Technology Enabled Care Strategy 2024 – 2026

Adult Social Services and Housing

Contents

1. Introduction

Technology Enabled Care is the use of technology to support people to live longer, healthier lives at home, or in a community setting like a care home. Technology use is maximised to support and deliver quality and cost-effective care and support to improve health and wellbeing outcomes for the people.

This is a two-year Technology Enabled Care (TEC) strategy. We are producing a short-term strategy due to the rapid advances in technology and to allow time to co-produce a longer term strategy. The strategy is an ambitious one that lays the foundations needed to support the digital switchover, digital transformation of services and supports the development of a longer term, outward looking strategy from 2026 onwards.

This strategy has been put together within the context of local and national policies and initiatives (see Appendix B) and has close links to our current and any future strategies, including but not limited to, our Commissioning Strategy, Health and Wellbeing Strategy, Carers Strategy, Prevention Strategy, Dementia Strategy and Housing with Support Strategy.

2. Our Vision

To increase the use of technology to support people to live safely and independently in their own homes by; building people's confidence in using technology, offering robust information, advice and guidance, promoting more affordable and accessible high street tech and having an innovative and collaborative approach in everything we do.

The TEC Action Alliance have recently published their report, **Implementing TEC so we can all live gloriously ordinary lives** which says.

"there is a much greater opportunity for technology-enablement to support people, their loved ones and unpaid carers to live great lives. To do this, we must show individuals that TEC is beneficial to them way before they ever access statutory social care. This starts with raising awareness and building trust amongst families, across communities and throughout primary care, so that people we trust can confidently signpost to the right TEC. It's also about demonstrating the value, not just of important reactive technologies, but of proactive services that put early support in place, helping us to self-manage and maintain our independence for as long as possible."

As part of this report the TEC Action Alliance commissioned research to examine what people want from technology. The following common themes were identified through to this came up across the research;

- ➢ People want to know more about the ways in which technology can meet their needs
- ➢ People want to do more for themselves
- ➢ People want to maintain control where possible
- ➢ People want peace of mind
- ➢ People want it to be seamless and compatible with technology they already use
- ➢ People want it to be personalised and offer genuine choice
- ➢ Design, functionality and wraparound services are important, and people want a say in how these are developed
- ➢ Some people struggle to access or adopt technological solutions
- ➢ People want to be reassured around privacy and have autonomy around how data is managed
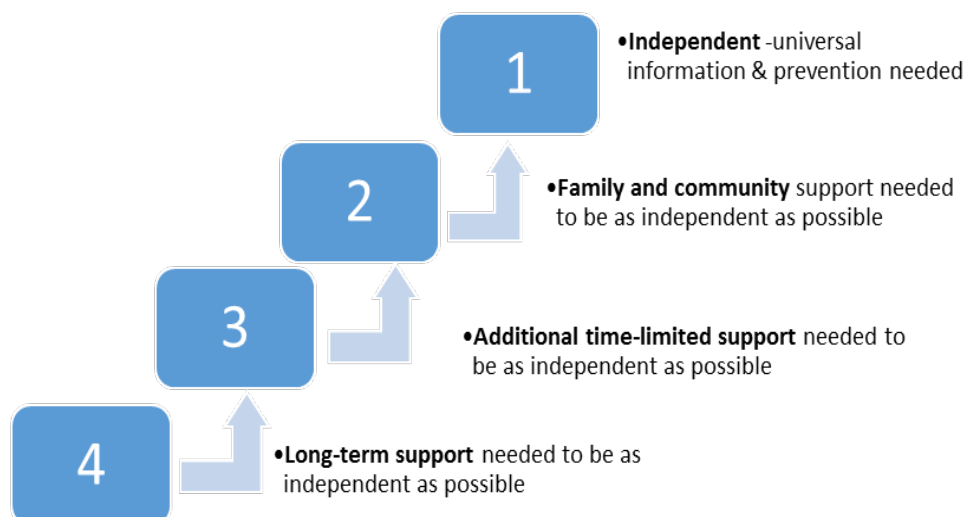
Reflecting upon this, and as more explicitly set out in the strategy action plan, we will be looking to work alongside people, colleagues and partners to understand;

