



# NRS Healthcare

## UK Telehealthcare Seminar

### Service Review and Redesign






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17<sup>th</sup> April 2023



# About NRS Healthcare

# NRS Healthcare

 ICES	 Clinical	 Technology Enabled Care	 Wheelchairs	 Self funders
<p><b>40</b> Local Authority customers</p> <p>NRS sources, delivers, installs, services, collects and recycles <b>2 million</b> items p.a.</p> <p>Cover population of <b>9 million</b></p> <p>Enables people to <b>live independently</b> at home</p> <p><b>95%</b> recycling rates</p> <p><b>High levels</b> of Service User satisfaction</p>	<p><b>160+</b> clinical and support staff</p> <p>OTs <b>embedded</b> into each contract</p> <p>Assessments to <b>reduce backlogs</b></p> <p><b>Review</b> high cost Care Packages</p> <p><b>Train and advise</b> prescribers</p> <p>Gatekeeping to <b>reduce equipment spend</b></p> <p><b>Safeguarding</b></p>	<p><b>14</b> Local Authority customers</p> <p><b>Range of services</b></p> <p>Integrated <b>full service</b> including transformation</p> <p><b>Clinically led</b> provision</p> <p>Focus on <b>benefits</b> realised by use of Technology Enabled Care (TEC)</p>	<p>Repair only, or <b>integrated repair</b> and assessment</p> <p><b>Stand alone or integrated</b> with ICES</p> <p>Sourcing of all <b>manual and powered chairs</b>, standard and bespoke</p>	<p><b>Market leading</b> product sales division</p> <p><b>Direct sales</b> to self funding individuals</p> <p>Safe &amp; Well programme <b>provides choice, advice and signposting</b> in 10 Local Authorities</p> <p><b>Supported</b> by free online, telephone OT advice, or low cost home visits</p>



Member Organisation

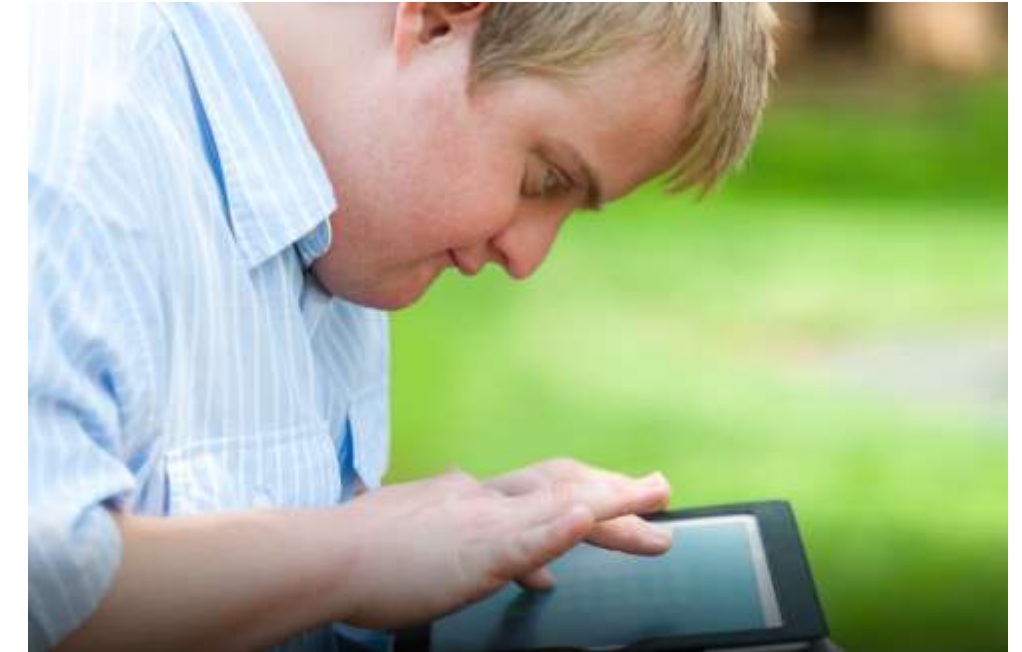


Certified Organisation





# Our customers



# Today's problems

- Digital technology is an add-on and digital innovation processes often exclude people who draw on care and support
- The cost of some technology can be prohibitive, both for public sector funders and end consumers
- Many technology solutions are not interoperable
- Professional staff don't have the skills they need to use
- Some councils don't have a plan for the digital switchover or haven't started transitioning to digital yet – including those with their own analogue Alarm Receiving Centres
- Desire to continue to buy NEW analogue telecare equipment – when all the guidance says DON'T
- Proactive and Preventative care, enabled by technology is in its infancy
- Common to see local authority tender opportunities which are based in the past – simply re-procuring a traditional telecare service because the current contract is due to end
- In pockets there is a lack of joined up strategy across health, housing and social care in the Technology Enabled Care space. Emerging Virtual Ward developments often aren't joined up with local authority offers

# What you need now and for the future

Work with a Strategic Partner with the right expertise to support the transition from a reactive telecare service to a proactive, preventative, outcomes based service which harnesses the potential of digital technology.

