

# Telecare provided free to over 80s

## The challenge

The UK population is ageing, and in the London Borough of Hillingdon the number of people over 80 is 10,625, projected to increase by 13% over the next five years (ONS). In response to this, Hillingdon Council Adult Social Care has worked in partnership with NHS Hillingdon to develop a new model of care which effectively mainstreams telecare and reablement services, reducing reliance on residential care. The service aimed to create a fundamental shift in service provision away from institutionalised care, towards home-based support, risk prevention and early intervention.

## What we did

Hillingdon has offered a community alarm service to residents for some years, and following a review of the evidence from other areas in the UK, took the decision to extend this service by offering a telecare support service free of charge to residents over the age of 85 in April 2011, extended to over 80 in 2014. Similar telecare packages are offered free for the first six weeks as part of a re-ablement service and for those individuals who meet FACs (Fair Access to Care) criteria subject to a financial assessment. In addition, all residents of the borough may choose to self-fund.

Hillingdon's TeleCareLine service provides varying levels of support, with eligible residents provided with a Lifeline Connect+ personal alarm, a MyAmie+ pendant, bogus caller alarm and a smoke detector as standard, and additional sensors provided based on the residents' individual needs.

The new model of care aimed to support 3,000 people by the end of 2014/15 and to reduce/delay entry into residential care, prevent people needing ongoing care and support confidence during the re-ablement process.

A comprehensive financial model has been created to monitor efficiency, ensuring that resources are used in the



most effective way and that residents are able to remain in their own homes for as long as possible, enjoying a better quality of life than may otherwise be the case.

## Result highlights

As a result of the telecare and reablement service:

- £4.95m savings were generated (April 2011 - March 2014)
- Residential/nursing care placements reduced from 8.08 per week, to 2.13 per week
- Homecare hours purchased reduced by 10%
- Over 3,300 people are currently benefitting from telecare

“ Technology like TeleCareLine can play a vital role in helping care for an ageing population and that's why in Hillingdon are offering it to those aged over 80 for free. By enabling residents to stay in their own homes we can increase people's independence and reduce dependency on traditional social care services such as residential or nursing care, which can in turn result in significant savings for the council.

**Tony Zaman, Director  
for Adult Social Care**



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## Results

More than 3,300 people are currently benefitting from telecare. Of these installations, more than 1,163 have been self-referrals from Hillingdon residents as a result of the council's efforts to raise awareness of the telecare service at user level.

The telecare and reablement service has achieved the financial savings target of £4.95m (from April 2011 to March 2014.) Detailed analysis has revealed that the service has resulted in:

- Long-term residential/nursing care placements reducing from 8.08 per week in 2010 to 3.57 per week by end February 2012
- Reduction in homecare hours purchased of 10% from April 2011 to April 2012, forecast continued year-on-year reduction of 7.8%.
- From January 2013 to February 2014 the percentage of residents not requiring further services after the initial six week reablement programme was 46.44%, and the number of residents who only required a reduced service after their reablement period was 16.83%.

Not only has the telecare and re-ablement service delivered significant financial savings, it also supports LB Hillingdon's mission to enable residents to live healthy, safe lives in the home of their choice.

“ Like most people, our older residents and those with disabilities have told us they want to be, and remain, independent. Hillingdon's TeleCareLine service allows them to do just that, safe in the knowledge that assistance is on hand should they need it.

**Cabinet Member for Social Care, Health and Housing, Councillor Philip Corthorne**



## Case study

### Fire prevention

Claire is 88 years old, and has mild confusion and short term memory issues. She has the TeleCareLine standard package installed and was recently admitted to hospital.

While Claire was in hospital her daughter visited the property with some shopping and left some bags on the electric hob, without noticing that one of the rings had been left turned on.

Claire's daughter left the property, but the smoke detector subsequently raised the alarm at the monitoring centre. The monitoring officer was able to instantly view Claire's notes on screen and see she was in hospital, and so contacted Claire's daughter who was then able to quickly return to the property, and remove the smouldering bags from the cooker before more serious consequences occurred.

Without a monitored smoke alarm as part of the TeleCareLine service there was likely to have been serious damage to Claire's property. However, because of telecare, Claire was able to return home and recuperate in familiar surroundings, with the reassurance that the system would continue to raise an alert at the monitoring centre if it detected a potential problem.

For more information about Hillingdon TeleCareLine visit [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk) or call 01885 556633