

Tele-healthcare In Wolverhampton

**Angie Beards - Service Development Manager,
Adult Community Services.**

**Della Smart - Acting Lead Nurse,
Community Matrons.**

Tele-healthcare What is It?

“A combination of equipment, monitoring and response that can help individuals to remain independent at home”

(DOH 2006)

- **Overview of Wolverhampton.**
- **Community Matron Service.**
- **Integrated working.**
- **Where are we now.**
- **Vision for the future.**



Where are We

- North end of the West Midlands.
- 15 Miles North West of Birmingham.
- 75 Miles south of Manchester.
- Boarder South Staffordshire and Shropshire.



Who Are We?

- Population of 266,614.
- Average of 9000 people living per sq. mile.
- Ranked twenty-eighth most deprived out of 354 local authorities with some areas ranked at 5.
- In bottom 5th for life expectancy and deprivation indicators.
- 20% of the population have a long-term limiting illness or disability.
- COPD and heart failure prevalence higher than national average.
(Wolverhampton Joint Strategic Needs Assessment 2008)

Community Matrons Team

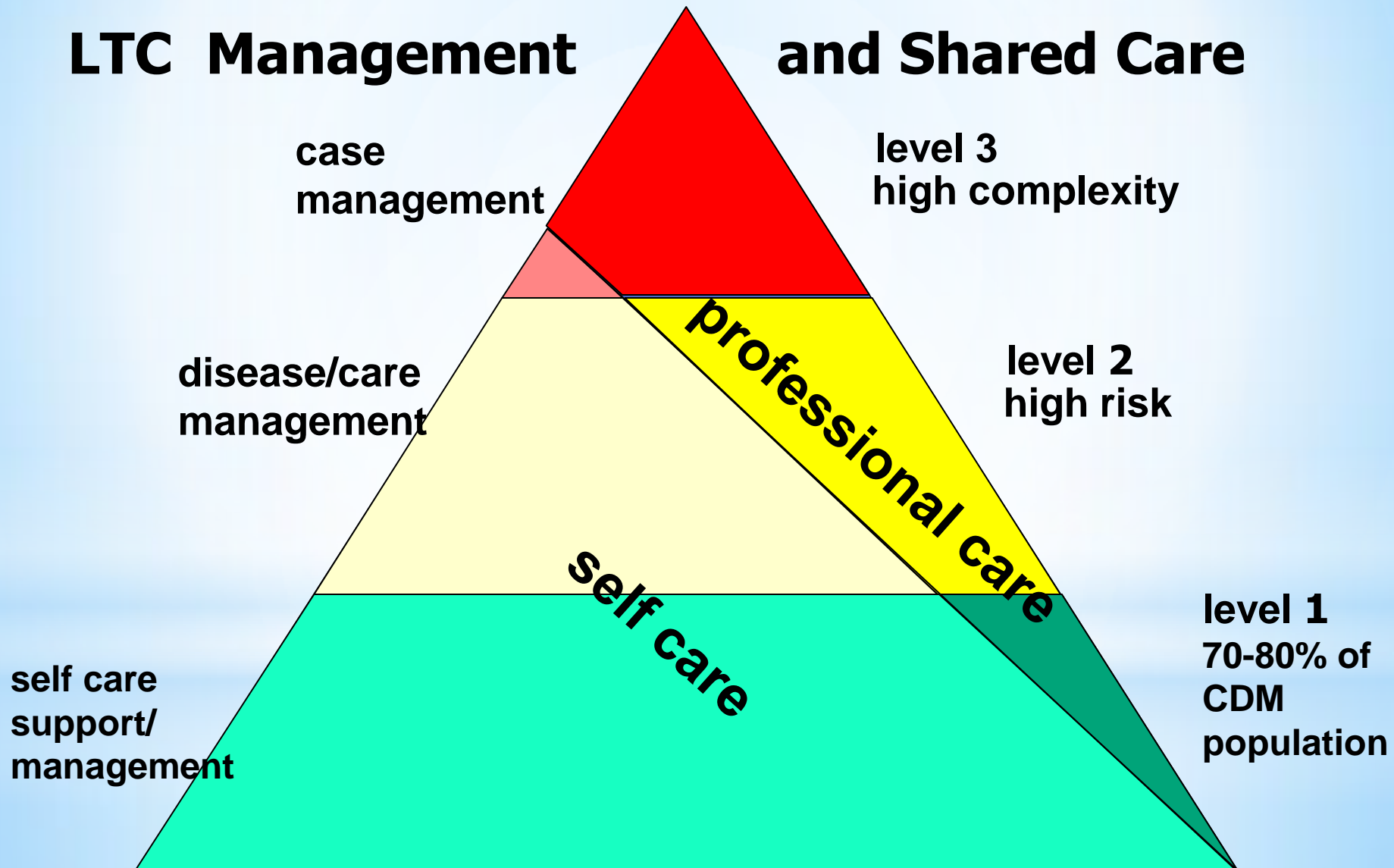
- 9 Matrons & clinical lead.
- Advanced health assessment skills.
- Long term condition training.
- Prescribing.
- Innovative trainee matron posts.

