

# White Paper Executive Summary

## Next Generation Telecare: The evidence to date



memo   
July 2020

# Executive Summary

This feasibility study set out to show how the Memo Connected Care Suite could benefit users and families by providing positive reassurance and preventative alerts when user activity changed. It would also benefit Social Care through the provision of objective activity data supporting Assessment, Care Planning, and management of resources.

The study included three partners who provide Social Care, 27 Memo Hub<sup>®</sup> users and 29 family Memo App subscribers. The study was carried out between April and June 2020. The users were selected at speed in mid-April and the criteria were recent hospital discharge or where wellbeing or safety were at risk because of Covid. The project focussed solely on the Activities of Daily Living service which forms part of a Next Generation Telecare service suite. The project was part funded by NHSX via the Covid initiative Techforce 19. The key outcomes were:

## Users and Families

The majority of the Users felt positively about the Memo service with the remaining 20% having neutral opinions.

### Increasing Independence

“

I have been able to step back and he now feels he has more control over his own life. He doesn't fully understand how the system works but he certainly felt a change in behaviours of all of his relatives which he loves.

His independence and confidence has grown massively and he now wants to reduce his own care package for more independence.

”

83% of families said it provided an increase or significant increase in reassurance and peace of mind. All said it enabled them to provide more support, with 55% saying a lot more support.

Even given the short timescale and sample size a number of preventative interventions by families were described in their feedback. 78% said they wanted to continue the service after 6 weeks or requested further information.

## Social Care

40% of care plans were adjusted on the basis of new insight delivered by the Memo service.

Care plan size both increased and decreased. The common factor was an increase in quality due to the plan better fitting the clients needs.

Costs avoided exceeded additional new costs for the adjusted care plans.

The rest of the report includes the project context and how Next Generation Telecare works. The evidence section falls into two parts Users and families and Social Care. The final section looks at how the Memo Connected Care suite can be a catalyst in transforming care by focusing on prevention and expanding the circle of care .

[For a copy of the full Whitepaper please send your request to info@alcuris.co.uk](mailto:info@alcuris.co.uk)

If you would like to join us on the journey and explore how Next Generation Telecare could benefit the citizens in your community, please get in touch.

## Acknowledgements

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