



Impact of the Dudley Telecare Digital Strategy



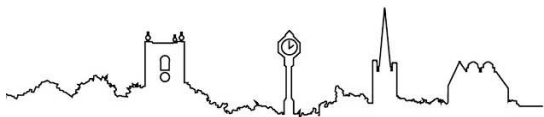
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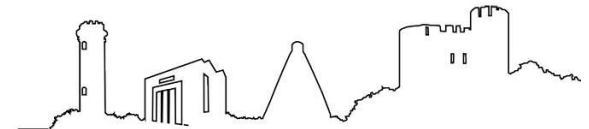
Progress against our Key Deliverables as set out in our Digital Strategy 2021-2026

Our Strategy set out Dudley's commitment to continue to build on the well-established Telecare Service, looking at:

- **Development and Growth of Telecare**
- **Supporting the residents of Dudley ahead of the analogue to digital shift.**
- **Education of Staff and Stakeholders**
- **Re-branding of the service**
- **New initiatives being undertaken**
- **Performance and Outcomes.**
- **Risks and uncertainty as we progress our digital upgrade**



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Rebranding of Telecare



We have updated our logo and finalised our Information Guide. We have transferred the new branding to our webpage and updated key information within.



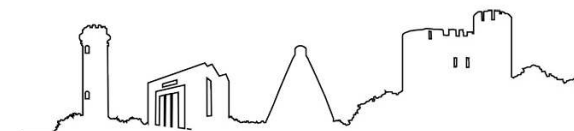
We continue to explore social media and brand linking to ensure the vision and brand of Telecare is effective, to promote our digital offer both now and in the future.



A specialist referral form for Telecare has been built into the Adult Social Care client information system and Delegation / Citizen Portals. This work has helped streamline how all stakeholders refer to Telecare.



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156

2 Hour

Check Calls undertaken
due to lengthy ambulance
waiting times



1,443

Testing and Reviews
undertaken



735
New
Installs

undertaken within an
individuals property

27,610 Direct calls
taken in Telecare

with queries
and referrals



Telecare Supports
7900 Dudley
Citizens

Jan 22-Sept 22

751 Non
Injured
Fallers



supported to prevent an
ambulance being called

167,290

Individual
Alarm Calls

answered in
our Telecare
call centre

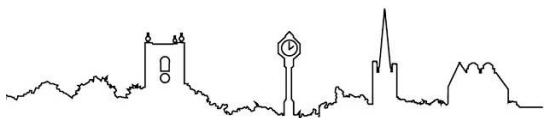


WEST MIDLANDS FIRE SERVICE

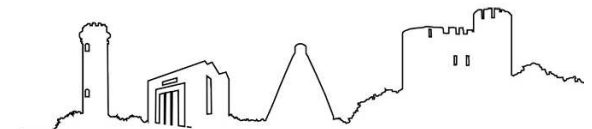
748 Safe and Well
Referrals made from
Telecare for vulnerable
adults at risk

669 No Response

calls taken and a visit
made to their
property
to assist.



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Education of Staff and Stakeholders

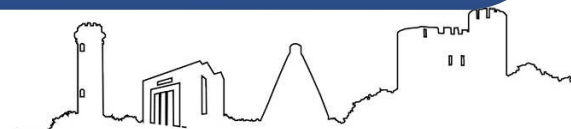
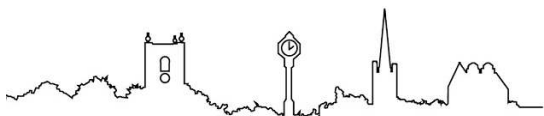
We continue to support Adult Social Care staff through the development of a strength-based approach, to ensure they consider technology to support individuals and carers to maximise independence and make best use of the public purse.



Discharge to Assess To Ease Winter Pressures on the NHS

Working with stakeholders to support people to return home by maximising the use of Technology.

We will be working with two facilities in Dudley, where they will have 12 D2A pathway 1 beds available for people to be discharged from hospital. Telecare will assess what TEC they require to return home safely to aid independence and reduce readmission to hospital



Smart House

Telecare products are connective and allow us to transform the lives of our customers. Below is an indicative illustration of how our solutions can change a home into a Smart House.



One or a combination of the above can be installed to provide Safety and Security, Medication Compliance, Epilepsy, Falls Management, Dementia, Hearing and Visual Impairment,

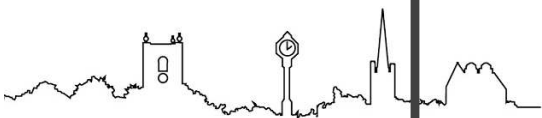
Continence Management, Environmental Protection, Rehabilitation, Self Care/Improved Wellbeing, Care and Support for people with learning difficulties to live more independently.



New Initiatives

Digital Buddies are being trained and deployed across Dudley to support customers to use TEC that they already own to its best effect. This can be TEC such as I-phones, I-pads, Alexa, smart plugs, and lighting.

