



**Housing LIN**

*Connecting people, ideas and resources*

**Tunstall**

Enabling independent living

## **ROUNDTABLE DISCUSSION DRIVING INNOVATION AND QUALITY IN GROUP LIVING**

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**8 JANUARY 2019, LONDON**

### **Jeremy Porteus' Introduction (Housing LIN)**

The Housing LIN is taking an increasing interest at different aspects of how housing and social care sectors are adapting to technological change. For example, we have worked with Tunstall, ADASS and the LGA to develop a dedicated online resource ['Going Digital'](#).

Questions this roundtable discussion posed included:

- Where is the market going – social housing providers, for profit operators, local authorities?
- What impact are the changes for service users and how do they meet their expectations.
- What are the future challenges from technology enabled care?

NHS 10 year plan is disappointing in its lack of discussion about how housing can affect health. However, there is emphasis on prevention and innovation, including digital transformation of healthcare. Need to join this up with the demand from housing and from adult social care, including how we share our knowledge with partners to accelerate adoption.

The Housing LIN plays an important role in getting information about technology out to commissioners and operators. At the same, need to raise greater awareness and understanding for service users.

### **Kevin Anderson's Introduction (Tunstall)**

We are defining a new generation of products within this market.

**Harriet Bosnell (Curo)** - As a provider - what is the future of tech? What is affordable for my customers? Who pays? We have undertaken about seven pilots so far. Out of the seven, two seemed to have some functionality that works. Market immaturity is a problem. It is a waste of providers' time to trial technology that doesn't work. How do we get tech that works, and can deliver at a cost that works for the most vulnerable in our society? UK digital readiness is poor compared to the rest of Europe.

**Mark Golledge (Local Government Association - LGA)** - The LGA lobbies government on a national level, but also, we offer support to LAs at a local level. Regarding the forthcoming Social Care Green Paper: What are we asking of gov't? We talk about connectivity, but we need to be clear about what we need to deliver the potential of technology. It's not just about money. There will be a major role for local authorities, but if we're not clear about the offer and what the benefits of technology and digital are or will be, then we won't be able to deliver. We've recently seen a shift from LAs, who are asking themselves, how do we do things differently? What services do we need to be commissioning? What is the benefit that we will get from investing in this technology? This affects housing providers as well as social care providers, and local authorities.

**David Worrall (Lambeth Council)** - We cannot underestimate the impact of budget cuts. We need to show that using these services provides some return on investment for us, otherwise we cannot justify spending money on them.

**Harriet Bosnell** - Service users do not know what is good value in technology. It is not enough of a mature market. We need to find ways of getting that message out there to the general public / wider consumer market.

**David Worrall** - People need to think about tech as service like TV or phone. Something they are happy to pay for and know the value of. We lack a clear strategy that shows the benefit of technology. There is a real opportunity to bring health and social care together.

**Mark Golledge** – Joined up resources are not really working well – when cutting budgets the first thing to go is the integrated care offer. Don't see much engagement from CCG's – no appetite

**Harriet Bosnell** - OwnFone (<https://www.myownfone.com/>) - Customers like it, but it doesn't do what we want. It won't connect to smoke alarms, and we need that. If someone gets the right product for HAs there is a **massive** market. However, it needs to be 100% reliable. Something that can be used in cities and rural areas. Something that looks great - great design, looks fresh and modern – aspirational. Something that is usable by customers.

Only 10% of our customers in sheltered housing have smartphones. Indeed, only 60% of residents in general housing have access to this technology. Can't make assumptions that everything will be on smartphones.

DH are pushing open standards, but they need to be clear.

We need a 'safe' knowledge sharing place with good intelligence to sell to boards and provide information, so you can make informed decisions. Somewhere HAs can discuss what technology does work without wasting money on testing new technologies. The Housing LIN is a trusted resource.

**Clare Skidmore (Housing LIN)** – Highlighting the findings from the Housing LIN's recent [Tipping Point briefing](#), some providers (about 7%) were saying that they weren't going to renew their digital offer. There is a lack of understanding of what digital can offer. A lot of providers don't have expertise in digital technology, and if they do it is an outside consultant they have brought in.

This type of technology will take off when there is consumer demand for it. Service users are not that interested in these services at present.

Not all about technology – support systems need to be there

**Jeremy Porteus (Housing LIN)** - working with LAs to develop their strategic plans for social care. What outcomes do they want? There is a lot of crossover between health and social care - healthy new towns, lifestyle design.

**Mark Golledge** - How do we support and train staff to implement these services?

**David Worrall** - Do you have any examples of LAs that have successfully integrated digital services in their provision, rather than just as an add-on service?

**Mark Golledge** - Staff need to be trained across the board (mainstreaming), not just specialised staff. Who is commissioning and paying for these services? County council, local council, HAs, self-funding? We need a clarity around these issues. What is the offer, or should we signpost – needs to be clear

**Harriet Bosnell** – One third of Curo HA residents have no relative or friend so no will be checking their app

**Jeremy Porteus** - Do we need more regulation and legislation? Is this a right as in Barcelona, City of Digital Rights? What are choices available to service users?

