

Case Study

Progress Lifeline –
Trialling new approaches
to improve pathways

To see the impact of Telecare, Responder, Urgent Community Response and Ambulance Services working together look no further than the city of Lancaster.

The trial with Lancaster UCR and North West Ambulance Service (NWAS) is speeding up referrals between different teams to ensure vulnerable people get the most appropriate support.

Together they are taking part in the 999 NHS England project, a partnership between TSA and the NHS to enable TEC responders to take a more prominent role in reducing pressure on frontline services.

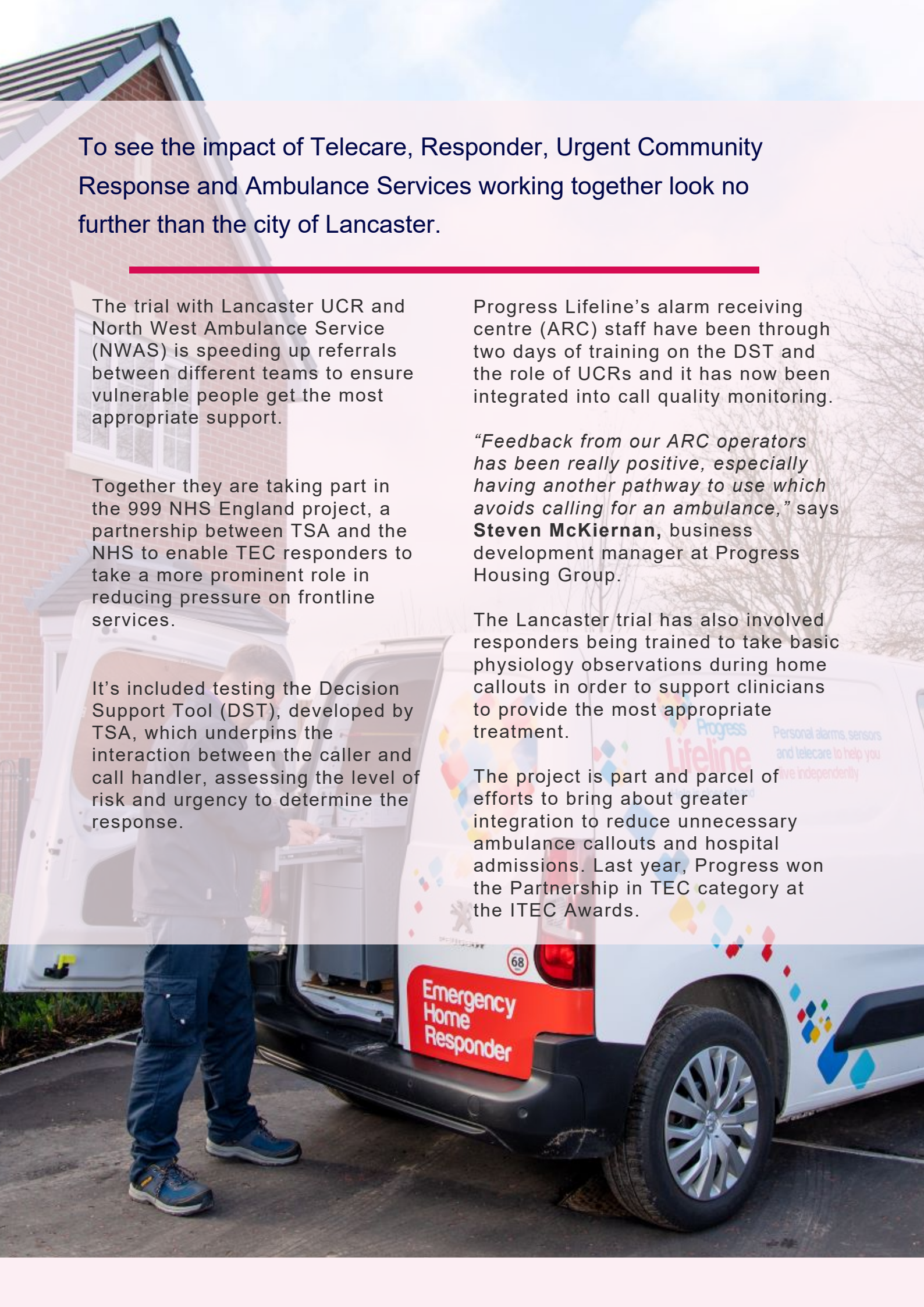
It's included testing the Decision Support Tool (DST), developed by TSA, which underpins the interaction between the caller and call handler, assessing the level of risk and urgency to determine the response.

Progress Lifeline's alarm receiving centre (ARC) staff have been through two days of training on the DST and the role of UCRs and it has now been integrated into call quality monitoring.

"Feedback from our ARC operators has been really positive, especially having another pathway to use which avoids calling for an ambulance," says **Steven McKiernan**, business development manager at Progress Housing Group.

The Lancaster trial has also involved responders being trained to take basic physiology observations during home callouts in order to support clinicians to provide the most appropriate treatment.

The project is part and parcel of efforts to bring about greater integration to reduce unnecessary ambulance callouts and hospital admissions. Last year, Progress won the Partnership in TEC category at the ITEC Awards.



Between January 2022 and February 2023, Progress responded to more than **13,000** falls-related calls of which **94%** were **not** referred to NWAS.

Partners were also able to work together to mitigate the impact of ambulance strikes during recent months.

“The relationships and pathways we now have in place between our ARC, responders, NWAS and UCR’s provides a better experience for our service users, receiving treatment in their own homes with appropriate local wrap around services if required,” says Steven.

Plans are now in place to implement these new arrangements across the area covered by the Lancashire and South Cumbria Integrated Care Board (ICB).



“We are keen to improve the pathways we have and ensure that people who need help and assistance get that as quickly as possible. Working with partners in Progress Housing and the TSA we have identified that improving the links between TEC monitoring centres and the UCR team across Lancashire and South Cumbria could be one of the ways in which a quicker response could be achieved.

“Working across the ICB also gives us the ability to pilot work in one area and then roll it out across the full geography where appropriate. This is the case with the project to train responders in the Lancaster area who are now successfully trained to carry out physical observations on people who have fallen.”

- Stuart Hayton, Senior Planning, Transformation and Delivery Manager at NHS Lancashire & South Cumbria Integrated Care Board