

Market Position Statement - Technology Enabled Care and Support (TECS)

1. Brief Description

In 2018, Devon County Council and the NHS published their joint TECS Strategy (<https://democracy.devon.gov.uk/documents/s15555/TECS%20Strategy.pdf>), which defines technology enabled care and support as:

“the technologies that help people to manage and control their health and well-being and sustain independence”

2. What do we want from this area in the future, e.g. the characteristics?

Our vision is 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 with their communities’.

TECS, therefore, provides an opportunity for individuals and their families to take control of their environment and support, thus maintaining their independence and enabling them to live more fulfilling lives.

The principles under which TECS should be considered are the same as those for any Equipment or service as expressed through the principles of the Care Act 2014 and the Council’s Promoting Independence Policy. Namely:

- Personal strengths and preferences. We will focus on people’s strengths and the things that matter to them, encouraging them to draw on their own resources to build resilience and achieve their desired outcomes.
- Relationships. We will support people to maintain and develop rewarding social and family relationships.
- Community links. We will enable people to make connections with other people, groups and universal services in their communities.
- Supportive communities. We will work with partners to develop communities and community groups and encourage them to make the most of their ability to support people.

3. What is the assessment of need ?

Currently there are circa 1910 service users receiving TECS as part of their service package. This equates to 17% of the total number of individuals receiving social care services. This is below comparator authorities by circa 10%.

Of the total number of individuals in receipt of domiciliary care packages only 11% also receive TECS as part of their service.

The Council and its' partners intend to increase the number of service users in receipt of TECS by 15% by 2022.

4. What is the assessment of supply?

The Council and the NHS have commissioned Millbrook Healthcare Ltd as their 'technology partner' under the wider Devon Independent Living Integrated Service (DILIS). As the main delivery vehicle for TECS solutions Millbrook will:

- Identify the best TECS solution against the risks identified by professional staff
- Install, maintain, repair and remove TECS solutions
- Take a leading role in developing new and innovative TECS solutions.
- Provide an online self-assessment form, with links to our accredited equipment retailers, to support our strength-based assessment approach.
- Provide a telephone - based monitoring control centre to receive alerts generated by TECS devices (sub contracted by Millbrook).

5. What changes are we looking for from this service in the future, including any market opportunities, and how can DCC help to move towards these changes?

Health and social care professionals use a 'strengths - based' approach in considering TECS solutions as part of their assessment, recognising that TECS is often an effective solution in mitigating the following risks:

Risk of medication mis-management	Medication carousel that will alert when medication is due and will only dispense one dose and the allotted time.
Risk of falls	Wearable fall detector – That raises an alert when someone falls
Environmental Risk	DDA transmitter – in various forms to alert someone to an incident - e.g. smoke sensor or front door
Risk of getting lost/wandering	GPS tracker/locator that can raise an alert to wandering and be set to a specific geo fence
Carer support	Care assist / CAIR Buzz pager - Pager carried by supporter to alert to a specific sensor being activated
Risk due to epilepsy or incontinence	Epilepsy sensor watch or incontinence bed sensors with alerts
Risk from others	Door entry sensor and alert
Risk of inability to carry out daily living tasks	Memory aid apps

Providers who consider these risks and opportunities when working with service users in their own homes will not only help to meet the service user's outcomes but achieve efficiencies in their business and gain competitive advantage. Providers can request an assessment by a health or social care practitioner (for those supported by DCC) for a TECS solution via Millbrook.

We would also encourage Providers to directly provide TECS solutions for individuals, not supported by DCC, sourced independently. To support Providers in doing so the Council is developing a TECS website with information and advice, and a self-assessment tool is now publicly available to help in identifying some simple TECS solutions that may help (www.equipmentadvice.devon.org.uk). In the meantime, the Independent Living Centre (ILC) is separately commissioned to give advice and support on aids for daily living for members of the public and could give advice to Providers for an individual in their care including a TECS Buying Guide series: www.devon.cc/ilc

Care Home Providers are encouraged to use TECS in their own service delivery models; whether via service management systems or by using TECS to promote independence. If they choose to use TECS they can source this from any TECS provider.

We will engage with market provider organisations to promote the use of TECS within their own service improvement plans and accountable Boards. We will include this requirement within any contracting frameworks in future and providers who embrace TECS solutions are likely to win more business.

The Council has launched a DILIS online self-assessment form, with links to our accredited equipment retailers, to support our strengths - based assessment approach (www.equipmentadvice.devon.org.uk). Initially, this is covering a small range of community equipment and TECS, but Phase 2 will include more TECS solutions. Providers may wish to be included in this accredited list, which will include all forms of equipment and TECS, or use it to support individuals in their care

A TECS catalogue review group assesses the current TECS catalogue solutions against specific services, risks or outcomes to ensure it is fit for purpose & offers innovative solutions. We would encourage Providers to let us know if they have specific areas they would like the Council to review the catalogue against (for example risk of medication mismanagement) or particular equipment they would like to have considered as an addition to the TECS catalogue.

There may be the potential in the future for Providers to become Millbrook Prescribers and complete TECS assessments via the DILIS contract.



Market
Opportunity

Commissioning arrangements for a mobile responder service (to respond to TECS alerts and meet the gap in the current service) are currently being reviewed with an options appraisal and development of a business case to support an agreed delivery model. A market engagement event was held on 10th September to inform our commissioning and budget planning for this service. Following this event, a business case will be produced, and if agreed, a competitive tender exercise undertaken, with a view to a service commencing from April 2020.