

“Flo” Diabetes Foot Care

Flo gives you text reminders about management of your feet that you don't think about everyday

Stephen is 44 years old and a former Engineer. He is medically retired due to ill health. Stephen upon retirement decided to take up residency in Dunoon.

Stephen has type 2 diabetes and currently suffers from a gastric condition causing repeated episodes of vomiting which makes it very difficult for him to control his diabetes. Stephen's condition's have had an adverse effect on his mobility and has also caused development of diabetic foot ulcers causing a very serious infection. Stephen's wife is also his full-time carer.

Stephen was waiting on healthcare care appointments in Cumbria and due to barriers to effective care he was not seen by health professionals in a timely manner until he resettled in Dunoon.



"The foot care information is in black and white on your phone"

Home health monitoring in Argyll & Bute Argyll & Bute HSCP provide services to around 91,000 people across 2,600 square miles A&B HSCP has a diverse range of settlements 26 inhabited islands

The Argyll & Bute TEC team are a geographically dispersed virtual team working across A&B.

We have developed our home health monitoring service to include a nurse led monitoring service for people requiring more intensive tablet based monitoring for heart failure and COPD.

We work closely with GP practices, Nurses, AHPs and our health improvement service and partners, to continue to develop the Florence text monitoring service in A&B.

In November 2017 we have had 490 people benefit from a range of Florence text monitoring services with a very dispersed spread across A&B. We continue to work with an increasing number of clinicians on new Florence protocols.

“Flo” Breastfeeding

"I would recommend "Flo" especially for new Mum's as it offers encouragement and support when you find things quite difficult and hard to keep motivated"

Kristin is a very busy hand's on Mum of three living in Campbeltown. As an experienced mother Kristin juggles breast feeding Rosie Belle and the needs of her older children.

Kristin was identified by her Midwife as a Mum that would benefit from "Flo" a simple text messaging service that supports breastfeeding Mum's from the second day of birth for seven weeks. The technology has been developed to help support and send motivational text messages to new Mum's to help increase their chances of successfully breastfeeding their babies.

Kristin benefited from informative text messages incorporating tips, advice and information on a wide range of lactation topics from expected bowel movements, cluster feeding, advice on accepting and asking for help to explanations why Rosie would be feeding more. She also loved the motivational breast feeding milestone messages.



"Flo knew what was coming next and was able to support what I was going through with Rosie Belle. The service was intuitive, encouraging and supportive"

Home Health Monitoring

"The technology keeps me living independently" and has made me more confident. "If you can read a screen you can use this equipment. It is a lifesaver"

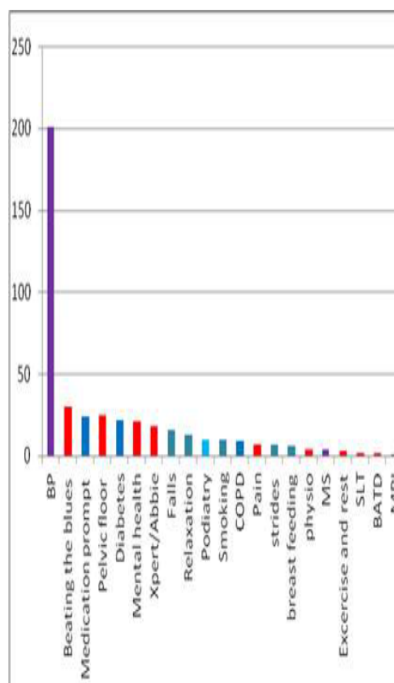
Margaret is an active retired eye specialised nurse who was forced into early retirement due to a shoulder injury. She also has Diabetes Type 2 which is self-managed through a strict eating plan.

Not long after the passing of her husband she blacked out while driving and later was diagnosed with Heart Failure. In the summer of 2016.

Margaret was approached by her Cardiac Care Specialist Nurse Betty and told about New "Home Health Monitoring" and she agreed to give the Heart Failure protocol a try.



