating the additional work and would not foresee difficulties in meeting demand for the service into the future.
- 4.7 The overall evaluation of the pilot is that the free service has met the objectives that were set for it

- Promoting the idea of telecare as a preventative service
- Introducing individuals to the benefits of the Safe AT Home service
- Demonstrated that there is no additional cost to the Council in providing a free six week service

4.8 On the basis of this evaluation it is recommended that the policy of providing six weeks free Safe AT Home service be made permanent.