

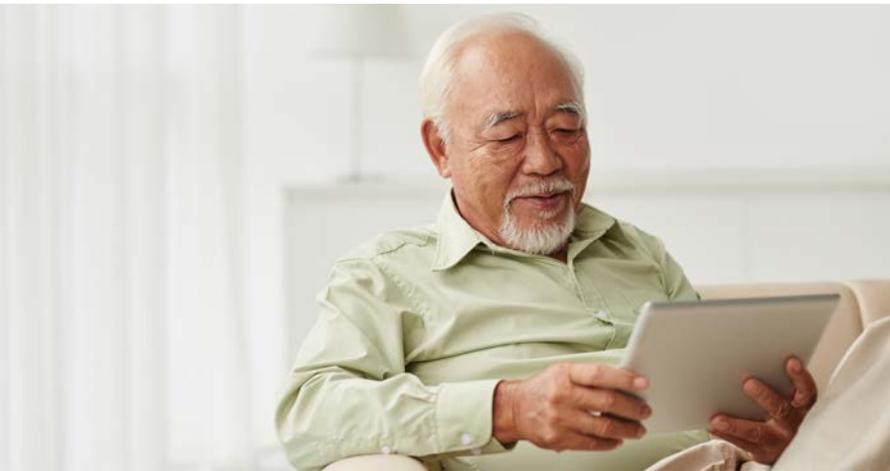


# **NRS Healthcare Technology Enabled Care Service**

**How we transform your  
TECS provision**

**NRS HEALTHCARE** | TECS PROVISION

**NRS**<sup>®</sup>  
Healthcare  
Putting People First



## What do we do?

We can provide a full clinically-led end-to-end service and support you in transforming how you use technology within care pathways, support you with cultural change and introduce you to a broad range of innovative care technologies.

## Complete service

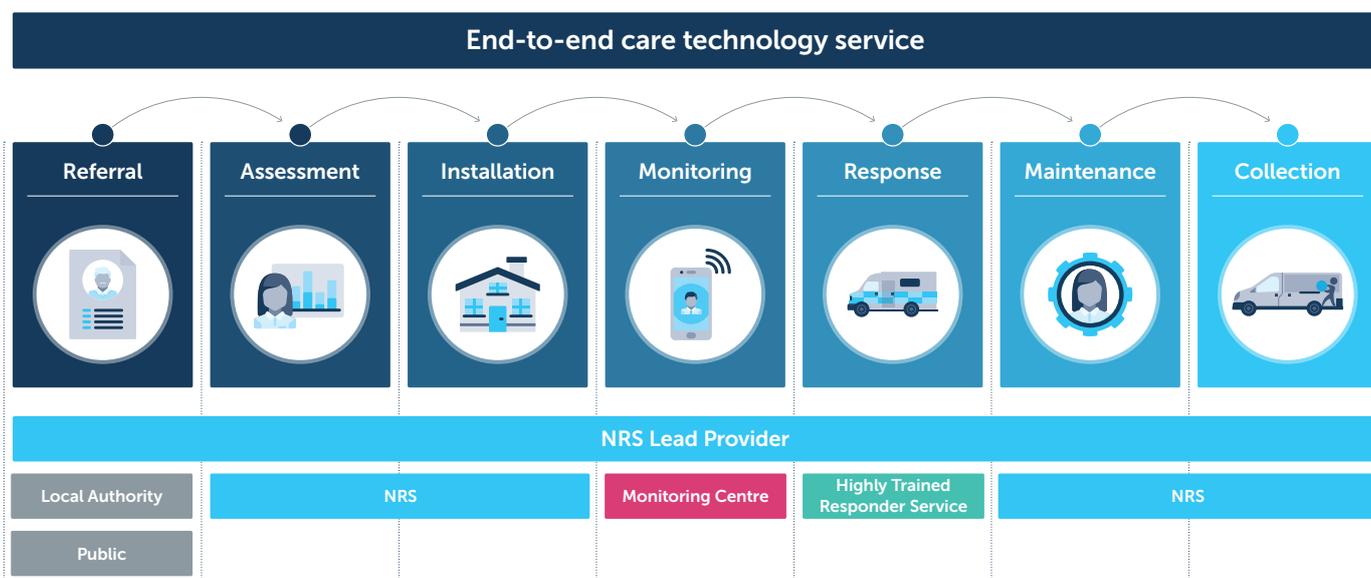
### A single coordinated service simplifies and increases effectiveness

Many local authorities and trusts are looking at how their care technology provision is fully co-ordinated and delivers a consistent, high quality and innovative service.

