

Tackling Winter Pressures

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Reducing Delayed Discharge to Protect System Capacity



Nearly **13,000** people every day in England remain in hospital despite being medically fit for discharge



According to NHS England, each delayed patient costs the NHS on average **£562** per bed day



Delays reduce flow, increase ambulance handover times, worsen A&E waits, and impact clinical risk during the first **48-72 hours** post-discharge

Speeding up discharge is not only about capacity. It is about safety, independence, and preventing readmission during the most vulnerable period.

Enabling Safe, Faster Discharge to Assess

Discharge teams often delay release because they cannot see what will happen in the first 48–72 hours at home, making this uncertainty a major barrier to timely discharge

- Access TEC devices can be deployed at the point of discharge, giving teams confidence that people are safe at home while assessments take place in a familiar environment.
- Devices include fall detection, activity monitoring and emergency alarms, allowing people to recover independently at home while knowing help is readily available.

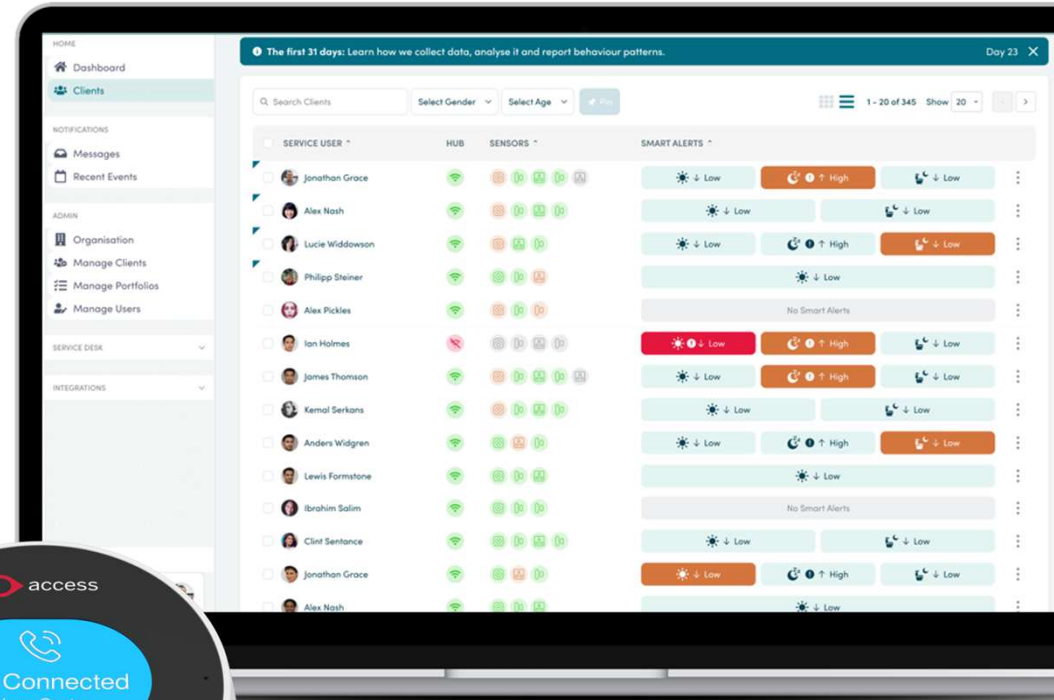




One Step Further: Proactive, Integrated Care

The Access TEC Platform overlays existing hardware, meaning councils can use the TEC devices they already have in service users' homes.

The platform provides real-time, data-driven insights that support early intervention, enable teams to right-size care packages, and improve outcomes.



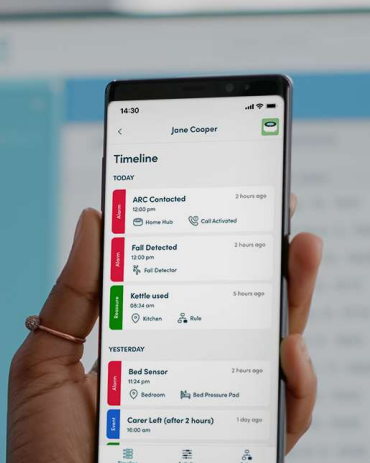


Unlock Benefits: Integrated TEC Insights

Family

→ Assure Family App

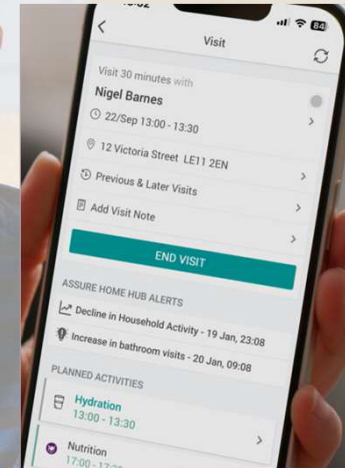
My mum is less worried as she can see that I'm managing on my own



Care Provider

→ Care Planning App

My carer checks their app to prioritise who they need to visit and when



Social Worker

→ Social Care Record

We use insights to plan my support and can see I no longer need night care

Monthly AI Summary

Over the last month, the daily activity levels of the subject have shown some interesting patterns, with notable differences between weekdays and weekends. The data, collected from various activities throughout the night, provides insights into the lifestyle and habits.

Daily Routine:

Daily Monitoring Alerts

Bathroom Visits

Slightly Higher

TV Duration

Moderately Higher

Full Day Activity

Significantly Lower

TEC Service

→ Proactive Monitoring

My ARC uses AI-powered alerts to escalate early and respond if things change



Camden Council – Discharge to Assess



Helping patients get home from hospital three days sooner

✓ The Challenge

- To reduce the strain on NHS and Social Care teams, Camden Council piloted a care tech device to allow residents to return from the hospital sooner and be fully supported to recover at home.

💡 The Solution

- Patients who were medically fit enough to be discharged but required ongoing social care support at home were issued with an Access TEC device linked to our TEC platform.
- This provided round-the-clock monitoring and emergency alarms linked to Camden Council's careline.

🏆 The Outcomes

- An estimated **630 bed days saved**, equating to **£252,000** in financial savings which would otherwise have been occupied by patients awaiting social care assessments rather than hospital treatment.
- Patients involved in the pilot returned home on average **three days sooner** than those waiting for social care assessment before they could leave the hospital.
- Following this successful trial, the devices are now used permanently for adult social care users in Camden who are returning from hospital.

“These devices have allowed people to return to their own homes faster, with the confidence that they have technology-based support at the touch of a button.”

*Anna Wright, Cabinet Member
Health, Wellbeing and Adult Social Care - Camden Council*