ECC Countywide Care Technology

Ross Chipperfield

Our Vision: Putting communities at the heart of Adult Social Care: Enabling people to live their lives to the fullest

Launched 1st July 2021
3+2+2 year contract
Countywide across Essex
Available to all adults over 18

Millbrook HEALTHCARE

End to end technology service

- Procurement, installation, maintenance, decommissioning and recycling
- Innovation
- Culture change

Provide community

Monitoring and response

- Monitoring and response
- Falls pick-up service
- Proactive calls

What is Care Technology

Care technology is a broad term that includes assistive technology, telecare and other types of technology connected to promoting health, wellbeing and independence.

Four main categories;
1. Telecare
2. Assistive Technology
3. Remote Monitoring and Virtual Solutions
4. Apps for mobile devices

What are the different types of Technology and uses

Outcomes:
- Enhances independence
- Builds confidence
- GPS tracking
- 2-way communication

Great for active users who start to experience memory loss/disorientation or anxiety

Outcomes:
- Supports independence
- Prompts (medication, drinking, appointments, toileting, eating)
- Tutorials
- Video-calling
- Reduces Social Isolation (music, audiobooks)
- Creates routines

Great for users who experience loneliness, anxiety, loss of memory, visual impairment or physical disabilities

Outcomes:
- Supports community engagement
- Help anytime, anywhere
- GPS tracking
- Falls detection
- 2-way communication

Great for active users who start to experience memory loss/disorientation and are at risk of falls
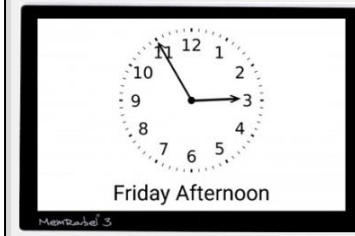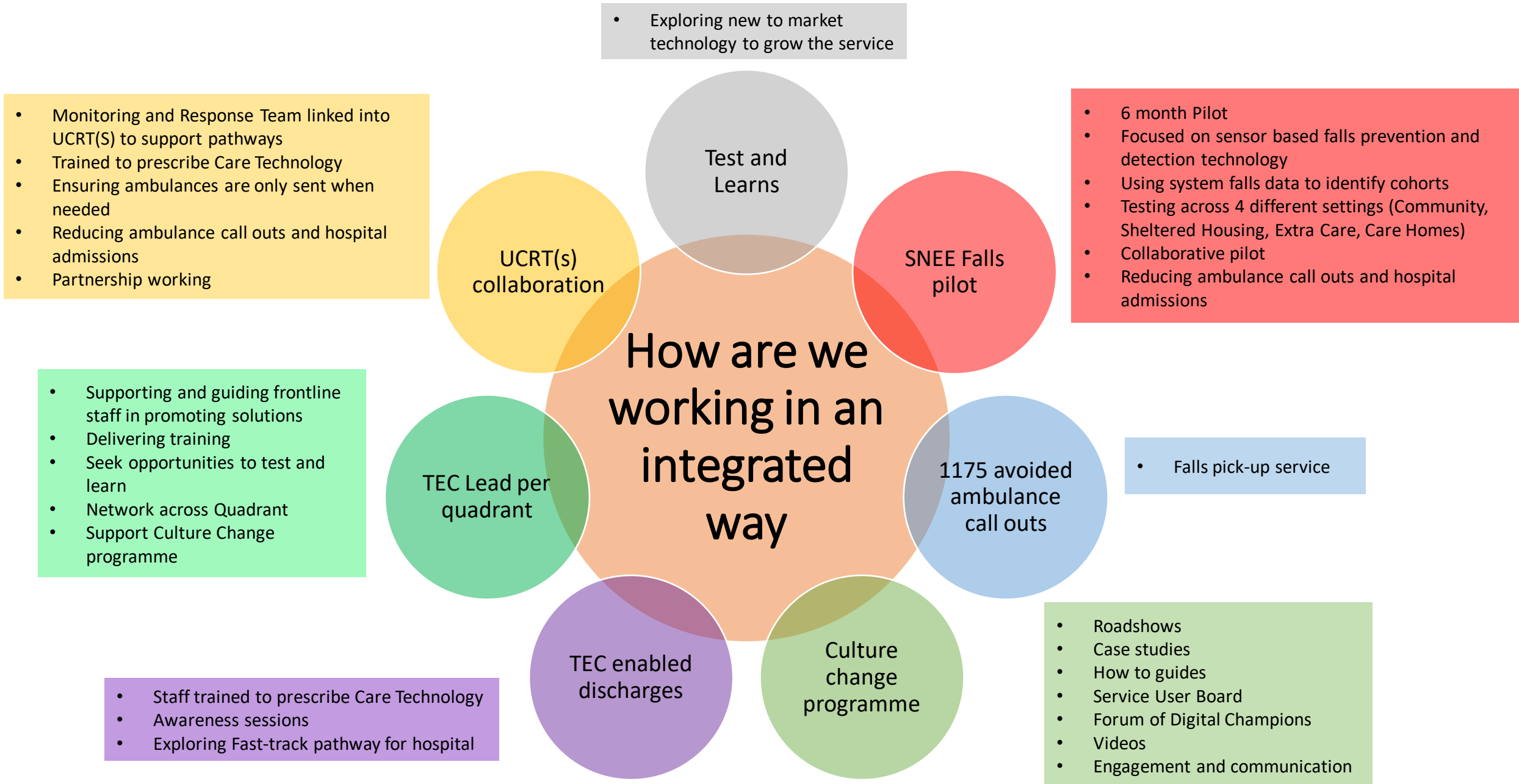

