

Harnessing technology for care in Manchester



Paul Teale, Head of Service, Reablement,
Manchester City Council

Collaboration



Manchester Health & Care
Commissioning

A partnership between
Manchester City Council
and NHS Manchester CCG



**Manchester Local
Care Organisation**

Leading local care, improving
lives in Manchester, with you



**MANCHESTER
CITY COUNCIL**



Manchester University
NHS Foundation Trust



**Greater Manchester
Mental Health**
NHS Foundation Trust

Manchester Local Care Organisation Vision





Manchester Local Care Organisation

Leading local care, improving lives in Manchester, with you

Prevent
Connect
Intervene



Technology enabled care for better outcomes



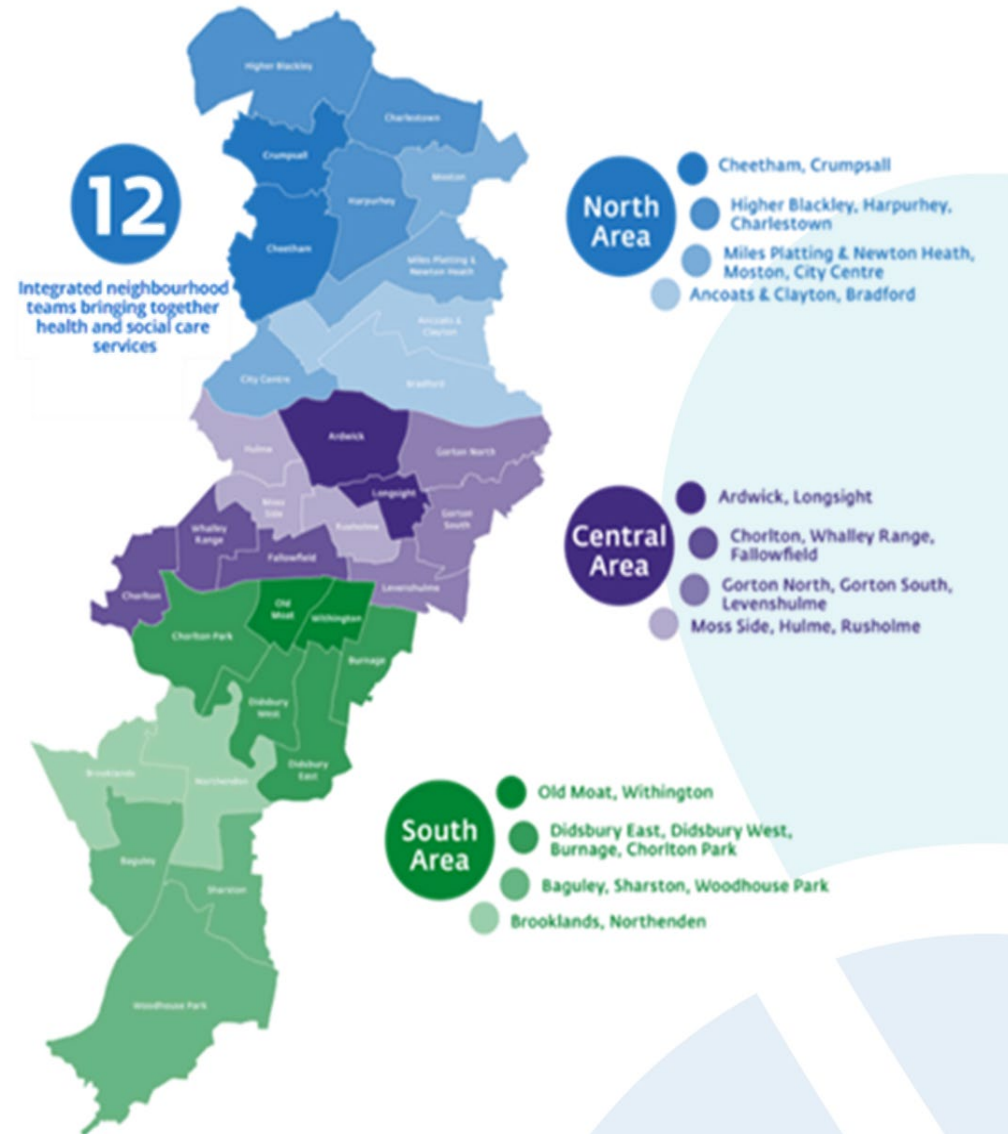
Tiered information about health and care service, teams and people

Manchester City
(Specialist City Wide teams)

Locality MCR (North, Central & South)

