



Operational Officer Decision Record

OPEN

1. Subject and details of the matter (to include reasons for the decision and detail of any previous cabinet decision)

Telecare is a system of sensors in an individual's home that detect household dangers (e.g. fire, flood) and/ or detect risks to vulnerable people (e.g. falls, failure to take medication). On detecting a danger/ risk, sensors alert a 24/7 monitoring centre; the centre responds to alerts through a triage system, which may result in a call to family/ friends/ neighbours/ care providers/ the community urgent care team or the emergency services.

Telecare services are provided by Carelink within North East Lincolnshire. Carelink, is an integral part of supporting residents to remain in their own home environment, many of whom have complex care requirements. Without this, they may require a commissioned package of care. The facility provides peace of mind for many relatives and/or carers in the community and supports the health and social care agenda in NEL around prevention, rehabilitation and re-enablement, with the aim of promoting independence and wellbeing.

Telecare across the country has historically been operated utilising analogue devices. However, digitalisation of telecare is a national mandate by 2025. This requires the monitoring centre to change their call handling platforms and to replace all analogue devices and any associated peripherals to digital ones. Carelink had a phased plan in place to support the full digital switchover by 2025. However, issues with interoperability of analogue devices with the new digital landlines being installed across the country caused manufacturers to cease making analogue devices early

(January 2022). This required an acceleration of the digitalisation of telecare across all provision. A decision was taken early in 2022 to replace all commissioned clients (supporting people alarms and social care funded telecare devices) analogue alarms with digital alarms in a phased approach until 31st March 2024 (roughly 45 devices per month). Capital funding for the replacement of telecare devices was funded via the disabled facilities grant (DFG). However, in working with the provider it is clear capital funding is also required to support the digital switchover at pace for the remaining telecare clients who are privately funded. Securing digital devices for this cohort of NEL residents is vital to support them to be safer at home, mitigate risk and potentially reduce avoidable admission/ increased demand for community health and care services.

The maximum capital investment required is £165,000. It is suggested that this is phased in 3 instalments across the remainder of 2022/23 to allow for the on-going rollout of the digital switchover. £47,000 of this may be offset, if a funding application to the East Coast Communities grant is successful (decision expected late October 2022).

2. Decision being taken

To authorise the Director of Adult Social Services to fund the digital switchover (£165k) for the remaining telecare clients who are on an analogue system from the disabled facilities grant (DFG).

3. Anticipated outcome(s)/benefits

The anticipated outcomes/ benefits are

- meeting the national mandate to digitalise telecare provision at pace
- securing a compatible telecare prevention and wellbeing offer for NEL residents that will be interoperable with the new digital landlines
- support people's wellbeing and levels of independence and ability to remain in their own homes and communities for longer
- support the effective utilisation of NELCs discretionary powers within the Housing Assistance and Disabled Adaptations Policy agreed by Cabinet in 2019.

4. Details of any alternative options considered and rejected by the officer when making the decision

The digital switchover is mandated and analogue devices are not compatible with the new digital landlines being installed, therefore it is not an option to remain operating using analogue devices. Carelink have exhausted their capital digitalisation budget. Opportunities for grants have been explored and utilised wherever possible.

5. Background documents considered (web link to be included or copies of documents for publishing)

The attached is a guide for commissioners regarding the digitalisation of telecare.



commissioner_guida
nce_a2d-_nov_21.pdf

6. Does the taking of the decision include consideration of Exempt information? If yes, specify the relevant paragraph of Schedule 12A and the reasons

No

7. Details of any conflict of interest declared by any Cabinet Member who was consulted by the officer which relates to the decision (in respect of any declared conflict of interest, please provide a note of dispensation granted by the Council's Chief Executive)

N/A

8. Monitoring Officer Comments (Monitoring Officer or nominee)

The Disabled Facilities Grant is able to support an exercise of this nature, subject to compliance with any conditionality.

9. Section 151 Officer Comments (Deputy S151 Officer or nominee)

The proposed investment can be funded from within the existing Disabled Facilities Grant budget.

10. Human Resource Comments (Head of People and Culture or nominee)

There are no direct HR implications

11. Risk Assessment (in accordance with the Report Writing Guide)

There is a risk that if the digital switchover is not progressed, individuals may experience reduced safety within their own home, a detrimental effect on their wellbeing and levels of independence. There may also be an increased uptake of ASC services to mitigate the risk of not having access to a digital telecare lifeline unit or a greater risk of hospital admission that could otherwise have been avoided.

12. If the decision links to a previous one taken by Cabinet, has the Cabinet Tracker been updated?

N/A.

13. Decision Maker(s):

Name: Simon Galczynski

Title: Director for Adult Social Services

Signed: REDACTED

Dated: 12/10/22

14. Consultation carried out with Portfolio Holder(s):

Name: Cllr Stan Shreeve

Title: Portfolio Holder for Health, Wellbeing and Adult Social Care:

Signed: REDACTED

Dated: 12th October 2022