

DCC Assistive Technology Proposed Service Models

Olu Ogunbuyide

Service Manager – Assistive Technology

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Option 1: Existing Service Delivery Model - overview

Draft



Lead responsibility Purple = DCC Adult Care and Blue = provider organisation

<p>Mosaic form – community alarm and telecare referral completed</p> <p>Or sign post to provider by Call Derbyshire, First Contact</p>	<p>Basic client information Contact details for response recorded on electronic system for monitoring purposes</p>	<p>Put the equipment into a persons home</p>	<p>Monitoring centre responds when alerts come through from pendant being activated or equipment triggered</p>	<p>Annual service Ad hoc repairs for faulty equipment Additional equipment</p>	<p>What happens when alarm is triggered in terms of support</p>	<p>Annual review by assessment teams at DCC consider whether clients continue to need same level of support by telecare and community alarms</p> <p>Review of self-funders with eligible needs</p>	<p>Collection and de-commissioning of equipment when no longer required</p>
<p>DCC Prevention and Personalisation Team</p>	<p>Multiple providers (DCC staff for “in house” areas, Metropolitan Housing for other areas)</p>	<p>Handyvan service –telecare (installation only) Community alarms -provider</p>	<p>Multiple providers (directly contracted and sub contracted)</p>	<p>Handyvan service (or provider for self-funded clients)</p>	<p>Falls Response service, ILS, Supported Housing, Family and neighbours Emergency services</p>	<p>DCC Prevention and Personalisation Team</p>	<p>Handyvan service (or provider for self-funded clients)</p>

Current Community Alarm and Telecare Providers

Area	Provider
Amber Valley	Futures Housing Group
Bolsover	Bolsover District Council
Chesterfield	Chesterfield Borough Council
Erewash	Derbyshire County Council (Revival / Tunstall)
Derbyshire Dales	Derbyshire County Council (Revival / Tunstall)
High Peak	High Peak Borough Council
North East Derbyshire	Derbyshire County Council (CBC / Tunstall)
South Derbyshire	South Derbyshire District Council

Option 2: Sole Provider Delivery Model

Draft

Lead responsibility Purple = DCC Adult Care and Blue = provider organisation



DCC P&P	DCC AT Team: Comm Mgr, Cont Mgr, 2 ATOs, BSA	DCC or Sole Provider	Sole Provider			DCC P&P	Sole Provider	DCC AT Team	DCC AT Team / Sole Provider
<ul style="list-style-type: none"> Strength based assessment Identify suitable equipment Mosaic form community alarm and telecare referral completed Sign post to provider by ACAT, Call Derbyshire, First Contact Signpost to Sole Provider website 	<ul style="list-style-type: none"> Manage AT DCC website Quality assurance Support DCC staff to identify suitable equipment Information & advice to DCC staff & Public Triage referral to provider Equipment advice to staff & Public Deal with queries & signpost to other service providers Implement new digital pilots Develop and monitor processes & pathways Contract Mgt 	<ul style="list-style-type: none"> Purchase a wide range of suitable equipment (including digital to meet the needs of the people) 	<ul style="list-style-type: none"> Deliver and install equipment into a persons home Install additional equipment Same day delivery and installation for hospital discharge 2 working days for standard delivery and installation Installation of equipment in extra care facilities 	<ul style="list-style-type: none"> Monitoring centre responds when alarm or alerts come through from pendant being activated or equipment triggered 	<ul style="list-style-type: none"> Annual servicing of equipment Ad hoc repairs for faulty equipment Installation of additional equipment Maintenance 	<ul style="list-style-type: none"> Annual review assessment by DCC P&P to consider current level, increase or decrease of support Review of self-funders with eligible needs 	<ul style="list-style-type: none"> Collection and de-commissioning of equipment when no longer required Recycling and reusing decommissioned equipment 	<ul style="list-style-type: none"> Tracking and realisation of financial and non-financial benefits 	<ul style="list-style-type: none"> Continuous innovation and service development Source for efficient ways of working Digital switch over readiness Research into new digital technology