Part of the service review was to look at the working day and increase availability out of hours. Changes to working hours has given greater flexibility to deliver much needed digital support to the citizens of Dudley to support them with daily living tasks and remain living independently for longer.



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How Telecare supports the wider Health and Social Care System



From Jan–Sept 22 we have carried out **751** non injured falls response visits

The cost to deploy an ambulance is **£228.98**

Data taken from WMAS website – freedom of information.



Telecare have **52** Pharmacy Filled Pill Dispensers



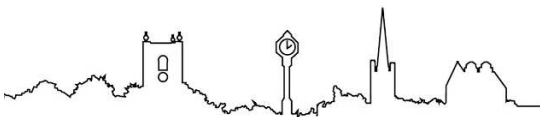
396 Stand Alone Pill Dispensers across Dudley



CARE

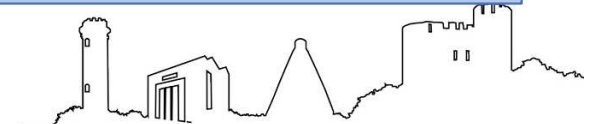
If medication care calls were being undertaken instead the charge would be **£18.44** per hour

There will be unseen benefits and savings through good medication compliance, such as less visits to the GP and potential hospital avoidance



Dudley
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Key Risks

ANALOGUE to DIGITAL Switchover



Housing Revenue Account funding gaps. Uncertainties around future funding e.g general fund and adult social care.



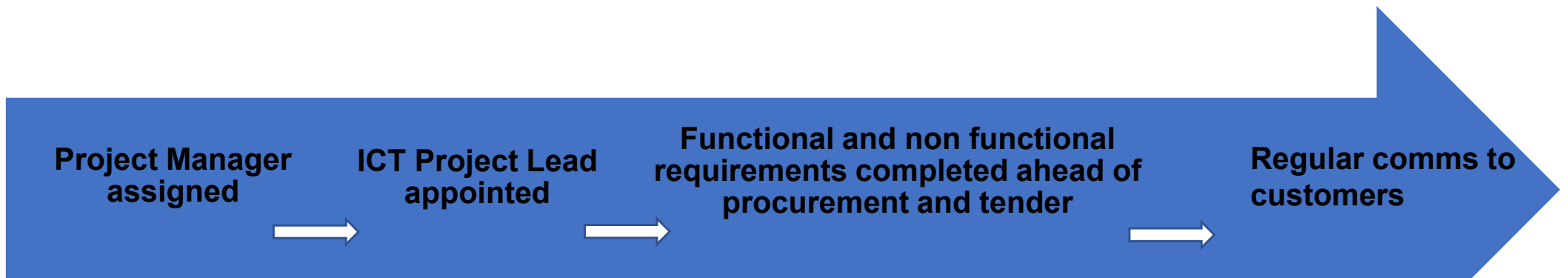
Procurement of a new supplier of both equipment and monitoring platform, which in turn will require training and full implementation to the team.



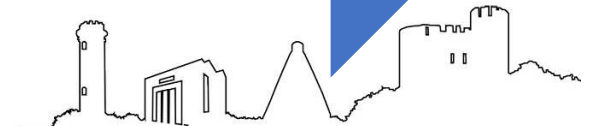
Serious delays in our digital agenda adds pressure to stay on track of the projected completion date of 2025.



Cost implications to our current and future customers.



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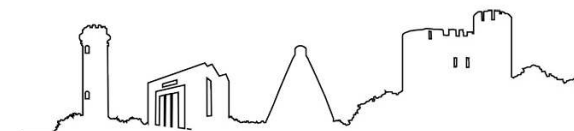
Telecare Charging Models

A benchmarking exercise undertaken recently demonstrates neighbouring authorities who deliver a similar service at what cost.

The HRA cannot legally subsidise private customers, adding a pressure to the general fund.

- 22/23 housing finance will transfer the shortfall in private customer income subsidy to the general fund (c.£175k)
- 23/24 has a projected increase in charges of between £23.00-£27.00 pcm

Council Name	National or Local	Setup Charge	Monthly Charge	Include response service?	Comments
Wolverhampton CC	Local	£0.00	£32.50	Yes	Level 4 – additional equipment provided (free – means tested)
Wolverhampton CC	Local	£0.00	£18.05	Yes	Level 2 – response + monitoring only (free – means tested)
Sandwell Council	Local	£26.52	£16.75	Yes	Equipment is free for residents of Sandwell, charged for the service.
Dudley Council	Local	£0.00	£16.30	Yes	Free for Council Tenants



