

SERVICE ON A PAGE: TECHNOLOGY ENHANCED LIVING (TEL)

Hours of operation: 8am-8pm, 7 days a week

Service Overview

The TEL (Technology Enhanced Living) service was launched as a pilot in December 2019 to reduce non-elective admissions from care homes to the Emergency Department.

The TEL service is designed with 3 elements; **Digital remote monitoring**, **Video Consultation** and **Hospital@Home**.

Dedicated clinicians (registered nurses and paramedics) within the Digital Hub respond to, and manage, complex long-term conditions, such as COPD, Heart Failure, Respiratory Tract Infections and Recurrent Urinary Tract Infections for both care home residents and patients within their own home. In addition to this, the service also supports early supported discharge from the local acute trust as well as managing the COVID Virtual Ward and Paediatric Virtual Ward for Stockport and Trafford.

Bluetooth enabled medical devices connected to a 24/7 remote access monitoring portal allows our clinicians to safely monitor patients on the virtual wards. In addition to this we also carry out face to face assessments and home visits where needed.

Aim of the Service

- To reduce hospital admissions
- To reduce length of stay in hospital
- To empower patients to manage their own health & wellbeing
- To remotely monitor patients health using innovative technology
- To provide OOH support to ensure continuity of care

Objectives

- Clinical support and prompt intervention to avoid hospital admission where safe to do so.
- Provide a two-way communication tool for fast & effective patient care.
- Providing patients with the ability to manage their own health in the comfort of their own home or care setting.

Technology Enhanced Living Referral Criteria

Conditions we monitor:

- Respiratory Tract Infections
- COPD
- COVID / Long COVID
- Heart Failure
- Recurrent Urinary Tract Infections
- High Intensity Users
- Pyrexia in children

EXCLUSION CRITERIA

- Under two years of age
- Actively End of Life with anticipatory drugs commenced



CONTACT

SINGLE POINT OF ACCESS:

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