

Technology Enabled Care

10th Sept 2024

What is Technology Enabled Care?

Technology Enabled Care (TEC), is the use of technology to support and enhance health and social care outcomes and includes devices, systems and software that enable people to live more independently and supports their wellbeing.

These may include

- Pendants and wearable devices linked to a monitoring centre
- Sensors fixed in the home to monitor movement and changes
- Health monitoring at home

There has also been a huge growth in Technology and mainstream devices can now be used to enhance peoples independence

- Apps on phones and tablets
- Smart home systems and environmental controls
- Devices connected to the internet i.e. smart speakers
- Standalone devices



Wiltshire Council's Vision

- We will use technology to enable people to fulfil their potential, be actively involved and included in their communities, make informed decisions, have control over their lives, and be valued and included within society.
- Leaders will empower staff to be innovative and creative and to work with people to find the right technology-enabled care solutions for their lives.



Our Core Objectives



- 1) To develop a TEC offer that empowers people and supports them meet their aspirations to live independent lives
- 2) To develop a TEC first Culture
- 3) To work with our partners across Social Care, Housing and the NHS
- 4) To deliver change in the way we provide care – by 2028 we expect that 60% of packages funded by the council will be enabled by Technology.

Progress to date



The voice of technology
enabled care

- Telecare recommission – new service to commence 1 April 2025
- Support from TSA to re-price the telecare service
- The telecare referral has been developed and updated as part of a collaboration project with stakeholders
- Large data cleansing exercise of telecare customers
- TEC pilots completed to inform development of a Wiltshire TEC offer
 - •Brain in Hand (app based) pilot supporting customers to self-manage anxiety and develop coping strategies, alongside access to 24/7 call backs to relieve pressure on care teams.
 - •AutonoMe (app based) pilot provides step-by-step guidance to support skill development for independence
 - •DeBeelef TVs trial
 - •TAPPI – using ‘high-street Tech’ for care
- Joint project with Swindon – Technology for Independence

Technology for independence

We have joined Swindon in a TEC project, Swindon have led the project to secure a TEC partner:

- Livity Life will join us in an 18 month project
- Work with Practitioners and Care Providers to review 42 individuals in Wiltshire with overnight or 24/7 support needs
- Consider individual needs and opportunities to use TEC for each individual
- Hold engagements events throughout the project for customers, carers, providers practitioners to build a TEC first approach



**livity
life**

Wiltshire Council



Future Innovation

- There is a strong appetite to innovate and to embed a wider range of solutions into care and support provision, especially for adults with learning disabilities and/or dementia.
- Shift to a proactive TEC offer

Wearable smart technology	Falls detection / prevention	Dehydration detection / prevention	Medication prompting & adherence confirmation
Discharge to Assess bed monitoring	Activity monitoring – Connected Care systems	Epilepsy episode detection / prevention	Applications to support and guide people with MH/LD/A

Priority Outcomes

- Improve the quality of care
- Promote independence
- Reduce admissions to hospital and care homes
- Provide care that meets individual needs
- Achieve greater efficiency

- We will be able to demonstrate improved outcomes across all age groups, customer groups and care settings
- Empower people and our communities
- Achieve savings through cost avoidance and some costs savings by reducing direct carer support



How we will deliver the priorities

- **Raise awareness and information sharing**
 - Ongoing training including workshops and virtual e-learning
 - Promote TEC champions
- **Develop clear pathways for TEC**
 - TEC will be part of all Care Act Assessments (as a mandatory field)
 - Accessible information for self-funders
- **We will grow our TEC offer**
 - Develop Local places for people to view and test equipment
 - Develop our discharge from hospital offer.
- **Test and Learn Approach**
 - Use data to enrich our knowledge and insights
 - Develop a structured approach to funding to enable creative solutions to be tested
 - Analyse the return on Investment for TEC
 - Utilising pilot opportunities
- **We will provide support to Stakeholders**
 - Shared language across our networks
 - Engage with Integrated Care Board, voluntary and community sector
 - Support Care providers to understand what benefits TEC can bring to services



Questions

