

Whole System Demonstrator Lessons Learned

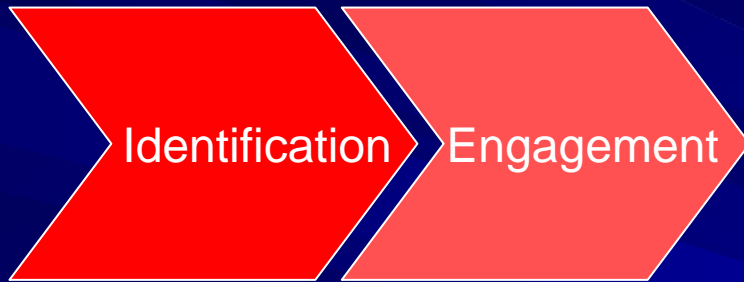
(Building Telecare in Cornwall)

Trevor Drage

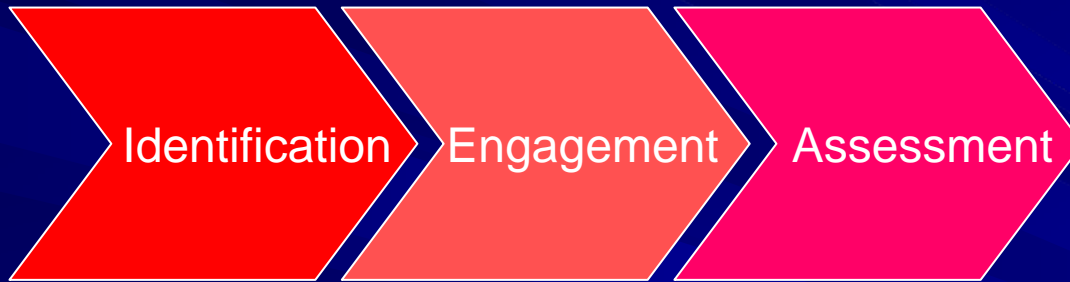
Assistive Technology Manager
Cornwall Council



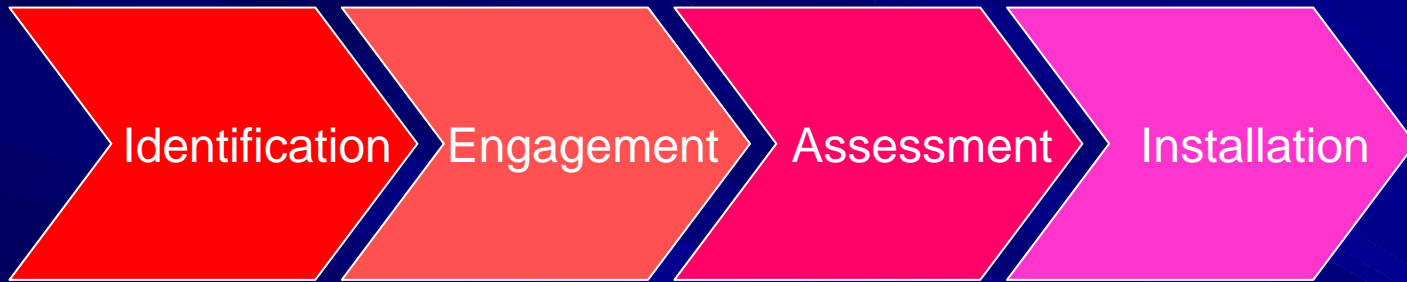
Within the WSD programme in excess of 3600 people were contacted



Only 1850 agreed to be seen for an assessment



The main reason for withdrawal at assessment was lack of responders available



After installation around 50 people subsequently declined



Identification

- Make no assumptions about a persons (in)ability to understand / manage the technology
- Why impose limits to accessing the provision
- Use as wide a range of routes to identify people as possible
- Accept a significant number of those identified will for a number of reasons not receive the technology on an ongoing basis

Engagement

- Be professional
- Listen to those who know the individual
- Don't assume the technology is wanted
- Use meaningful language

Assessment

If you get it wrong at this stage it will not work and will damage your reputation

- It is about the person not the technology
- Not everyone will be suitable
- Go prepared, background information, forms, equipment
- Be thorough

Installation

- Plan the install to allow time for the user to feel comfortable with the equipment when the engineer leaves
- Explain what is happening as install progresses
- Follow up phone contact after a couple of weeks

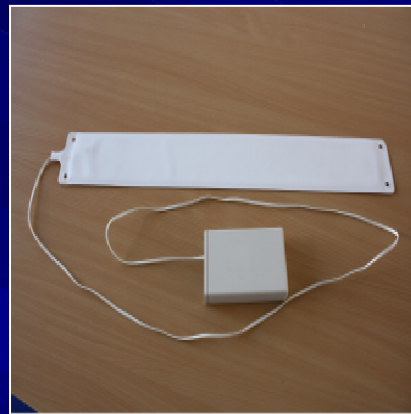
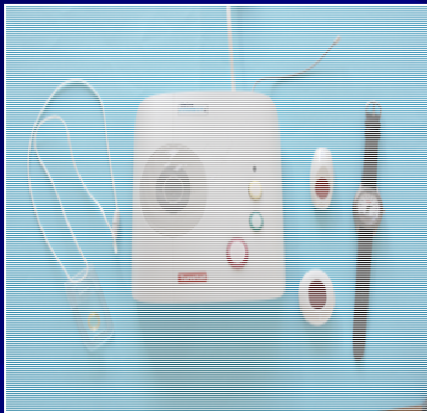
Removal

- Loss of equipment at this stage can be the difference between a service being financially viable or not
- Efficient and professional removal will compliment service reputation and lead to additional referrals / installs (cluster effect)

Costs

- Currently the average package cost of telecare in Cornwall is £6.50 per week, the most expensive is £13.70 and cheapest £3.84.
- 1 x 15min visit will cost £7.50
- 1 x night sitting will cost >£100
- 1 x week residential care will cost > £400

- £6.50 will buy the individual; basic lifeline and a bed occupancy sensor or smoke and carbon monoxide alarms or fall detector



Some Operational Realities

- In year 1 you will make a loss (probably large)
- To break even or make a profit you need to:-
 - Write equipment off over 3 years
 - Be aware of the related cost of spares
 - Cover all cost elements when calculating your rental charges
 - Be sure you will get continuity with your Call Centre

- Plan installs on a post code basis
- Utilise existing internal skills to cater for the majority of installs which will be basic
- Use dedicated engineers for the specialist installs who can then double as assessors.
- Remember charity begins at home decline requests for special trials especially from Social Care Staff.

- Unless Local Government and Health are onboard you will have to concentrate on the Private Sector
- You must be prepared to spend on marketing and utilise road shows where ever possible
- Always kept abreast of National Initiatives

Key Referral Routes



Core Groups Supported



Falls

LTC's

Dementia

Carers

Learning
Disability