

STOPandGO

Sustainable Technology for Older People – Get Organised

Liverpool City Council - England



PPI Pilot project funded by the European Commission

Liverpool City Council



Who are we?

Liverpool - population of 435,000 (2011 Census)

- 157,900 people under 25
- Since 2001, increases in those aged 40-64 years and 75 and over

Liverpool City Region (LCR)

- Population of 1,507,000
- LCR is a £23.1bn economy
- 690k economically active (3.7% below national average)
- LCR households have £1,700 less income per person than the national average
- City Region contains 34 of the top 100 most severely income deprived LSOAs in England





Who are we?



Liverpool
City Council

Liverpool City Council is the governing body for the City of Liverpool in Merseyside UK.

The authority has a statutory duty to assess and provide care to meet people's eligible social care needs and their eligibility for publicly funded care and support.

This social care is means tested and chargeable unlike health care which under the NHS has to be free at the point of delivery.

Liverpool Clinical Commissioning body is the authority responsible for providing the local NHS services.





LIVERPOOL
HEALTH SPEND

Potted History of Liverpool

- Liverpool founded in 1207 by Royal Charter
- From 1660, growth of population and commerce – sugar and tobacco trade with America and West Indies
- From 18th Century Slave Trade expanded
- 19th century industrial revolution – “2nd City of Empire” and world’s leading cotton market and links to India
- 1970s/80s: economic decline, population decline, 20% unemployment
- Economic revival since mid-1990s
- European Capital of Culture 2008



What is the problem been addressed?



Liverpool
City Council

The previous domiciliary care service contract legally needed to be re procured.

Issues included:

- Capacity due to ever increasing demand – originally 6 contractors had to offer 6 short term contracts
- Budget cuts - In 2010 the council received £523.72 m in Government funding, compared with the £243.90m it will receive this year. That figure will drop even further to less than £215m by 2019/20
- Recruitment and retention of carers – despite the increase in the living wage there is a shortage of carers across all the social care providers





Liverpool
City Council

STOP & GO

The main objectives are:

- Developing a common procurement template for health and social care for older people
- Encourage interaction with other countries
- Encourage technical Innovation

The STOP and GO project focuses on:

1. Procuring services enabled by technology instead of “just” innovative technology itself
2. The technology has to exist as there is no funding for development of technology.





Liverpool
City Council

STOP & GO

Procurement process:

- Market Consultation day – Anfield, 20 care providers and 50 tech companies “speed dating”
- Clash of cultures – very low tech in Domiciliary Care services
- Care providers chose which technology suited their business need





Liverpool
City Council

STOP & GO

- We had indicated in the specification areas where the advancements in new technology could assist in. It was not an exhaustive list and any technological products that can improve the quality and safety of services and service users were welcome:-
 - workforce management
 - lone worker protection
 - compliance management
 - integration
 - assistance with daily living tasks





Liverpool
City Council

STOP & GO

- We evaluated the tenders on quality of service
- Held competitive dialogue with tech companies
- Agreed to fund the chosen technology which includes: –
 - ❖ PASSsystem – Digital care records updated in real time
 - ❖ Webroster – digital rostering with real time updates
 - ❖ LoRaWAN – technology (low cost ambient internet of things technology)





Liverpool
City Council

STOP & GO

❖ PASSsystem – Digital care records

- Using Smart phone technology
- Carers swipe QR code on record when arrive in house for tasks and outcomes to be achieved – they update activities
- Families can get app to see in real time what activity has taken place
- Companies have dash board to see in real time if any outcomes outstanding



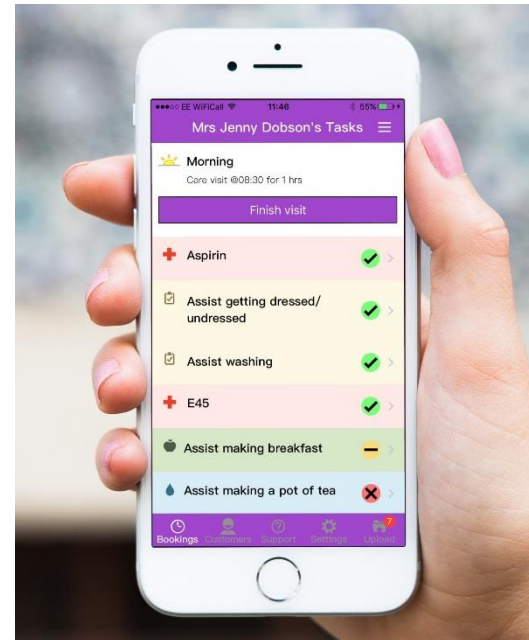
Technology Solutions

PASS System - digital care management platform, provides single view of care records from enquiry, medication and task changes. Automates the process of assessments

www.everylifetechnologies.com

Contact:

