

CONNECT as a Catalyst: Demonstrating the Value of Preventative TEC in Wales

Carla Dix, Head of Business Development & Partnerships, Delta Wellbeing | Contact: info@deltawellbeing.org.uk

Context and Approach:

CONNECT is a proactive, preventative Technology Enabled Care (TEC) model that supports people to live independently, reduces avoidable demand on statutory services, and improves outcomes across health and social care.



Objectives:

- Support CONNECT's contribution to national transformation objectives
- Promote TEC as a core component of preventative health and care delivery
- Strengthen data and evaluation to demonstrate impact
- Share learning and build confidence among professionals and stakeholders
- Inform future commissioning and policy development

My approach has combined real-world implementation, strategic influence, and collaborative research. By embedding within the CONNECT programme and working with partners across health, social care and academia, I have aimed to demonstrate the value of preventative TEC and support its wider adoption in line with prudent healthcare principles.

Progress to date:

Research:

- Developed a detailed Return on Investment (ROI) model evidencing £8.2m+ in avoided costs and a 467% return, now shaping conversations on sustainable TEC funding.
- Provided service and outcomes data to support TEC Cymru's national benefits framework.
- Supported academic collaborations with Swansea University, helping develop shared evaluation frameworks.

Leadership:

- Played a central role in shaping the ADASS/TSA national Blueprint on Proactive and Preventative Care – hosting authors, sharing detailed insights from CONNECT, and helping ensure the final model reflects real-world frontline delivery.
- Presented the CONNECT and HomeFirst approach to the Welsh Government Care Action Committee, influencing senior-level thinking.
- Represented the CONNECT model at national conferences and forums, including ITEC 2025.

Education/teaching:

- Shared learning through ongoing conversations with professionals and stakeholders across Wales.
- Intend to develop structured learning materials to support others in adopting preventative TEC approaches.
- Awareness-raising continues informally through events and meetings rather than formal teaching sessions.

Return on Investment (ROI)

CONNECT April 2024-March 2025					
	Q1	Q2	Q3	Q4	In year
Highlights					
Total CONNECT response callouts	1450	1622	1458	1533	6063
Total falls responded to for CONNECT clients	546	506	564	581	2197
Total falls calls escalated to Emergency Services	83	76	100	88	347
Impact					
Long lies avoided	546	506	564	581	2197
WAST additional call outs for falls if no response service	463	430	464	493	1850
Conveyance avoided (60% of all attended)	278	258	278	296	1110
Admissions avoided (60% conveyances)	167	155	167	177	666
Bed days avoided	2834	2632	2840	3017	11322
Avoided increased care hours on discharge	17335	16099	17372	18458	69264
Impact - Cost Avoidance					
WAST call outs (£276 each)	£51,115	£47,472	£51,226	£54,427	£204,240
Conveyance avoided (£367 each)	£101,953	£94,686	£102,173	£108,559	£407,370
Bed days avoided (£454 per day)	£1,286,436	£1,194,746	£1,289,215	£1,369,791	£5,140,188
Care hours avoided (£36 per hour)	£624,050	£579,571	£625,398	£664,485	£2,493,504
Total	£2,063,554	£1,916,476	£2,068,011	£2,197,262	£8,245,302
ROI (calculated using the regions RIF allocation but not taking into account income generation through client contribution)					ROI % 467.06

Future activity:

- Further analysis and eventual publication of ROI to support policy adoption.
- Build on ADASS/TSA Blueprint engagement to influence national commissioning models.
- Continue shaping evaluation tools, training resources and cross-sector collaborations.

ROI Benefits realisation

NHS - £5.14 million from reduced hospital bed days

CONNECT supports the wider system to:

Social Care - £2.49 million through prevention of increased care hours on discharge

- Focus efforts and capacity on those with the highest levels of need

WAST - £611,610 worth of reductions in ambulance conveyance and emergency response costs

- Improve flow through hospital and community settings

ROI of 467.06%, unlocking non-cashable gains by maximising existing health and care resources

- Enhance outcomes for individuals by supporting them earlier, closer to home, and with a proactive, preventative approach

Reflections:

Enablers:

- Clear alignment with Welsh Government priorities and the national TEC agenda.
- Strong support and commitment from Delta Wellbeing as a leading LATC.

Barriers:

- Inconsistent data-sharing and readiness across regions.
- Time and resource constraints (especially financial) in embedding evaluation into day-to-day practice.