CSIP NETWORKS DARZI INFORMATION SHEET 2
Housing and Telecare Implications

Introduction

This information sheet on Lord Darzi's review of the National Health Service (NHS) provides a summary of relevant issues and implications for commissioners and providers using telecare/telehealth to transform local health and community services and/or housing solutions.

Telecare and Telehealth

Although telecare and telehealth do not get specific mention by name, they are highlighted in the review along with reference to the Whole System Demonstrator programme. In particular, the review says:

➔ 'In the future, the NHS will not be confined to hospitals, health centres or GP surgeries but will be available online and in people's homes' and
➔ 'Where patients were once confined to hospital, Wireless and Bluetooth technologies allow their health to be monitored in their own homes.'

Reference is also made to HealthSpace in Lord Darzi's review and this is expanded on in the supporting *Health Informatics Review*. This says: 'The consultation highlighted strong support for the HealthSpace initiative, through which patients can record information about their own care and through which they can access their own Summary Care Record.'

One of the aspects of this is the ability to *self-care* and upload the results for the GP to see. Access to information on long term conditions personalised to the individual will also be available. HealthSpace will be introduced from next year and telecare and telehealth enthusiasts would suggest these applications could have a significant role to play in enabling this.

Housing

The key role which good quality, accessible housing plays in the health and wellbeing of the population is highlighted in the review with two particular comments:

➔ '[Joint Strategic Needs Assessments] focus not only on tackling clear health priorities such as smoking, childhood obesity and teenage pregnancy, but also on broader factors such as poor housing, education, local transport and recreational facilities' and
➔ 'For patients, the [care and support] team must go beyond individual organisations – they expect everyone in the NHS (and beyond into other public services such as social care, housing, education and employment) to work together to give them the high quality, integrated care that they need and want. '

The Role of Telecare, Telehealth and Housing in Achieving Darzi's Vision

Both telecare and telehealth are likely to be the tools by which much of this vision on care closer to home will be realised. Meanwhile, the critical role which quality housing and housing support services play in enabling good health will also make this a key area to watch. The CSIP briefing on Lord Darzi's review highlights the following five key areas and telecare/telehealth - along with housing services - will have prominent roles to play:

Key area	Telecare and Telehealth	Housing
Prevention	▪ Both suggested as being able to prevent escalation in people's health and care needs, along with prevention of hospital admissions / GP consultations. ▪ Telecare applications such as lifestyle monitoring (or lifestyle reassurance) can detect changes in behaviour and therefore indicate when preventative measures would be beneficial. Importantly, such approaches can be used for assessment. ▪ The speed of response is also important in telecare; for example, fall detectors can trigger an automatic alert following an incident and prevent long stays on the floor when people are unable to call for help. ▪ Telehealth monitoring on a regular basis can provide longitudinal data to assist with diagnosis and prevention; while regular monitoring can highlight potential problems and enable informed preventative measures to take place.	▪ Evidence shows that the quality of housing in which people live can have a major impact on health outcomes. Poorly heated homes, or those which cannot be adapted to support changing needs, can lead to poor health or increased admissions to hospital due to falls, worsening health or accidents. ▪ Homes built to lifetime home standards, which are properly insulated and located in an area in which people feel safe, will lead to improved health and wellbeing through reduced accidents and a safer environment. This will encourage people to exercise and interact with their wider neighbourhood. ▪ Evaluation of *Supporting People*-funded interventions suggests that housing support services, including floating support, can make a significant contribution to improving individuals' physical and mental health and to reducing emergency admissions to hospital[1].
Empowering patients	▪ Both telecare and telehealth allow the 'balance of power' to be moved in favour of the individual as they are empowered by monitoring at home rather than being in institutions. ▪ They both enable choice and, through experience and alongside access to information, can help increase the knowledge base of individuals - giving them more of an informed role in decision-making and self-care.	▪ Enhanced housing with care models (such as Extra Care Housing) allow people to maintain their independence, through retaining their 'own front door' - while also ensuring full access to care and support, tailored to their individual needs. ▪ More housing choice and more information about available options enable people to make their own decisions about their future and about how they wish to access support as their needs develop.
Quality of Care	▪ Major benefits of telecare / telehealth have been said to include increased monitoring, support, confidence and improved health and care outcomes. Some say benefits can be achieved at an overall reduction in health care costs. ▪ Longitudinal data, obtained from the comfort of home, can also help improve health outcomes and the quality of care provided.	▪ As health / care services move towards providing more support to people in their own homes, the quality of care is likely to be closely linked to the quality of the housing in which people live. ▪ Accessible and appropriate housing will help allow health and care services to be delivered at or nearer to home, affording greater levels of dignity and improved outcomes for patients.
Integration of services	▪ Telecare and telehealth have often been implemented in isolation from each other. However, it is increasingly being recognised that these approaches improve the quality and speed of information and as a consequence often act as a catalyst for service integration for the benefit of the patient.	▪ In Extra Care Housing settings, integrated health care can often be provided alongside social care and housing support services, benefiting residents alongside the wider neighbourhood. ▪ Home Improvement Agencies and community equipment services can work closely with the NHS and others to promote safety at home, and - in many cases - allow faster discharge from hospital.
Innovation	▪ Both technologies promise better health and care outcomes, potentially at reduced overall cost. There has been much technical innovation recently - but still much more could be achieved. ▪ Innovations in both the delivery of services and the training of practitioners are equally important and we are likely to see high levels of innovation in these areas - as well as the technology - in the coming years.	▪ Innovative models of housing and support are being developed in partnership with health and social care, led by a whole range of providers (including the private, social enterprise and third sector) in response to public demand. This innovative activity is expected to continue as health, housing and social care partners develop integrated accommodation, care and support strategies, aimed at promoting choice and control, and improving health outcomes for their whole populations.

