EVIDENCE OF THE BENEFICIAL IMPACT OF TECHNOLOGY ON SOCIAL CARE

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ADULTS HEALTH AND CARE

Hampshire County Council

Content

- The social care context in Hampshire

- The TEC landscape and our approach

- Achievements in Hampshire using care technology

- Evidence from service users about their technology service

- Evidence of financial impact is powerful

- Project case study: supporting socially isolated people

- Some key principles underpin our success to date

Hampshire social care context

- 1.3 million residents
- 305,000 65+ years old
- 9,000 people supported at home by the Council

- £1m+ spent per day on Adult Social Care

- More people need more help than ever before
- Not enough people want to work in social care

TEC landscape

- Lots of suppliers; small Housing providers or LA's with basic services

- Little **feedback**

- Driven by **numbers** of items, not **outcomes** for users

- Provided **'as well as'** not **'instead of'** other services or 'Tech First'

- **Unclear vision**; indistinct plans

- *Can be quite **random** and unfocused*

Our Approach

- Commissioning the **right thing**:
    - Clear business **case**
    - Defined **outcomes**
    - Key **policy** changes
    - Expert **partners**
    - Developmental **mind-set**
- We accept we are **not the experts**
- There is no technology **silver bullet**
- **Our focus is on**:
    - Working in a true **partnership**
    - Changing **behaviours**
    - Embedding **innovation**
    - Monitoring **performance**
    - Tracking **benefits**
- Understanding **outcomes**

ARGENTI CARE TECHNOLOGY IN HANTS

argenti
for an independent life

PA

Performance in the first 4 years:

£7.1M
net savings by the end of Year 4

10,000+ Click to add text
active service users

Over 1,230
health and social care practitioners trained and certified

9 out of 10
social workers say Argenti care technology is "good" or "very good" at achieving desired user outcomes

System Benefits:
Argenti is working to drive wider take up of care technology with Hants CCGs and Hampshire Constabulary

Feedback is excellent:

94%
of users surveyed feel that care technology has "Increased their feelings of safety and security"

98%
of users surveyed would "recommend service to others"

Appearances
- July 17- featured on BBC Radio 4's The World Tonight
- Oct'14/Sep16; featured in the Guardian
- Oct '14 Jointly branded County-wide private pay service

