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Conference Abstract

Telecare - An innovative model

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Abstract

The challenge: Hampshire County Council (HCC) serves a population of 1.3 million, 237,000 of whom are over 65. With a budget for adult social care of £324m, the council faces a challenge in providing services to a growing demographic with increased complexity of need. It identified assistive technology as part of the solution.

HCC knew that telecare solutions enable change by embedding the use of technology. We wanted to change the behaviours of staff; to challenge the way care practitioners prescribe and; to drive a change in the way care is experienced by social care service users. Whilst some traditional telecare equipment suppliers are moving to focus less on 'box shifting', there are few robust examples of where large scale prescribing behaviour change has been achieved in practice and fewer still where there is good evidence of sustainable cost reduction as a result.

The challenge for HCC was how to procure a telecare service that was designed and delivered specifically to: fully engage with social care practitioners and other key stakeholders; meet the needs of its population for good quality care; and deliver significant reductions in the costs of care.

HCC's solution was to appoint a Strategic Partner; a consortium of industry leading telecare service providers. The consortium is called Argenti and is led by PA Consulting, a firm with an unparalleled track record of success in delivering technology-enabled change in health, social care and beyond. This innovative model is considered unique within the UK.

The solution: HCC understood that commissioners' needs are not fully met by suppliers with a more traditional approach to telecare supply or a simple transactional relationship. The council instead wanted:

- To outsource the entirety of service delivery and supplier management
- A strategic and business partner to work alongside them in a developmental capacity

- Access to best in class products and services, regardless of manufacturer
- A solution-orientated partner to help deliver engagement with care practitioners and a major change management programme.

As consortium lead, PA consulting worked closely with HCC to:

- Establish governance and programme management arrangements to shape and drive the development of the new service
- Reengineer key processes such as referrals to ensure the service is outcome-focused and easy for care practitioners to access
- Deliver classroom training for several hundred care practitioners and create a network of telecare champions to maximise visibility and understanding of the service.

The results: The HCC and Argenti partnership has been hugely successful in several ways:

- Delivery of a cultural change programme that has driven demonstrable results
- Referrals to the HCC telecare service increased by over 800% since the new service went live and continues to rise
- The council is currently realising a net saving of £450 per service user. The service is on track to save the council millions of pounds over the next 5 years
- HCC benefits from PA's expertise and understanding of the wider HCC strategy and objectives, for example in supporting integration efforts with the NHS by sharing information on fallers referred to the telecare service.

Keywords

telecare; innovation; technology