Multiple suppliers, either within an authority, or across the different parts of the service, can reduce the opportunities for driving new uses of TECS forward, reduce clarity of understanding, reporting and analysing what is actually being delivered to people and the outcomes being achieved.

We offer a full clinically led end to end service covering triage, assessment, installation, monitoring and response. The service can be tailored to your own needs, situation and aims. We will deliver this to you as a lead provider.

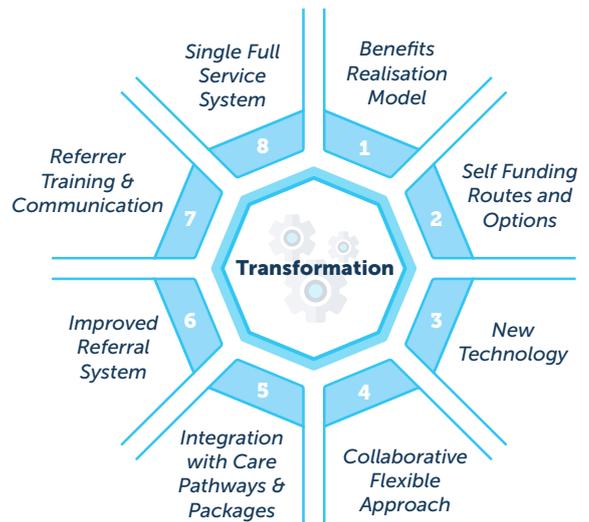
Not having clear understanding or control over a co-ordinated service can also mean a TECS is not being effectively directed at the areas where it can make the biggest positive impact, or support strategic objectives and initiatives. It can also make testing and then effectively adopting the new technologies available difficult.



## Transforming the use of TECS

We will work with you to set out a path to ensuring TECS will meet your specific aims and make a real difference. We can analyse your data to help you understand what TEC is currently delivering – and how it could deliver more:

- Who is using TECS
- Current attitudes towards TECS
- Current processes and systems impacting on use
- What impact your use of TECS is having
- What barriers might be restricting its effective use



### The digital switchover and using care technology proactively

We can work with you to transform your service and support you in your journey from analogue to digital. We will provide you with impartial advice about how to introduce and deploy more digital systems, whilst phasing out your existing equipment to help you manage budgets and any other operational considerations. We can also work with you to

introduce new 'Internet of things' data driven care technology which will provide proactive insights to help practitioners make informed decisions. This technology can also empower people to live as independently as possible whilst allowing carers and family members to monitor and respond to their needs.

## We're already delivering...

We already deliver a full outcomes based service approach for Buckinghamshire County Council, North Yorkshire Council, Torbay and South Devon NHS Trust Foundation, West Sussex County Council and the NHS and across Berkshire and can combine this with a self-funding option as we are in Torbay, Lincolnshire, North Yorkshire, Berkshire and West Sussex.

Depending on your circumstances, we can manage and co-ordinate our own provision of elements of the full service with other elements from your own, or partner services under a lead supplier or managed service arrangement.

Increasingly, outcomes based commissioning is the preferred approach to create a more person centred and innovative TECS. A contract that changes month by month, year by year ensures the service is always cutting-edge as practice develops and technology solutions get smarter and more data driven. A therapy led, outcomes based TECS, where NRS Healthcare acts locally as a change agent and true partner, like the service we deliver for Torbay and South Devon NHS Foundation Trust, provides the best opportunity for success and transformation of your service.

### A tailored approach

- We deliver a full service for Authorities and Trusts. What that service involves depends on your own needs, situation and aims. However, we can deliver under a single contract and management approach



