

Adults Technology Enabled Care (TEC) Strategy

2024-2027



Nottinghamshire
County Council

Background to the Adults Technology Enabled Care Strategy 2024-2027



Summary: Feedback from people who use TEC is it helps them to feel more independent, reduces admissions to residential care and reduces stress for carers. Evaluation of the service also shows it is a cost effective investment for the Council. Against this background the Adults TEC Strategy outlines our plans to further embed the use of TEC in our social care offer in support of the Council's Nottinghamshire Plan.

Background

The Council has provided Technology Enabled Care (TEC) services since 2007. Since 2007 the service has expanded significantly and now supports over 4000 people to remain independent at home with a range of solutions:

- Activity monitoring systems, which use non-obtrusive sensors in a person's home to assess how well they are managing their independence, avoiding unnecessary residential care admissions and ensuring home care packages are tailored to need.
- Telecare – a range of sensors linked to a 24-hour monitoring centre, to alert to risks to independence, such as falls, fire, incontinence, or a person with dementia leaving their home at an unusual time.
- Standalone Assistive Technology – a similar range of sensors to telecare, but with alerts going to a pager system to support carers in the same home.
- Reminder devices – a range of TEC to prompt or remind people with memory problems to undertake daily tasks, such as taking medication, drinking regularly or locking doors at night.
- A Digital Inclusion Programme, which provides a tablet computer, data and training to support adults who are digitally excluded.

The best advocates for the benefits of TEC are the people who use it. A 2023 survey of Nottinghamshire people who receive our TEC service found:

82% felt more independent

69% said TEC made it less likely they would require residential care or be admitted to hospital

89% said TEC had reduced carer stress

You can view some video stories behind those statistics by using these links:

[Barbara's Story](#)
[Young Adult](#)

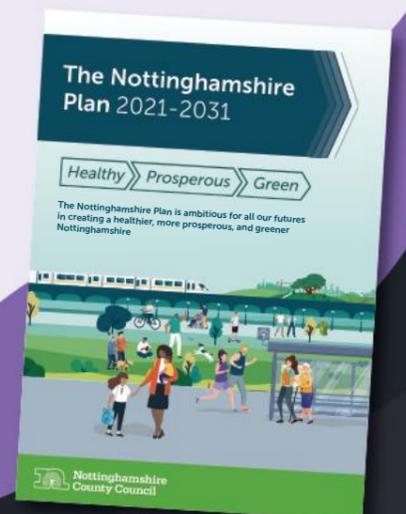


The Nottinghamshire Plan 2021-2031

Underpinning this strategy is the [Council's Nottinghamshire Plan 2021-2031](#) which sets out how we intend to create a healthy, prosperous and greener future for the people of Nottinghamshire. This TEC Strategy supports key approaches outlined in the Nottinghamshire Plan to support independence, reduce inequalities, spend money wisely and make decisions based on evidence.

Implementing this strategy will play a significant role in supporting the following Nottinghamshire Plan Ambitions:

- **Ambition One**
Helping our people live healthier and more independent lives. We have a significant evidence base to demonstrate that providing more TEC supports people to live independently in their own homes for longer.
- **Ambition Three**
Keeping children, vulnerable adults and communities safe. Our TEC plans will help to tackle loneliness, isolation and vulnerability and support adults with learning disabilities, mental health issues, autism spectrum disorders and physical disabilities to live independently.



Alice's Story



We have included some real life stories in our TEC Strategy to illustrate the transformative impact that TEC can have on people's lives. This is Alice's story...

Alice lives on her own in a small bungalow in Nottinghamshire. She has been diagnosed with dementia and receives four care calls a day to assist with getting washed, dressed and eating. She has poor mobility, but due to her dementia she sometimes forgets this and has experienced some falls.

She has a basic lifeline system so she can press a button to call for help when she has a fall. Unfortunately, due to her dementia, Alice forgot to use her lifeline button following a fall and was on the floor for several hours before her carers arrived. Her dementia also means that she is using her call button inappropriately, sometimes making as many as 100 false calls per day.

