Technology Enabled Care and Support
A Joint Commissioning Strategy 2017—2022

Our Vision:

That Technology Enabled Care and Support will enable people to use their strengths, assets and networks to maximise their independence, staying safe and well in their own homes, as well as remaining connected within their communities.

NHS

Devon County Council

This is a five year, all age strategy which covers all user groups, with a personalised implementation process.

What is Technology enabled care and support?

TECS support the individuals, families, carers and health and care professional to assist in monitoring health and wellbeing, promoting self-care and independence and can be grouped into 5 types of services:

TECS refers to "the technologies that help people to manage and control their health and well-being and sustain independence"

Telehealth	Enables individuals to monitor their health and well-being in their own homes to anticipate any problems early and build self-care competencies; for example measuring and reporting on your blood pressure or blood sugar levels.
Telecare	Are technologies in the individuals home and communities to minimise risk and provide urgent notification of events such as a device to raise an alert when someone falls or moves to an unsafe place.
Telemedicine/ teleconsultations	Enables remote peer-to-peer support between professionals and consultations between individuals and professionals reducing the need for people to travel to appointments or receive therapy remotely.
Telecoaching	Are technologies which enable advice from a coach to support people by building knowledge and skills and confidence to change or manage behaviours for example supporting a new mother with breast feeding or coaching on a social situation for someone with autism.
Self-care apps	Are applications that raise awareness and help individuals self-manage for example by giving prompts of appointments or instructions on using everyday equipment.

Why use Technology enabled care and support?

TECS have the potential to achieve benefits for service users, carers, providers and

commissioners by: The use of technology as an aid to care is increasingly being adopted by individuals to support them in everyday life. In a recent LGA survey over three quarters of respondents said they would be happy to trial it and the vast majority of respondents, 88%, said they would welcome its use to give more independence.

https://www.localgov.co.uk/Critical-insights-on-adult-social-care/43490

Improved ability to self-care, support behavioural changes and reduce anxiety

Early intervention which maximises independence

Better informed out of hours service

Reduced travel time

Better medicine management

Information to inform care planning and future commissioning

Care at or closer to home

Immediate notification of potentially risky situations

Carer respite and support

Options for peer support

Our Needs assessment has identified that there is scope for increasing the use of TECS *(See Appendix A)*

What do we want the TECS strategy to achieve?

Increase the number of TECS users to enable individuals to use TECS to maximise their independence staying in their own homes and accessing their communities.

Promote the use of TECS as an alternative to traditional care services to provide more cost-effective solutions for supporting people.

Support Carers and prevent Carer breakdown.

To use TECS to achieve person-centred outcomes, that draw on individual strengths and assets, promoting self-care and support the STP and Digital Roadmap priorities of
Prevention
Early intervention
Self-care

Support the SEND strategy priorities of:
Preparation for Adulthood
Choice and Control
Health and Wellbeing

How will we achieve this?

To achieve our vision and the aims for the strategy it is key that TECS are considered early, or as part of universal offer supported by the voluntary and community sector.

It is also vital that TECS are considered at every point of assessment and review, recognising the potential that it could be the most efficient, effective and person-centred way of meeting eligible needs, and TECS may be used in conjunction with traditional equipment and services where such a combination is the best way of meeting eligible needs, but an existing package of care or equipment should not duplicate a TECS solution.

Implementation of the TEC Strategy is intrinsically linked to the outcomes identified in the Devon County Council 5 year operating plan, the Sustainability Transformation Plan and the NHS digital road map.

The strategy will be delivered through the TECS Strategy Board, in conjunction with the Digital Delivery Board. The funding for TECS is part of the Devon Better Care Fund (BCF), which includes Devon County Council Adult and Children's services, and the NHS partners that fall within its footprint.

The primary delivery mechanism for the implementation of the TECS Strategy will be the Devon Independent Living Integrated Service (DILIS) contract which will deliver minor adaptations, equipment and TECS. We will work with the DILIS Provider to....

- Take a leadership role within the development of new and innovative solutions.
- Focus on supporting those who are moving towards self assessment and self-funded model, including for those wishing to directly purchase TECS.
- Increase referrals for TECS, before longer term services are considered.
- Provide assessments (in terms of the correct TECS to meet the identified needs or outcomes of the individual which promote their independence).
- Review the way in which staff use the referral system to order TECS which can record outcomes and savings (as a result of using TECS instead of, not as well as, other support).
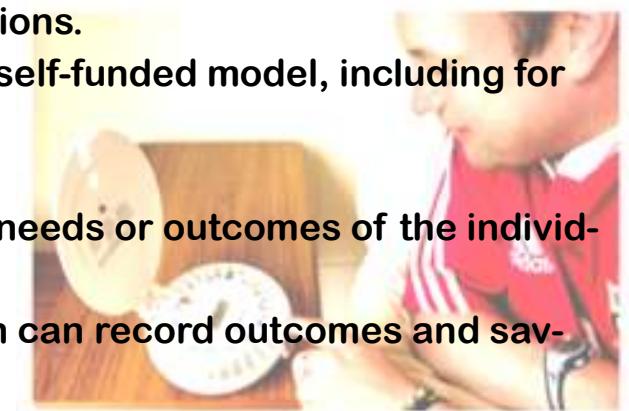
How will we achieve this?

