



**WARRINGTON**  
Borough Council



The voice of technology  
enabled care

# Case Study

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**Connecting TEC, UCR and Responder Services  
- the blueprint for integrated services**

**Warrington Borough Council**





## Connecting TEC, UCR and Responder Services – the blueprint for integrated services

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**During the day, responders from Warrington's responder (falls) team are now based with the local NHS Urgent Community Response (UCR) service. By night, you'll find them a stone's throw away at Carecall – the council's community alarm service.**

Together they are ensuring a speedier response when someone is at home and in need of support.

It's just one indication of how services in the town are collaborating as the integrated care system (ICS) evolves. Social care responders, installers from technology-enabled care service teams, therapists, nurses and other clinicians mix and match when it comes to home visits – whether the call comes via Carecall or the UCR – to provide the most appropriate response.

"It's a work in progress, but it's all gelling together really nicely and feels more integrated," explains Cheryl Milldown, a manager working across the UCR, responder and Carecall service.

"Because responders are spending half the day working in UCR, they are gaining a better understanding and knowledge by working alongside clinicians. Clinicians can see how the responders work and that builds their confidence in them – and they're becoming more aware of the technology-enabled care equipment out there. Relationships are being strengthened.

"Having that wider network of professionals available to see people often means we can stand down the ambulance service."



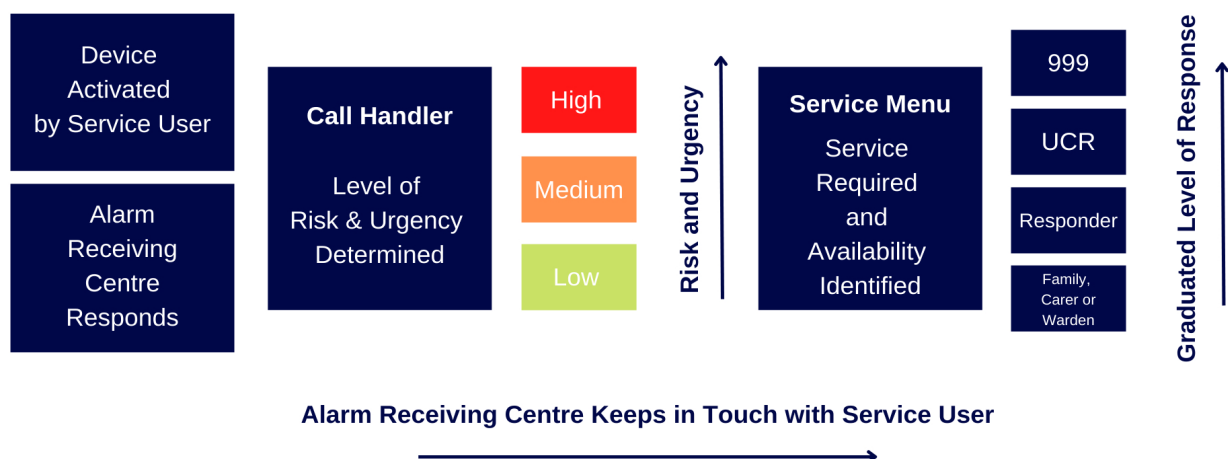
**Nationally, ambulance services receive around 2,600 calls every day from technology-enabled care teams. If more than half these people didn't get taken to A&E by diverting these calls to UCR teams, it would help ensure vulnerable people receive support and care more swiftly, while taking pressure off stretched emergency services and avoiding the need for hospitalisation**

In December, NHS England wrote to all NHS trusts, clinical commissioning groups and GPs urging them to work with local councils and technology-enabled care providers to reduce the demand on ambulance services by redirecting appropriate patients to UCR teams.

## Partnership working

The TEC Services Association (TSA) – the representative body for TEC services across the UK – is leading the development of a pilot decision support tool that will make it easier to direct technology-enabled care service users to the right health and care teams, including UCR. This will help call handlers to arrange more assistance from UCR teams and responders rather than calling for an ambulance.

## Connecting TEC, UCR and Responder Services- Delivery Model



Warrington and social landlord Progress Housing Group, which is based in Lancashire, will be piloting the tool over the coming months and the intention is to create a blueprint for community-based response which can be rolled out across England's 42 Integrated Care Systems.

"There are thousands of calls a day that could be managed in a different way to keep people well, independent and at home where they want to be," explains Caroline Williams, who sits on the steering group and is associate director of integrated care for Warrington & Halton Teaching Hospitals NHS Foundation Trust and Warrington Borough Council.