- ➢ How TEC can be used more widely as people start to need more support
- ➢ How the scope of technology can be promoted at an earlier stage to people in later life
- ➢ How emerging technology can support delivery of traditional care and support services, such as day care
- ➢ How TEC that monitors people's routines can support with more effective assessments and ensuring the right level of care and support is provided, with an emphasis on independence
- ➢ How TEC can improve the health and wellbeing of the people who use it and their Carers
- ➢ How we can work more effectively with health and social care system partners to use TEC for the benefit of the System, and to get better outcomes for North Somerset residents

We will ensure that any new service developments have clear outcomes identified and mechanisms for capturing the effectiveness of specific TEC interventions both financially and by people telling us they have experienced improved health and wellbeing outcomes. This will support the council to deliver its statutory duty to reduce the need for, prevent, and/or delay the onset of care and support needs whilst maximising the use of precious resources.

We know from research and case studies by TEC organisations such as the TEC Services Association (TSA) and Technology for our Ageing Population: Panel for Innovation (TAPPI) that an effective TEC offer will play an important role in helping to achieve the four levels of independence highlighted in the North Somerset Vision for

Adult Social Services, 'Maximising Independence and Wellbeing' and the Councils corporate plan for an "open, fairer, greener" North Somerset.

1 • **Independent** -universal information & prevention needed

2 • **Family and community** support needed to be as independent as possible

3 • **Additional time-limited support** needed to be as independent as possible

4 • **Long-term support** needed to be as independent as possible

The council is committed to improving and expanding the use of TEC so that it becomes integral to the adult social services offer and is embedded within the wider commitments of the council, Integrated Care Board, community health, NHS colleagues and other partner organisations. We are proud to be the only Integrated Care Board TEC accelerator local authority in the country. This has enabled us to try large scale pilots and innovate in the way we deliver our TEC service. The large-scale pilots will help us find out what works and how to make the most of it.

We share ideas and collaborate with colleagues in other local authorities via the Southwest Association of Directors of Adult Social Services (ADASS) TEC group, of which we also chair, the national Local Government Association (LGA)/ADASS digital board, the Southwest ADASS Artificial Intelligence group and the Bristol, North Somerset and South Gloucestershire (BNSSG) digital population group, amongst others. We are members of the TSA, meet regularly with them and engage with their best practice events. All of these connections are vital to our continuous learning.

3. What is Technology Enabled Care?

Technology Enabled Care (TEC) includes technologies such as Telehealth, Telecare, Artificial Intelligence, self-help Apps and monitoring technology that puts people in control of their own health, wellbeing, and support, empowering them to manage it in a way that is right for them.

The council currently offers a range of TEC to help people who draw on care and support meet their care and support needs. Telecare based pendant alarm service, falls detectors, GPS systems, devices to support with promoting medication and much more help people to maintain a level of independence and remain at home for longer. Over the last five years we have started to use TEC that can monitor people's activity levels, which supports practitioners to understand routines and set the right level of care that someone needs to be safe at home. This is all specialist equipment that is purposefully designed for its role, but much of the technology that we use in everyday life such as mobile phones, tablets, personal sensors, and Apps can now be used to support our fitness, health and well-being.

The TEC of the future will use internet connections to provide valuable insights and data about people's health and social care needs, that can support with discreetly monitoring health and wellbeing. Not only being able to alert when events have happened, such as a fall, but also using intelligence gathered to prevent events from happening in the first instance. These developments will help us proactively support those who are most vulnerable and offer reassurance to people who draw on care and support and their carers and family.

From feedback we have received from colleagues, partners and people, we know there remains a level of uncertainty around utilising TEC. For example,

Practitioners and people can lack confidence around knowing what TEC is best and the reliability

> ➢ People may fear that big brother is watching when it comes to TEC that monitors people's movements
> ➢ People may fear that if they use smart phones or tablets, they may be subject to scams
> ➢ There is a risk that TEC using digital connections or SIM cards and 2G,3G and 4G networks may not always work

We intend to work with colleagues, partners and people to identify and address as many of these uncertainties as possible by;

> ➢ Producing robust information, advice and guidance
> ➢ Having clear policies and processes around consent, capacity and deprivation of liberty safeguards
> ➢ Testing any new TEC in a controlled way, with clear risk assessments
> ➢ Having staff and VCSE support available for support and reassurance
> ➢ Acknowledging that a lot of TEC will always need a level of human input

➤ Providing TEC that acts to extend a person's independence

TEC technology is still developing and we know through pilots we have undertaken that some is not fit for purpose, due to the rapid advances in technology. We aim to be in a position where we can move away from piloting lots of new TEC and focus on developing a Progressive but robust TEC offer that is tried and tested.