**Kevin Anderson (Tunstall)** - What does "wellbeing" mean in this context?

**Nick Phillips (Almshouse Association)** - Services have been withdrawn over the last 20 years. Services are overstretched. Almshouses may not be able to provide support that is needed for increasingly frail older people. 'Almshouses aim to provide Community within a community', but 80% of our members actually have less than 10 Almshouses. 36,000 units across the country. The charities may be very old (16th C), but some buildings may only date to the 80s or may be even more recent. Some charities are growing (esp. in London).

**Jeremy Porteus** - We have a case study coming out next week about Almshouses - looking at green technology and development.

<https://www.housinglin.org.uk/Topics/type/A-21st-Century-eco-almshouse-St-Johns-Almshouses-Lichfield/>

Futures Group have 400 units in planning.

## Roundtable Discussion – key points

- What are barriers to market growth? At the moment it feels like micro-commissioning - where are there examples of large-scale commissioning? What are the issues around policy, direction, funding?
- Practitioners - technology enabled care vs. technology enabled **carers**. Deliverability of challenges.
- Manchester Council are thinking more about strategic challenges. Follow the Barcelona example?
- Digital Transformation - market aspects. Do we need to incentivise via regulation and policy?

**Harriet Bosnell** - We need to be more robust about what we want as a sector. There isn't anything on the market that does what we want. (Read report about what HAs are looking for in a product – <https://www.housinglin.org.uk/Topics/type/Future-Assisted-Living-Technology/>). We need a competition to show what technology is out there.

**Nick Phillips** - There are 2 markets - self funding and LA. As a commissioner we have to show a return on our investment. We can't be sentimental about providing services. Our bottom line is how cheaply can we keep this person safe and well.

**Harriet Bosnell** - The customer is going to have to choose to pay. Investment is needed to prime the pump for this new technology. Prices need to come down before more adoption.

**Fay Lambert (Tunstall)** - How do you measure ROI?

**Nick Phillips** - We don't at the moment. We have a standard list of equipment that our social workers and OTs can prescribe. It's not an alternative to care.

(NB: Look at methodologies for researching ROI). How can we prove an ROI for tech? See suggested outline below:

- Increasing use of technology (sensors, etc) can require increased interventions - which also costs money. So, it's not a linear relationship between using technology and falling costs.

**Jeremy Porteus** – set out 4 core demand management ROI strands.

- *Health dividend*: reduction in A&E admissions or readmissions, outpatient appointments, reduce delayed transfer of care
- *Care efficiency*: reduce number of home care support hours, delay or avoid a move to residential or nursing care
- *Housing solutions*: improved tenancy sustainment, prevent homelessness, reduce levels of support
- *Social value/impact*: prevent or reduce isolation or loneliness, improve social contacts with family, friends, cares and wider social networks, better quality of life

**Mark Golledge** - If we are funding this from social care budgets how do we show ROI from social care perspective. We need to look at it in broader terms - housing, lack of hospitalisation, social value. (Joined up approach to measuring ROI).

**Fay Lambert** - Do we have the ability to measure a 'whole person' cost?

There is also the personal aspect - we can talk about ROI, but this is a person who doesn't need to go to hospital, can stay in their own home. What is the value of that to them?

**Fay Lambert** - There is also the benefit to carers. Reduced hospital admissions mean that carers don't have to take time off work. (Also, there will be a reduced impact on carers and family members, in terms of emotional labour).

**Nick Phillips** - Aside from accounting, big benefits are to family, community, the individual.

What information needs to go from here to there? Interoperability. What standards do we use?

## Looking to the Future

The reality is that people will need to self-fund to a large extent – and the Social Care Green Paper probably will not say anything to change that. However, we still need to maintain the relationships between providers and commissioners. The self-funder model is

reliant on a lot of individual relationships, and without large-scale collaboration and planning, there is a risk that the technology we use will devolve to the lowest common denominator because the public will only pay for that.

For Housing Associations and local authorities, the conversation needs to be at a much bigger level. Everyone shares this challenge. If a housing provider just decides to stop funding telecare and it becomes down to the resident to procure, the cost implications for the provider are huge. This is because individual people buy different products and services, some of which do not work, and some of which do not connect, or are not interoperable, etc – and this fragmentation could cause enormous cost and risk for the housing provider, as well as for local authority and health commissioners.

However, in order to justify investment in technology and digital on a large national scale, Treasury need a clear ROI. 1:4 is their measure (in LGA experience). The Housing LIN is committed to shared learning – supporting practice. But we also want to help with making the business case.

Next steps: Housing LIN to explore further opportunities with partners to share learning and support debate about the best ways to demonstrate ROI in this field. There is also an opportunity to support partners who wish to come together to explore how to achieve greater leverage at scale (from a commissioner and purchasers' perspective).

Tunstall to publish findings from the TEC survey carried out with Housing LIN members. Due to come out to coincide with the Housing LIN's IdeasFest, 2019 annual conference in March.

Prepared by Jeremy Porteus and Clare Skidmore at the Housing Learning and Improvement Network, and Fay Lambert at Tunstall.

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