

# Re-tendering for the North East Lincolnshire Carers Support Service (NELCSS) and Remodelling of telecare services in North East Lincolnshire

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# **Re-tendering for the North East Lincolnshire Carers Support Service (NELCSS)**

# Just to remind everybody ....

## A Carer is:

**“someone of any age who looks after a child, relative, partner or friend in need of help because they have an illness, disability, frailty or a substance misuse problem. The care they provide may be personal, emotional or supervisory and is unpaid”.**

# Process

- ❖ Extensive consultation with carers of all ages (19.12.17-21.02.18).
- ❖ Agreements to be made on process, timeline and service model.
- ❖ Further consultation once the specification brief has been written, based on consultation.
- ❖ Tendering over Summer/Autumn 2018.
- ❖ Full carer involvement throughout.
- ❖ New contract commencement in April 2019.

# Key national outcomes for Carers

- ❖ Recognised and supported as an expert care partner.
- ❖ Not financially disadvantaged.
- ❖ Mentally and physically well; treated with dignity.
- ❖ Children thriving; protected from inappropriate caring roles.
- ❖ Enjoying a life outside caring.

# Key local outcomes for Carers

- ❖ Carers are identified at the right time.
- ❖ Carers are provided with appropriate advice and information throughout their caring journey.
- ❖ Carers needs are identified and responded to appropriately.
- ❖ Carers are supported in their caring role and have a life outside of caring and beyond it.
- ❖ Carers are recognised as expert care partners and are involved in care and support planning for the cared for.
- ❖ Carers are involved in service design, delivery and monitoring.



# Please read the consultation brief and in your groups answer the following questions:

1. Do the above requirements cover all of the key things we would want a carer's support service to deliver?
2. Is there anything else that you would like to see delivered in the new carers support service?
3. Do you have any other comments?



# Feedback and questions.....



# North East Lincolnshire Telecare Services (Carelink)

# Just to remind everybody ....

**Telecare** consists of person-centred technologies, such as remote monitoring sensors and emergency alarms to support and enable users to remain reassured and independent at home.

- ❖ There are 1.7m telecare users in the UK yet estimates show there are as many as 4.17m potential telecare users over the age of 50 in England alone
- ❖ The same analysis indicated that 1,855,000 of those potential telecare users were receiving care from friends or family members, suggesting a large pool of carers could also benefit from an increased uptake of telecare

# Current Telecare Provision in NEL

- ❖ Self funding / commissioned clients
- ❖ **Peripherals** Smoke Detector, Heat Detector, Comb Natural gas/CO2 Detector/ Low temperature detector/ Door Contact/ Flood Detector/ Pill Dispenser/ Wrist worn Falls Detector/ Chair Exit/ Enuresis Sensor/ Bed occupancy/ GSM unit (SIM)/ Doro580 (mobile phone plus pendant)/ One Touch (GPS)/ St Bernard Safe Walking Equipment
- ❖ **Activation responses**  
Friends & family/Just Checking/ Rapid Response/Emergency Services
- ❖ Prevention / wellbeing checks
- ❖ Support for those leaving hospital

# Potential New Elements of Delivery

- ❖ Trusted assessment
- ❖ Mobile response
- ❖ Prevention calls

# Group discussion:

- ❖ What works well
- ❖ What could be improved
- ❖ Any other comments?

# Feedback and questions.....



# Final Thoughts





**Thank you**