4. What does Technology Enabled Care mean for North Somerset?

There are currently 55,000 people aged over 65 living in North Somerset. The numbers of people aged over 65 in North Somerset is predicted to grow by 6% between 2024 and 2027, increasing to a 12% growth by 2030 and 25% by 2040. There is a substantial growth in the 80 plus population between 2027 and 2040. Growth for those aged 65 years plus and 85 years plus is higher than the South West and national averages. This significant growth demonstrates that, given the resourcing challenges faced by the health and social care sector, we must look to alternative ways of providing services to people who draw on care and support. It also demonstrates the need to delay people becoming reliant on formal care and support and keep them living and ageing well for longer. If we can reach those people turning 80 between 2027 and 2040, get them introduced to and using technology in their day to day lives, utilising TEC with them, if or when they need it, will be much easier.

4.1. Number of people living in North Somerset aged 65 and over

	2024	2027	2030	2040
People Aged 65-69	13,100	14,200	15,600	15,000
People Aged 70-74	12,400	12,400	13,000	15,600
People Aged 75-79	13,000	12,100	11,300	14,200
People Aged 80-84	8,400	10,400	11,000	10,600
People Aged 85-89	5,200	5,500	6,500	7,300
People Aged 90 and Over	2,900	3,100	3,300	5,300
Total Population 65 and Over	55,000	57,700	60,700	68,000

4.2. Percentage of people living in North Somerset aged 65 and over

	2024	2027	2030	2040
People Aged 65-69	2%	10%	21%	16%
People Aged 70-74	-3%	-3%	2%	22%
People Aged 75-79	2%	-5%	-12%	11%
People Aged 80-84	6%	32%	39%	34%
People Aged 85-89	4%	10%	30%	46%
People Aged 90 and Over	4%	11%	18%	89%
Total Population 65 and Over	1%	6%	12%	25%

*Data taken from Poppi.org.uk

Currently there are approx. 2070 residents using a telecare unit with pendant alarm and 372 have sensors that are linked to the service or stand alone and are monitored by family/carers. There are 28 people using GPS devices, and 12 canary care systems, which help monitor people in their own homes. This is a good starting point, but for technology to support the demands of a growing population, utilisation and coverage of TEC will need to the increase significantly.

Improving health and wellbeing and supporting personalised outcomes through the preventative opportunities afforded by technology, is a necessity. People in later life and vulnerable people will need to be supported using technology either alongside or instead of, more traditional levels of care and support.

By the end of 2027 all analogue phone lines will be switched onto a digital platform. The national programme to upgrade phone lines is well underway. The transition will affect all telecare users and changes will need to be made to how people access their service. Plans are being developed to minimise any disruption to telecare services and maximise the benefits of this change. Once the upgrade has been delivered there is a significant opportunity to expand the council's digital services portfolio. We plan to move towards using TEC that is more familiar to people, easily accessible, affordable and reliable.

However, it is unclear how many people in later life and adults of working age with care and support needs in North Somerset have access to Wi-Fi, live in mobile signal black spots or are technology ready. It is also unclear what robust back up will be available for people solely relying on digital/SIM based technology. These are risks both locally and

nationally and will be on the agenda for all local authorities to explore. We do not currently have the answers but we aim to better understand the situation of our North Somerset communities through the work set out in the strategy action plan.

5. Next Steps:

We recognise that we need to undertake a series of transformational pieces of work over the next two years to establish the foundations needed to be able to really embed TEC as an effective tool. At the end of this period of transformation there will be the opportunity to roll out digital platforms that can significantly enhance our TEC offer and support people and our frontline teams in a rapid, proactive and outcome focused way.

