

BCF Scheme:		BCF 03: Joint Call Centre Incorporating Telecare and Tele-health
Lead Officer:	RCCG	Dominic Blaydon
	RMBC	Shona McFarlane

<p>Description:</p> <p>Undertake a scoping exercise to identify efficiencies and improvements in practice that can be delivered through integrated / joint working between the Rothercare Community Alarm Centre and the Care Coordination Centre.</p> <p>Review the service to incorporate increased use of assistive technology and extended use of telehealth and tele-coaching to support people to stay at home, and explore increased use of assistive technology to reduce costs within mainstream social care services including domiciliary care and residential care</p> <p>Outcome: A coordinated response is provided to individuals' needs and an increased use of assistive technologies to support independence and reduce hospital admissions.</p>
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Key Actions	Lead	Timescale
ALOC Performance and Service Improvement Group develop proposals for an Integrated Call Centre. Includes recommendations on degree of integration, single/dual provider, single/split site, hours of cover		Sept. 14
Community Transformation Group (CTG) agree new service model in principle and approve for consultation		Oct. 14
Complete staff and stakeholder consultation process		Nov. 14
New service model and specification agreed by CTG		Jan. 15
Commissioning arrangements agreed by CTG		Jan. 15
BCF Ops Group approval on service model, service specification and commissioning arrangements		Feb. 15

BCF Executive approval		Feb. 15
HWB Board approval		March 15
Outcomes		
Reduction in ambulance call-out for residents receiving Rothercare		
Reduction in number of falls related A&E attendances for people over 65 years		
Reduction in GP urgent admissions to Medical Assessment Unit		