Outcomes:
- Supports independence through;
  - Setting personalised alarm reminders
  - Plays videos/image prompts
  - Creates routines
  - Medication prompts

Great for those with loss of memory or Learning Disability/Autism

How are we working across Health and Social Care

How are we working in an integrated way (central circle)

Surrounding circles:
- Test and Learns
- SNEE Falls pilot
- 1175 avoided ambulance call outs
- Culture change programme
- TEC enabled discharges
- TEC Lead per quadrant
- UCRT(s) collaboration

Test and Learns
- Exploring new to market technology to grow the service

UCRT(s) collaboration
- Monitoring and Response Team linked into UCRT(S) to support pathways
- Trained to prescribe Care Technology
- Ensuring ambulances are only sent when needed
- Reducing ambulance call outs and hospital admissions
- Partnership working

SNEE Falls pilot
- 6 month Pilot
- Focused on sensor based falls prevention and detection technology
- Using system falls data to identify cohorts
- Testing across 4 different settings (Community, Sheltered Housing, Extra Care, Care Homes)
- Collaborative pilot
- Reducing ambulance call outs and hospital admissions

TEC Lead per quadrant
- Supporting and guiding frontline staff in promoting solutions
- Delivering training
- Seek opportunities to test and learn
- Network across Quadrant
- Support Culture Change programme

1175 avoided ambulance call outs
- Falls pick-up service

TEC enabled discharges
- Staff trained to prescribe Care Technology
- Awareness sessions
- Exploring Fast-track pathway for hospital

Culture change programme
- Roadshows
- Case studies
- How to guides
- Service User Board
- Forum of Digital Champions
- Videos
- Engagement and communication

ELearning

Essex Social Care Academy (essexacl.ac.uk)

MS Team Monthly Session

Month	Time
25th Oct	9am-1pm
28th Nov	9am-1pm
14th Dec	9am-1pm

Email caretecservice@essex.gov.uk to request your place

The TEC Team

Ross Chipperfield
North Quadrant

Ellie Anderson
Mid Quadrant

Lucy Garrod
Data & Insight Analyst

Simon Williams
West Quadrant

Craig Archer
South Quadrant

- **Millbrook Service Centre:**

  0330 174 2869 or email EssexTech@millbrookhealthcare.co.uk

- **TEC team:**

  Email caretecservice@essex.gov.uk

- **Provide (Carecall24/7) – Private pay:**

  0300 303 2682 or email provide.carecall@nhs.net

Questions