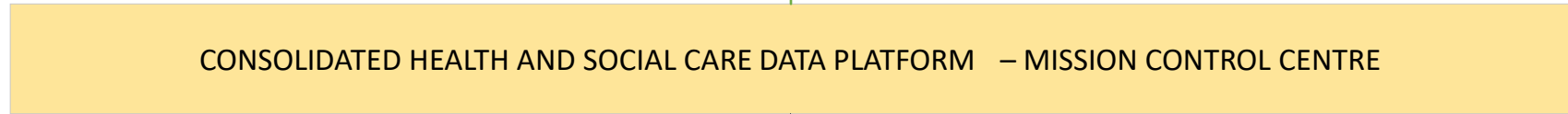
12 Integrated
Neighbourhood
Team

People
(e.g. Amy)

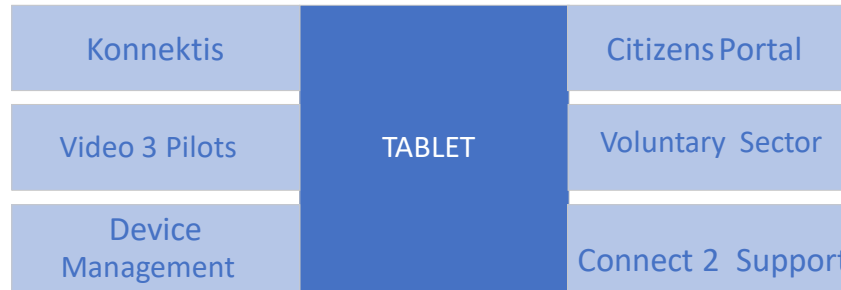
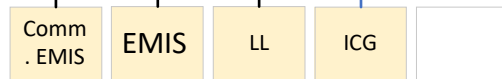
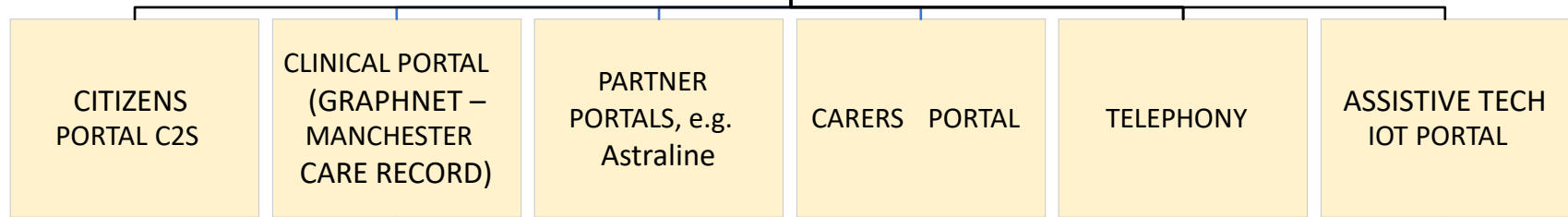




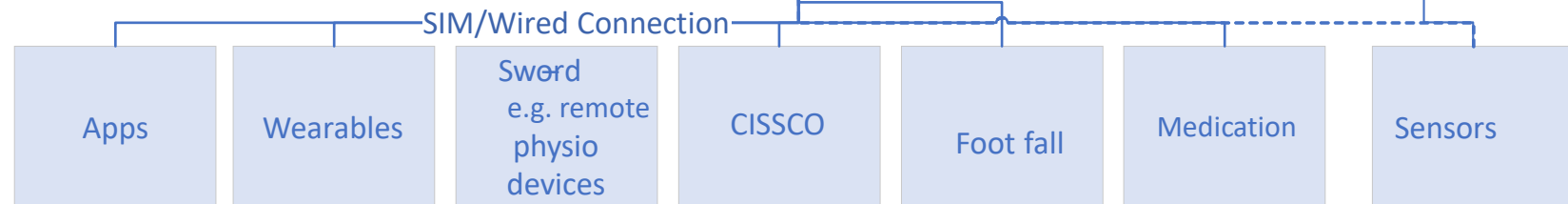
Digital deployment system, e.g. CM2



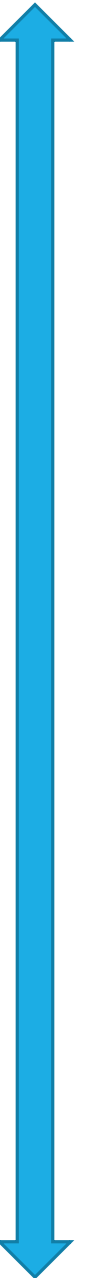
MLCO COMMAND CONTROL



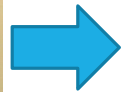
Narrow Band e.g. LoRA



VOICE COMMAND – e.g. Alexa & Community Volunteer Programme with Age UK



Getting the right help to people in the community quickly



MLCO COMMAND CONTROL



MDT (if Required)