Principles of the Service

- Proactive case management approach.
- Tiered approach.
- Collaborative working.
- Tele-healthcare.
- Personalised Management Plans.
- Utilise predictive risk data.

LTC Management

and Shared Care



Aims of the Service

- Self-management.
- Supported self-care.
- Shared decision making in care planning.
- Empowered and educated individual.
- To prevent avoidable hospital admission.

Role of the Matron

- Provide expert assessment, diagnosis, treatment and referral.
- Develop individualised plans of care in discussion with patients and carers.
- Educate and empower individuals to recognise signs of deterioration.
- Ensure regular reviews and a rapid response.
- Regular review of medications.

Integrated Working Initiation

- 2006 - Wolverhampton City Council, (WCC) using funds from their Preventative Technology Grant, purchased 10 telehealth monitors.
- Approached Wolverhampton City PCT (WCPCT) to set up a telehealth pilot.

Integrated Working Pilot Development

Roles WCC

- WCC's Telecare Service managed the equipment which included storing the monitors, installations, removals, decontamination, general maintenance and returns to providers (not Honeywell at this time) if required.
- Monitored alerts on Lifestream using a stand alone BT line at WCC's Carelink centre and reported to the Community Matrons as per protocol.

Integrated Working Pilot Development

Roles

Royal Wolverhampton Hospitals Trust (RWHT)

- Undertook annual testing (Calibration, PAT etc).

Integrated Working Pilot Development

Roles WCPCT

- Identified appropriate patients for telehealth.
- Managed patients within service protocols.

Integrated Working Pilot Outcomes

- The technology was well accepted by users who overall felt confident and reassured by using this technology.
- All users were capable of performing the necessary tasks to permit the transmission of data.
- There were no issues of breaches of confidentiality in relation to the data during the project period.
- An extremely positive outcome of the project was the joint working achieved between the organisations involved.

Where Are We Now?

- July 2009 employed Tele-healthcare Lead.
- Tele-healthcare Strategy Produced.
- Tele-healthcare Business Case Submitted.
- SLA between RWHT and WCC in operation.
- 61 monitors now available to RWHT community services.

Where Are We Now (cont) ?

Monitors used to support;

- Avoid unnecessary exacerbation/deterioration of the patients disease.
- The prevention of avoidable hospital admission.
- Support preferred place of care i.e. living at home.
- Patient education.
- Supporting carers.

Where Are We Now (cont) ?

- Minimise the medical and social impact of a patients condition.
- Case load management.
- End of Life Care.
- Monitors used in Residential Homes and Nursing homes.

Benefits of Tele-healthcare

To the individual:

- To assist people to stay independent.
- To build confidence, reassure them and support the self-management of their long term conditions.

