



Which Council Aim does this case study deliver?

To meet housing need in the Ryedale District Council Area

To create the conditions for economic success

To have a high quality, clean and sustainable environment

Key Facts:

- Telecare offers increased choice, independence and a better quality of life for elderly and vulnerable individuals, which allows them to stay at home, or be discharged from hospital earlier with telecare in place to offer support in the event of an emergency.
- Ryecare currently has approximately 5,107 connections, some of these being lifeline or pullcords only, others with additional telecare sensors linked through the lifeline
- Incoming calls per month to Ryecare Support Centre via the lifeline pendant run at approximately 1,778 per month
- Number of calls resulting in 999 calls for emergency assistance per month, roughly 35.
- With advancing technology, e.g bed sensors, falls detectors, extreme heat sensors and smoke alarms (to name but a few!) we often get referrals from local hospitals eager to discharge patients to prevent bedblocking and associated cost implications. Only when telecare is in place are they happy to arrange a discharge date for patients.
- The service is actively promoted and the service and opportunities to increase potential revenue are actively pursued, in order to reduce the overall operating costs of the service. The benefits of a call centre, which is staffed 24/7, has enabled non care related services to be pursued in the private/public sector.

Stakeholders:

- The service is available to residents in both the public and private sector in Ryedale, Richmondshire, Selby and parts of the York City area.
- We work together and liaise closely with Social Services, carers and families of our clients to provide them with the best possible service
- Local hospital Occupational Therapists contact us with referrals for patients currently in their care to arrange for a lifeline to be fitted before the client can be given a discharge date. They often also advise us if they feel there is a need for our service for people struggling at home, but who want to retain their independence.

Independence, Health and Well Being

Key Facts:

- Every day 8,000 older and frail people fall over
- 70% of falls occur during the night
- Falls account for 10% of acute hospital admissions in the UK
- Hip fractures, usually the result of falls, cost the NHS £1.7 billion per annum
- 1 in 5 older people die within 6 months of a hip fracture

Case Study:

Mrs P had fallen during the night, she was found by a neighbour unable to get up five hours later. She was taken to hospital, recovered well, but prior to discharge, Social Services assessed her needs and recommended a lifeline, falls detector for daytime wear and a bed sensor.

The lifeline with its pendant and falls detector to alert Ryecare if she fell again during the day and a bed sensor which would activate if Mrs P got out of bed and didn't return within a set period.

A timer on the bed sensor alerts the call centre if Mrs P isn't in bed by a set time, if she fails to return to bed during the night, outside her set absence time and hasn't risen from bed in the morning.

If she gets out of bed to make a cup of tea, has a fall and doesn't return to bed, an alarm will be generated through the lifeline to the call centre, who will attempt to talk to Mrs P and arrange help if she has fallen.

Her emergency contacts (friends, family or neighbours) are alerted to call and check that she is o.k.

The falls detector is worn in a pouch around her waist during the day and should she fall, an alarm call will be sent through the lifeline - there is no need to press a button for help.

Any calls coming through to the call centre at Ryecare detail her name, location and the alarm that has been triggered. So if she were unable to respond, we would know if it was the pendant, falls detector or bed sensor that had triggered the alarm call.

Mrs P says after telecare was fitted, it gave her and her family peace of mind. She was no longer afraid of getting up during the night, it had improved her confidence and she wasn't worried about spending another night on the floor, knowing that the sensors would trigger immediate help.

This case study reflects NI 139 - the extent to which old people receive the support they need to remain independently at home.

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