Awards
- Winner MJ Awards 2017: Delivering Better Outcomes
- Winner LGC Awards 2016 : Driving Efficiency through Technology
- Winner TSA Crystal Award two years running; 2015 & 2016 for Innovative service delivery
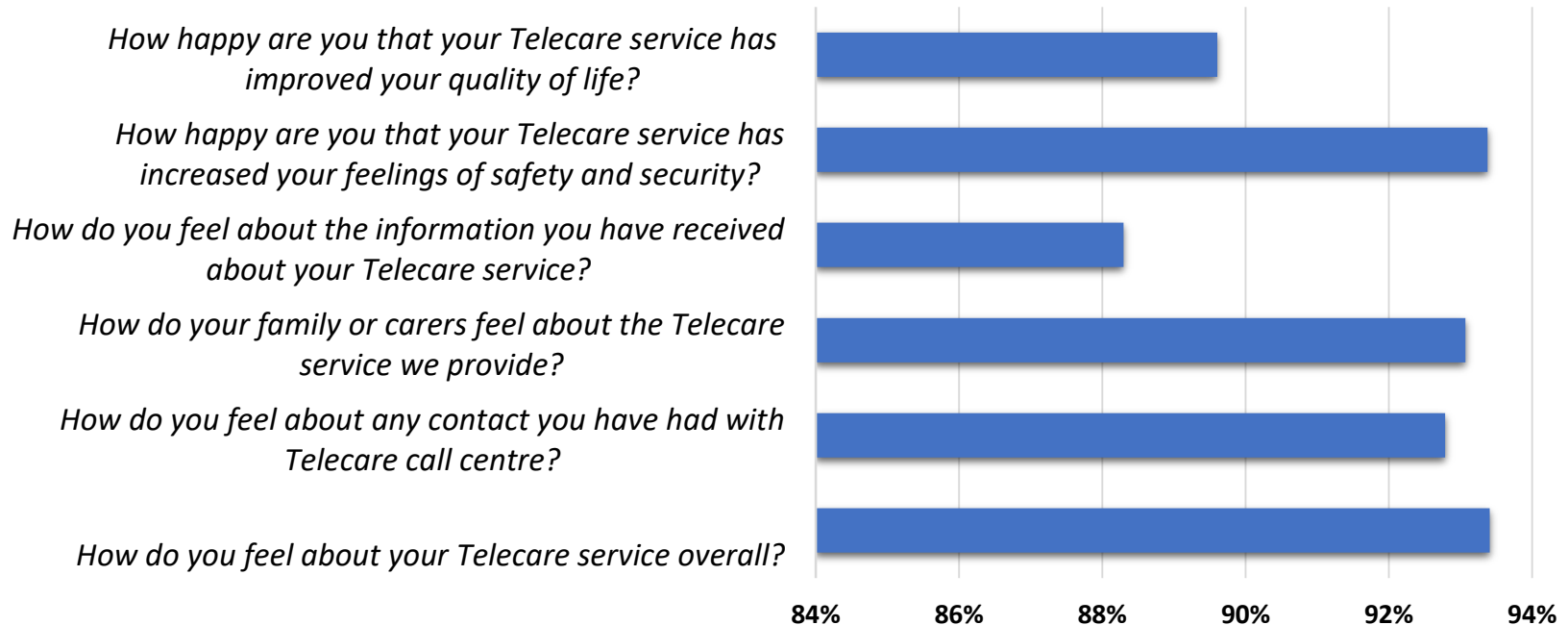
Hampshire County Council

ACHIEVEMENT AWARDS 2017 WINNERS MJ

LGC 2016 WINNER

CRYSTAL AWARDS 2015 EXCELLENCE

CRYSTAL AWARDS 2016 EXCELLENCE

Evidence from service users surveys

- Over 3,000 service users have been asked for their views
- Survey return rate is 38%

Feedback about Argenti care technology (based on 1,165 written responses)

(Bar chart showing responses to the following questions, with x-axis from 84% to 94%)