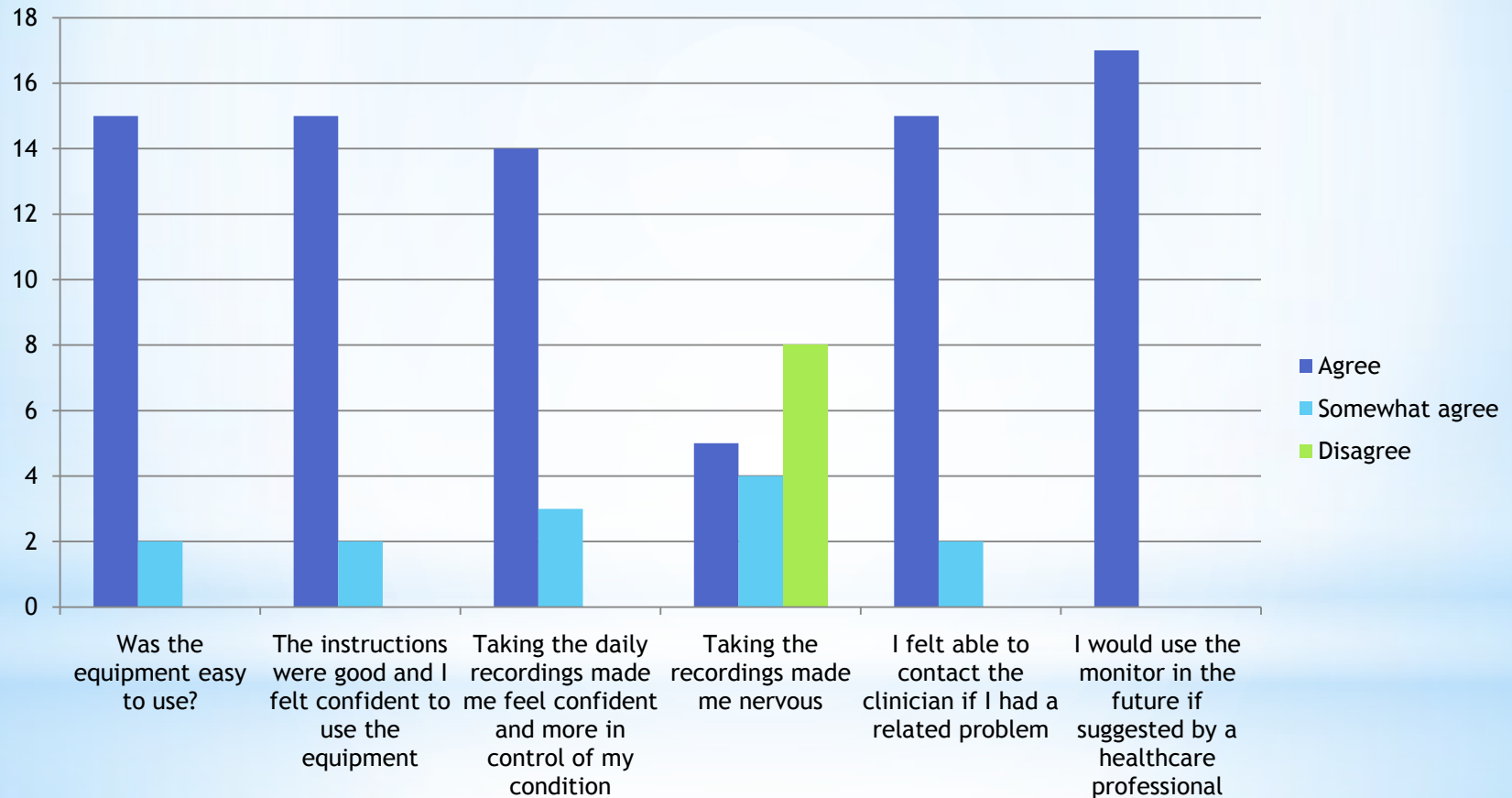
To the Community Matron:

- Workload planning.
- Helps to achieve specific targets of reduction in unplanned hospital admissions.
- Evaluate and plan care.
- Trend monitoring.

Patients monitored

2008-2009	42
2009-2010	70
2010-2011	127
2011-2012	45 (April & May)

Patient Satisfaction Survey 2010-11



Shared Vision for the future

- Joint Tele-healthcare Service.
- Every patient with a Long Term Condition/impairment is considered for tele-healthcare.
- Tele-healthcare is considered earlier in the patients journey e.g from diagnoses, to help them live healthier for longer.

Absent Friends WCC Telecare Team



Reference

Department of Health (2006) *Supporting People With Long Term Conditions to Self-care. A guide to developing local strategies and good practice.* DOH London.
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Contact Details

Angie Beards - Service Development Manager
Community Services

angie.beards@wolvespct.nhs.uk