REFERRAL  
MANAGEMENT  
& TRIAGE



ASSESSMENTS



INSTALLATION,  
SERVICING,  
MAINTENANCE &  
EQUIPMENT  
MAINTENANCE



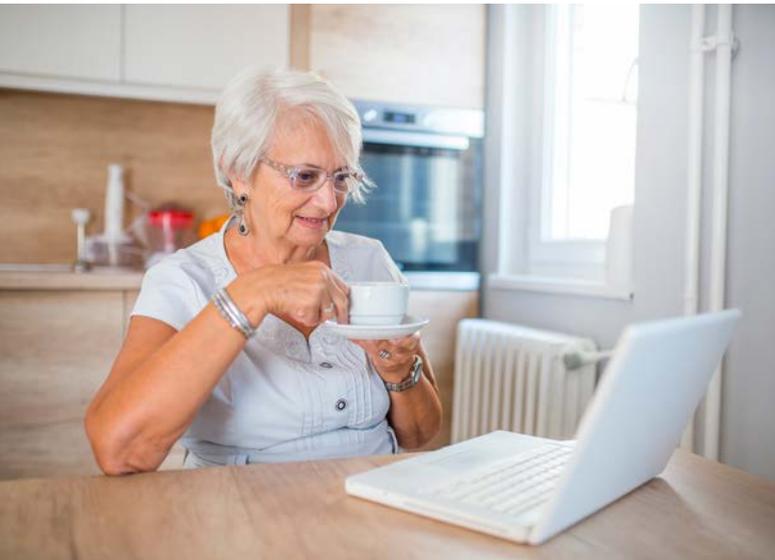
MONITORING



RESPONSE



SOURCING,  
PROCUREMENT &  
STORAGE OF  
EQUIPMENT



## How can we help you?

We work with you to transform and deliver effective and comprehensive TECS to help people live independently and confidently in their own homes.

We also work with you to transform how TECS is seen and used by your teams, to help you turn it into a mainstream solution for the needs of your service users.

We are not a technology manufacturer, so we can pick the best solutions available and new technology emerging in the market to meet your needs, both now and in the future.

Our focus is to make TECS provision support your strategic aims. This includes supporting and improving the outcomes of your major initiatives such as reablement, falls prevention, reducing Delayed Transfer of Care and avoiding or delaying care home and hospital admissions. As we are clinically led, we focus on your outcomes and those of the users and carers who can benefit from having TECS in their home.

## Supporting you

Promoting your broader objectives and initiatives such as supporting prevention agendas, or enabling a strength based approach to assessment and provision. You might wish to use TECS to enhance specific areas such as reablement or falls prevention, support hospital discharge, enable and promote independence, or prevent admissions to care homes or hospital.

Or to reduce costs of other care package elements whilst ensuring positive outcomes for users and carers.

Whatever your specific objectives, we will work with you to put in place a transformation plan which will support your priorities and ensure TECS is taking centre stage in helping deliver these aims.

## We focus on Enabling Care first

### Our approach

- Many organisations offering TECS start with the Technology element. Our focus is on Enabling Care first
- We take a clinically led approach and work with you, your teams and partners along with service users and their carers. This helps us to focus first on identifying the priority needs, objectives and outcomes
- Then we focus on what will work to achieve those outcomes
- Only then do we focus on the technology solutions which will fit those needs and will work best to achieve those outcomes



# Tailored technology

As we are not a technology manufacturer, we can choose the best technology the market has to offer. This may include existing and proven technology, or new and innovative technology which can be piloted to show how it offers better solutions.

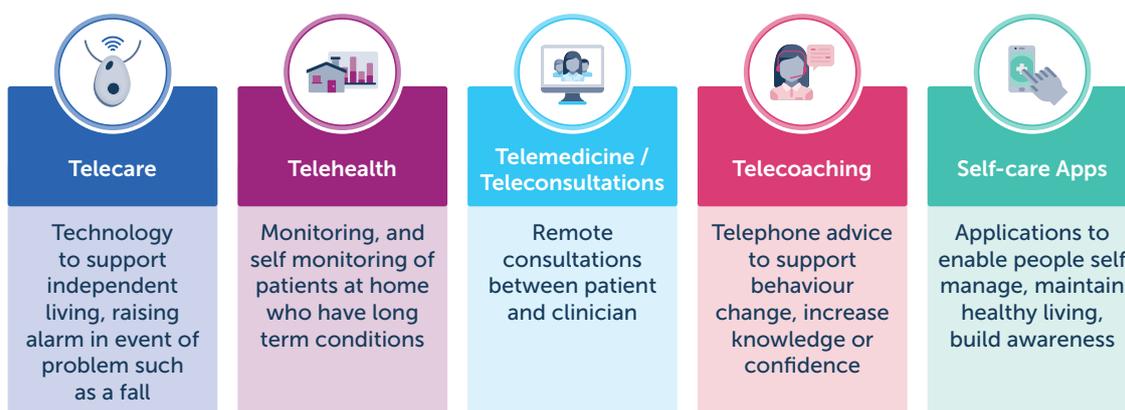
Whichever technology we source we will ensure it is easy for your teams to understand the benefits it will deliver, is compatible with other solutions and users feel happy and confident having it in their home.