Her lifeline service provider has told family that the lifeline will need to be removed due to the excessive false calls and that she probably needs to go into a residential care home as her falls at home can no longer be reliably detected. Alice's family know that she always said that she never wanted to go into a care home, but they cannot see any alternative.

How TEC helped Alice

Following a mental capacity assessment, a Best Interests meeting was held with professionals & family where a placement in long term residential care was initially proposed to keep Alice safe. NCC's TEC Team advised that the falls risk could be managed at home using technology enabled care. It was agreed to trial this, as family wanted to respect Alice's long held wish to stay in her own home.

The manual lifeline call button was removed and linked sensors were installed on her bed and chair so if she was absent from either for a period, an alert would be sent to a 24 hour monitoring team, as this would indicate she had fallen. Monitored smoke alarms were also installed as an extra safety message to alert the 24 hour monitoring team if there was a fire.

This solution stopped the false calls from Alice's lifeline system, but also correctly alerted when she had a fall so that help could be sent quickly. The outcome was Alice's wish to remain in her own home was honoured until she passed away.



Strategy Overview: Adopting a 'TEC First' approach



Summary: This strategy is underpinned by a core approach called 'TEC First'. This means that where a person requiring social care support approaches the Council for help, or their support is being reviewed, we will consider first if a TEC solution can meet or improve their outcomes.

? Why are we doing this?

Evidence from over 4500 Nottinghamshire installations of TEC demonstrates it is effective in maintaining or improving outcomes, including keeping people independent at home for longer, delaying or reducing the need for residential and home care services, reducing carer stress and enabling safe and timely discharges from hospital.

An evaluation of 2928 people who received TEC solutions in 2022/23 found:

- 323 people assessed as at a high and immediate risk of admission to residential care, had their admission delayed or avoided through use of TEC to keep them independent at home
- 368 people assessed as at a high risk of carer breakdown were supported through use of TEC
- 719 people were supported to be safely & quickly discharged home from hospital
- £3.31m of care cost pressures were avoided

As of January 2024, the Council provides TEC services to 43% of people who receive our support to maintain their independence at home. An external review of our TEC Service recommended the Council should embed TEC as part of the first offer of Adult Social Care and aim to reach 70-80% of social care recipients after 3 years. Adopting this approach will maximise the number of people supported to be independent, improve outcomes for people and support the Council to manage its budgets. It will also help us to manage the pressures on the local social care workforce as demand for social care support increases.

🔍 How will we do this?

- We will implement a 'TEC First' Approach governed by an underlying principle that we will use TEC where it meets two tests:
 - i. It maintains or improves outcomes for people*
 - ii. it is cost effective compared to alternatives*
- To embed 'TEC First' in our social care offer, this strategy sets out nine key ambitions.
- Achieving a cultural change in people's perceptions and understanding of TEC will be one of our core ambitions, so that our staff, other professionals and the public are aware of TEC's benefits and have access to information and advice about both Council and non-Council TEC solutions.
- We will work with other local partners including the NHS, district and borough councils, care providers and the third sector to ensure that TEC services complement each other and maximise the opportunities for improving the health and well being of the people of Nottinghamshire.
- We will monitor developments as new TEC solutions come to market during the life of this strategy, so we can provide the most cost effective solutions for maximising people's wellbeing and independence.

🎯 How will we measure success?

We will:

- Set measurable targets for each of our TEC Ambitions
- Regularly monitor our performance against these ambitions
- Set overall targets for implementation of the TEC strategy to:
 - Reduce or delay admissions to long term residential care for 390 people per annum from April 2025 (20% increase on the 22/23 baseline).
 - Support 442 carers per year from April 2025 who have been assessed as at high risk of carer breakdown (20% increase compared to the 2022/23 baseline).
 - Reduce care cost pressures by a further 10% in 2024/25 and 20% in 2025/26 compared to the £3.31m 2022/23 baseline, in support of the Council's Medium Term Financial Strategy.
- Aim by April 2027 to be providing TEC services to 70% of people who receive social care support from us to maintain their independence at home.



