

<b>ADULTS AND COMMUNITIES SCRUTINY COMMITTEE</b>	<b>AGENDA ITEM No. 8.</b>
<b>12 MARCH 2019</b>	<b>PUBLIC REPORT</b>

Report of:	Charlotte Black, Service Director, Adults & Safeguarding	
Cabinet Member(s) responsible:	Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health	
Contact Officer(s):	Belinda Child, Head of Housing, Prevention and Wellbeing, Diana Mackay, Senior Commissioner (Adults) Prevention and Early Intervention	Tel. 07920 160731

**TECHNOLOGY ENABLED CARE (TEC)**

R E C O M M E N D A T I O N S	
<b>FROM:</b> Service Director, Adults & Safeguarding	<b>Deadline date:</b> N/A
<p>It is recommended that the Adults and Communities Scrutiny Committee:</p> <ol style="list-style-type: none"> <li>1. Have regard to the content of the report and support the increased use of technology enabled care to support people to live independently, and therefore reduce demand for statutory care and support across adult social care.</li> </ol>	

**1. ORIGIN OF REPORT**

- 1.1 The report on the use of Technology Enabled Care in Peterborough was requested by the Adults and Communities Scrutiny Committee as one of a series of updates on the Adults Positive Challenge Programme across Peterborough and Cambridgeshire.

**2. PURPOSE AND REASON FOR REPORT**

- 2.1 Technology Enabled Care (TEC) is one of the work streams within the Adults Positive Challenge Programme (APCP). Peterborough City Council (PCC) and Cambridgeshire County Council (CCC) are working together to share best practice and learning and have a much greater impact on demand management and associated costs for adult social care. The premise of the programme is improved outcomes for people should also reduce demand and costs.

Technology enabled care is an essential tool to enabling people to remain living independently and reducing the need for long term care and support. As part of the programme it is key that TEC is offered and utilised by a far greater number of adults as well as children with disabilities. It is therefore extremely important that the profile of technology enabled care is raised across Peterborough.

The operational provision of TEC in Peterborough sits within the Home Service Delivery Model (HSDM) which is a service that brings together Reablement, Therapy (including

Occupational Therapy and Sensory Rehab), TEC, Care & Repair and Housing programmes. It is a service that focuses on proactive preventative services and early intervention.

It is recognised that technology is developing at a pace and can make a significant impact on both preventing people with developing support needs from becoming dependant on funded care services, but also in reducing the reliance of people with long term care needs on more intrusive care and support, and allowing people to stay in their own homes for longer.

2.2 This report is for the Adults & Communities Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

1. Adult Social Care
2. Safeguarding Adults

2.3 *How does this report link to the Corporate Priorities?*

3. Safeguard vulnerable children and adults
6. Keep all our communities safe, cohesive and healthy
7. Achieve the best health and wellbeing for the City

**3. TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If yes, date for Cabinet meeting	N/A
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**4. BACKGROUND**

People and Communities Directorate has set a vision and ambition for Adult Social Care which by 2023 local people will drive the delivery of care, health and wellbeing in their neighbourhoods.

The Adult’s Positive Challenge Programme vision is that by 2023 local people will drive the delivery of care, health and wellbeing in their neighbourhoods, delivering a financially sustainable service which will enable a neighbourhood approach which supports more people to live independent and fulfilling lives for longer.

The Council Outcomes will be; a financially sustainable service that meets statutory duties; a focus on supporting neighbourhoods and communities; people remaining as independent as possible and partner actions align to a shared vision.

**4.1 TEC Work Stream**

This work stream focuses on the provision of telecare equipment, which includes both stand alone and linked (e.g. to a Lifeline) technology solutions, smart TEC, apps and any relevant technology that can support positive outcomes for clients. It also includes references to other items of equipment that deliver the same long-term vision – for example moving and transferring equipment to facilitate single-handed care and avoid care costs of care packages delivered by 2 paid carers, generally referred to as ‘double up care’.

Since 2010 there has been a marked increase in the advancement of technology targeted at supporting people with health and social care needs, a trend which is likely to continue, with global investment in Artificial Intelligence and Robotics doubling every two years.