## As technology develops, we are also working with:

→ Analytics – algorithms and software which can use a range of sensors to build a picture of someone’s movement to health to identify potential problems before they happen

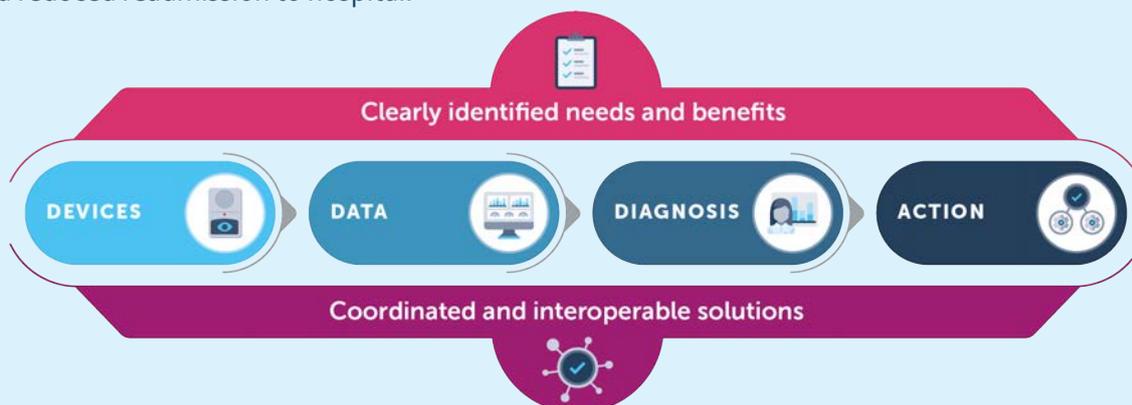
- Helping people better use the technology they already have, such as Amazon ‘Alexa’, fitness bands, or Apps that are available for smartphones or tables
- Communication devices that support direct communication between clinicians and patients in their own homes

Whatever the technology, we ensure it fits with the whole care pathway, and with the people, teams and processes needed to deliver the best outcomes. Technology is part of a wider system of care, and we ensure the whole system is taken into account.



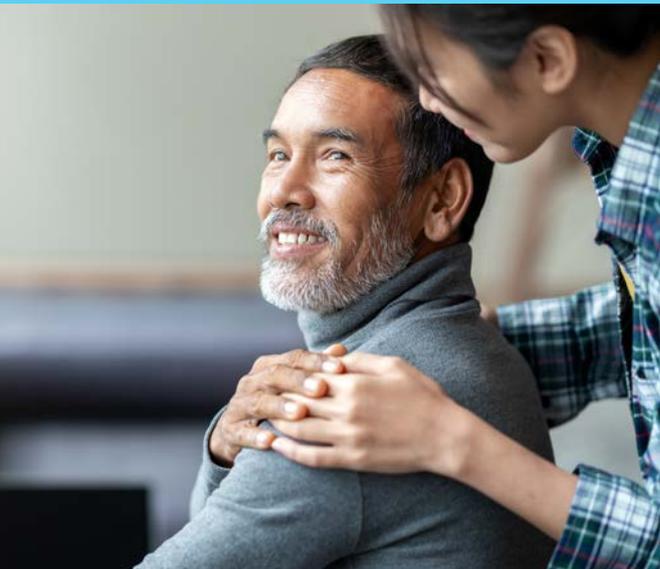
# Measuring success

We measure success based on the objectives you are prioritising. For example we have devised a benefits realisation model in partnership with customers to capture the savings made from replacing other care package elements, and from avoiding or delaying admission into care. But we also look at the measures you already have in place and how TECS can positively impact those – for example falls prevention, improved reablement, reduced DToc and reduced readmission to hospital.