- How happy are you that your Telecare service has improved your quality of life?
- How happy are you that your Telecare service has increased your feelings of safety and security?
- How do you feel about the information you have received about your Telecare service?
- How do your family or carers feel about the Telecare service we provide?
- How do you feel about any contact you have had with Telecare call centre?
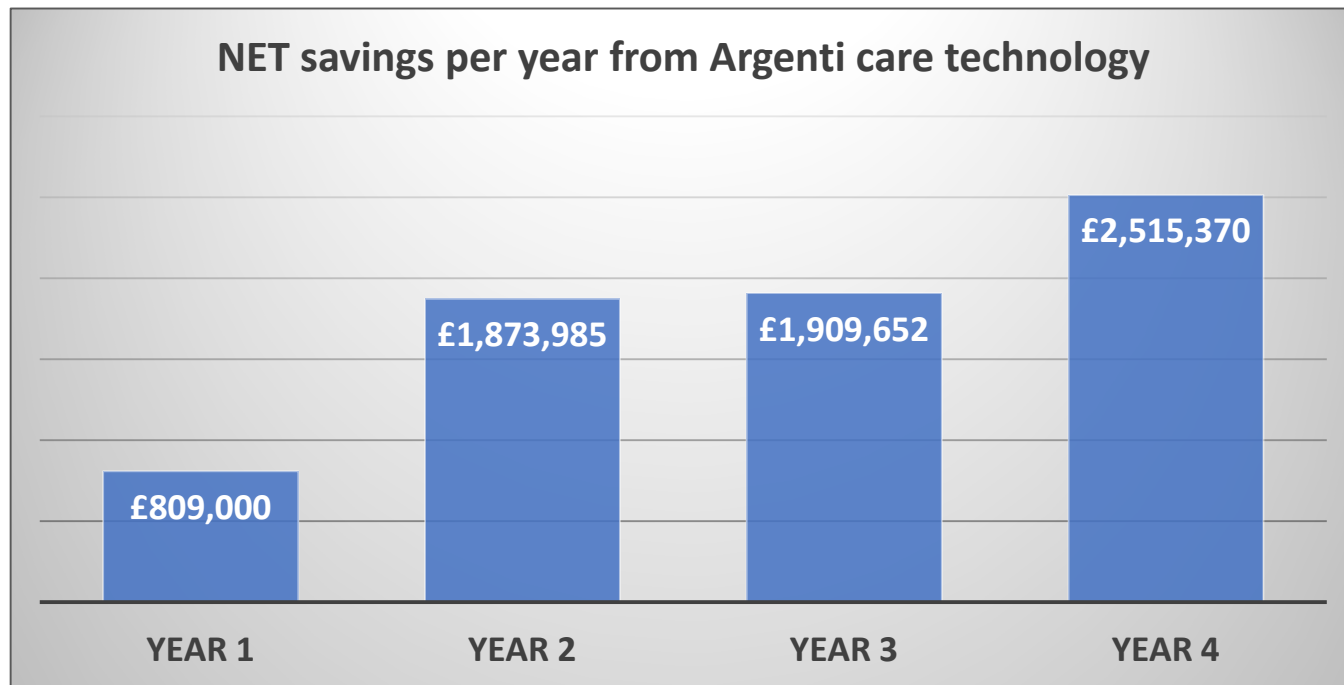- How do you feel about your Telecare service overall?
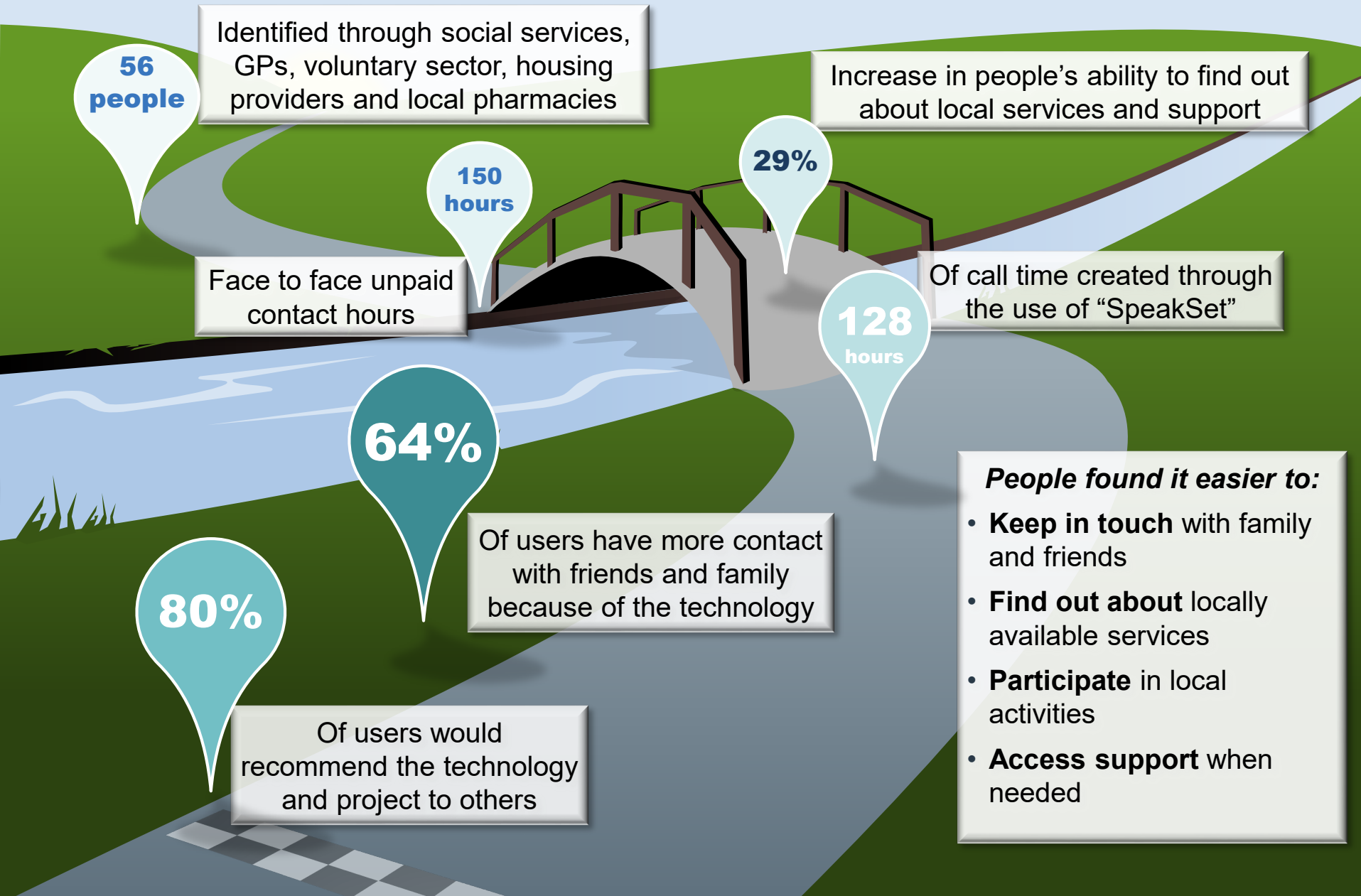
Feedback from service users