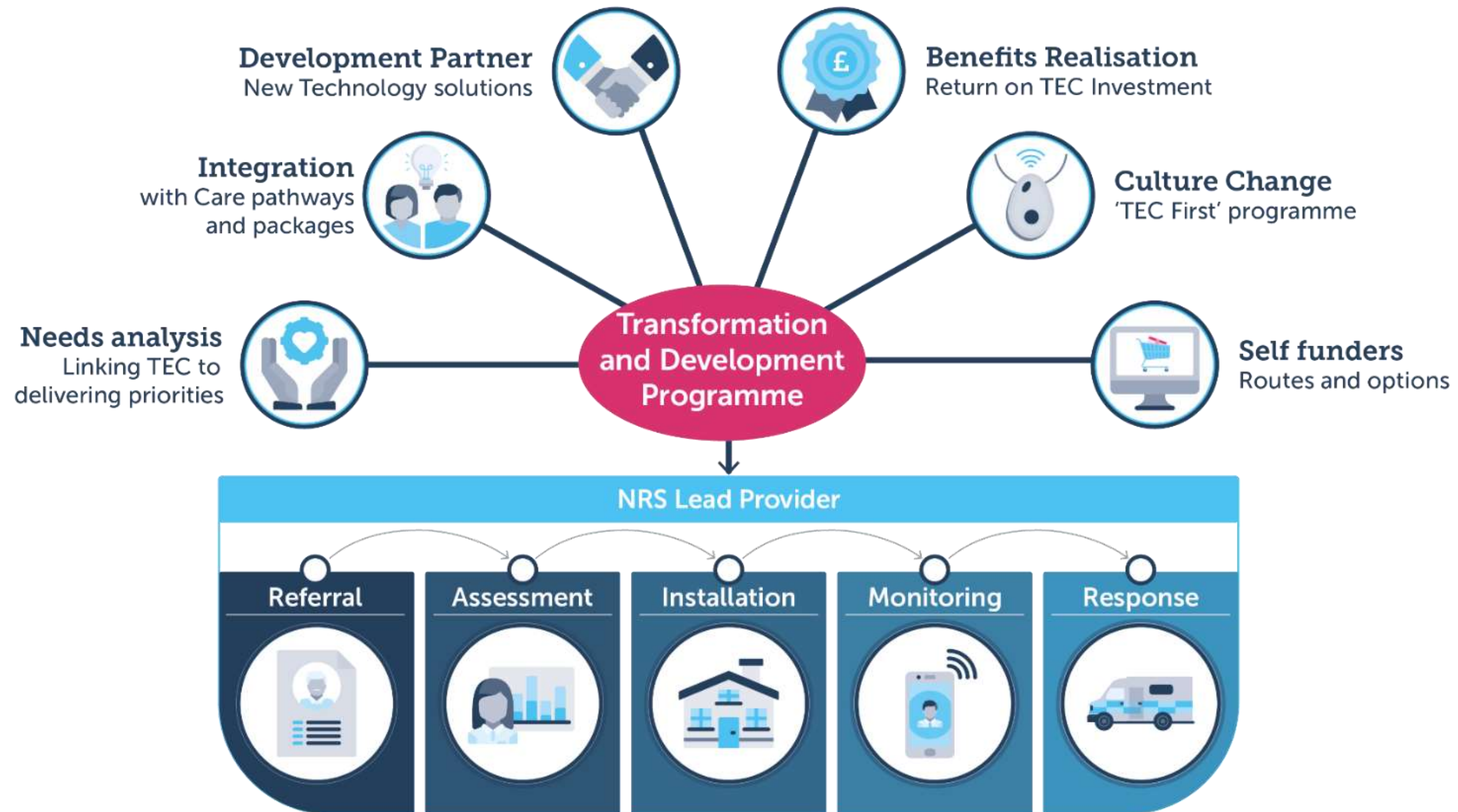
The ADASS report, “[Time to Act: A roadmap for reforming care and support in England](#)” (April 2023), reinforces the shift needed and the actions required to embed digital technology within business as usual practice. Practical highlights include:

- Co-produce digital solutions with people who draw on care and support
- Working across localities to procure digital solutions together
- Ensuring staff have the skills they need to use digital tools



# Service redesign solution

## NRS Delivery and Transformation of Technology Enabled Care (TEC) Services



- Co-production with people who draw on care and support and with staff groups
- Actionable intelligence – giving people and staff proactive insights through smart data and information management
- Digital Switchover planning and implementation



# Case Studies – how NRS Healthcare has helped organisations

Involving people who draw on care and support to shape service design



1. Measured personal outcomes
2. Collected stories and real experiences – the good and the bad
3. Focus groups with people and carers – genuine involvement from the start

Successful digital switchover programmes



North Yorkshire:

- Phasing out analogue devices
- Proactive replacement
- Analogue to digital (SCAIP) upgrades
- 3G analogue devices (!)
- Low connectivity challenges

**Want some more advice?**

1. Talk to us <https://nrshealthcare.com/tecs>
2. Get familiar with the DHSC's "[Telecare stakeholder action plan: analogue to digital switchover](#)" (Dec 2022)