Phil Holt +00 44 7393 765148





Liverpool
City Council

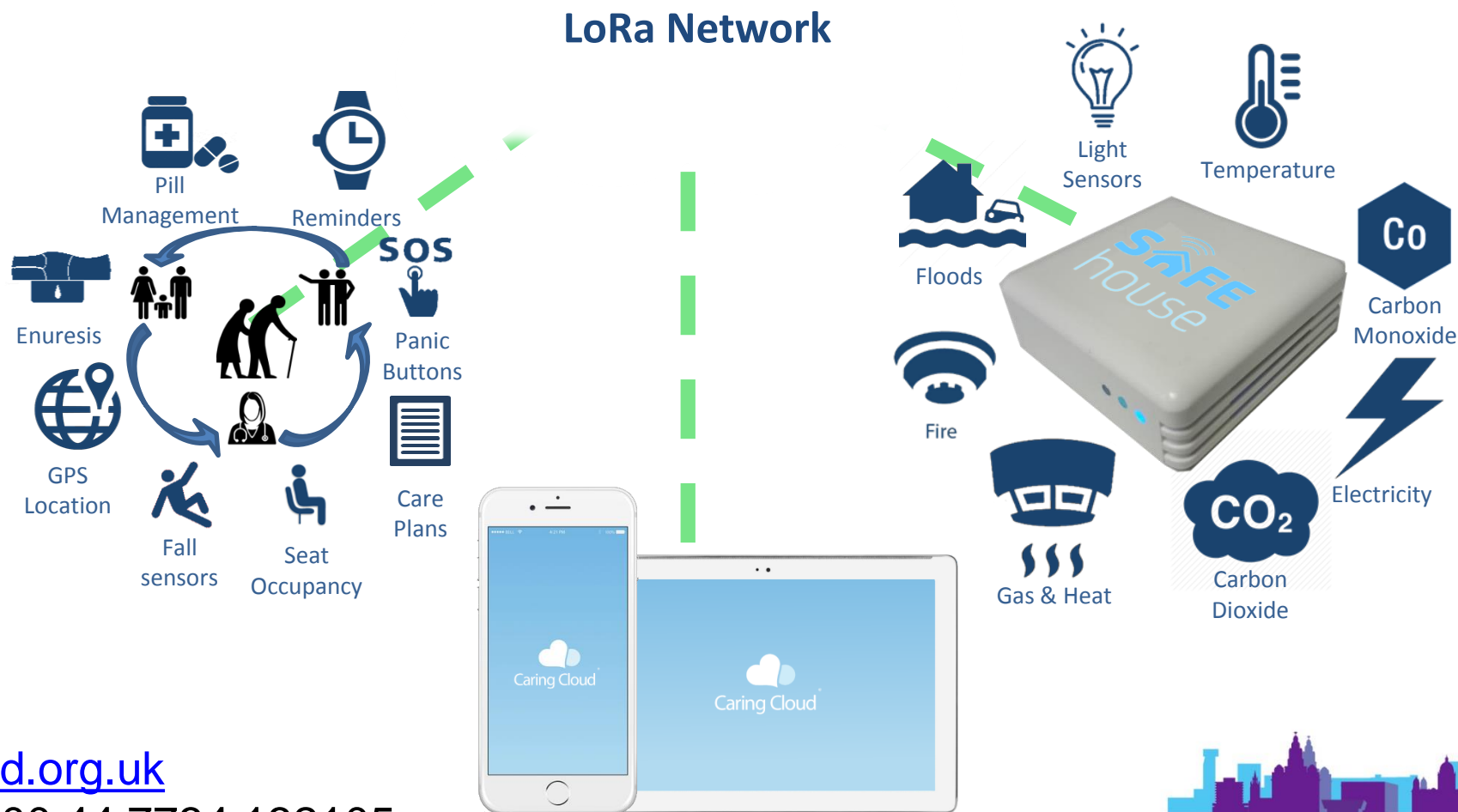
STOP & GO

LoRaWAN technology

- Using IoT technology to monitor ambient circumstances of home
- Opens option of New model of care working with:

- ☐ families
- ☐ Amazon Web Services
- ☐ Lloyds Pharmacy





www.caringcloud.org.uk

Lionel Phillips +00 44 7734 132105

Value Base Ingredients

- Some providers slow to take up new technology, especially if they are using different systems in other locations.
- 77 Baseline evaluations completed to date, more currently being completed
- Carer organisations and carers overall positive – is improving quality and changing recruitment criteria.
- Service User and family member responses will show in later surveys, which will be measured against baseline.
- Is changing business practices – especially in assessment.
- Is highlighting areas of inconsistency between Social Care and NHS Systems



Challenges

- Transferring data from paper records to digital records takes time
- Real time monitoring whilst driving up quality highlights issues
- Not all the Carers were prepared to take on the new system
- The Technology market in health and social care is immature this has been an issue for the SME providers in developing a sustainable business model
- Other authorities in the LCR are adopting PASS System....shared learning



Lessons learnt

- Lead in time for providers
- More training for providers...
- Transferring data from paper records to digital records takes time
- Real time monitoring whilst driving up quality highlights issues
- Not all the Carers were prepared to take on the new system
- The Technology market in health and social care is immature this has been an issue for the SME providers in developing a sustainable business model





Liverpool
City Council



This project is co-funded by
the European Union

Any Questions?

Ann.Williams@liverpool.gov.uk