- "I cannot think of anything to improve the telecare service as it has given me confidence as I live on my own and have had many falls in the past. At 80 years old it can be very frightening"

- "Totally satisfied. The peace of mind given to myself and family is immeasurable. Call centre is so friendly so I'm not afraid to call"

- "I cannot think of anything to improve my Argenti because it covers everything I could ever wish for. I feel so much safer now that I have help when I need it at the press of a button"

- "I can not express my feelings about your service. I feel it really is a lifeline"

- "I am caring for a 96 year-old mother with Dementia. It has been a life saver for me"

Evidence of financial impact of technology

The Council has robust and detailed analysis showing that the mainstream use of care technology has reduced the NET cost of social care for eligible people by £10M+ in 5 years

NET savings per year from Argenti care technology

£2,515,370

£1,873,985

£1,909,652

£809,000

YEAR 1   YEAR 2   YEAR 3   YEAR 4

Social Isolation Project: Summary Evidence

56 people

Identified through social services, GPs, voluntary sector, housing providers and local pharmacies

150 hours

Face to face unpaid contact hours

29%

Increase in people's ability to find out about local services and support

128 hours

Of call time created through the use of "SpeakSet"

64%

Of users have more contact with friends and family because of the technology

80%

Of users would recommend the technology and project to others

People found it easier to:

- **Keep in touch** with family and friends
- **Find out about** locally available services
- **Participate** in local activities
- **Access support** when needed

Socially isolated residents see the benefits

- "At the age of 90 years (widowed) it has been and still is a great daily asset. I would be lost without it. The Breezie and support was excellent and I thank you all" (Mr G, Breezie user)

- "Very positive experience, loved it. 90th birthday in January. All family together. Did the candles and birthday song through the device. Saw all the family together for the first time. Very positive experience. Because we are isolated this has been wonderful!" (Mrs B, SpeakSet user)

- "It's wonderful. I can talk to my daughter. I didn't used to talk to her and now I can" (Mrs L, SpeakSet user)

- "It makes us feel closer, like they are with us and not thousands of miles away. My son (who is two and a half) had never seen his great grandmother before and having the opportunity for him to meet, chat and talk about her after our calls has been wonderful." (Granddaughter of Mrs R, SpeakSet user)

Clear principles have driven success

The things that really matter…

R*isk*

O*utcome*

B*enefits*

E*vidence*

Embedding technology within the care offer is a **change challenge**, not a technology project