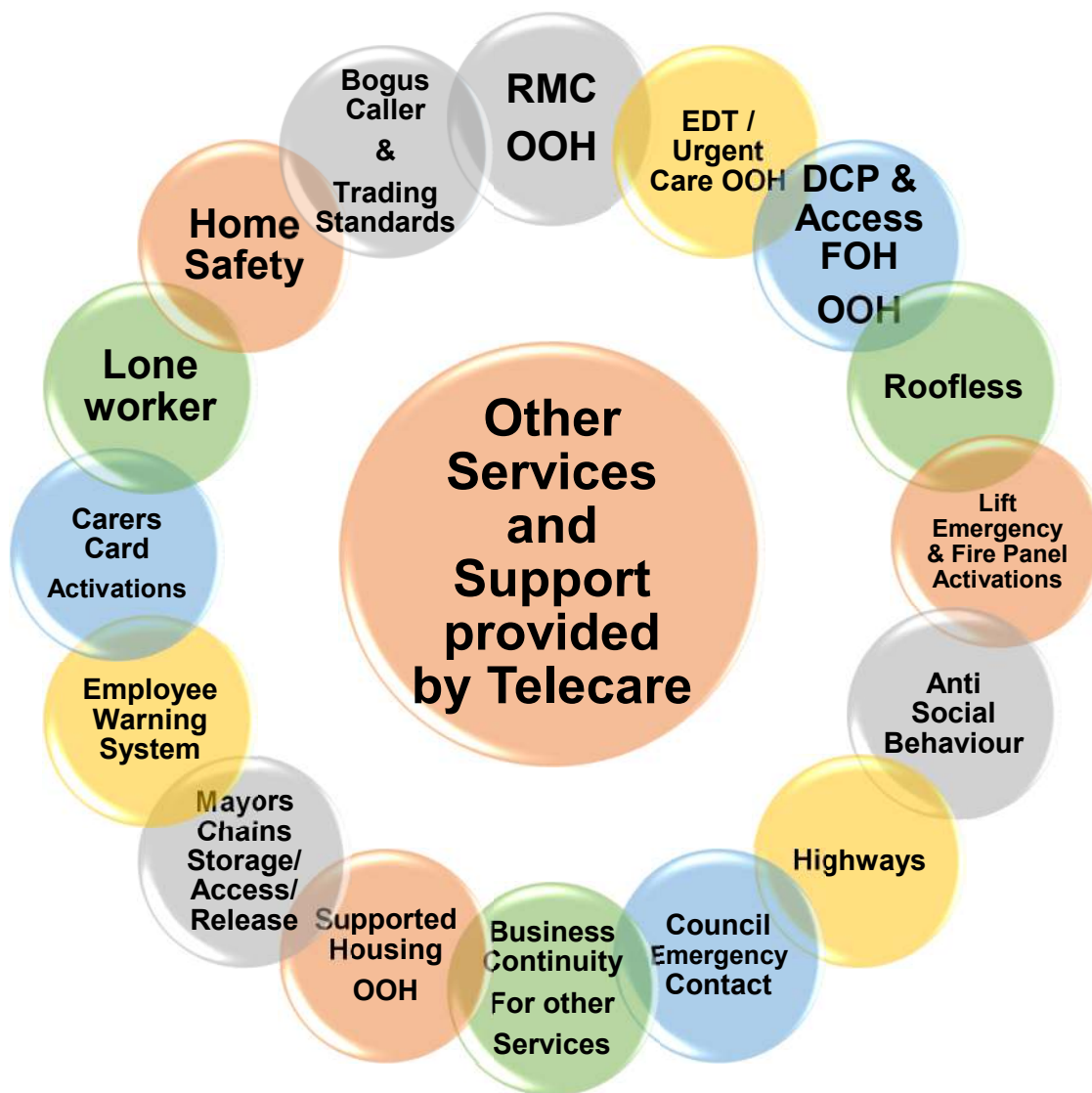
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currently free for council tenants / increasing charges projected for 23/34 between £23 & £27

Nicola Boerm-Hammond (Access an, 2022-10-27T11:08:50.820

Support to Dudley Council and Other Services From Telecare



10,366
Calls Taken for Repairs Management Centre Out of Hours



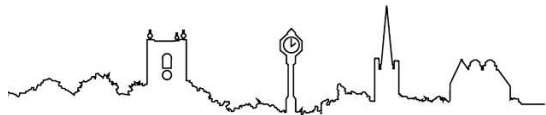
4,902 Calls taken Out of Hours for the Emergency Duty Team



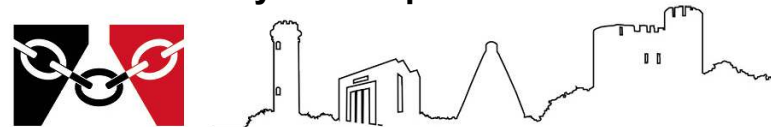
44,697
Calls taken for Sheltered Schemes



Figures quoted are between January 22 – September 22



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Future Development

What can we expect to see from Telecare and what impact will it have for the people of Dudley?

- Complete procurement, stop buying analogue Kit and invest in Hybrid alarms, giving greater range and reassurance to our customers as we transition to digital.
- Roll out the digital portal programme training to all staff to ensure new kit can be programmed and monitored remotely, contributing to lowering our carbon footprint.
- Agree a charging model to reduce risk and uncertainty.
- Explore and pilot new TEC and partnerships to support more people across Dudley.
- Continue to develop a responsive and preventative service through predictive technology.