These developments can support service users to stay independent for longer, or to live with existing conditions more effectively without relying on as much support from others.

While Peterborough City Council already has various elements of Technology Enabled Care (TEC) in place, further broadening this offer can address further needs of service users and carers across different Adult Social Care cohorts. Technology should become a key consideration of any assessment, for citizens in all Adult Social Care client groups (especially those with learning disabilities), and it should be simple for both staff and citizens to identify the right support.

Technology Enabled Care is equipment that can assist individuals and their carers to live at home independently for longer. Assistive Technology plays an important part in preventative measures to manage or minimise risk, including personal safety, home safety, falls prevention and medication management. It supports carers by providing reassurance, peace of mind and reducing stress so they can better manage the demands of their own home and work life alongside their caring role.

#### 4.2 Technology Enabled Care Can Fall Into The Following Categories:



Alarms & Pull Cords such as lifeline



Door exit sensor



Gas detector

Sensors & Memory Aids



Apps on Mobile Phones



Intelligent personal assistants and robotics

In the context of increasing demographic pressures, there is a clear imperative to seek out and embrace up to date, cost effective and evidence based technology interventions that have demonstrable financial benefits and play an essential role in demand management.

In addition ensuring TEC is always considered when new clients contact the Council the Adult Positive Challenge in Peterborough is seeking to ensure existing service users also benefit from TEC wherever possible.

Via a programme of targeted reviews workers will be asked to ensure TEC is considered first to improve outcomes for clients, prevent unnecessary increases in care cost and to drive down the cost of care and support where TEC can provide a solution.

### 4.3 Invest to Save- case studies

The TEC work stream does have significant savings and cost avoidance benefits assigned to it, but it is not just a savings generator, TEC can deliver very real benefits for clients with better choice and control and better outcomes. The case studies in Appendix 1 give some real examples of how TEC has benefitted clients in Peterborough so far this year

In 2018/19 the TEC enabled workstream saved £109,828 from April 2018 to February 2019 where packages of care and support were reduced through the addition of TEC, and £264,296 for the same period on packages where home care calls could be reduced from two carers to one carer with support of appropriate TEC.

To continue to manage increased demands on Adult Social Care it is recognised that further investment in TEC within the Adult Positive Challenge Programme is necessary. An investment case is currently being considered of £250K across the next two years in order to achieve cumulative savings of £920K and avoided costs of £308K. In turn we anticipate increased use of TEC will lead to increased independence of an additional 866 people per year by 2022/23.

### 4.4 The Way Forward

There are a number of pieces of work underway within the APC work stream to increase the TEC offer and improve outcomes for people in Peterborough:

To **agree investment plans** that will help to meet the current and future financial challenges within adult social care by changing the demand and cost model for services so that the costs of traditional care and support are reduced through person centred technology and community equipment solutions

**Innovation Hubs and Focus Groups** have been held with front line care staff to begin to shift the culture of staff to understand and value the potential impact of TEC so that they “think TEC first” when undertaking assessments of people. These sessions will need to continue so that all staff are clear on the approach, and this will include staff working in children’s services so that the TEC journey is commenced as early as possible to prevent crisis and the need to reduce large packages of care later in life. This ongoing training will take the form of workshops, hands-on demo sessions, away days and on-line tools. It will also draw on the experience of the TEC Team in Cambridgeshire County Council.

By **aligning the TEC offer across Peterborough and Cambridgeshire** it is expected that we will be able to address some of the complexity and bureaucracy in the system, including life line / community alarm provision.

To **address the differences** in TEC provision across Peterborough and Cambridgeshire – for example, in Cambridgeshire telecare equipment is provided to residents in care homes who have assessed eligible needs, but this is not the case in Peterborough.

A **Next Generation Technology Project** is underway – being led by Cambridgeshire but covering both local authorities. This will test out new technology that is able to predict potential risks that people may experience in their home, rather than waiting for an alert to be raised once an accident has occurred.

