

GATESHEAD CARE CALL

DATABASE SUMMARY

■ Current Connections	11324
■ No of residents	8470
■ Age groups	
■ Birth to 64	1986
■ 65 to 69	1040
■ 70 to 74	1255
■ 75 to 79	1409
■ 80 to 84	1355
85 and over	1426

CLIENT GROUPS

- Older People
- Disabilities
- Learning Difficulties
- Mental Health
- ABI
- Social Exclusion
- Long Term Conditions Specific Clients
- Domestic Violence/Safe Houses
- Lone Workers

HOW CAN PEOPLE ACCESS THE SERVICE

- COMMUNITY ALARMS
 - Tenancy
- TELECARE
 - Self Referral
 - Social Care Assessment

WHO REFERS?

- Social Care Assessment /Providers
- Intermediate Care Teams
- Hospital Discharge Teams
- District Nurses/Community Matrons
- Walk in Centre
- Housing Providers/Extra Care
- ABI Team
- Carers
- Self Referral
- Voluntary Sector

REASONS FOR REFERRAL

- Reassurance
- Falls
- Medication Management
- Dementia/Alzheimer
- Promote Independent Living
- Compliment packages of care
- Carer Support
- Short Term/Long Term
- Long Term Condition
- Condition specific I.e. epilepsy

COSTS FOR CARE CALL

- £2.21 for community alarm
- £2.86 for dispersed alarms/Telecare excluding VAT
- Includes
 - Supply of Equipment
 - Monitoring and Response
 - Calls
 - Maintenance and replacement costs
- VAT applicable on Dispersed but can be exempt
- Referrals to the service can receive help with the costs via financial assessment under fair access to care or via supporting people grant.

TELECARE IN GATESHEAD

- Fall Detectors
- Property Exit Sensors
- Gas Detection Alerts
- Medication Dispensers/Alerts
- Bed Sensors
- Medication Prompts
 - Home Unit
 - Care Call

GATESHEAD SUCCESS

- Integrated into Social Care Assessment
- Average of 20 referrals a week
- Promotion/Telecare Awareness briefing sessions
- Handbooks – for professional's
- Upgrade of community alarm systems
- Telecare overlay within sheltered schemes – home for life – 6 schemes this year , completion of 7 more 2007/8.
- 5 Housing 21 Schemes all with telecare overlay
- Calls Handling for District Nurses/Community Matrons

RESOURCES IN GATESHEAD

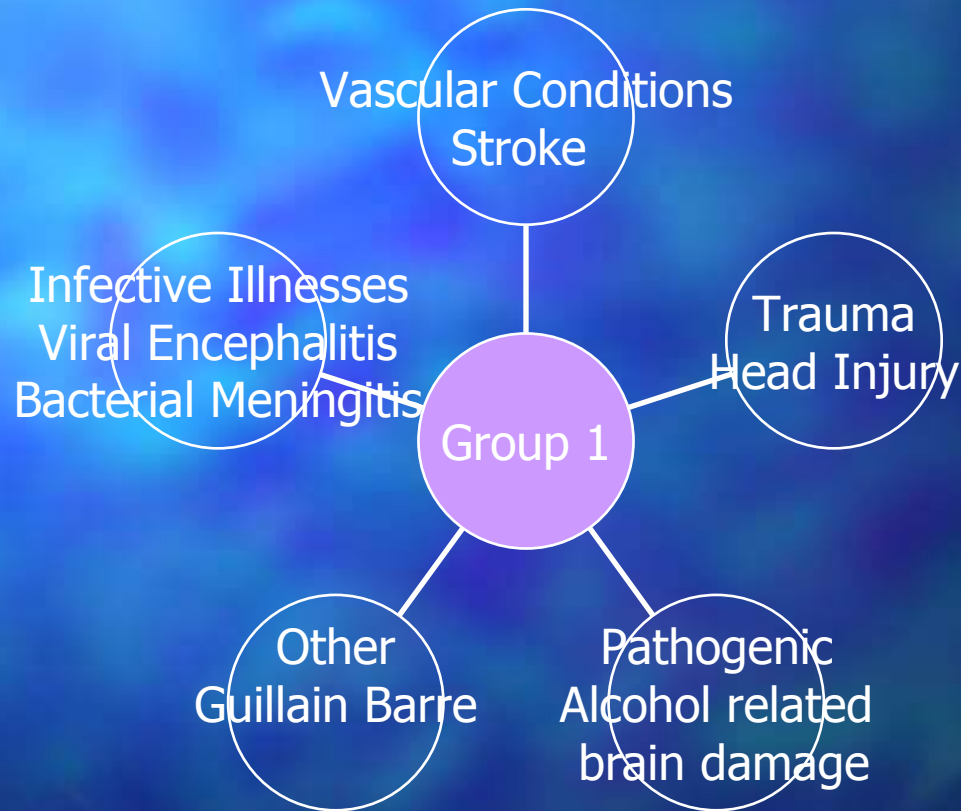
- Smart Rooms
 - Sheltered Schemes
 - PIC'S (promoting independence centres)
 - Resource Centre for Dementia