Ambition One: Achieve a cultural shift in the use of TEC

1

Summary: Explaining the benefits of TEC, skilling our local workforce and providing better information, will be key to ensuring the successful implementation of our 'TEC First' approach.

? Why are we doing this?

The strong evidence of improved outcomes and value for money from our TEC services demonstrates that we need to maximise the opportunities for using TEC to improve the quality of life for people with social care needs and their carers.

We recognise that some of our staff, partner organisations and the public may be apprehensive about services being delivered differently using Technology Enabled Care.

To address this apprehension, there is a need to promote the benefits of TEC with staff, partners and the public and have honest conversations about using TEC to deliver care and support differently.

A peer evaluation in 2023 of our internet information about TEC, concluded that we needed to improve and expand the information we provide to the public about TEC solutions.

Feedback from the people of Nottinghamshire during our 'Big Conversation' in 2023 identified that 46% of people did not feel they were given the right information to make informed decisions about the care and support they needed.



🔍 How will we do this?

- Implement a significant and ongoing workforce training programme for both our own staff and with staff from external partners, including NHS colleagues and care providers.
- Make policy changes to embed use of the 'TEC First' approach in our social care offer and introduce guides for staff which outline when it is appropriate to use a TEC solution.
- Implement a roving programme of TEC support work with our social care teams to embed the 'TEC First' approach.
- Improve our online information to provide more detail about the TEC solutions offered by the Council, the options for self purchase and examples of the benefits of TEC.
- Engage with community groups and other partners to ensure that information about TEC is widely available, with a specific focus on providing information on the benefits of TEC to carers in support of Theme 5 of the [Joint Carers Strategy 2023-2028](#).
- Make changes to streamline the referral pathways for TEC when people who are not previously known to social care first contact our Customer Services Centre for help. This will enable TEC to be provided at an earlier stage in people's social care journey as part of an expanded preventative TEC First approach. It will also enable TEC activity monitoring systems to be installed quickly so that data from these systems can inform the formal assessment of people's care needs by our social care staff.

🎯 How will we measure success?

- By July 2024 we will complete an interim update to the information we provide on the internet about our TEC services. Following implementation of a new TEC service contract in October 2024 we will provide a wider range of TEC information for the public by April 2025.
- By October 2024 we will make policy changes to embed the 'TEC First' approach in our social care offer, including making TEC training mandatory for new staff.
- By November 2024 we will implement changes to streamline the referral pathways for TEC for external organisations and for people who meet our eligibility criteria.
- By April 2025 we will deliver TEC training and support to a minimum of 1000 internal and external staff based on our 'TEC First' approach.



Paul's Story



We have included some real life stories in our TEC Strategy to illustrate the transformative impact that TEC can have on people's lives. This is Paul's story...

Paul is in his early 80s and lives alone with his dog, Nelson. He is physically very fit and spends long periods walking his dog. Paul was diagnosed with dementia some years ago but has maintained his independence at home with the loving support of his daughter in law, with whom he has always had a great relationship. His daughter in law has been particularly successful at prompting and encouraging Paul to complete daily tasks such as getting washed and changing his clothes regularly. She has also helped Paul with getting meals ready.

Unfortunately, Paul's daughter in law suffered a stroke, leaving her unable to support him. A home care package was implemented but due to Paul's lack of insight and unfamiliarity with the carers he often refused to let carers help and they were only partially successful at prompting him to eat and drink. Sadly, shortly after the care package was started, Nelson passed away. Nelson had been a major part of Paul's life, staying close by him when they were at home. Nelson's passing had a devastating effect on Paul and his confusion appeared to increase. Professionals became very concerned that Paul was placing himself at risk by wandering out of the home looking for Nelson and neglecting his personal needs.

A crisis point was felt to be imminent, and the judgement was an admission to hospital or residential care would be needed to avoid severe risk to Paul.