Community Alarm Team

NHS Direct



CALL 111 when it's less urgent than 999

Integrated Neighbourhood Team



mcⁿ
Manchester Carers Network



Manchester Community Response Team

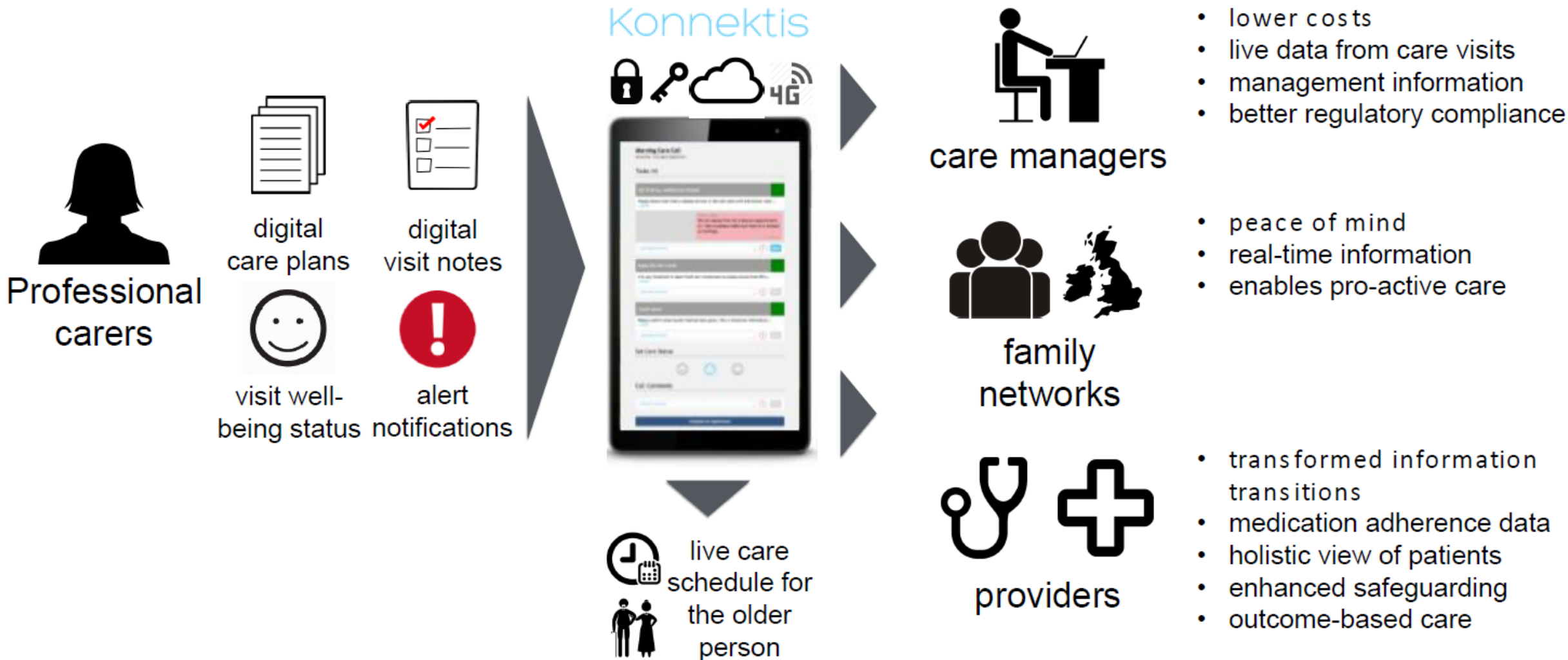


GP appt (virtual or in person)



Konnectis Home Hub

Enabling real-time care network co-ordination and reporting



CM2 Scheduling System

Core solution

- CallConfirmLive! Scheduling – fully hosted solution
- Mobile Workforce Solution for Care Workers
- Comprehensive implementation approach

Optional modules for consideration

- Scheduling Optimisation Engine
- Care Monitoring Business Intelligence
- Mileage Wizard
- Vasco two-factor security authentication
- Wellbeing Assessment (Outcomes) Platform
- Portals for Care Workers and Service Users
- Integration with Client Index System
- Integration with Health and other teams



Benefits

- *More capacity – CM2000's Optimisation Engine identified 15-20% untapped capacity in the Reablement service*
- *More visibility of actual service delivery*
- *More business intelligence*
- *Less time spent organising rotas – work which took days now takes hours at most*
- *Less time spent on communication*
- *Less risk of missed or late visits*



Many thanks

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