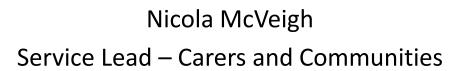


Re-tendering for the North East Lincolnshire Carers Support Service (NELCSS) and Remodelling of telecare services in North East Lincolnshire

Wednesday 7th March 2018









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.



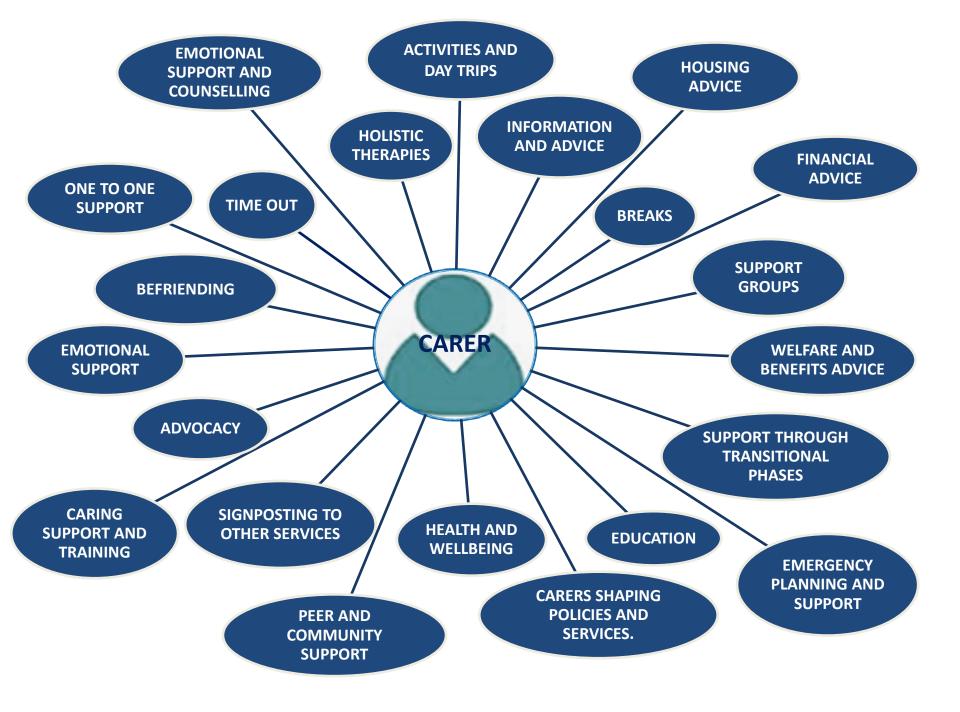
Key national outcomes for Carers

- 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 Clinical Commissioning Group 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/C02 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