NSF – LT (Neurological) Conditions

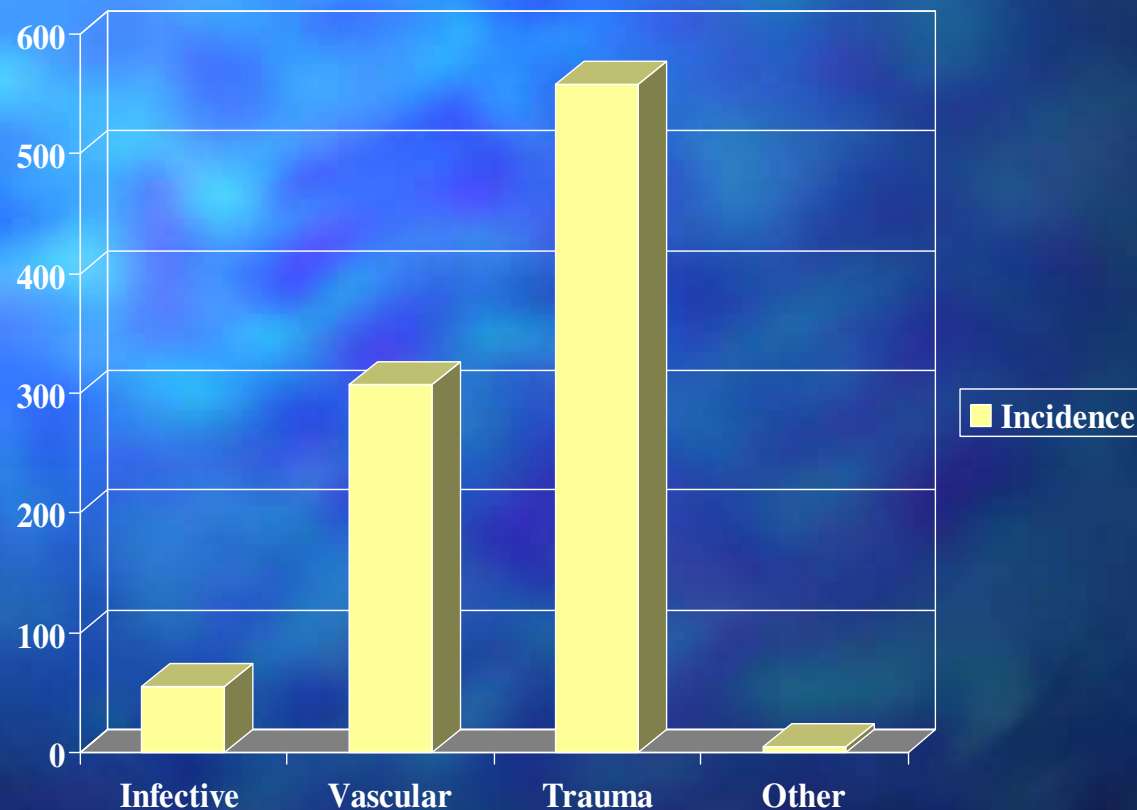
- **Group 1:** Sudden Onset Conditions with partial or complete recovery (eg. TBI)
- **Group 2:** Intermittent and unpredictable (eg. MS)
- **Group 3:** Progressive Neurological Conditions (eg. Parkinson's, Multiple system atrophy)
- **Group 4:** Stable neurological conditions but with changing needs due to ageing or development (eg. Brain Injury in childhood)

- Needs for telemedicine and telecare vary according to Category
- Ability to assist in both rehabilitation and maintenance of independence
- Keeping people where they want to be for as long as possible

Group 1: Sudden Onset with partial or complete recovery



Group 1: Estimated incidence (Gateshead age adjusted epidemiology (203k))



Acquired Brain Injury Project

- Care Call/ABI Team
- Providing Telecare to help enable abi patients to live independently at home
- Joint meetings to assess needs
- Monitoring of sensors and alerts
- Medication dispensers and prompts
- Commenced July 06
- 2 patients with 3rd due to be assessed
- Review of outcomes for initial patients to commence
- Case review to assess patients to identify total who can benefit from provision of telecare to extend the project

Pilot of Telecare with ABI

- One person with very severe brain damage (bi-thalamic stroke)
- One person with unknown neurological cause to wide ranging difficulties

WHAT IS PROVIDED

- DISPERSED ALARM
- PENDANT
- MEDICATION DISPENSER
- MEDICATION PROMPTS

The Needs of People with Neurological Conditions

Pip Griffiths

Consultant Clinical Psychologist/Gateshead ABI Team Coordinator

- Many adults with neurological conditions are improving and need assistive technology as part of their rehabilitation.
- Many others need assistive technology to compensate for permanent difficulties in areas such as safety, memory, and monitoring, e.g. falls due to seizures.

The ABI Service has found working with Telecare invaluable and Gateshead is one of the first sites to pilot the use of Telecare with someone recovering following a brain injury.

VIEWS OF CLIENTS/CARERS

- I know if I've taken my tablets.
- I can call if I need something
- We don't need to sit/stay all the time
- Significant reduction in personal assistance
- Ability to dedicate more to time leisure activities

WHAT NEXT?

- Telecare Strategy – June 06
 - Working Group/Action Plan
- WSD – Whole Systems Demonstrators - DOH
- Upgrade of control centre equipment
- New Call Centre
- Assessment Software
- Equipment Stock Management Software
- Case Studies/Outcomes
- Increase Capacity of SP contracts
- Telecare Services Association Accreditation