

Assistive Technology workstream – Adult Integrated Care

Integrated Assistive Technology Service – 7 day services

Summary

This short report considers how the integrated Assistive Technology Service when established from April 2016 should be delivered within the context of 7 day services.

Service specification

The service specification for the integrated Assistive Technology Service is currently in draft form and out for consultation. The specification includes the following as hours of operation:-

“The Service will operate Monday to Sunday 8.00am until 7.00pm, with the exception of:-

- Monitoring and response which will operate on a 24/7 basis, 365 days per year.

In order to establish the right level of service to support 7 day working and the reality of service delivery the different elements of service have been considered – what level do they currently operate at and what level should they operate at.

Once the 7 day service elements have been agreed then plans can be made towards establishing these in the context of the service specification and the provider(s) delivering the Service. This will include costing up additional resources required to achieve the 7 day working.

7 day working service elements

The table overleaf has been produced to illustrate the current level of service provided across the elements of service and where they would need to change to work towards 7 day working. This includes an explanation of the benefits and potential costs.

Consultation

As part of the current consultation around the integrated Assistive Technology Service service specification the proposed 7 day working elements are also to be considered.

Comments and suggestions are required on this by the consultation end date of 25/8/15.

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7/8/15

Service elements – 7 day working

<u>Service element</u>	<u>Current service</u>	<u>7 day working</u>	<u>Benefits</u>	<u>Cost</u>
Referral	24 /7 via online referral system	24 /7 via online referral system	Referrers are able to make AT referrals anytime as long as have internet access.	Zero
Phone advice and support Referral triage	Care Bureau phone access Monday to Sunday 8am – 11pm. Support from Telecare Team Monday to Friday 8am – 5pm	Monday to Sunday 8am to 7pm	Providing access to receive advice and support from experienced advisors with access to social care and health systems should increase referral rates at weekends. This will support referrals especially urgent ones to support discharges / prevent admissions.	£20,000 Although the Care Bureau currently offers 7 day access this is not through experienced staff. Additional resources would be required to provide the experience level required including across the weekend.
Joint visits / assessments	Monday to Friday 8am – 5pm	Monday to Friday 7am to 7pm Saturday and Sunday as requested and pre-arranged	Increasing the standard hours where joint visit and assessment can be carried out will increase flexibility to support patient needs / carer availability, including weekend visits / assessments.	£15,000 The existing assessment staff can stagger their hours to cover the additional weekday coverage. Would need 1 additional staff resource for weekend visits / assessments and to support advice and referral triage.
Training Promotional events	Monday to Friday 8am – 5pm	Monday to Friday 8am – 5pm Evening and weekend as	Evening and weekend training can be arranged to	Zero. Staff carrying out the

		requested and prearranged	include staff and services who don't work tradition hours.	additional training can include this as part of their normal hours by operating TOIL.
Equipment installation / delivery	Monday to Friday 8am – 5pm Evening and weekend installations can be arranged as required and if urgent Stand-alone equipment collected Monday to Friday 8am – 5pm	Monday to Sunday 7am to 7pm	In order to support greater responsive to urgent installations especially to support hospital discharges routine weekend installations and equipment delivery needs to be provided.	£40,000 Additional 2 days for 2 installation staff resources will be required for the weekend, as well as 3 additional hours during the week.
Alert monitoring	24/7 for Telecare Monday to Friday 8am – 5pm for Telehealth	24 /7 for Telecare Monday to Sunday 8am to 5pm for Telehealth	Introducing weekend alert monitoring for patients monitored by Telehealth will enable a more comprehensive service to be offered and will support the prevention of hospital admission prevention.	£10,000 Additional 2 days for 1 alert monitoring staff resource will be required.
Response	24 /7 for Telecare	24 /7 for Telecare	No additional resources required. Telehealth doesn't require a response service.	Zero
Commercial service	Not currently operating	Monday to Saturday 8am to 7pm	When the service starts operating it needs to be offering opening hours where citizens / carers can purchase equipment and receive advice about what equipment is suitable.	Zero. The costs of providing these opening hours need to be factored into the service development / delivery costs.