**Increasing independence, confidence and quality of life.** Technology and community equipment can support people with day to day tasks such as washing, dressing, eating, communicating and getting in and out of bed / chair

**Information and advice for people who wish to self-fund.** People will receive TEC solutions from PCC where they have eligible needs under The Care Act. However, there will be an increase in the number of people who are able to self-help and self-fund through better information and advice. This work has already resulted in the opening of a Smart Flat at Kingfisher Court, Cross Keys Homes extra care scheme in Stanground, to showcase how the latest technology can support independent living. We will also work with libraries across the two authorities to ensure that library staff know how to signpost people to information about tech solutions.

## 5. CONSULTATION

- 5.1 There has been no consultation. This is a city wide offer.
- 5.2 Consultation could take place with existing and new clients to research the best way to increase the public's knowledge and take up of TEC

## 6. ANTICIPATED OUTCOMES OR IMPACT

- **Increase independence, confidence, and quality of life.** Technology and community equipment can support people with day-to-day tasks such as, washing, dressing, eating, communicating, and getting in and out of bed / chair.
  - **Increased quality of life and wellbeing for people with complex long term needs.** Many people continue to remain living at home but need significant amounts of support from family and formal carers. Through comprehensive risk assessment, it is vital that we continue to support these people to remain living in the home of their choice for as long as possible and avoid the need for them to have more formal care than they need or to avoid the need to move into long-term residential care.
  - **Help manage potential risks around the home.** Technology can help promote safety around the home, for example, video entry systems can control access to vulnerable people, and reminders to take their medication.
  - **Provides reassurance to carers.** Technologies can let carers know if their loved one has run into difficulties, for example, falls detectors can notify them if their loved one has fallen over. This reassurance gives carers peace of mind.
  - **TEC is valued as an integral part of every conversation and support plan.** This will mean that the most intelligent TEC is deployed at the earliest opportunity, and will prevent, reduce and delay the traditional avenues of social care and health interventions.
  - **Information and advice for people who wish to self-fund.** People will receive TEC solutions where they have eligible needs under The Care Act. However, we will increase the number of people who are able to self-help and self-fund through better information and advice that takes them, or their carers, to the best TEC solution when they need, or wish, to fund this themselves. This will be through access to better on-line systems.
  - **Reduce the costs of traditional care and support** through the provision of person-centered technology and community equipment solutions.
- 6.1 *Consider the anticipated outcome of consideration of this report.*
- Demand management
  - Promoting independence
  - Supporting informal carers
  - Preventing, reducing and delaying the need for long term care packages and hospital admissions
  - Building on people's strengths, and supporting people in a way that works for them.

- Developing an empowering culture across Health and Adults' services, so that workers can take the steps they need to take to make a difference for their clients
- Exploiting all digital opportunities to help people live the fullest life they can, to empower service users to be in control of their care and wellbeing, to enable the care workforce to be effective and to improve multi-agency working.
- Providing a cost effective and financially sustainable service to ensure that we can continue supporting people to achieve the best possible outcomes in the future.

## **7. REASON FOR THE RECOMMENDATION**

- 7.1 Raise awareness of the TEC products and offer  
Review and improve service provision  
Demand Management  
Reduction in care and support costs

## **8. ALTERNATIVE OPTIONS CONSIDERED**

- 8.1 The alternative to not increasing the use of TEC is the continued increase in care and support costs to Adult Social Care and clients who are not enabled to become as independent as possible.

## **9. IMPLICATIONS**

### **9.1 Financial Implications**

There are financial implications for the increase in staffing resources and equipment costs needed to roll out this programme in line with cost savings and cost avoidance levels identified. The Council is seeking to invest £250K across the next two years in order to achieve cumulative savings of £920K and avoided costs of £308K. This is part of the adults positive challenge programme.

### **9.2 Legal Implications**

*None*

### **9.3 Equalities Implications**

To ensure that all groups and individuals have access to suitable TEC options to enable them to be as independent as possible.

### **9.4 Rural Implications**

N/A

## **10. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 10.1 None

## **11. APPENDICES**

- 11.1 Appendix 1 – Case Studies, numbers 3, 4, 6, 11, 15 and 16.