

CCCN COUNTY COUNCILS NETWORK

Tunstall

Adopting the Right Technology to Support Adult Social Care

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Background to the report

- Roundtable held in November 2020 exploring:
 - Importance of technology in social care
 - Technology adoption in local authorities
- Findings written up with "Employing Assistive Technology in Adult Social Care" report published July 2021
- New report "Adopting the Right Technology to Support Adult Social Care" focuses on:
 - How local authorities can effectively support citizens using technology whilst challenging cultural norms and avoiding costs to 'the system'







What are the key themes?



Enabling the right systems and solutions in local authorities



Delivering quality care to citizens



Ensuring the right devices work in homes

Section 1



Enabling the right systems and solutions in local authorities

Local authorities have a provine mock record in delivering high quality social care, but offers their existing systems and process are outhorided compared to what may now be on office Suphisticated If suffering can help deliver better services on the ground, minimate bureaucraq, as well as ensuring smoother interaction across different services and collaboration with other agencies. As femand pressures on the social care system are set to continue for the foreseeable future, it is important that new investment help

Section 2

CCN

Local authorities should evaluate how far techno

Section I considered host technology can help to improve the efficiency of service delivery at a system level. But of course assistive technology is also modelite to directly support reser of home end cross their lives. There are an increasing number of options to help local authorities target social care effectively at a service level. Embracing this technology will be and part of helping councils to be able to deliver effective services at a time where an appear population means pressure on the system projected to sprain for the foresexable faunce. Such one of the main privates for the investment promised as part of the social care reform pockage, should be in taking advantage of the growings ways in which digital technology can be used for getting the refigire care the rejet people.

Delivering quality care to citizens

Effective Commissioning

Forward-thinking local authorities are looking at diffe ways to commission technology within social care - in particular how to best co-create with developers. This makes sense as developers are better placed to keep with the ever-expanding range of technologies availa the market and their capabilities. The main aim shoul for local authorities and commissioners to be able to understand and effectively communicate their new

> r this to be effective, councils need to be able to de ticulate the functionality they are looking for as par

CASE STUDY: Enhancing Telecare services in Nottinghamshire County Council (NCC) has partnered Tunstall was also appointed to deliver a managed tele Technology Team are received by Tunstall who prace demonstrations, installations, de-installations, mainter

end user,

stall Response monitors the connections and refer

install Response monitors the connections and refer insces as appropriate. Depending on their needs, see penser, which doesn't require monitoring. Once dedistored before redeployment.

Users pay a nominal fee each week for monitoring, bu an identified social care need (subject to the fairer ca flats, with telecare in place to support people leaving

The service uses a tracki

189 cases where a high and immediate risk of admis 139 cases where a delayed transfer of care was avoi 180 cases where a high risk of carer breakdown was 185 cases where additional community care costs w

cash avoidance savings to NCC after service cost

Section 3



Ensuring the right devices work in homes

The previous sections of this report hove made some suggestions for how local authenties can invest in technology that will help a create efficiencies in adult social cene. But this sectionality on only he as effective as the infrastructure that delivers it. This is a live issue at present as the USS selections infrastructure as currently been juggreded to amonifer print in efficiency from analogue to deligate provision, as infrastructure as currently been juggreded to amonifer print in efficiency from analogue to deligate provision, as or ingrades to existing equipment of heady in ruse, or hold implications for commissioning processes or deviced, underson join solutal new assistive betchnology or to local level. It is therefore key first accounting or fully aware of how the supposed may import their services and are able to plan accordingly what they need to do to assist they or getting the replication for devices working in procepts homes.

Digital infrastructure is a particularly pertinent issue for CCW member authorities which cover frage rural areas. CCW has item for all properties of the country compared to orbital reasons to these paints of the country compared to urban areas. At the use of digital technology to support the delivery of social care increases. It is easy to see how his disparity may begin to translate into inequality if it means some technologies are not available to some individuals based purely on where they live.

