

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

Request 1: Please confirm or deny if the local authority provides telecare services as part of its adult social care service responsibilities

Yes

Request 2: Please provide the cumulative figure for the number of users of telecare services in your local authority for the financial years (a) 2009/10, (b) 2010/11 and (c) 2011/12

	New service users during the year	Cumulative numbers of new service users
09/10	436	436
10/11	606	1042
11/12	471	1513

Request 3: Please provide details of the local authority's total spend on telecare services for the financial years (a) 2009/10, (b) 2010/11 and (c) 2011/12:

- 1) 2009/10 - £94k
- 2) 2010/11 - £155k
- 3) 2011/12 - £160k

Request 4: Please confirm or deny if the local authority has received funding from local primary care organisations to spend on re-ablement services as part of the Department of Health's re-ablement fund allocations for the financial year 2011/12:

Yes

If confirmed:

4(a): Please confirm amount received

£481k

4(b): Please provide any plans developed by the local authority for spending its allocation of the re-ablement funding.

A proportion of this funding has been allocated to support the following (3) projects:

An increase in Intermediate Care Assessment Beds. This proposal features creating up to 10 extra intermediate care beds at Preston Lodge (which is a Leicester City Council run residential home) to aid hospital discharge. This will follow the successful model already established at Brookside Court by providing an opportunity to assess over a short duration (maximum of six weeks) thus better understanding how service users will cope when going back into the community. The model should include therapy and assistive technology intervention to help achieve optimum levels of independence.

To help set up a Practical Help at Home Service. Leicester City already has in place limited handy person and assistive technology services. However, current investment is insufficient to deliver widespread benefits that have been reported in a number of research studies.

As part of developing coordinated pathways, and market development with the voluntary and independent sector the Help at Home service will be commissioned from local existing providers. Due to contractual and procurement rules further consideration will need to be given to ensure this happens rapidly. The Handy Person and Assistive Technology service will initially be increased by additional resources to the existing services, but longer term commissioning will need to consider for 11/12 whether a more effective commissioning model could be put in place.

These services will help facilitate discharge by providing practical and low-level support which can often be a key contributory factor in helping avoid a re-admission, along with timely access to any aids and adaptations. Whilst this service will not involve any personal care tasks, a procured dom care provider will be used to undertake practical tasks e.g. checking that the heating is working, there is food in the fridge, the required level of medication is in place and any follow-up appointments have been made. In addition to this any low-level AT will also be part of this service as will access to a Handy Person to assist with any minor fittings/repairs to aid the transition from hospital to home.

To help set up a Health and Social Care Rapid Intervention Team
Best practice from other parts of the country shows that significant numbers of older people can be diverted from unnecessary admissions to residential and hospital care through the establishment of integrated health and social care services, that are able to respond rapidly to a health and social care crisis experienced by older people and which supports them within their own homes. This proposal follows best practice, reconfiguring existing resources and expanding community-based adult social care provider capacity to support older people in crisis within their own homes. The model will forge close links with Health's Rapid Intervention Team (RIT) thus leading to an Integrated Health and Social Care Rapid Intervention Team which is co-located.

Request 5: Please confirm or deny if the local authority has an eligibility criteria or assessment processes in place for the provision of telecare services for the financial years (a) 2009/10, (b) 2010/11 and (c) 2011/12

No

If confirmed:

5(a): Please provide details

Not applicable

5(b): Please provide details of any assessment software which includes the provision of telecare services.

Not applicable

Request 6: Please confirm or deny if the local authority has (a) plans and/or (b) internal guidance for the future use of telecare services.

No – but plans will be developed as part of our early intervention and prevention work and there is some capital monies available for AT in 12/13, 13/14 and 14/15.

If confirmed:

6(a): Please provide details

Not applicable

Request 7: Please confirm or deny if the local authority has undertaken an assessment of the outcomes delivered to users of the local authority's telecare services.

Yes

If confirmed:

7(a): Please provide details of the assessment

Please refer to the attached document [Telecare and Telehealth – Assessment of key opportunities, Leicester City Council](#)

Request 8: Please confirm or deny if the local authority has undertaken an assessment of the savings delivered by their telecare services to the local authority's adult social care services budget for the latest year figures are available.

Yes

If confirmed:

8(a): Please provide details of the assessment.

Please refer to the attached document [Telecare and Telehealth – Assessment of key opportunities, Leicester City Council](#).

Request 9: Please confirm or deny if the local authority has undertaken an assessment of the experience of (a) service users and (b) carers of the local authority's telecare services.

Yes

If confirmed:

9(a): Please provide details of the assessment.

Please refer to the results from the Evaluation Letters that were sent out in 2009.

Request 10: Please confirm or deny if the local authority has had any written communications from (a) the Department of Health and (b) the local primary care organisations about the 3 million lives campaign launched in January 2012 (<http://www.3millionlives.co.uk/>)

We don't have communication directly as a Local Authority. However, our Lead Commissioner has the information about the 3 million lives campaign as she receives alerts through the telecare LIN and the Kings Fund updates etc.

If confirmed:

10(a): Please provide details of all relevant written communications.

Not applicable

Request 11: Please confirm or deny whether the local authority works with local primary care organisations on the commissioning of a) telehealth and / or b) telecare services.

There is currently no joint commissioning but telehealth is something that we will consider with our Clinical Commissioning Group colleagues once their strategy is complete. Early informal conversations have been held about this.

If confirmed:

11(a): Please provide details of these services

Not applicable

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If you are dissatisfied with the handling of your request please write to:

Information Governance Manager

Information and Support

Leicester City Council

FREEPOST (LE985/33)

New Walk Centre

LEICESTER LE1 6ZG

e-mail: FOIA@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

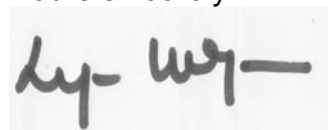
Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.

Yours sincerely



Lynn Wyeth

Information Governance Manager