

Manchester City Council

North Pilot: Just Checking in Reablement Services

Introduction

About Just Checking

Just Checking is an activity monitoring system that helps care professionals complete objective, evidence-based care needs assessments of adults with dementia, learning disabilities, autism, and other complex conditions. Just Checking is a temporary 'plug & go' system consisting of activity, movement, and door sensors that generate an activity chart showing individuals' day-to-day capabilities. Care professionals can use this information to make more informed decisions, helping them determine the right level of support that individuals need. Notifications can be set up to detect any unusual activity or changes to routine, which can then be investigated by care professionals or families, providing reassurance that individuals are safe and well.

In many cases, individuals are able to demonstrate that they can live independently, meaning they can stay in their own homes for longer. Sensors can be easily installed; the simple 'plug & go' hub requires no Wi-Fi connection. All system activity is captured and audited via an online dashboard, providing comprehensive insight into care planning and provision. Manchester City Council benefit from our chart summary service where Just Checking analyse your activity charts and provide insight into the data collected.

About Manchester City Council

“ Manchester, like other major cities throughout the country, is in the midst of a period of significant change in the delivery of public services. Simply continuing with business as usual is not an option. Coupled with the increases in demand associated with an ageing population, it is clear that the City's health and social care system will not be financially sustainable over the next five years unless radical and urgent action is taken. ”

Background

Manchester City Council have recently completed an independent pilot of Just Checking assessment technology within its reablement pathways. The council wanted to understand how Just Checking could:

1. Support the future of care planning
2. Improve the independence of citizens
3. Optimise care and support for citizens discharged from hospital services

The pilot was evaluated against four markers - (quadruple aims):



Methodology

The Process

Just Checking was offered to citizens on the Hospital Discharge to Assess pathway who were:

- > Discharged from hospital to reablement services
- > Beginning the reablement pathway - following referral from the Review Team
- > Discharged into an assessment bed

The Cohorts

10 month pilot **142** people selected

Most common demographic

- > White
- > Female
- > Aged 80-90
- > Requires physical support

The pilot took place over 10 months, during this time Manchester City Council had 2,389 reablement cases. Of this a sample of 142 people (6% of the total cohort) were selected to use Just Checking technology. 112 took part.

A control cohort of similar demographics was chosen to participate in Manchester City Council's standard reablement pathway. The control cohort consisted of 97 individuals.

Data Points

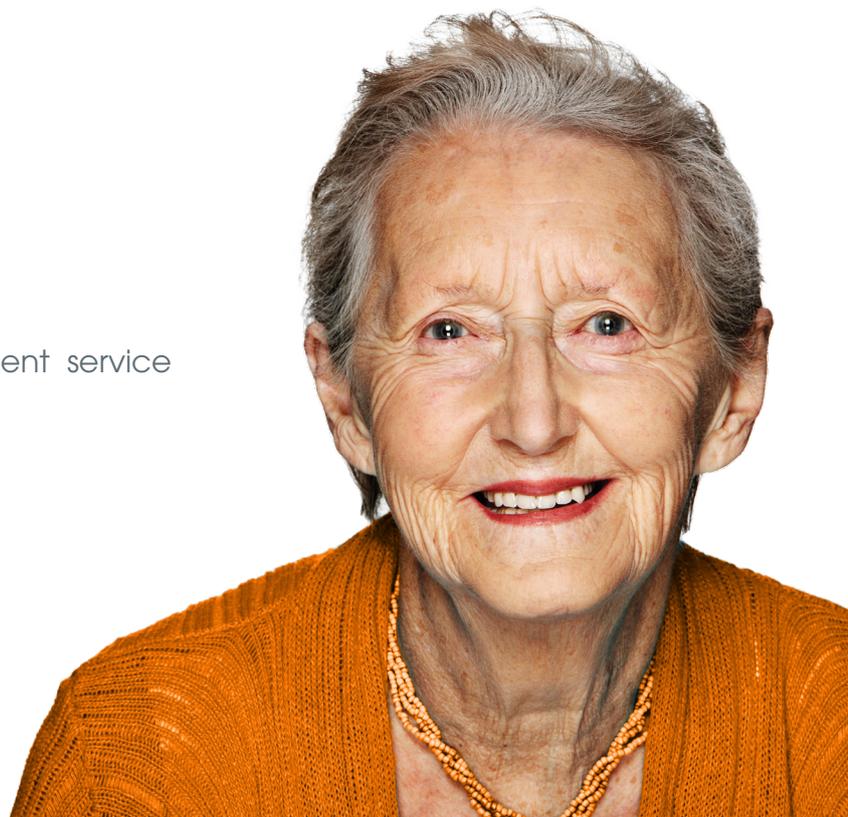
The following data points were reviewed:

Liquid Logic

- Number of referrals
- Consent
- Duration of installation
- Length and cost of the total reablement service provided
- Long-term care package requirements

Family / Citizen

- Experience
- Feedback



Assessor

- Support in place from day one
- Assessor experience
- Support requirement at the end of the reablement pathway
- Weekly change in support during assessment / reablement pathway

Findings

Customer Independence

At the end of the pilot, the Just Checking cohort:

- Had a higher proportion of citizens that ended the service as independent (12%)
- Saw fewer long term care admissions (12 care admissions)
- Saw a larger reduction in care hours (8.6 hours reduction average)

Citizen / Family Experience



100% of citizens / family members stated they had neutral or no concerns towards the use of Just Checking



14% agreed it could reassure family members and help identify support needs



38 family members wished to be set up to view system data and receive activity notifications. 24 actively logged-in

“ Shows he is doing more than people think he can do ”

Family member

“ I completely forgot it was in the property until reminded ”