- ➢ We will ensure our work will be accessible to the community we serve by producing clear information, advice and guidance on TEC that will be available in a range of formats.
- ➢ We will establish ways of connecting and engaging with people, working with them to understand how they currently use technology in their lives, what they might want in the future, and how we can support them to maximise their understanding of and desire to use technology.
- ➢ We will work alongside colleagues, recognising the skills and knowledge of many practitioners, who know the people they work with and understand the strengths, challenges and barriers of TEC provision
- ➢ We will work with partner organisations to understand what it is that they want and need from the TEC of the future.
- ➢ We will have a co-produced TEC strategy from 2026 onwards that reflects the people, other organisations and stakeholders we work.

TEC Roadmap

Where are we now?

TEC not embedded culturally across all teams. Very few formal TEC assessments. Ad hoc and down to individual staff. No clear policies and processes. Traditional TEC, some of which out of date and not being used. Staff and North Somerset residents lacking in confidence.

Year One

- ➢ Agree strategic direction and commence "test and learn" projects to support this working with health and social care system partners.
- ➢ Identify and manage risks.

> ➤ Engage staff and develop culture. Provide clear information, advice and guidance. Implement robust policies and procedures.

Year Two

> ➤ Continue work started in year one and reflect on successes, failures, challenges and barriers.
> ➤ Scale up learning from projects to support full rollout.
> ➤ Share best practice and learning with staff and other local authorities.
> ➤ Have mechanisms in place to review staff

Where do we want to be - Spring 2026 and beyond

TEC is culturally embedded within NSC and starting to align with health. Digital based alarm receiving centre with human back-up – based on individual risk. Single TEC platform that is an affordable, accessible and reliable high street based offer. Robust offer for self-funders.

Action Plan

We have produced a comprehensive TEC Strategy Action Plan that is available on request. The action plan sets out the steps we need to take towards the future of TEC in North Somerset. In developing this action plan we have set out the council's desired outcomes, looking at best practice recommendations referenced in this document, the Care Quality Commission's Assurance Themes and the Local Government Associations Digital working in adult social care: What Good Looks Like.

Appendix A: **Glossary**

"App"
>   Means an application, especially as downloaded by a user to a mobile device.

"Artificial intelligence" (AI)
>   Means the ability of a digital computer or computer-controlled robot to perform tasks commonly associated with intelligent beings. The term is frequently applied to the project of developing systems endowed with the intellectual processes characteristic of humans, such as the ability to reason, discover meaning, generalize, or learn from past experience

>   https://www.britannica.com/technology/artificial-intelligence

"Care Quality Commission Assurance Themes"
>   Means the themes set out by the Care Quality Commissioning in line with the Assurance Framework for Local Authority Assurance. This is a framework to assess how well local authorities are performing against their duties under Part 1 of the Care Act 2014.

"Internet of Things (IoT)"
>   Means the Internet of Things that is made up of devices – from simple sensors to smartphones and wearables connected together that 'talk' to each other. By combining these connected devices with automated systems, it is possible to "gather information, analyse it and create an action" to help someone with a particular task, or learn from a process.

"Recovery"
>   Means a person either no longer having symptoms of a condition or managing symptoms, regaining control of their life and learning new ways to live the life they want.

"Rehabilitation"

Means "a set of interventions designed to optimize functioning and reduce disability in individuals with health conditions in interaction with their environment". (World Health Organisation)

"Reablement"

Means relearning the skills necessary for daily living following illness, usually with guidance and support from Health and Social Care Staff, so that there is an improvement in function and increased independence.

"Social Prescribing"

Means recognising that people's health is determined primarily by a range of social, economic, and environmental factors and seeking to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health.

Social Prescribing schemes can involve a variety of activities which are typically provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports.

https://www.kingsfund.org.uk/publications/social-prescribing

"Strengths Based"

Means "A strengths-based approach to care, support and inclusion says let's look first at what people can do with their skills and their resources – and what can the people around them do in their relationships and their communities." (Alex Fox, CEO Shared Lives)

"Telecare"

Means support and assistance provided at a distance using information and communication technology. It is the continuous, automatic and remote monitoring of users by means of sensors to enable them to continue living in their own home, while minimising risks such as a fall, gas and flood detection and relate to other real time emergencies and lifestyle changes over time.

"Telehealth"

Means the monitoring and remote exchange of data between a health care patient at home, typically patients with a long-term health condition, and the health and social care professional involved in their care. It uses phone lines or wireless technology to assist in diagnosis and monitoring.

