

Telecare/Technology Enabled Care (TEC) update

6 May 2020

The new TEC service being provided by NRS Healthcare (the current community equipment service provider for West Sussex) will go live on 19 May 2020 as planned.

Key to this new TEC contract is that customers are supported to maximise their own personal strengths and resources to retain their independence. A strengths based approach therefore runs through the service.

Referrals

The new NRS Healthcare service model will be different from the current service, with practitioners able to refer two types of customers:

Longer term need:

1. These are customers who have undergone a formal social care eligibility assessment (being either an assessment of an individual's need for care and support or an assessment of a carer's need for support) under section 9 or section 10 of the Care Act 2014 and where TEC can support the outcomes the person wants to achieve.
2. They will be able to access TEC to meet their needs via county council funding during the period in which they are deemed to be eligible. The TEC products or services to be provided in these situations will likely be focused on a range of innovative solutions that promote and enhance a customer's independence and wellbeing and reduce or delay the need for more intensive forms of care and support.

Short term need:

1. These are customers who need TEC to support them to respond to a crisis or some other urgent or short term requirement.
2. The three specific criteria for a referral to be accepted against this customer group will be:
 - those who are assessed who require TEC to support their timely discharge from hospital;
 - those who are assessed who require TEC to avoid a hospital admission, due to recovering from illness or an operation, or to prevent inappropriate use of primary care services; and
 - where there is evidence that a referral will delay/reduce a more costly intervention. The TEC products or services to be provided in these situations will for the majority of these customers be focused on lower tech solutions that support safety and security for example solutions that assist an individual in a timely and appropriate way by providing monitoring or a response to an episode/incident where assistance is required.

We will take a strengths based approach taking into account the customer's personal resources (including existing or wider technology options), community networks and locally available community solutions to ensure that the county council and NHS funding of TEC is spent where it is most needed.

Costs and charges

TEC will be FREE of charge to Short term need customers for up to a maximum of six weeks. If a customer wishes to continue to use the TEC service after the six week service period they could enter into a 'private pay' arrangement with the supplier.

A small number of Short term need customers may become Longer term need customers if

they are assessed as eligible under the Care Act 2014.

NRS Healthcare TEC services will be available to anyone who wishes to self-refer and become a private paying customer. This would be for those people who are not eligible under the Care Act 2014 for longer term funding but would benefit from the safety, security and enhancements in independence and wellbeing that TEC brings. These customers can be given information and advice about TEC devices and services and should they choose to, would pay for these services under a private arrangement with NRS or other suppliers.

How to refer to NRS Healthcare

Currently all TEC referrals are made via the WELbeing online referral portal (this includes key safe only referrals).

From **19 May 2020** the following will be in place:

1. All TEC referrals to be made via the new NRS Healthcare online referral portal (this includes key safe requests where TEC is also requested).
2. Requests for key safes (where TEC is not also required) need to be made via the existing NRS Community Equipment Service iRIS system.

NRS will ensure that it is available to receive referrals via the online portal seven days a week, 365 days per year including bank holidays. Following the referral, NRS Healthcare will contact the customer and attempt assessment/installation in the following timescales;

- when a referral is marked as 'urgent' and received Mon-Fri before 1pm - on the same day as the referral (or if received after 1pm before 12pm the next day); or
- when a referral is marked as 'standard' - within two days of the referral Mon-Fri.

NRS Healthcare are working with specialist alarm monitoring partner Appello who support thousands of customers nationwide, as well as BDS – Mobile Response service, to ensure that the right support is available to West Sussex customers 24 hours a day, 365 days a year.

Covid-19

NRS Healthcare will also be continuing to provide 'same day' access to basic items of technology as needed to support fast hospital discharge during this COVID-19 situation.

Next steps and further information

We are eager to fully understand the benefits of all TEC services/devices can provide and we will be tracking these closely throughout the contract period and sharing the insights gained with our staff.

We are also particularly mindful of how busy you are in the current situation and therefore a further brief message will be sent next week specifically to ensure that you have the key referral process information so that we have as smooth a transition as possible.

Finally, while the 13 week free trial telecare service offered by current provider, WELbeing, on our behalf, will finish on the 18 May, WELbeing will continue to provide monitoring services for any customer that they have installed telecare devices for up to and including that date until the end of the applicable 13 week period.

NRS Healthcare are developing a professionals page on their website which can be found here: www.nrshealthcare.com/professionals/westsussex

If you have any specific questions please contact sue.tivey@westsussex.gov.uk