This point is reinforced in <u>Cleator the Cleator Divertion</u>, a re produced by CCN with BT in 2022. This paper captured views of senior leaders from CCN member councils on the evolving importance of disjust interhology in all ou lives. One key finding was how the experience of the pandemic hash highlighted the growing importance of internet access as not only a desirable knurry, but a

"It was no longer viable to see connection to dig devices and utilities as a desirable luxury – It wa increasingly becoming a functional essential" ¹²

The need to improve the UK's digital infrastructure is increasingly understood, with former Prime Minister, L Truss, even paying a nod to this issue in her set piece Conservative party conference speech in 2022:

Mobile UK's recent paper Connected Care: How mobil connectivity can help councils overcome the challenges

tal technologies that are enabled by mobile

present programme of work to upgrade national digital infrastructure is rightly seen as essential to the UKS future prosperity.

Whilst this is a welcome development, it is also importa that councils are fully cognisant of the possible impact t work may have on local households as the rollout reach

[12] Councy Councils Network Closing the Digital Divide (CCN, 2022) https://www.countycouncilsnetwork.org.uk/download/4 [13] Lit Truss Speech, Conservative Party Conference 2022 <a href="https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/2022/crime-minister-listings-super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com/news/super-https://www.conservatives.com

truss-sepesh-to-conservative-garry-conference-2022.

[14] Connected Care: How mobile connectivity can help councils overcome the challenges of delivering adult social care (Mobile UK-2016) (14) Connected Care-Report not Eyesbillow com).





Enabling the right systems and solutions in local authorities

REPORT RECOMMENDATIONS

- Simplify access to social care
- Data should be used in the right way
- Using technology as a predictive tool enables preventative support
- Maximising workforce efficiency
- Better integrated services can deliver improved outcomes
- Culture change and different ways of working required
- Simplify messages around technology

FOCUS ON

- Access and assessment
- Predictive solutions
- Data and GDPR
- Integration with partner systems
- Supporting organisational and cultural change

SMART: Culture Change

- SIMPLE
- M EANINGFUL
- A GREED
- R EVIEW
- T EST AND RETEST





Delivering quality care to citizens

BENEFITS TO CITIZENS AND QUALITY OF CARE

- Keeping people at home for longer
- Improved quality of life
- Technology is an enabler / driver of preventative support
- Improved outcomes due to early intervention
- Quicker access to care when needed

FOCUS ON:

- Effective commissioning
- Interoperability
- Maximising staff time and productivity
- Support for staff and citizens
- Case studies:
 - Nottinghamshire County Council
 - Stockport Homes
 - Carecom





Ensuring the right devices work in citizens' homes

IMPACT OF THE MOVE TO DIGITAL SOLUTIONS

- Awareness of transition from analogue to digital solutions and challenges this presents
- Technology only as good as the infrastructure that delivers it
- Broadband coverage should improve (although we recognise there are rural and county area blackspots)
- Digital solutions can support staff, especially in rural locations
- Digital technology enables better collection of data and can improve decision making

FOCUS ON:

- Analogue to digital
 - Enhanced services
 - Invest to save
 - Limited 'mainstream' digital solutions
- Housing providers should:
 - Find out the timing of upgrades in their areas
 - Write upgrade plan and plan, plan, plan
 - Understand risks
 - Communicate what is happening to users





Funding investment in technology and housing

Government's investment in technology: £150m over 3 years, accessed via ICSs

Government's investment in housing:

- Critical role for ICPs in driving the necessary integration of housing within health and care
- Enable all local areas to agree a plan embedding housing in broader health and care strategies
- Boost the supply of supported housing and drive how services are delivered alongside housing where possible
- Increase local expenditure on services for those in supported housing
- £300m over 3 years to connect housing with health and care and drive the stock of new supported housing
- Invest in the Care and Support Specialised Housing (CASSH) fund with £210 million available from 2022–2025





Embedding change in practice



Don't underestimate the time it takes to embed change



Consult with citizens and carers about the services they need



Technology suppliers, housing providers and local authorities need to collaborate and co-create effectively



Don't panic – plan, develop and implement effective strategies and solutions



Technology needs to be front and centre of any strategy for change



Communicate clearly



Co-design excellent outcomes-based solutions





Aligned with the TAPPI principles: Putting people at the heart of technology

TAPPI: Technology for our Ageing Population Panel for Innovation









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Thank you