How TEC helped Paul

Specialist mental health support began daily visits to check on Paul and the home care service staff were asked to provide regular feedback. To assist with the assessment of how well Paul was managing his independence a Best Interests Decision was made to install a TEC activity monitoring system which uses a range of non-intrusive sensors to assess a person's activities at home.

The TEC system showed that Paul was very active at home during the day and that he also left home regularly during the day, but it was only for short periods and he always returned. Crucially the activity monitoring system showed Paul never left the home at night and that he had a regular pattern of going to bed at an appropriate time and being settled at night.

The reassurance provided by the activity monitoring system that Paul was more settled than originally thought, gave professionals the confidence Paul could continue to be supported appropriately at home. One of the professionals supporting Paul commented, "Without activity monitoring we would have been more likely to pursue a hospital or residential care admission".

Ambition Two: Build on the current TEC offer

2

Summary: We have a strong evidence base that our existing TEC service improves outcomes for people and provides value for money. Building on these foundations we will implement steps to ensure that more people are kept independent by offering an expanded range of TEC equipment and solutions.

? Why are we doing this?

Data demonstrates that the TEC services we already offer improve outcomes for people who need social care support and their carers. It also provides a return on investment for the Council of 448%. Given this it makes sense for the Council to increase the number of people who benefit from TEC.

As of January 2024, the Council offers over 60 different pieces of TEC equipment, but we recognise there are TEC solutions on the market which are not part of our current portfolio and that more people could be supported both at home and when they are in the community if we offered a wider range of TEC equipment. This includes providing:

- GPS tracking solutions to support people with dementia and other cognitive impairments to be safe whilst away from their home.
- Smart home devices to enable people who are physically disabled to have control over their own home environment, rather than relying on others to do tasks for them.
- A wider range of TEC solutions to support people to self manage daily living activities

Currently we install TEC equipment to support hospital discharge within 2 working days. To further prevent delayed transfers of care and pressures on Nottinghamshire's hospitals we recognise the need to provide even faster installations of some TEC solutions.

In January 2024 TEC was provided directly by the Council to 43% of people receiving social care support. However, for people whose primary support need is a learning disability this falls to just 18% and for people with mental health issues it is 27%. An external evaluation of our TEC services advised that we should aim to increase the proportion of people receiving social care who benefit from TEC to at least 70%.

🔍 How will we do this?

- We will commission a new TEC service delivery partner from October 2024 who can provide a wider range of TEC equipment and who can respond quickly as new TEC solutions come to market. In addition, we will commission external expertise to accelerate implementation of our TEC Strategy.
- We will set more challenging installation timescale targets for our TEC service delivery partner from October 2024 to enable faster installations of TEC equipment to support hospital discharge.
- We will evaluate and implement any learning from our 2023/24 'Takeaway Telecare' Pilot, which enables preconfigured TEC equipment to be handed to people with social care needs as soon as they are medically fit for discharge home from hospital.
- We will ensure there is a specific early focus in our TEC First cultural change programme on training and supporting staff who support people with mental health issues and learning disabilities.
- We will undertake work with colleagues in the Council's Children and Families department to provide access to TEC solutions, especially for young people who are preparing for adulthood and a transition to Adult Social Care support.

🎯 How will we measure success?

- From November 2024 our TEC portfolio will include GPS tracking solutions and smart home devices as part of a wider range of TEC equipment.
- By April 2025 we will install TEC solutions within one working day of referral for 60% of people preparing for discharge home.
- We will set a target that from April 2027, 70% of people who receive social care support to remain independent at home will also benefit from a TEC solution. This solution may be provided by the Council, by people using their own digital devices to support their independence, or by other TEC service providers.



Ambition Three: Transforming overnight and 1:1 care

3

Summary: Lack of night time support options is one of the main drivers for admission to long term residential care and also limits care choices for both younger and older adults. Using TEC to connect people with remote support and response teams can enable less intrusive care options and promote independence.

? Why are we doing this?

Evidence from other authorities shows that utilising TEC to deliver care less intrusively can lead to a decrease in distress and better quality of life for some people who currently feel overwhelmed by the level of supervision they receive.

