

Joined-up working between Homecare and Telecare

Briefing Note
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Background

Data from Public Health Scotland¹ indicates on average across Scotland, around 60% of people receiving homecare also receive telecare services. In some HSCPs, telecare and homecare services are managed separately, and opportunities to benefit from a more streamlined and integrated approach can be missed. For example, telecare service provision and activity may not always be considered as part of the six-monthly requirement to review care and support plans.

Descriptor

This example from Glasgow City (please see short film) demonstrates the benefits of a more integrated approach to the management and delivery of telecare and homecare services. It focuses on the value of joined-up communication, shared operational standards and processes, and shared information and access to IT systems (e.g. homecare scheduling) to enable effective response. This is in addition to jointly supporting the management and use of telecare devices to meet a person's care needs. It also highlights the importance of telecare data to inform the home care review process.

Features

- Sharing of information to inform risk management/enablement and decision-making.
- Improved communication to facilitate a more person-centred and planned approach to service delivery.
- Consideration of telecare service activity data within the home care review process to provide a more complete view of a person's care and support needs, enabling provision of 'just enough' care and support instead of 'just in case' care and support.

Benefits

- Joined up working by homecare and telecare responder staff provides a more holistic approach to keeping people safe and supported, which is also beneficial to all staff providing support.
- Maximises use of existing information to provide practitioners with a better overview of the person's care and support, and avoids multiple reviews being carried out.
- Information and system sharing ensures right support, delivered by the right person at the right time.

Impact

- Enables safe supported discharge by providing reassurance to individuals, their families and health practitioners.
- Supports the gradual withdrawal of /reduction in reablement services by providing back-up for 'just enough' planned support.
- Minimises repetition of, and time taken for, review of services.
- Informs more accurate personalised care planning when both planned and unplanned care visits are considered during the review process. It provides a clearer picture of a person's ongoing needs, levels of independence and potential for living safely at home.

¹ [Insights in social care: statistics for Scotland - Support provided or funded by health and social care partnerships in Scotland 2018/19 - Insights in social care: statistics for Scotland - Publications - Public Health Scotland](#)

Considerations

- Capacity of homecare and responder services when under pressure and being clear on roles and responsibilities.
- Knowledge of the person undertaking home care review to enable them to consider telecare contributions.