

Title	<b>Balance of Care Telecare Model</b>
Key Objectives of the Model	To support development of strategy and business cases for local Telecare projects.
Description	The Department of Health commissioned Balance of Care Group to develop a model that could be used by local authorities to forecast how assistive technology could help older people service users in the local area. The model was launched in July 2005 and coincided with the Preventative Technology Grant.
Application areas	Design and delivery of Telecare packages within the broader health and social care system.
Input	<p>The model is constructed as a step-by-step guide through the key investment decisions.</p> <p>Service users are classified into five groups of older people:</p> <ul style="list-style-type: none"> <li>• Care home clients – elderly mental health</li> <li>• Care home clients – non mental health</li> <li>• Frail older people - case management</li> <li>• Other long term care needs</li> <li>• Other low intensity care needs</li> </ul> <p>For each group, a range of care options is developed which can reflect both current circumstances and future assumptions about local service delivery and the potential implications of assistive technology.</p> <p>Initial variables using national averages and other research data are included in the model as a starting point with the expectation that they will be adjusted to each local health and social care economy as required.</p>
Output	<p>The model estimates the resource consequences under different planning assumptions and care option scenarios including: staff requirements by type; number of visits/places required. Tables and graphs are produced which enable users to view the impact of their plans quickly and, in the light of this, undertake further iterations and refinements to assumptions, data and objectives.</p> <p>A series of model runs can be saved and the different scenarios compared.</p>
Resources External – initial set-up, ongoing support	<p>The Excel based model with application documentation is available as a free download via the DH website or from: <a href="http://www.balanceofcare.com">www.balanceofcare.com</a>.</p> <p>There is no on-going technical support.</p> <p>A half-day or one-day workshop can be arranged to introduce the model and the requirements for a local application.</p>

Internal – initial set-up, ongoing support	Individual staff with the knowledge and detailed understanding of the services will be needed to create and update model assumptions.
Indicative Costs and timing	Local application and consultancy support can be negotiated as required. Timing depends on the scope and complexity of the project.
Additional considerations	<p>An earlier version of the Balance of Care model was used successfully at West Berkshire to identify the resource implications of alternative service delivery models. The approach has been used in other localities looking at resource planning for other client groups (e.g. end stage renal failure).</p> <p>The approach works best with full local collaboration between health and social care across the spectrum of user groups but this is not a pre-requisite for undertaking initial modelling work.</p> <p>The Balance of Care model is a stand-alone model, but it was developed alongside a separate, more detailed, business planning model that enables users to undertake more detailed financial modelling of subsequent plans. This is also in Excel and comes with guidance. Further details are available on the DH website.</p>
Supplier contacts	<p>Paul Forte</p> <p>Email: <a href="mailto:paul.forte@balanceofcare.com">paul.forte@balanceofcare.com</a></p> <p>Telephone: 07818 066653</p> <p><a href="http://www.balanceofcare.com">http://www.balanceofcare.com</a></p>
Council reference contacts	West Berkshire Council
Documentation	<p>Overview of Telecare model (Adobe Acrobat file)</p> <p>Telecare Model (Excel spreadsheet)</p>

*CSED provides this information as an indicative overview of the methodology. Councils will need to evaluate proposals from suppliers in the light of their local situation before making decisions on specific applications.*