

# Delivering improved quality of life outcomes for users and carers

Nov 1, 2018

The London Borough of Havering's Adult Services team is committed to embracing the opportunity and need to transform the Health and Social Care provision in Havering to meet the challenges of the 21st Century. With demographic changes, limited resources, and increasing levels of dependency, it is imperative to strive for more effective and efficient care options that provide residents with the right outcome, giving local people the opportunity to remain independent in their own homes.

The Adult Services team is working in partnership with Havering Clinical Commissioning Group to deliver better integrated care for the older population, and part of this work has focused on increasing the use of telecare in order to maximise benefits realisation.

A basic telecare package consisting of a Lifeline home unit with pendant and 24 hour monitoring and response is being provided to over 1,500 FACS eligible individuals, with a further 2,500 or more FACS eligible clients under consideration for telecare as part of their care package.

The service aims to:

- Increase independence and safety, enabling people to remain at home
- Reduce the need for home care or residential care
- Reduce the need for hospital admission
- Improve quality of life