"What Good Looks Like" WGLL

Means the Local Government Association guidance for adult social care, which aims to bring the needs of local authorities and care providers into one coherent piece of guidance to develop understanding of what they need to do to work well digitally.

Appendix B: Local and National Context

Local Context

North Somerset Corporate Plan 2024-2028: Sets out the Council's vision and ambitions, what will be delivered to achieve them and how these will be tracked. It sets out how the council will continue to be an open and listening council, a leader in the response to the climate emergency and work to create a community that is fair for everyone. The population of North Somerset is projected to grow faster than the national or regional average over the next two decades, from around 210,000 people in 2015 to 243,000 by 2031. The increasing population is expected to put pressure on and increase demand for services, such as social care for both people in later life and children. The ambitions of the broader Health and Wellbeing Strategy is to '*Commission or provide quality health and care services, which deliver dignity, safety and choice*' and to '*Enable residents to make healthy choices and promote active lifestyles which reduce ill-health and increase independence*'.

Transformation Programme: Digital First – improving the way we work, enabling self-help and expanding customer access to quality services delivering a new responsive council website that improves the user experience for mobile and other users.

Vision for Adult Social Care: At the time of writing this strategy, the Vision for Adult Social Care is in draft and awaiting further consultation and agreement. The existing vision is under pinned by making the most of new technologies to support people to be as independent as possible and ensuring that the systems, processes, and services are there to support this', these foundations form part of the draft vision.

Housing with Support Strategy: This strategy recommends the need to consider the increased use of TEC including Telecare and Telehealth to people who draw on care and support to continue to live at home for longer by monitoring/reducing the risks and enhancing independence.

Carers strategy: Currently under review.

Commissioning strategy 2024-2031: This 7-year overarching commissioning strategy for adult social services is a statement that defines the councils overall mission and adult social care (ASC) Vision, "To promote wellbeing by helping people in North Somerset to be as independent as possible for as long possible". The strategy will support the direction of travel for North Somerset Council (NSC) to meet adult social care needs in North Somerset (NS) by commissioning external providers to deliver the statutory

responsibility we have for people eligible for care and support services in our area, in line with the Care Act 2014.

National Context:

People at the Heart of Care: adult social care reform white paper, 2021

This white paper sets out an ambitious 10-year vision for how the government will transform support and care in England.

The vision puts people at its heart and revolves around three objectives:

1. People have choice, control, and support to live independent lives.

2. People can access outstanding quality and tailored care and support.

3. People find adult social care fair and accessible
   - The 'Next steps to put People at the Heart of Care' plan builds on progress over the last year, to make sure care is of outstanding quality, personalised and accessible. There has been significant investment in a number of areas including 'driving digitisation and technology adoption', 'encouraging innovation and improvement' and 'joining up services to support people and carers'.

Caring for our Future: **Reforming Care and Support** (Department of Health 2012) Assistive technology can support people to live independently and ensure individuals have greater control over their health and well being.

Carers Action Plan 2022 – 2024

This action plan outlines the cross-government programme of work to support carers in England over the next two years. It highlights the need to use technology to assist and support carers in their caring responsibilities and the potential to link technology with innovative ideas to improve carers everyday experiences.

Recognised, Valued and Supported: **Next Steps for the Carers Strategy** (DoH 2010) This strategy identifies priorities to support carers in their role and enable them to live a life outside of caring. Assistive technology is one of the ways in which they could be supported.

National Dementia Strategy: **Living well with dementia** (DoH 2009) focuses on the use of assistive technology to enable people with dementia and their family carers to live independently, safer and longer at home.

Valuing People Now: **A New Three-Year Strategy for People with Learning Disabilities** (DoH 2009) More choice and control over their lives using assistive technology is at the heart of this strategy for people with learning disabilities.

NHS Long Term Plan (NHS, 2019) sets out the plan for future proofing the NHS**,** this includes the connecting of home-based and wearable monitoring equipment which will increasingly enable the NHS to predict and prevent events that would otherwise have led to a hospital admission.

NHS Transformation grant funded projects are currently in process, these will impact on improving service delivery through implementing digested social care records to support more efficient information sharing. The scaling of the acoustic monitoring and Vayaar projects will improve outcomes for care home residents by detecting unusual events more quickly and improving sleep quality.