

**Older People and Long Term Conditions- Redesign of Telecare services:
London Borough of Hackney**

Calling all Providers of Telecare and Assistive Technology Services.

The London Borough of Hackney ("the Council") intends to redesign their current Integrated Telecare service.

We are keen to engage with providers, to understand the market view in order to inform and shape the planned redesign. We would like to invite you to our market engagement event, details below:

The Future of Telecare Market Engagement Event

Tuesday, 3rd December 2019 - 1pm - 2:30pm

The Tomlinson Centre, Queensbridge Rd, London E8 3ND

Our current Integrated Telecare service offers the four core service elements listed below:

- a) **Call Monitoring Service:** call monitoring and answering, performance monitoring and information management responsibilities.
- b) **Telecare Response Service:** provision of a locally based 24/7 Telecare response service with key holding and information management.
- c) **Telecare Equipment Service:** supply, installation, replacement and removal, ongoing battery and equipment maintenance and testing, sensor adjustment and reprogramming, and follow-up service user visits.
- d) **ParaDoc:** a rapid response team commissioned separately by City and Hackney CCG, consisting of a Doctor and a Paramedic who can assess and manage patients in their own home. The Council's Telecare Response Service are able to refer to the ParaDoc service instead of using 999, for Telecare users with urgent medical and social needs, as well as for falls.

The key aims of the service are:

- to ensure the safety of vulnerable people living in Hackney, enabling them to live with greater independence for as long as possible, and enhancing their quality of life, dignity and autonomy.
- to improve health and wellbeing outcomes for informal carers,

- o to support service users and their carers to actively engage with their local communities,
- o to reduce unnecessary emergency hospital admissions,
- o to facilitate timely hospital discharge;
- o and to prevent and delay the need for people to move to higher care services.

The current contract for the Integrated Telecare service is due to end on 21st February 2021.

Initial benchmarking/research of other Local Authority Telecare/assistive technology services, and feedback from our current provider, indicates that a redesign of the current service is needed

As part of the redesign the engagement with the market is a way of how the Council and its health partners can develop a service that meets the needs of current and future service users

The Council wish to take this opportunity to redesign the current service, with a focus on, but not limited to:

- o exploring the opportunities offered by the rapidly developing market in new digital assistive technologies,
- o considering alternative options for the future delivery of each service element, including the possible benefits of insourcing;
- o and developing a strategy which ensures our services are prepared for the Digital Shift, December 2025.

Please confirm your attendance via the portal. Maximum of 3 representatives to attend from your organisation.

Any questions please contact Charlotte Walker on 0208 356 7729 or by email at Charlotte.Walker@hackney.gov.uk