The implementation of the TECS strategy will be supported by a TECS Strategy delivery group siting under the TECS Board, some initial ideas for implementation include...

Training and tools for staff to promote and prescribe TECS

- Reviewing pathways to clearly direct staff to consider TECS as early as possible and at every contact
- Training to consider the use of TECS to monitor health and wellbeing & promote independence instead of other support as part of a strength based approach.

Provide information and support to carers on how TECS can Improve their health and wellbeing and ability to care for longer in a more stress-free way, linking with the digital carers offer.
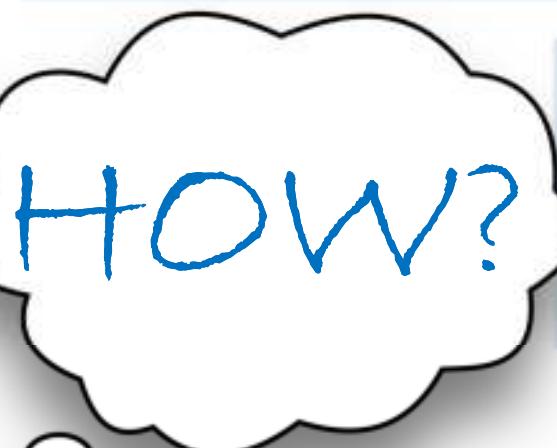
Use our needs assessment to identify areas we can review and target the use of TECS to replace existing care and support which maximises independence

HOW?

Work with current providers to promote the use of TECS as part of an enablement approach that Maximises independence.

Engage with partner provider organisations to promote the use of TECS within their own service improvement frameworks and accountable boards & Promote that future contracts require providers to articulate within their strategic plans how they will they will extend and deliver TECS within their overall care delivery arrangements to promote independence and achieve service users outcomes.

Provide a website and resources for information and advice on TECS to be used by staff, the public and other agencies

National Context:

In England, overall NHS policy is led by the NHS Mandate NHS England is implementing a Five Year Forward View (local plan link below). For digital technology, NHS England has published Personalised Health and Care 2020 and Technology Enabled Care Services (TECS) Resource for Commissioners Much of the work is organised through the National Information Board(33 Programmes, 10 domains), 15 AHSNs 50 vanguard sites and 7 testbeds There is an NHS England website for digital technology. By June 2016, 83 regions across the country had developed Local Digital Roadmaps (local road map link below).

Linked Strategies

The National Information Board Framework for Action 'Personalised Health and Care 2020' proposals for TECS

Local Government Association's (LGA) 2016 report 'Transforming social care through the use of information and technology'

This Strategy is also aligned with the Wider Devon Sustainability and Transformation Plan (STP) and the Digital Roadmap

https://www.gov.uk/government/publications/nhs-mandate-2016-to-2017

https://www.gov.uk/government/publications/personalised-health-and-care-2020

https://www.england.nhs.uk/ourwork/qual-clin-lead/tecs/

https://www.gov.uk/government/organisations/national-information-board

https://www.england.nhs.uk/ourwork/part-rel/ahsn/

https://www.england.nhs.uk/2017/02/new-care-models/

https://www.england.nhs.uk/ourwork/innovation/test-beds/

https://www.england.nhs.uk/digitaltechnology/

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/384650/NIB_Report.pdf

http://www.local.gov.uk/documents/10180/7673874/CHIP+-+informatics+-+Transforming+social+care+through+the+use+of+information+and+technology/948029c1-f8d0-4487-859c-62f8407ccd61

http://www.devonstp.org.uk/

http://www.newdevonccg.nhs.uk/about-us/sustainability-and-transformation-plan-stp/digital-roadmap/102154

Appendix A Why use Technology enabled care and support?

With our needs analysis, and to support wider strategic plans, we have identified that there is scope for increasing the use of TECS to:

- Reduce the amount of night sitting/Night sleeping support currently provided by replacing with TECS
- Reduce or delay non-complex residential care admissions allowing people to safely remain independent in their own home.
- Reduce the number of low value personal care packages provided
- Reduce dependency on care away from home for Children with disabilities
- Reduce the need for face to face appointments (for example for review therapy services)
- Increase the amount of remote monitoring of Children's health conditions
- Increase the number of younger people using TECS through the DILIS contract
- Reduce the reliance on paid support for people with disabilities supporting their progression towards independence

Current TECS uses by age range:

65+	18-64	Under 18	Not known
1402	495	12	1
Total 1910			

705 of the 1910 TECS service users are recorded as having dementia

189, of the 2,246 Learning Disability service users, are current TECS users = 8.4%.

Only 20% of people currently receiving night sitting or night sleeping currently have TECS.

We only have 12 under 18's recorded as using TECS which we believe is not representative of the number of young people (1500) with support plans or a SW which may, or could, use TECS .

There are 3867 service users receiving personal care. Of the 3867, 425 service uses are recorded as having TECS – 11%.

92.4% of service users with less than 5 hours personal care do not have TECS and the 87.5% with less than 3 visits a week do not have TECS.