

Wiltshire Council

Health and Wellbeing Board

30 November 2023

Subject: Technology Enabled Care Update

Executive Summary

This paper is to provide an update on the Technology Enabled Care service, achievements, and progress to date.

Wiltshire Council's TEC sits within the Whole Life Commissioning portfolio and provides guidance to operational teams seeking to develop the TEC offer. The team research best practice, opportunities and maps innovation to enhance our understanding of what technology can do.

There have been some key achievements in the last year, including the development of the TEC strategy, the mobilisation of test and learn pilots, and the completion of the Analogue to Digital pilot in Salisbury.

The driver to improve our TEC offer is the recognition that Health and social care services are under increasing pressure and traditional methods of delivery are unlikely to provide the capacity or level of service that we will need. Contributing factors include

- Demographic pressures
- Increasing demand
- Workforce challenges
- Financial position
- The need to offer quality and choice to people.
- Technological innovation

There is huge scope for using technology to support in meeting the needs of those requiring care and support and we are working closely with operational teams, customers, and partners to maximise opportunities to support people in modern, unobtrusive and personalised ways.

What is TEC

Technology Enabled Care (TEC), also known as telecare or assistive technology, is the use of technology to support and enhance health and social care outcomes. This technology includes devices, systems and software that enables people to live more independently and supports their wellbeing.

Wiltshire Council has traditionally invested in mainly reactive TEC provision such as alarms, pendants and associated peripherals to support emergency response, but there are significant opportunities to develop more proactive TEC and the table below illustrates some of the opportunities where we can expand the use of TEC:

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
Prompting / routine-based apps	Proactive welfare checking	Environmental control systems	

Technology Enabled Care Strategy

In 2023, through extensive co-production, the TEC strategy has been developed to set out our priorities for the next five years. It’s vision, aims and objectives are informed by views of a variety of stakeholders. This engagement was commissioned by Wiltshire Council and led by Wiltshire Centre for Independent Living (WCIL) and the feedback is summarised in WCIL’s report entitled “Technology Enabled Care - Exploring how technology can enable people to live their lives” [20230606 WCIL TEC Report](#)

The TEC strategy was approved in July and sets out ambitious targets for the service. The vision set out in the strategy focuses on:

- 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 aims are to:

- **To develop a TEC** offer that empowers people, and enables them to live healthy, independent lives.
- **To embed a “TEC First”** culture across our workforce. We will use evidence and data to assess and evaluate what works for people.
- **To work with our partners**, particularly across the NHS, social care and housing.
- **To change the way we provide care** – we expect that by the end of this strategy (2028), 60% of all new packages funded by the Council will be enabled by technology.

The strategy sets out priority outcomes:

- Improve the quality of care
- Promote independence
- Reduce admissions to hospital and care homes
- Provide care 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

We know that these are ambitious plans, and we are developing an action plan to enable us to achieve our goals which will encompass the following areas.

- Raise awareness of TEC across the Council and wider partners.
- Develop clear pathways for TEC
- Growing our TEC offer
- Test and Learn Approach
- Working with our stakeholders

Test and Learn Pilots

There is a strong appetite to innovate and embed a wider range of solutions into care and support provision, especially for adults with learning disabilities Autism and/or dementia. We are also keen to shift to a proactive TEC offer. To support us to understand what would work for our customers we are undertaking 3 Test and Learn Pilots

Two app-based systems, that provide opportunities to learn independent and coping strategies.

AutonoMe enables individuals with a learning disability and/or autism spectrum condition to learn life skills and gain independence, without the need for extra care.

Brain in Hand supports individuals with a learning disability, autism spectrum condition and/or mental health condition, to find coping skills to enable independence, and manage anxiety.

We are piloting **Miicare** devices with the reablement service to analyse the need for waking night care. The outcomes of this will help us to evaluate individual needs so that we can maintain or improve independence.

Wiltshire Council has also been one of six “test beds” for the Technology and an Ageing Population Inquiry (TAPPI), led by the Housing LIN (Learning and Improvement Network). The outcomes of this are due to be published early next year and we have already identified key learning from the participating in the pilot such as the need consider ease of use of devices, for example some devices with touch screens are too sensitive for those with health conditions to easily use. Access to Wi-Fi is also essential for many devices to work. The pilot also showed that making use of everyday devices such as Alexas can improve independence enabling people to carry out daily activities such as turning lights on and off independently.

The TEC team have recently purchased some **Robocats** which can be used to support people with dementia or those at risk of falling. The cats are lifelike and responsive to individuals and have generated a high level of interest from a number of teams within the council.

Priorities for 2024/2025

Our priorities for the next two years will be driven by the TEC strategy and other key projects:

1. Culture Change

We recognise that embedding a TEC first mindset will take time and the team are planning a series of workshops early in the new year to promote TEC. The TEC team are working closely with operational teams to raise awareness of TEC. We have also rolled out TEC training to nearly 1000 front line staff in the last two months.

2. Recommissioning of the Alarm Monitoring and Equipment Supply Service

This service will be recommissioned in 2024 and a project group has been set up to develop the specification to meet our needs. The project group will focus on improving our current offer, innovation and developing a clear set of KPIs so we can monitor the performance of the new contract.

3. Developing A Benefits Realisation Approach

To achieve our outcomes, we need to measure the benefits of the TEC. We have savings targets to meet but we also want to ensure that we are capturing the outcomes for customers. By developing a clear methodology, we will be able to capture the return on investment as well as the qualitative benefits of TEC for customers.

4. Analogue to Digital Switchover.

Salisbury was a pilot area for the Analogue to Digital switchover and we are now focussing on the wider rollout across Wiltshire which needs to be completed by 2025. All analogue Telecare devices will need to be replaced with digital ready devices and the team are developing the project plan for this work now. A data cleanse is currently being undertaken by the team to ensure we have accurate information on customers and their Telecare.

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Wiltshire Council

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Purpose of Report

1. To provide an update on the progress to date of the Technology Enabled Care service

Relevance to the Health and Wellbeing Strategy

2. The priorities set out in the TEC strategy are closely aligned to the Wiltshire Health and Wellbeing strategy 2019-2022. There are pressures on health and care services from the aging population within Wiltshire and there is a need to look for a wider range of options to meet the needs of customers. By embedding TEC in care packages, we expect people to remain independent for longer, reducing the need for health and care interventions. The pilots have shown that there is a need to widen the TEC offer to other groups to meet their needs in new ways. The focus will move towards a prevention approach as the service develops and will encourage people to consider a wide range of options to help them maintain their wellbeing. [see the [strategy](#) and outline how the item relates to the objectives of this]

Background

3. An update on the developments of the TEC team, following its inception in April 2022.

Main Considerations

5. Overall to note the progress that the TEC team have made. The strategy has been developed and sets out targets for the growth of the service. Test and Learn pilots have been mobilised and a culture change programme is underway.

Next Steps

7. Working through the action plan to deliver the priorities set out in the strategy. The recommissioning of the Alarm monitoring and equipment supply contract and the analogue to digital work.

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