"I am excited with the technology and it has made my family, friends and me happier knowing that I am being monitored. Everybody in the family is more concerned including me"



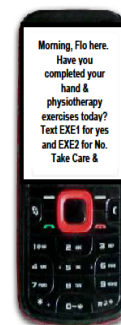
“Flo” Exercise & Rest

"Flo actually stopped me getting exhausted and it has made me more confident and in control of my daily routine"

Derek was used to being independent, very active and running a successful small family business. He was diagnosed with having a stroke early 2016. He also has type 2 diabetes and suffers with hypertension; both are now controlled and self-managed really well.

On discharge from the rehabilitation unit in summer 2016 Derek found it difficult to remember to balance work, family life and his exercise discharge plan. His job commitments were mentally demanding and he also played an active role in being a carer too. Time management proved to be difficult as well resulting in him feeling very tired and weak.

Derek was introduced to Flo through his Occupational Therapist Lucy and it was arranged that he would try Flo for three weeks. Lucy arranged a suitable protocol for Derek to prompt exercise and persuade him to take essential breaks.



"When Flo stopped sending me messages, it just stopped, and I missed them. I felt "Flo" was like having a real carer; somebody was there for me!"



Contact the TEC Team email tecteam.ab@nhs.net



Telecare

We have put additional capacity into our Telecare service to support an increasing demand for enhanced Telecare packages. We have seen an increase in referrals to our service and a significant increase in more complex packages. We have supported projects such as review of L&D sleep over services and identified significant savings by using our Telecare assessment tools.



We are also supporting discharge planning and management of people in community requiring care packages by utilising enhanced assessment tools to identify care needs for individuals. Again savings have been identified and we plan to roll this out. We are exploring different GPs options to support people with dementia.

Attend Anywhere

We have 3 tests of change in place

- Oncology service in partnership with GG&C. About to go live
- Obstetrics to our islands, has had a successful live consultation, about to be extended to other islands to increase numbers
- Neurology to support specialist nurses cover all of Argyll & Bute, in planning stages



Jaki Lambert
Consultant Lead Midwife

'Attend anywhere is key to taking care and continuity into the community'. Moving from outdated models where women travel many miles at cost to her, her family and to services.



Margaret - Home Pod and Telecare Service User

*As far as the technology goes nobody should be worried about it.
"It is so simple"*



"Patients using Home Pods and Flo are more confident on managing their C.O.P.D and learn to recognise symptoms of exacerbation and are able to self-manage their rescue medications to avoid hospital admission. Overall telehealth has been a very successful service"

Alison Hosie
Community and P/T Respiratory Nurse



"I recommend Home Health Monitoring as it is very easy and straightforward for patients to use. It is also helpful in diagnosing conditions"

Hazel Whiston
Lead Nurse practitioner – GP Practice



Brian Flanagan – Lead Podiatrist

"In my field of podiatry "Flo" can be introduced across the board, in all sorts of disciplines. Health Education, Wound Management and in particular Flo gives patients self-empowerment being involved in their healthcare"

Florence (Flo) Our biggest success so far has been the engagement with local teams and services and the uptake of our Flo text monitoring service. Our teams are small and very dispersed this brings challenges when implementing Flo serves as each team may require their own bespoke service. To date we have had 500 service users access our Flo service. We currently deliver Flo services for

- * Diabetes management
- * Diabetes education programmes
- * COPD & pulmonary rehab
- * Hypertension
- * Podiatry
- * Women's health (pelvic floor)
- * Stopping smoking
- * Breast feeding
- * Mental health (BATD)
- * Anxiety
- * Relaxation
- * Walking
- * Falls
- * Medication prompt
- * Depot reminders
- * Parkinson's voice work
- * Children's communication skills
- * Pain management
- * Exercise and rest
- * Weight management



Karen - "Flo" Relaxation Service User

"When Flo sends me text messages that is my time out I feel like Flo is a real person who cares about me"

Digital platforms

Our legacy from living it up has enabled us to share over 4000 assets with ALISS and supported our social prescribing work within A&B. As well as build up our HSCP social media and links to extensive community networks.



Contact the TEC Team email tecteam.ab@nhs.net

[Type text]