

## transforming lives and saving costs with brain in hand

At a time when demands are rising, and budget shortfalls call for savings to be identified, teams are looking at supported Assistive Technologies to unlock the ability to deliver the right support at the right time, transforming lives whilst also saving costs.

### solution

Organizations are turning to digital technology to deliver services that enable the individual to develop skills, to self-manage, and increase resilience for future independence.

Brain in Hand is an on-demand support service that arms individuals with a range of personalized support from their phone, including a vital link to their support network and, for the commissioning teams, portal-based reporting at both an individual and wider cohort level.

The service is now being used by government agencies and support organizations across the UK in a variety of pathways.

### evidence

In Kirklees, a large urban region in the North of England, the technology was introduced within the Community Links

Engagement and Recovery (CLEAR) service, a non-profit provider commissioned to deliver support to around 500 adults with a variety of mental health needs each year and Kirklees College.

To deliver its Local Transformation targets and value to its residents, the questions to be answered by the project were: Could this assistive technology help people to increase their mental health and self-resilience? Could it provide effective early intervention and ease the strain services faced with increased demand? Could it save money?

The outcomes for adults using Brain in Hand have been assessed, and interviews with users and service delivery staff have been conducted.

The results speak for themselves.

Giving people Brain in Hand has increased independence, increased capacity, and delivered **annual savings of \$11,241 for every person using the system, which represents almost a 10:1 Return on Investment**. If such a saving were made for all of the 500 adults using the CLEAR service, it could represent a **saving of \$5m**.



*"Brain in Hand is an innovation I would recommend councils consider for their Local Transformation plans."*

Alan Laurie, Commissioning Manager, Children's Services



## positive outcomes

Most importantly, the project has demonstrated that by arming people with access to their own coping strategies and giving them the option of requesting additional support when they need it, they are able to make good progress towards improved mental health, in work, educational or personal contexts.

Usage data shows that people used Brain in Hand regularly over the programme. The anxiety monitor measured a gradual reduction in red and amber presses over the period and, similarly, a 19.4% growth in green presses over a 6-month period.

Perhaps most importantly to the programme, 60% of users felt Brain in Hand had definitely helped them to become more independent, with the remaining 40% feeling that maybe Brain in Hand had helped with this.

## extending support services

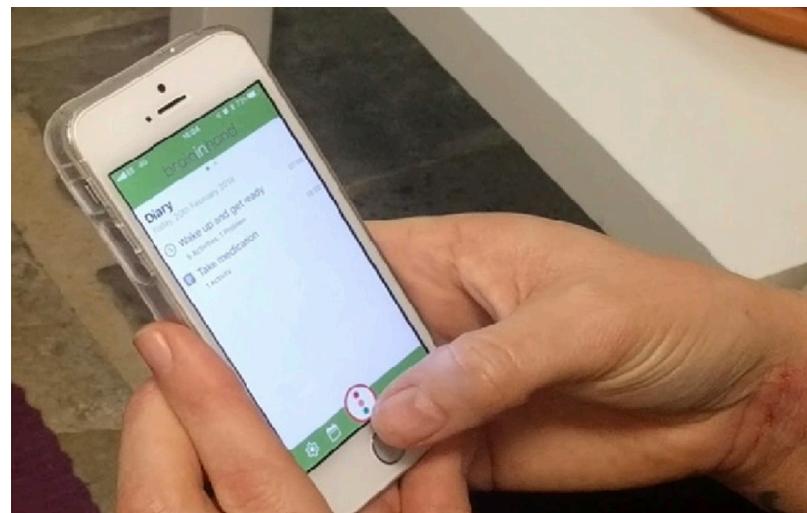
Initially, staff at both CLEAR and Kirklees College were a little apprehensive of the system. However, since using the technology, staff say that it has improved services, helping them to improve access to their support, better embed advice, and encourage more independence. Staff have also noticed that people haven't requested lots of extra help—only when they really needed it.

It has enabled clients to take the advice discussed in their group or one-to-one session and apply it to Brain in Hand, so that they can access it anytime, anywhere. This may be coping strategies or reminders such as "take medication" or "remember to eat." The team see clients using solutions to get themselves out of a crisis; taking more responsibility in managing a situation before contacting the team is also giving clients a positive feeling of empowerment.

Commenting on this extended reach of services, Lauren Bradley, support worker at CLEAR, said:

"Because we work with such large numbers of people, we are limited in outreach work, so we cannot always go out and see the client in their own homes, or places of work or study. So for us it is fantastic to know that even when we can't be there, they have

Brain in Hand. It also gives us real peace of mind knowing that those clients who are usually too anxious to call us for support, have a method of contacting us via the traffic lights."



Daily Diary Events and Traffic Lights Response System (pictured above)

## CLEAR service & Brain in Hand: cost savings identified across 10 people

direct costs	reduced demand
Day care services	\$21,784
CPN	\$2,922
Psychologists	\$3,801
Psychiatrists	\$2,637
Supported travel	\$14,715
Community mental health services	\$3,454
<b>Total</b>	<b>\$49,317</b>
potential avoided costs	avoided cost
Outpatient A&E	\$439
Unemployment benefit	\$12,680
Crisis resolution team	\$47,968
Hospital services	\$986
<b>Total</b>	<b>\$62,074</b>
grand total savings	\$111,391

\*British pounds (£) have been converted to Canadian dollars (\$).