

# The CONNECT Project: Proactive Technology Enabled Care

## The challenge

The population of West Wales has a higher proportion of older people, a longer life expectancy and lower disability free life expectancy than the Welsh average, and it's predicted that 44% of the population over 75 will have a limiting longterm illness by 2035.

How is the CONNECT project enabling a more proactive and preventative care model to improve outcomes for the people of West Wales?

## What we did

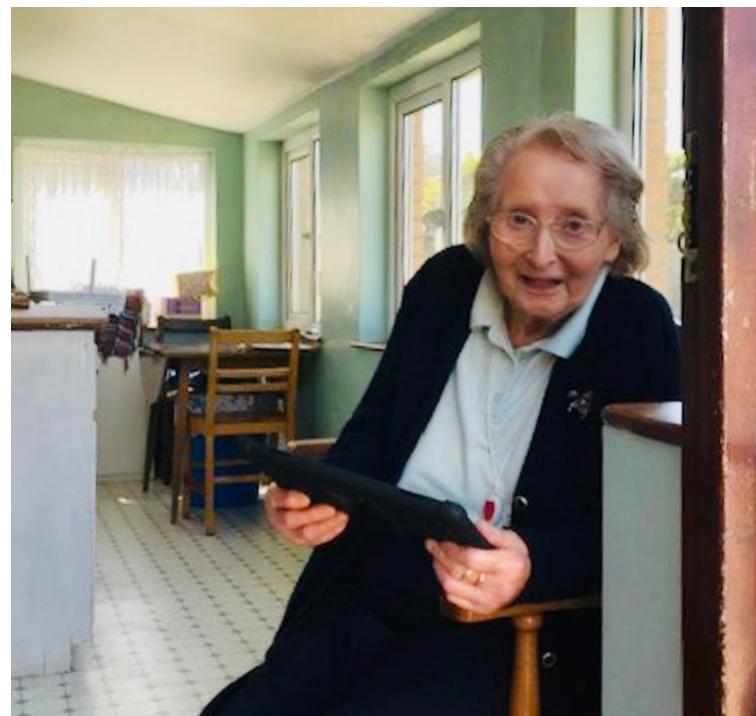
The CONNECT project provides an enhanced lifeline and telecare service across Carmarthenshire, Pembrokeshire and Ceredigion. The pilot project has been funded by the Welsh Government's Transformation Fund, enabling the West Wales Care Partnership Board - which brings together Carmarthenshire, Ceredigion and Pembrokeshire County Council's, Hywel Dda University Health Board and representatives of the third and independent sector - to work together to help shape the future of health and social care services across west Wales.

The aim of the project, which is the first of its kind in Wales, is to support a prevention and early-intervention care system through pro-active wellbeing calls which can help identify any potential health and wellbeing issues at the earliest opportunity to ensure needs are supported accordingly, providing a specialist response service and via community-based support whenever individuals need it.

As part of the service, CONNECT also offers flexible support packages tailored towards an individual's specific needs to help them live independently for as long as possible utilising the latest Technology Enabled Care (TEC).

“ Our model is truly pro-active, preventative and outcomes focused. TEC is key to our ambitions for transforming care and support. It makes a critical contribution to empowerment, self-management, independence and safety. It enables a model that means we can deliver regionally but with local implementation to provide consistency of approach, economies of scale and resources.

**Samantha Watkins, Managing Director,  
Delta Wellbeing**



# GWELLA EICH ANNIBYNIAE IMPROVING YOUR INDEPEND

Gwella annibyniaeth drwy ddarparu cymorth neu gefnogaeth pryd bynng y bydd eu hangen

Improving independence by providing whenever its needed

Trwy weithio fel un tîm byddwn ni'n;

Working as one team we will;

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## About the Service

There are three key elements to the service:

- Providing the right support to help individuals to help themselves by focusing on their wellbeing.
- Providing help when it's needed through early intervention to reduce the impact of ill health and help individuals regain their independence.
- Providing ongoing specialist help to continue promoting independent living to prevent a 'potential' crisis occurring and the impact this may have on an individual's health and wellbeing.

These elements are supported by:

### TEC

CONNECT has a TEC first approach, meaning everyone receiving the service is assessed to establish whether TEC could benefit them as part of their care plan. Depending on the individual's needs, they may be offered a Lifeline and myAmie pendant to enable them to call for help in emergency, plus a range of other sensors. This could include fall detectors, GPS tracking devices, door sensors, or medication dispensers, giving 24/7 support and peace of mind to the service user and their family all year round.

### Proactive calling

The monitoring centre will make regular outbound calls to individuals, inline with their unique self-management plans. Those in need of more support will receive a higher number of calls than those who are more independent. Public health initiatives can also be communicated, e.g. in the winter people will be reminded about flu jabs. Staff can also call clients to wish them a happy birthday, or offer extra support in a crisis, such as at a time of bereavement. Prompts are placed on identified trigger areas. If any concerns are identified, the call handlers have a number of different ways in which to practically support individuals in addition to traditional statutory care routes.





Photo posed by model

## Well-being support

The team works with individuals to assess, co-design and review community-based stay well plans. These plans embrace current community-based provision as well as provide direct pathways to the specific interventions; loneliness, falls and carer stress. The plans are monitored through proactive calls and if any issues are identified via monitoring this team can be deployed to provide practical support.

## Rapid Response Units

When crises occur, the 24/7 mobile service will respond to calls within 60 minutes to facilitate community-based solutions, avoiding inappropriate hospital admission or other medical referral wherever possible.

“ As a council we recognised the value of TEC a few years ago, and its potential to support the challenges our health and social care systems were facing, and so prioritised the transformation of the service. More recently it has been at the heart of our COVID response, enabling us to protect the 8,000 people shielding with proactive calling, food, medicine and practical, triaged support.