Conclusions – Telecare and Telehealth

The Telecare LIN produced a briefing based on Lord Darzi's interim report of October 2007[2] within which the eight key areas of care highlighted by Lord Darzi were mapped against telecare and telehealth possibilities. These eight areas remain of importance in the final report - as do the recommendations made by the Telecare LIN as to how practically innovation in telecare and telehealth could be beneficial.

It is clear from Lord Darzi's review - and numerous visions for future health and care across much of the developed world - that telecare and telehealth will have prominent roles to play. The challenge commissioners and providers face is to realise these visions and embrace them at a time where the evidence base to support a 'risk free' investment is not accepted. A CSIP briefing on this important aspect is available here[3]. If the ten year vision portrayed by Lord Darzi is to become a reality, utilising the benefits of telecare and telehealth, then it will be important to share learning between organisations and ensure the lessons from the £31m Whole System Demonstrator programme are widely disseminated as quickly as possible. CSIP and the Kings Fund are working together to achieve this. Further details can be found here[4].

Conclusions – Housing

In February 2008, the Government published its National Strategy on Housing for an Ageing Society, '*Lifetime Homes, Lifetime Neighbourhoods*'[5]. This supports Darzi's vision, highlighting many of the same themes - including the importance of prevention, innovation in service development, greater levels of community empowerment and the integration of health, housing and care services. The Housing LIN has produced a toolkit to support the implementation of this strategy, '*More Choice, Greater Voice'*, designed to help health, housing and care partnerships to produce a strategy for accommodation with care for older people[6]. In addition, the Integrated Care Network has recently published a study, *'Commissioning housing support for health and well*being', which further highlights practice examples of joint commissioning and how housing, health and social care can better meet shared outcomes and deliver more coordinated services that meet the needs and aspirations of older people and vulnerable adults[7].

The Role of CSIP Networks – Independent Living Choices Programme

The Independent Living Choices programme is the new overarching programme theme for the Housing LIN and Telecare LIN at CSIP Networks. We will be active within all the above developments and we encourage you to register for our newsletter and participate in our national and regional events to ensure you remain informed of the latest developments[8].

References

[1] http://www.communities.gov.uk/publications/housing/floatingsupportservices
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[2] http://icn.csip.org.uk/telecare/index.cfm?pid=353&catalogueContentID=2457
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