Citizen

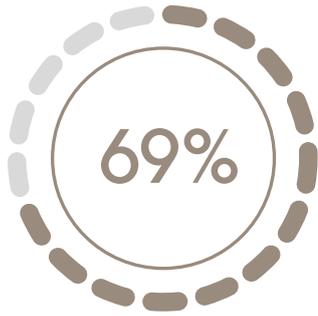
“ Helps me be at home where I feel safe ”

Citizen

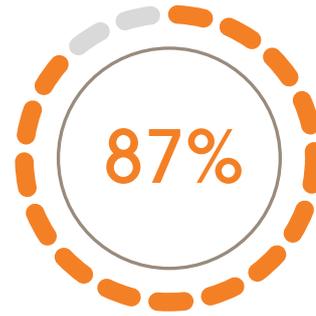
“ Helped to reassure and inform the family ”

Citizen

Staff / Workforce



said that Just Checking had a very high/high impact on determining the appropriate support level



reported they would recommend Just Checking be made widely available to all suitable citizens citywide

- “Evidence supports strength-based assessments”
- “A good tool to establish if the equipment is being used”
- “Helped to identify risks”

Financial Savings

The Just Checking cohort was responsible for a higher average reduction in end care costs compared to the control group:

Just Checking 

£174
reduction
per person per week

£9,048
reduction
per person per year

Control group

£135
reduction
per person per week

£7,020
reduction
per person per year

Based on the pilot’s results, MCC calculated that when expanded out to the anticipated assessment level (600 assessments) across the North locality, the expected avoidances total **£1,167,779** per annum (saving cost includes the cost of Just Checking technology).

Conclusions

At the end of the pilot, the following conclusions were drawn:

- The Just Checking cohort ended up more independent at the end of the pathway than the control group
- The Just Checking cohort saw a greater average change in support hours than the control group
- The Just Checking cohort saw an average reduction in care costs of **£174** per week or **£9,048** average per person annually
- The Just Checking cohort avoided an additional **£39** per week or **£2,028** per person annually compared to the control group
- Based on the pilot's results, Manchester City Council calculated that when expanded to 600 upcoming assessments, expected avoidances of **£1,167,779** can be achieved per annum

Next Steps

The evaluation report made recommendations that Manchester City Council make Just Checking a mandatory integration to its reablement pathway

The evaluation report suggested benefits could be seen from older adults with an existing / ongoing package of care. The system can inform a better allocation of care resources.



Using Just Checking in Reablement Services - Case Study

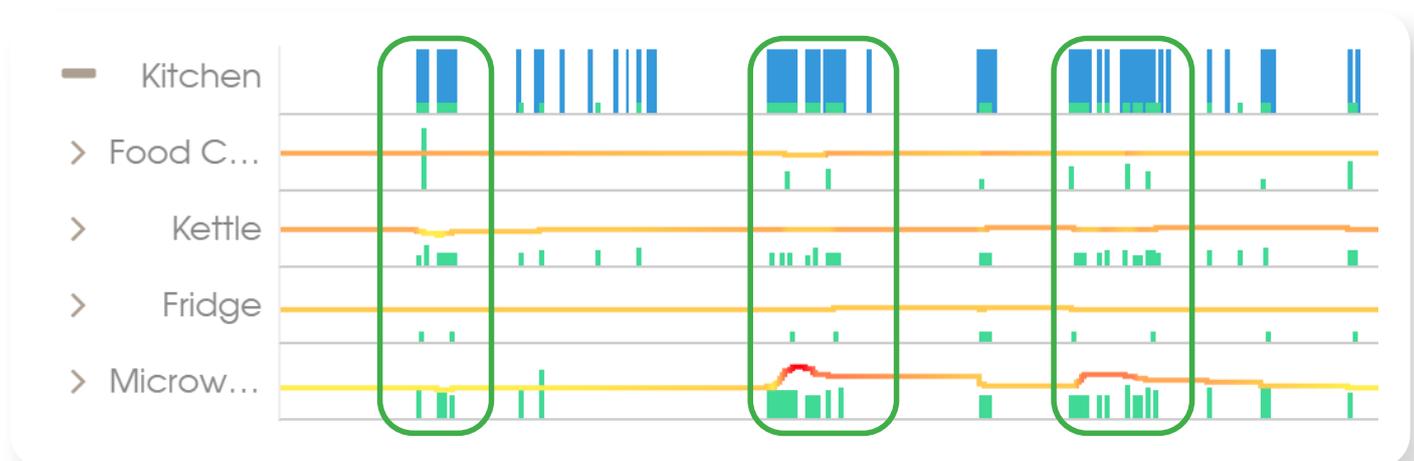


Ruth was admitted to hospital following a fall that resulted in a broken shoulder. When Ruth was discharged from the hospital she entered reablement, with her assessor believing she would need further support when the service ended.

Initially, Ruth was receiving 14 hours of support a week to aid with meal preparation, fluid and nutrition, personal care and medication. The assessor was not confident that Ruth was doing as much as she said she was, so Just Checking was installed to monitor any changes in needs, use of kitchen appliances and bathroom visits.

Whilst Ruth's support was already scheduled to reduce as she progressed through reablement, the Just Checking system evidenced use of kitchen appliances at meal times. This highlighted that Ruth no longer required assistance with fluid and nutrition.

The Just Checking system worked in conjunction with face to face discussions with Ruth and her support staff, and weekly reablement progress reports to review what an appropriate level of care would look like for Ruth. The system's evidence facilitated an earlier decision to be made. It was determined that Ruth could live independently without the need for ongoing service.



Ruth was shown to be using kitchen appliances throughout the day and during meal times