

# Birmingham's unique city-wide telehealthcare service



## Introduction

Birmingham City Council has invested £14million in a large-scale, city-wide telecare service in partnership with Tunstall. The partnership model, which is believed to be the first of its kind in the UK, will ensure safety and support for older and vulnerable residents whilst maximising their independence. The service combines a monitoring and response service with a range of telecare packages from Tunstall to manage assessed risks supporting vulnerable people and those with long-term needs.

## Telehealth

Birmingham has now embarked upon a programme with health to enable patients with long-term conditions to benefit from improved outcomes via telehealth services.

## Aims and objectives

Launched in February 2012, the programme will provide support and reassurance for over 27,000 older and vulnerable citizens over a 3 year period. The service aims to help people remain at home and in control for as long as possible, reducing or preventing the need for home care or a move into residential care. By embedding telecare into its processes and culture, Birmingham City Council is pioneering the use of large-scale technology to support a shift in balance from crisis management in adult social care to focusing on prevention, personalisation and enablement, in line with Government policy.

## Methods

The mainstream development of telecare in Birmingham supports the changing nature of the population and their needs. Whilst a young city in population terms, Birmingham has high levels of care needs, with the black and ethnic older people's population expected to double in the next 15-20 years.

Birmingham has taken an epidemiologically driven approach to social care prevention, and telecare has been demonstrated to be incredibly important for the future of the public's health. This could only be done through a partnership model, which supports the changing nature of the population and their needs. The service has been locally based, locally developed, locally resourced (creating new jobs) and has close working relationships with health services.

While the City Council retains the management of the contract, Tunstall is responsible for providing a 'whole managed service' for citizens, an essential end-to-end service which includes not only equipment supply but also assessment, delivery, installation, monitoring and response. Unique features of the programme include:

- Care pathway redesign
- Personalised packages for specific conditions and situations
- Training and development
- Multiple access routes into the service
- Independent Citizen Advisory Board in conjunction with Good Governance Institute
- Referrals system developed in partnership
- Innovative Rehabilitation Engineering project with Coventry University and the NHS (England and Wales)
- Implementation at scale of complimentary systems (Just Checking)
- Strategic advice for local economy on tackling cost pressures
- Local Home Responder Service partner for the most vulnerable

## Results

Birmingham has adopted a forward thinking preventative approach which is not only **supporting over 7,000 service users to stay independent at home** through the use of telecare, but it also making great progress, with over 8,000 referrals, and hundreds of care teams trained since February 2012. The telecare service has already **reduced waiting times for social care, reduced ambulance call-outs** and **achieved significant savings; early indications show approximately £900,000 to date.**

Results from a service user survey found **96% feel reassured, 98% feel more independent at home and 97% would recommend it to others.**

[Read the full case study at tunstall.com](http://tunstall.com)

Analysis > Referral > Assessment > Installment

^ Tunstall is responsibly for providing a 'whole managed service' for citizens

Reporting < Maintenance < Response < Monitoring