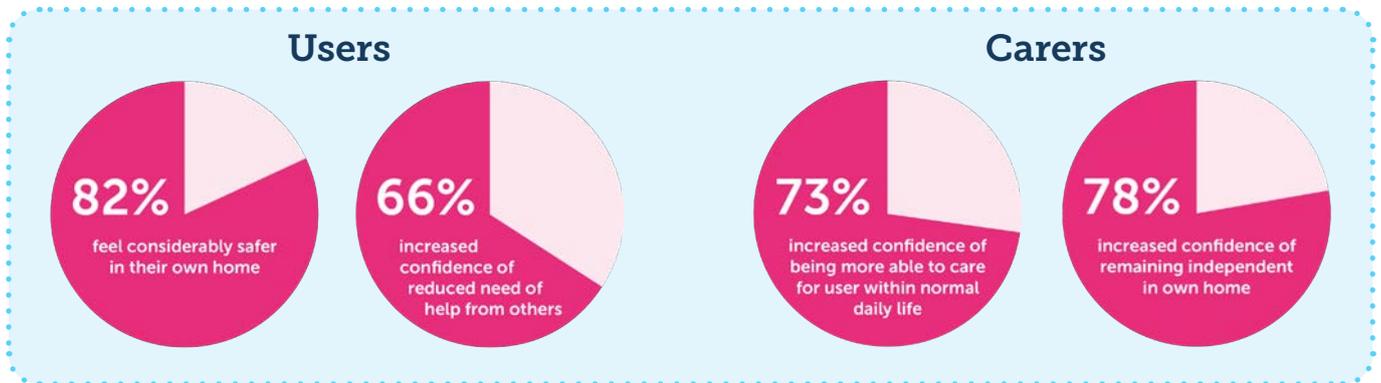


# What do service users and carers think about what we can offer?

- At the heart of every project is the positive impact it has on people
- Making a positive impact on people
- We constantly look for feedback from users and their carers, not just to see if they are happy with the service but to check what impact TECS has had on their lives



- **Assessment**  
Assessment of needs and advised on solutions based on needs
- **Installation**  
Installation of equipment and ensure service user/carer is comfortable with their equipment
- **Review**  
We complete an outcomes based review to see what difference has been made to the lives of the service user and their carers.
- **Continued Support**  
Arrange maintenance, repair or removal if required



## Our clients

We mainly work with Local Authorities and NHS Trusts. But we also support care homes, manufacturers, charities and Housing Associations





## Case studies

### Joyce's Story

Joyce had become increasingly confused about lots of issues but none of her family thought that it raised a safety concern, until she was admitted to hospital following a fall.

Whilst Joyce was in hospital it became apparent that she wandered around during the night and her husband, Bob admitted that she did this at home too and that he wasn't sleeping very well as he was worried that she might become disorientated and fall down the stairs.

Their family suggested moving to a bungalow, but neither of them wanted that, so a nurse at the hospital suggested that TECS might help them. The nurse directed their family to the NRS website where they ordered some property exit sensors, a bed sensor mat and a fall detector.

Although her health has deteriorated and Joyce now has a carer for most of the day, the TECS has allowed her to continue living with Bob in their own home. Bob can still get a good night sleep knowing that he'll be alerted if Joyce gets out of bed for too long or tries to go outside of the house.

Joyce's granddaughter, Lauren, who organised the TECS with NRS Healthcare has said "At least grandma can still be at home, if she didn't have the sensors and the fall button then she would have had to go into a care home. She's much happier at home and if she's happy, we're happy".



*"It's helped everyone knowing that we can sleep easy."*



## Enid's Story

Enid is in her 80's. One-day last summer she was in the garden when she stretched to reach something and fell over a plant pot, having had two knee replacements she couldn't get up again. Fortunately, someone heard her shouting and saw she had fallen. Her good Samaritan went next door to get some more help.

Although Enid sustained just a little bruising she went to her GP for a check-up. The nurse there suggested she look at telecare. Enid and her settled on a wrist worn fall sensor. This detects if she's fallen and contacts the monitoring centre. They call Enid once they've had an alert and check she's ok – if she's not, or she doesn't respond they send someone to help her.

She found the rental process and installation was all very quick and easy and she was kept updated throughout the process.

Enid wears her wrist device all the time and when asked whether she is worried about any stigma attached to it says "there is no shame in it, people wear those bands to support charities, why not wear a band to support yourself. I love the security of it, it's literally a lifeline".

Carole doesn't think her mum would be able to carry on her beloved hobby of gardening if she didn't have the fall detector: "I wouldn't want her going out in the garden on her own without it, Mum says that it's like having someone with her all the time – but without having to feed them!"

*"I'm 80 and it means I can go on living alone."*

## Contact us

For further information and to discuss further how we can help transform your service, contact us:

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🌐 [www.nrshealthcare.com/telecare](http://www.nrshealthcare.com/telecare)

