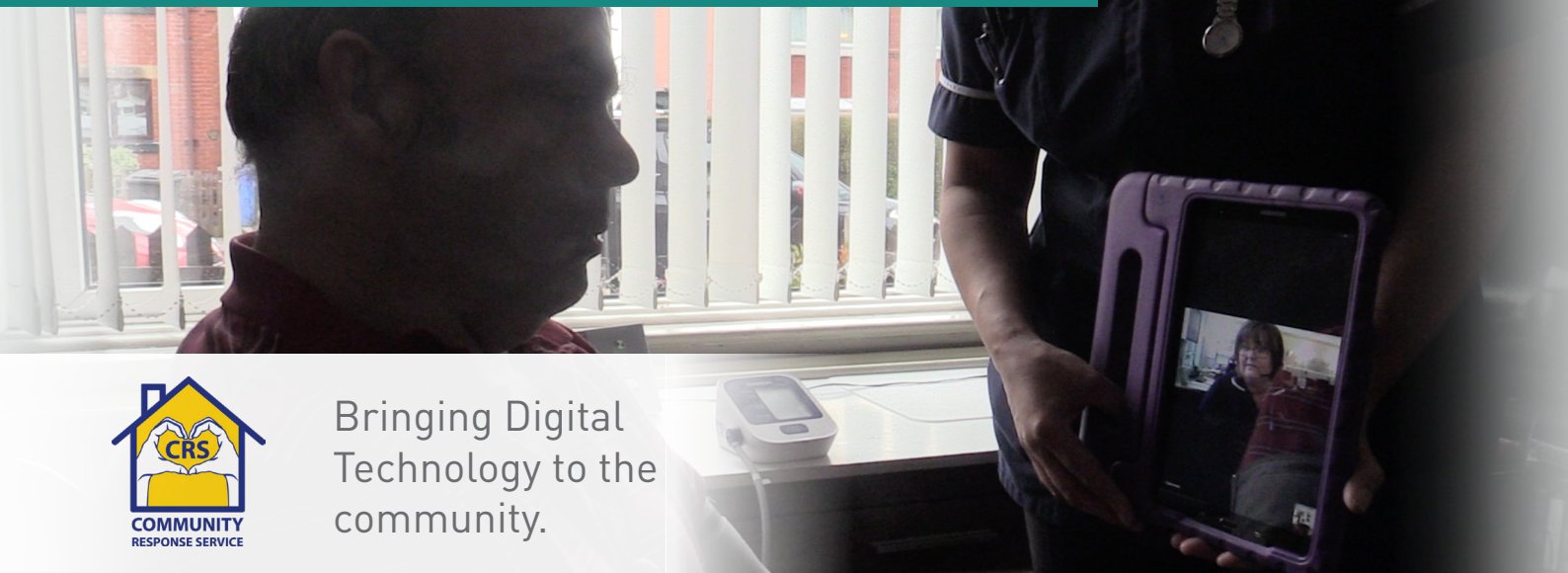


CASE STUDY

Tameside Community Response Service



Bringing Digital
Technology to the
community.

Solution

- Innovative use of new digital technologies.
- Personalised care to fit individuals needs.
- Working cohesively with partner organisations with digital technology at its core.

Benefits

- A service designed to work around a client, giving them the right care, from the right provider in the right location.
- Keeping service users independent in their own homes for as long as possible.

Background

Tameside's community response service is the first of its kind, at it's heart is the way it integrates technology into all of its practices. The service has been designed to work around the client needs to give them the right care, from the right provider, in the right location in an efficient and timely manner.

The service aim is to empower clients and assist them to live as independently as possible with the assistance of digital technology, healthcare providers and community services within their own home rather than a clinical environment wherever possible.

Challenge

One of the biggest challenges the service has come against so far is changing the attitudes of what traditional methods for caring for clients in the community looks like. We are introducing new communication methods and new digital technologies into the service and the service user's homes.

This is a vast change of mind-set to move away from traditional methods of care and the number of organisations involved takes a great deal of coordination and this is itself can provide its own set of challenges.

CASE STUDY: Tameside Community Response Service

Vision

The vision of this scheme is to ultimately reduce admission or visits to hospital when it is either not required or not in the best interests of the client. This also means hospitals can keep beds free and emergency service call outs are then reduced. This allows health and social care services to provide patient care where and when it is required more effectively.

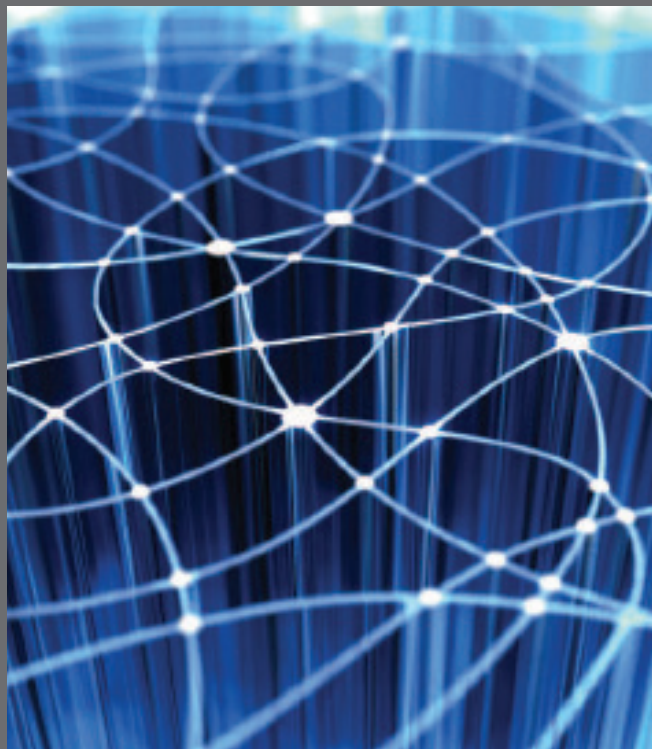
With the digital transition coming imminently, we felt that it was essential to become an early adopter of the new digital technology that is available, and have found that our partner services also share this ethos to allow us to be at the forefront of digital developments making us all more prepared for the switch over from analogue in 2025.

Solution

Tameside Community Response Service brings together Community Response Wardens, a clinical team based in the Digital Health Centre at Tameside and Glossop Hospital and Community Pharmacists. They all work together to offer service users the independence to stay within their own homes, with control over their own wellbeing and lifestyle; whilst also giving piece of mind for family and friends.

The digital technology installed such as the Tynetec Reach IP Alarm Units are easily and quickly installed which reduces any disruptive impacts upon the service user. The package of telecare products can be personalised for each individual users needs adding to the benefits of digital technology services.

All these individual services coming together prevents hospital admissions and speeds up discharge for patients.



Results

In 2018, this service prevented 2822 ambulance call outs, 3230 falls. It also made 3369 pill dispenser activations.

Perhaps the greatest success is how all the different services have integrated together to create a cohesive and valuable service for service users, embracing digital technologies that clearly benefits their service users.

Moving Forward

The intention moving forward would be to share with other local authorities how successful the service has been and what it means to the clients using the service, so that the service model can be rolled out to other areas. It is also to continue embracing digital technologies as they are developed, constantly improving the Community Response Service for the users.