"As a by-product, ambulances can focus on things that really need a blue light response. But this project isn't all about avoiding ambulance call outs, it's about getting the right service for a person, whatever that service is."

"It's critical that the decision support tool is led by TSA because alarm receiving centres are experts with advanced call handling and for it to have credibility in the TEC sector it needs to be developed within the sector with NHS engagement."

**Caroline Williams**

Associate Director for Integrated Care, Warrington Borough Council and Warrington and Halton Hospitals NHS Foundation Trust

She adds: "The tool will be vital for the call handlers in TEC services because at the moment often their choice is to ring a person's relatives or call an ambulance. There's not much in between to facilitate support for people to remain at home."

## Integrating across health and care

In many ways, the tool's development is a microcosm of the health and care integration agenda. It's about building trust, respect and understanding and, above all else, ensuring people get the support they need.

"The tool has to give call handlers what they need – quickly – to get the right outcome for the person and reassure ambulance services that they can let go of that work," says Caroline.

"In Warrington, Carecall and UCR have a strong relationship with North West Ambulance Service. We need the ambulance trusts to be part of that development work so they are confident that it will identify appropriate 999 calls while others are directed to competent professionals and responders in the community who can assess, support and treat the patient safely in their home – ensuring the best outcome is achieved for the person."



TEC providers can sign up and access the NHS Service Finder at:

[finder.directoryofservices.nhs.uk/login](https://finder.directoryofservices.nhs.uk/login)

## Developing the blueprint

As well as developing a standardised tool that meets the requirements of the Quality Standards Framework (QSF) – the only UKAS-accredited scheme for technology enabled care in the UK – the project will pave the way for TEC providers to access the NHS Service Finder so that call handlers can find and contact the relevant UCR team.

Caroline has also developed a guide that will help England's ICSs to stimulate local discussion and action to develop appropriate pathways around TEC, responder and UCR teams. This will complement the sharing of good practice and learning following an evaluation of the pilot.

Kath Evans, NHS England and Improvement's UCR deputy director, believes the decision support tool will enable more people to be supported at home rather than in hospital by offering a different option to an ambulance call.

"ICSs have got a big agenda ahead of them and this is a key area that they could take forward and work together on. If you take the current waiting times for hospital care, the number of patients going into A&E and with ambulance services under huge pressure, it's mutually beneficial to provide urgent care for people at home by working together with that wider community of responders, UCRs and TEC call handlers who have fantastic skills and expertise."

### **Kath Evans**

Deputy Director of Urgent Community Response,  
NHS England & NHS Improvement

Warrington is creating a blueprint for a more integrated future, says Alyson Scurfield, chief executive of TSA. She hopes the town's role in developing the tool will inspire other areas of the country.

"The decision support tool is an exciting and dynamic piece of work with the potential to relieve pressure on ambulance services on a national scale while empowering TEC providers to play a wider and more integrated role. This is a great opportunity for the TEC sector to come together with partners across the health and care system and make better use of our collective skills and resources."

### **Alyson Scurfield**

Chief Executive, TSA



# How Warrington is connecting TEC, UCR and Responder Services

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## **Carecall (TEC & Pendant alarm service) and UCR pathway Pendant alarm activated by service users and triggers:**

- In hours call rather than 999 for UCR triage, multidisciplinary team agrees optimal colleague to make home visit
- Out of hours call for Responder Service to visit, escalating to UCR where required for an early call
- Accounts for 7% of referrals into UCR

## **Falls Responder Service is an integral offer within UCR Through the Better Care Fund, the service has been extended to be available 24/7**

- Now available days as well as nights and based with UCR 8am-8pm
- Attending in less than 60 minutes on average, often being first on scene
- Outcomes are positive with 70% of people remaining at home following a visit
- Knowing they have UCR and other community health and social care services available should they be required as an alternative to a 999 call

## **Taking Care (national pendant alarm service) and UCR & Falls Responder pathway**

- Taking Care has approximately 100 privately purchased pendant alarm customers in Warrington that are currently accessing UCR and other community services via their GP
- Pathways and processes are being finalised to test a pathway whereby Taking Care can access UCR and Falls Responder Services, a start date for the service is earmarked for April 2022

**TEC**  
Quality

To find out more about the Decision Support Tool, Quality Standards Framework and how TEC Quality can support your organisation, visit:  
[www.tecquality.org.uk](http://www.tecquality.org.uk)

**TSA**<sup>TM</sup>

To find out how TSA can support your organisation with similar projects and partnerships, visit:  
[www.tsa-voice.org.uk](http://www.tsa-voice.org.uk)

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