

TECHNOLOGY ENABLED CARE

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Wiltshire Council's TEC team



- Created in April 2022
- Commissioning Manager, 3 TEC advisors
- Working across operations and commissioning, covering localities and specialisms
- Technology Enabled Care Strategy 2023-2028
- Focus on transformation and innovation

What is Technology Enabled Care?

- Traditional offer of Pendants and wearable devices linked to a monitoring centre
- Preventative approach with proactive TEC:
 - Reminders to drink or move
 - contacting family and friends through tablets
 - Falls and Epilepsy Sensors
 - Blood sugar monitors.
- Social Care Tec may include:
 - Sensors fixed in the home to monitor movement and change
 - Medication prompts
- Range of Health Care Apps





Future Innovation

- There is a strong appetite to innovate and to embed a wider range of solutions into care and support provision
- Widen TEC offers to adults with learning disabilities and/or dementia.
- Drive forward the shift to a proactive TEC offer

Wearable smart technology	Falls detection / prevention	Dehydration detection / prevention	Medication prompting & 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

TEC Strategy 2023 - 2028

- Developed with the TSA (Telecare Services Association - the industry advisory body for TEC)
- TSA facilitated sessions across the council including leaders and front-line staff.
- Strong focus on Co-Production - 300 people took part in workshops led by WCIL
- Driven by Local Needs
 - 21.8% of population is over 65
 - Forecast that by 2040 the 85+ age group will double
- Clear Vision for the future
- Priority Outcomes Identified
- Detailed Action Plan



The voice of technology
enabled care

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.



Objectives and Achievable Outcomes

- To develop a TEC offer that empowers people and supports them to meet their aspirations to live independent lives
- To develop a 'TEC First' Culture
- To work with our partners across Social Care, Housing and the NHS
- To deliver change in the way we provide care – by 2028 we expect that 60% of new packages funded by the council will be enabled by Technology.
- Improve quality of care
- Promote independence
- Reduce admissions to hospital and care homes
- Care provision that meets individual needs
- Improved outcomes across all age groups, customer groups and care settings
- 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
- Clear pathways for TEC
- Grow our TEC offer
- Test and Learn Approach
- Provide support to Stakeholders



Test and Learn Pilots

- Piloting two 'App based' systems through mobile devices
 - AuntonoMe and Brain In Hand for people with learning disabilities, autism mental health issues: <https://www.youtube.com/watch?v=6tbDpQoB5lg>
- MiiCare Devices
 - Various sensors, smart health monitoring devices, a smart plug, smart watch and smart mug alongside a MiiCube
 - interactive personal health coach 'Monica' resides.
- One of 6 test beds for the TAPPI pilot with the Housing LIN
- Exploring opportunities to work with Colleagues across BSW to access funding for pilots

Robocat Pilot



- Rechargeable AI robotic pet - Metacat
- Voice and movement of a real cat, purrs meows, and has a heartbeat.
- Touch sensors on its' head, chest and back which, make the cat purr and move its head in response.
- Provided to a range of customers who:
 - Have dementia
 - Are prone to falls
 - Feel isolated or are lonely
 - Suffer from Anxiety/ Stress/ PTSD
 - Are on Autistic Spectrum

Robocat Pilot Outcomes

One year pilot with milestone check-ins.

Developing outcomes measurement tool to assess:

- Reduction in falls by reducing wandering
- Increased well-being
- Reduction in anxiety and agitation
- Reduced need for medication
- Improved communication by encouraging talking (with the cat and others)
- Reduced loneliness

Priorities for 2024 - 2025

- Recommissioning of the Alarm Monitoring and Equipment Supply Contract
- Developing a Benefits Realisation Approach
 - Focus on savings and improved outcomes for individuals
- Culture Change
 - Awareness sessions in early 2024
 - Roll out of TEC training
- Analogue to Digital Switchover
 - Salisbury pilot area completed
 - Upgrade of over 1000 Telecare devices to digital ready devices