



ARGENTI TELEHEALTHCARE PARTNERSHIP

Mainstreaming telecare to deliver
outcomes for individuals and Council.



What do we mean by 'telecare'

Telecare – also known as Assistive Technology

- **Social** not *Medical* care
- **Passive** alarm monitoring
- Principally installed in the **user's home**
- **Emergency** service

Almost half of our users have other devices, but the most solutions still feature *'button and box'*



Who we are – and who we are not...

Argenti is a consortium, of leading edge organisations



A consortium of **partners** that deliver assistive technology as a **managed service**

Successfully delivering the telecare service for Hampshire: highly regarded service that saved the Council **£800k+ in Y1**; Joint **Private Pay service** launched in Oct 2014



PA: a **change management consultancy**. Changing behaviours, building capability and supporting organisations to deliver their priorities are central to everything we do. **Expert in the delivery of telecare & telehealth services**, we work across a range of related sectors including healthcare and medical-devices.



Medvivo has **extensive experience of delivering a range of assistive technology** into social and health care settings. Our focus is on the **'service'** and not the **'technology'**



Strategic developmental partner



Monitoring provider



Telecare assessments & installations



Some of our equipment suppliers



What we have achieved so far...and what we're doing next.

- By working together closely with HCC we have **mainstreamed** telecare as part of the social care offer.
- Our target in year 1 was to have 670 telecare connections, but we achieved 1920 connections that year. To date, we have **4200 live connections** (and 75 referrals a week, compared to 5 per week)
- Argenti is focussed on **achieving outcomes for individuals** e.g. help maintain independent living, delay admission into residential care, reduce carer stress/avoid carer burnout
- There is **no cost to the service user** for any aspect of their telecare service
- **98%** of users would **recommend** Argenti Telecare
- **95%** say it has improved their feeling of **safety and security**
- We have delivered £2.7m savings within 2 years - net of all contract costs. Richard Ellis (Deputy Director ASC) agrees - **“We have a service that improves lives and costs us less than nothing”!**

The Argenti managed service is a developmental partnership between PA Consulting Group and HCC

- TC100 – working with NHS to design a pathway and referral process for telecare and falls
- Early intervention Dementia – with Dementia Advisors referring clients, My Life Films
- Connect communities & reduce social isolation–prevention & well-being, with libraries, voluntary groups & NHS
- Children’s and transition – close working with families and health professionals
- Looking at role for how technology could be used more widely in residential and nursing homes

We believe that there is much more that can be done and would like to discuss what else could be done to make service users and carers lives easier?

New technologies – new product launches all the time, how do you decide which to investigate and use? What is the service model for these technologies? Brain in Hand, Breezie and Speak Set, but there are many others.

More referring groups – continuing to work with health and social care professionals, but what other groups work with service users and carers who could benefit from telecare e.g. Police, Fire and Rescue, Voluntary groups?

More service users – what is it that would help service users and their carers? What do they want help with? Are there other needs that technology can address, and outcomes to be achieved?

...but of course, the difficult questions remain around:

- How you design pathways and services to deliver the desired outcomes?
- How do you ensure that they deliver the outcomes once 'live'?
- How do you commission to achieve these in a sustainable way?

By taking an outcomes and service led view, what ideas does this group have on **what else could be done to make service users and carers lives easier?**



APPENDIX

Hidden but available if required.