**Councillor Jane Tremlett, Executive Board Member for Social Care and Health, Carmarthenshire County Council**



# The pathway

The model provides an integrated and holistic pathway as support that will work at all levels of prevention and address the broader social determinants of health. It assesses how a person is feeling, and works with them to set individual wellbeing goals focused on utilising community-based assets supported by a personalised digital prescription, regular proactive calling, a multi-disciplinary team, and responder service.

**3. Delay:** with a focus on autonomy and networked relationships, the programme will delay dependency for those with long-term needs. It will provide an alternative community-based rapid response service that reacts appropriately to non-medical emergencies and will impact positively on levels of independence and prudent principles.

**2. Reduce:** the programme will have strong links to the intermediate care pathway, with the subtle difference of pulling into community-based preventative services rather than pushing away from statutory care. It will support a hospital discharge scheme and act as a pathway out of reablement.

**1. Prevent:** transformation in health and social care demands that we act earlier in the pathway. This programme will identify and engage with those that may present to services in the future, with a focus on supporting citizens that are most likely to be at risk of needing care in the future and proactively seeking to work with them to prevent needs escalating.



# About Llesiant Delta Wellbeing

Carmarthenshire has a long established TEC service. In 2018 Carmarthenshire County Council (CCC) transformed its traditional community alarm service, creating an innovative TEC company, Llesiant Delta Wellbeing. Delta is a Local Authority Trading Company, completely owned by CCC, and is the largest digital monitoring platform in Wales. Using Tunstall's PNC8 specialist monitoring centre software, it provides Carmarthenshire with a 24/7 single point of access for information, assistance and advice for adults. The centre supports ten local authorities and nine housing associations across Wales, and works alongside Local health Boards and the Welsh Assembly Government.

Delta has 110 staff, providing an end-to-end service from referrals through installation, maintenance, monitoring and response. Its Wellbeing Officers are trained to handle enquiries and TEC emergencies. During core hours, Delta has a multi-disciplinary team of occupational therapy, community nursing and social work which support efficient and effective access to services and enable a TEC-first approach.

“ TEC can significantly support admission avoidance and expedite discharge, particularly for the frail elderly. The pandemic enabled us to take a positive risk, breaking down barriers to embedding TEC into everyday provision, and we have seen many examples of the ways it helps us to free capacity and enable us to cope with demand, particularly during the pandemic.

**Councillor Jane Tremlett, Executive Board Member for Social Care and Health, Carmarthenshire County Council**



Photo posed by model

Photo posed by model



## Results

The programme is still in its early stages, but is focusing on outcomes that include:

- Use of statutory Social Care services
- Use of ambulance service
- Expedited hospital discharges
- Service user wellbeing - based on individual goals/perception

“ Delta Wellbeing is different from other services. Its highly skilled staff deal 24/7 with everything from day-to-day events to the highest level of emergencies. The service is at the forefront of everything we do to meet current challenges and demand, and be fit for coming decades, ensuring we can deliver services to those most in need.

**Jake Morgan, Director of Communities,  
Carmarthenshire County Council**

### To date (January 2021), the service has:

- Assessed the needs of over 1800 people to develop a personalised support package to help them live independently at home
- Supported more than 8500 people required to shield during the first national lockdown – ensuring they had access to food, virtual social contact and emergency assistance
- Responded to 1646 call outs, with only 99 of these (6%) needing to be escalated to emergency services
- Sent rapid response community teams to help 529 people who had a fall at home – with 97% of all calls being attended to within 60 minutes

## Nancy's story

94-year-old Nancy, who has macular degeneration and mobility problems, had been using a Lifeline and pendant for several years to enable her to live safely in her own home. When the first Covid-19 lockdown began in April 2020, her son John and daughter-in-law Catherine jumped at the chance to access more services from Delta CONNECT.



Nancy was offered a tablet to help her contact her family, and although unsure at first, after the demonstration session she soon got the hang of things, and now uses WhatsApp to for calls to her grandson in Canada. She also uses the tablet to listen to music and look through family photos. Nancy also receives regular wellbeing calls from the Delta team via the tablet, giving Catherine and her family peace of mind when they can't be there, especially during lockdowns.

### Catherine says:

“ The Lifeline system is invaluable because it gives peace of mind to Nancy and us. She has used it a few times when she has felt dizzy, fallen or had a mini-stroke and only takes it off to shower. We live nearby and can get to her within 15 minutes, but if we're planning a break away, we can register other family members who can be notified if needed.

The service has been a godsend for three generations of our family. When Delta provided a tablet, my mother-in-law was apprehensive, but it didn't take long and now she enjoys lovely video calls with her grandsons.

She can also listen to her favourite music and spends hours looking through family photos, and the calls from Delta provide social interaction. It's been so positive for her and for us.

## Rex's story

In March 2020, Rex began using the Delta CONNECT Service, which has played a huge part in his recovery. His assigned Community Wellbeing Officer Louise Ruddall called him weekly to check how he was and whether he needed any help. He was also given a Lifeline home unit and pendant to call for help in an emergency.

### Rex said:

“I was really down in the dumps. It really helped when I spoke to Louise, she brought me back from the depths of despair. I'm so lucky to have a fantastic family nearby and they really look after me, but sometimes it's easier to talk to someone outside of your family – there are certain things that you don't want to tell them because you don't want them to worry them. I can't speak highly enough of CONNECT. Knowing that there was someone at the end of the phone for me was a lifeline and was so reassuring for my family as well.

Photo posed by model

Tunstall Healthcare (UK) Ltd is a member of the Tunstall Group.

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