

Local Investment Programme

Bath and North East Somerset Council - **Assistive Technology in the Home**

CASE STUDY

April 2018

Local Investment Programme

Local Investment Programme is overseen by the Local Government Association on behalf of the funders NHS Digital

OPM Group and the Bayswater Institute were commissioned to evaluate the Local Investment Programme producing an interim evaluation report and case studies.

Bath and North East Somerset Council was one of 19 local authorities to be funded in 2017/18 under the theme – **promoting independence and wellbeing through the use of digital services and technology**

The Local Investment Programme full interim evaluation can be found at www.local.gov.uk/scdip

The logo for Bath & North East Somerset Council, featuring the text 'Bath & North East Somerset Council' in green, flanked by two horizontal blue lines.

Synopsis

Challenge & solution

The impact

Sustainability

Lessons learned

Project Summary: Piloting a range of assistive technology (AT) apps and devices within their reablement and rehabilitation service

Partners: TSA, Virgin Care

Outcomes: Users remain in their own home for longer, non-elective admissions reduced

Projected Savings: 0.8% reduction in residential admissions (£165,000 p/a) and contribute to reduction in non-elective admissions (£187,000 p/a)

- This project aims to pilot a variety of apps and devices to identify which deliver the most benefits in terms of reablement and rehabilitation.
- Bath and North Somerset's integrated reablement and rehabilitation service currently uses assistive technology (AT) on an ad hoc basis.
- They wish to use the LGA funding make AT an integral part of the referral and assessment process and for it to be offered as a key part of care packages.
- They will partner with Virgin Care to deliver health and care services and the TSA (Telecare Services Association) for advice and guidance on appropriate suppliers.
- The aims of the project align with the aims of their STP, their BCF Plan and their LDR. The project outcomes will also inform the development of the Care Co-ordination Centre, a central hub for wellbeing information.

The Challenge

- Assistive technology can be used to improve quality of life and independence of patients and reduce costs of their reablement and rehabilitation, but it is currently unclear what form this technology should take

The Solution

- Funding will be used to identify areas of need for AT and then commission and deploy the relevant technologies. These could include location management, social isolation, smart-home and early supported discharge.
- This could lead to an increase in people remaining at home 91 days after discharge, and increased capacity to support more people for reablement.
- The outputs will include new business processes, the deployment of AT tools, training documentation..
- The benefits will be assessed through and independent product evaluation, targets and performance measures, ROI and gap analysis.

The KPIs of this project would include:

- Increase in number of accepted referrals to Reablement
- Decrease in number of therapist visits needed per day
- Number of people who accept/reject AT
- Reduction in number of visits for reassurance
- Reduced costs of care packages

Impact for clients:

- More personalised care
- Greater independence
- Instant response and support to issues
- Increased dignity from the reduction of face-to-face non-personal care

Impact for professionals:

- Sustainability of provision and management of costs
- Satisfaction of helping service users get the best care and maintain their independence

Impact for the council:

- Beyond cost savings, the council will be at the forefront of innovation, introducing technology delivering a more personalised and cost-efficient care for people with learning disabilities in Supported Living settings

Cost savings:

- An estimated saving of £2,000 per annum per user means that the pilot will save the council £180,000 over 5 years.
- All potential savings will be identified during the initial assessment before any technology is installed.
- After 6-8 weeks they will conclude whether the technology is generating a saving and providing sufficient care.
- After rolling out the project to 75% of supported living service users, the estimated (conservative) gross savings over 10 years is £5.1 million.

- This project will align with more significant investment in assistive technology for which the Council has identified £200,000. This funding will be used to identify the most cost-effective AT for reablement.
- They anticipate that savings identified by adopting the AT will go on to fund the continuation of the project.

Anticipated lessons:

- The results of this project can be applied to other authorities and the evaluation methodology will be kept broad in order to allow for it to be used elsewhere.
- The ROI and gap analyses for all of the AT tools used will be useful for other authorities to put together a business case for AT.
- Findings will be disseminated through South West Information Sharing Hub (swish) as well as ADASS and the South West IPC consortium.

Learning to date:

- The challenges of arranging a tri-partite agreement between the council, Virgin and UWE became complicated around ethic approval and intellectual property. The project is now moving forward a service development with Virgin Care.
- Information governance approvals for AT is proving to be a stumbling block for launching the pilot

Challenges to delivery:

- Information governance in relation to consent and approvals for AT suppliers.
- Working across organisational boundaries and speaking a common language and to agree contractually.
- As a result the project has been cancelled and a new proposal has been issued to focus on medication management, rehabilitation of activities and physiotherapy and to work with 20-30 people who are receiving support through the Home First Pathway. They wish to work towards similar outcomes but in a more practical way and propose to work with an OT from Virgin Care who has been seconded to work on the original project and would continue the practical work.



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The final evaluation report will be published by March 2019

