

Hello and Welcome

Hello everyone and welcome to our second newsletter.

We've got some interesting updates for you and an introduction to your customer service team and to Laurence, one of our TECS OTs.

We'll be letting you know about what's coming up and some reminders please to help the service run as smoothly as possible.

Facts and figures

3307 referrals
since 19 May 2020
(up to 19 May 2021)

Short term
1143 referrals

Fast track
880 referrals

1098
assessments
carried out by
our team



News

April 2021



Introduction to Laurence Habgood-Coote



As of March 2021, the Occupational Therapist roles within the team have developed. As the service has grown over the last year Occupational Therapy requirements have changed.

This change has meant a more creative approach in how we structure the team. With Michelle looking after clinical oversight and assessments, my primary focus is now on projects and training. This means that attention is not taken away from one or the other of these hugely important areas.

I'm really excited about the change. My role is now primarily one of innovation and creativity, looking at how as a service we can think about technology differently and encouraging others within West Sussex to do the same.

Running some drop-ins for social care and third sector staff/volunteers – we'll be publicising sessions shortly – if you think someone you know will be interested please send us their details.

Developing training programme to anyone who works in health or social care a pathway to follow to increase their TEC skills and knowledge.

Working with dementia task and finish groups, to focus on where technology can fit in to meet the gaps, looking at new TEC such as virtual reality.

If you would like more information about any of these projects or have any questions for Laurence please contact him on 01903 948200 or LHabgood-Coote@nrshealthcare.co.uk.

Reminder about IRIS and PINS

This is just a reminder that you will have a separate pin for IRIS for TECS. This PIN does not allow you to prescribe equipment but will allow you to check on orders placed by our TECS team, following your referral.

If you also prescribe IRIS equipment you will have a separate PIN for this service. You won't be able to see TECS orders on your ICES PIN and vice versa.

If you have any further queries about your PIN, please contact our customer service team on 01903 948200.



Your help please...

Once you have completed your referral form, it's received by our TECS team who triage the referral. In some cases, it might be that we can go out and install the technology you may have suggested, some referrals can be assessed over the phone and some require a visit from one of our specialist OTs. Almost all cases require, at some point, someone to go to the person's home and either carry out an assessment or install equipment.

Often when our customer service team are contacting clients to talk through their referral, make an appointment for an OT to visit or arrange install,

clients put the phone down as they don't think the call is relevant or about something important.

So please could we ask you to:

1. To make sure clients are aware that you are referring them to NRS Healthcare, and they will receive a call from us?
2. If clients are particularly worried about cold callers etc, could you set up a password/question with them and put this in the notes on the referral form. We can therefore supply this password or question in any dealings we have with the client.



Celebrating our first birthday

We'll be having a small birthday party on 19th May from 2-4.30pm, to celebrate our first successful year of partnership working between NRS Healthcare, West Sussex County Council and the NHS on the TEC service.



The birthday party will be virtual and include talks from Jerry Benson, CEO of NRS Healthcare as well as senior representatives from West Sussex County Council. There will also be a small award ceremony to celebrate the achievements; jointly and by certain individuals during the first year.

As spaces are limited, we will be sending out invites to TEC Champions, award nominees and other referrers as nominated by the TEC champions.

If you don't receive an invite and would particularly like to attend please email Sue Tivey (sue.tivey@westsussex.gov.uk) to request a place.

Helping people adjust as we come out of lockdown

Whilst life getting back to normal is music to the ears of many, for some, it causes anxiety, distress and worry about how life will be one year on. There are also people still testing positive and self-isolating due to contact with COVID and people are still shielding.

We've created some packs to help. Prescribers have the option of requesting either a Home Support pack or a Regaining Independence pack.

These packs can be left outside a client's home and require no installation. They each contain a mobile device which is linked to a monitoring service. If the client needs to call for help or becomes worried or concerned, they can press the button and be linked directly to the monitoring centre.

You can request that these packs are delivered to a service user through the referral form found here:

www.nrshealthcare.com/referralswestsussex



We're sorry...

Sometimes our phone lines are temperamental, we are addressing this. Please email us on telecare@westsussex.nrs-uk.net and we will respond to you the same day.

Find us on social media for updates about our service

We've set up our social media accounts to let you know about updates to our service, new equipment available and interesting information about TECS in general.



in LinkedIn

We have a LinkedIn page which can be found here:

www.linkedin.com/company/nrs-healthcare-west-sussex-technology-enabled-care

And a **closed group** – aimed specifically for prescribers, to discuss equipment, how the service works and share experience; positive and not so positive – you can request to join the closed LinkedIn group here: www.linkedin.com/groups/12515169/

f Facebook

We also have an open facebook page where we share information relevant to prescribers, service users and their families about the service, our private pay option and different ways technology enabled care can help people.

Like us here: <https://www.facebook.com/NRS-Healthcare-technology-enabled-care-in-West-Sussex-111829870960420/>

t Twitter

Follow us here: <https://twitter.com/NrsWSTECS>

Contact and further information

For further information about the NRS Healthcare West Sussex TECS service please see here:

nrshealthcare.com/professionals/westsussex or

Contact our local TECS team on

01903 948200

tecs@westsussex.nrs-uk.co.uk

How robotic cats can help people with dementia

When we implemented the contract with West Sussex CC and the NHS the service was designed to be innovative and to introduce new equipment to new groups of users.

Robotics and artificial intelligence have a huge amount of potential in technology enabled care and can provide support to previously hard to reach groups of people.

One our newly introduced products is the robotic cat. The cat is designed to mimic a real animal, it moves, meows and purrs convincingly. It is fluffy and nice to stroke. The cat reacts to interaction via a series of sensors across its body. A stroke of it's back will make it purr and a tickle of it's cheeks will prompt a miaow.

Research suggests that these cats provide a real benefit to people with dementia, providing people with a focus, a talking point and an element of control.

We're currently trialling the cat and has seen great results from one our clients, with their family saying

"We had noticed that post-shielding, our father had become more withdrawn and less engaged with people. Some of the family were a little apprehensive about the introduction of the cat, feeling that their dad would know it wasn't real and would feel it was silly.



It was actually his carer that noticed the benefits initially, noticing that after a couple of days, Jim was petting and stroking the cat, had designated it's own chair and named it Sammy.

It had a much better positive experience than we expected, Jim seems much happier and a lot more engaged, even talking to us about Sammy.

We would all like to thank NRS for installing the cat".

You can a video of this case study here

<https://www.youtube.com/watch?v=8zLrlDCa2LY>

and view other case studies here

www.nrshealthcare.com/professionals/westsussex



Look out for TEC Top Tips

Each month, Commissioner Sue Tivey sends out top tips relating to the TECS service, these might be about:

- changes to the referral system
- ways to make referrals easier
- ways to help us with the triage process – ultimately helping clients
- an introduction to new technology
- ways we've used existing technology differently

TEC top tips are sent out to all TEC champions, if you would like to receive them directly please send an email to sue.tivey@westsussex.gov.uk to have your name added to the distribution list.