Option 3: Lead Provider with Consortium Delivery Model

Draft

Lead responsibility Purple = DCC Adult Care and Blue = provider organisation



DCC P&P	DCC AT Team: Comm Mgr, Cont Mgr, 2 ATOs, BSA	DCC or Lead Provider	Lead Provider and consortium of providers e.g. Local providers			DCC P&P & Install Provider	Lead Provider & Consortium	DCC AT Team	DCC AT Team / Lead Provider & Consortium
<ul style="list-style-type: none"> Strength based assessment Identify suitable equipment Mosaic form community alarm and telecare referral completed Sign post to provider by ACAT, Call Derbyshire, First Contact Signpost to Sole Provider website 	<ul style="list-style-type: none"> Manage AT DCC website Quality assurance Support DCC staff to identify suitable equipment Information & advice to DCC staff & Public Triage referral to provider Equipment advice to staff & Public Deal with queries & signpost to other services providers Identify & implement new digital pilots Develop, oversee monitor & processes & pathways Contract Mgt 	<ul style="list-style-type: none"> Purchase a wide range of suitable equipment (including digital to meet the needs of the people) 	<ul style="list-style-type: none"> Deliver and install equipment into a persons home Install additional equipment Same day delivery and installation for hospital discharge 2 working days for standard delivery and installation 	<ul style="list-style-type: none"> Monitoring centre responds when alarm or alerts come through from pendant being activated or equipment triggered 	<ul style="list-style-type: none"> Annual servicing of equipment Ad hoc repairs for faulty equipment Installation of additional equipment 	<ul style="list-style-type: none"> Annual review assessment by DCC P&P to consider current level, increase or decrease of support Review of self-funders with eligible needs Installation provider to review the equipment e.g. bed sensor with life span of 1 year 	<ul style="list-style-type: none"> Collection and de-commissioning of equipment when no longer required Recycling and reusing decommissioned equipment 	<ul style="list-style-type: none"> Tracking and realisation of financial and non-financial benefits 	<ul style="list-style-type: none"> Continuous innovation and service development Source for efficient ways of working Digital switch over readiness Research into new digital technology

Option 4: Lead Provider with Consortium of Local Providers Delivery Model Draft

Lead responsibility Purple = DCC Adult Care and Blue = provider organisation

Referral		Triage		Purchase of Equipment		Installation		Monitoring		Maintenance & Repair		Review		Decommission		Benefit Tracking & Realisation		Innovation & Service Development	
DCC P&P	DCC AT Team: Comm Mgr, Cont Mgr, 2 ATOs, BSA	DCC or Sole Provider	Sole Provider – provision of Telecare, new digital tech, bespoke packages etc Local Providers – provision of comm alarm only				DCC P&P	Sole Provider	DCC AT Team		DCC AT Team / Sole Provider								
<ul style="list-style-type: none"> Strength based assessment Identify suitable equipment Mosaic form community alarm and telecare referral completed Sign post to provider by ACAT, Call Derbyshire, First Contact Signpost to Sole Provider website 	<ul style="list-style-type: none"> Manage AT DCC website Quality assurance Support DCC staff to identify suitable equipment Information & advice to DCC staff & Public Triage referral to provider Equipment advice to staff & Public Deal with queries & signpost to other services providers Identify & implement new digital pilots Develop, oversee monitor & processes & pathways Contract Mgt 	<ul style="list-style-type: none"> Purchase a wide range of suitable equipment (including digital to meet the needs of the people) 	<ul style="list-style-type: none"> Deliver and install equipment into a persons home Install additional equipment Same day delivery and installation for hospital discharge 2 working days for standard delivery and installation 	<ul style="list-style-type: none"> Monitoring centre responds when alarm or alerts come through from pendant being activated or equipment triggered 	<ul style="list-style-type: none"> Annual servicing of equipment Ad hoc repairs for faulty equipment Installation of additional equipment 	<ul style="list-style-type: none"> Annual review assessment by DCC P&P to consider current level, increase or decrease of support Review of self-funders with eligible needs 	<ul style="list-style-type: none"> Collection and de-commissioning of equipment when no longer required Recycling and reusing de-commissioned equipment 	<ul style="list-style-type: none"> Tracking and realisation of financial and non-financial benefits 		<ul style="list-style-type: none"> Continuous innovation and service development Source for efficient ways of working Digital switch over readiness Research into new digital technology 									

Key Points to note

- Service Provision in NED, ERE and DD: Current providers could provide the service in any of the areas
- Partnership working / Joint venture with other current providers
- Consortium : subcontracted by lead provider to provide some elements of the service e.g. monitoring, installation and maintenance

Option 4:

- Community alarm provision only by local providers
- Sole provider commissioned to provide telecare, new digital tech and bespoke
- Memorandum of understanding with local providers to add on telecare to community alarm
- Community alarm equipment in 4 (SD, CH, HP, BOL) areas are owned by the districts and boroughs whilst in AV, ER, NED, DD are owned by DCC

Feedback

Providers to think about the various options and provide their feedback on the following:

- Each of the options
- What option(s) the providers can provide i.e. end – to – end service?
- If the provider cannot provide end – to – end service, what elements of the end – to – end service can be provided?

Next Steps

- Submit your feedback via email to olu.ogunbuyide@derbyshire.gov.uk by 15th January 2021
- Meeting with all community alarm and telecare providers to discuss the various options collectively end of Jan/beginning of Feb 2021