Data from February 2024 shows that just 15% of people registered to use our 24 Hour Emergency Home Care Response Service are under 65, suggesting there is underutilisation of the service to support younger adults with social care needs.

A 2014 analysis of over 1000 older people admitted to long term residential care identified that 73% had night time needs which could not be met by regular care services. An evaluation of 24 people assessed as a high risk of requiring residential care found that 82% could be supported to remain at home for longer using a combination of regular home care, TEC and the 24 Hour Response Service.



🔍 How will we do this?

We will develop a risk assessment policy and framework for our older and younger adult teams which outlines the types of risks and needs which can be effectively managed using a TEC solution. We will use this framework to inform individual discussions with people about how we may be able to provide overnight and 1:1 care differently.

We will provide enhanced mobile telecare & other portable TEC solutions so that people can be supported to be independent when they are away from home.

We will expand the capacity of our existing 24-Hour Emergency Response Service so that more proportionate options are available to manage 'just in case' risks that may currently be supported through an intrusive level of care, especially overnight. The service expansion will also enable more people to be supported at home, rather than require long term residential care.

We will explore options for implementing roving fast response teams where there is a cluster of supported living schemes in a local area.

We will work with our staff, care and support providers, families and people receiving overnight support and high levels of care to highlight the opportunities for providing greater independence through TEC. Where people agree that changes to their support can be made safely using TEC, we will explore refocusing some support time on more meaningful activities to improve quality of life.

🎯 How will we measure success?

- Reduction in overnight and 1:1/2:1 support costs of £307k per year from April 2025.
- Reduce or delay admissions to long term residential care for 390 people per annum from April 2025 (20% increase on the 22/23 baseline).



Barry's Story



We have included some real life stories in our TEC Strategy to illustrate the transformative impact that TEC can have on people's lives. This is Barry's story...

Barry has a learning disability and difficulty communicating verbally. He lives in his own flat but has an overnight sleep-in worker just in case he needs support in the night. In the past, Barry left his home at night and was unable to find his way home. Additionally, there were also concerns that he may not act appropriately in the event of a fire.

In recent months he has started to give non-verbal signs that he does not like having someone with him in his flat all the time, for example by closing his living room door when staff have moved out of the room so that he can watch the television alone.

How TEC helped Barry

Barry liked superheroes so his support team explained that if he had a telecare system he could press a button and this would summon someone like a superhero to help him. A telecare system was introduced with a call button for Barry, monitored smoke detectors and sensors on his exterior doors which automatically switched on overnight to alert a 24 hour monitoring centre if his door was opened and he left home. Barry's support staff worked with him over several weeks so that he got used to pressing the button to call for help and understanding how this worked.

Once everyone was happy, Barry's overnight support was gradually withdrawn and a TEC activity monitoring system was also installed to assess the impact on Barry's behaviour on the nights he was left alone. For the first 2-3 nights he was alone the TEC showed that Barry was a little unsettled, but he then settled completely and eventually his overnight support ended. His support team subsequently reported that Barry was behaving more independently and was now indicating that he wanted to do more things by himself during the day.



Ambition Four: Use data from TEC to prevent crisis and inform reviews

4

Summary: We will make greater use of data from TEC systems to assess needs, inform care reviews and identify people at an early stage who may be experiencing a decline in their health and wellbeing to prevent a crisis. We will explore options for combining TEC data with data from other partners' systems so that we can provide more responsive health and social care interventions to prevent crisis.

? Why are we doing this?

Data from TEC activity monitoring systems can provide insights to how well people are managing their independence at home 24 hours a day which is not possible using traditional assessment methods.

Our experience demonstrates that using data from activity monitoring systems for short assessment periods can:

- Ensure that ongoing care and support is better tailored to individual needs
- Prevent or delay admissions to long term residential care, particularly for people with dementia.

Low-cost activity monitoring systems can also be used on a long term basis to monitor some people remotely and alert if their pattern of behaviour changes, indicating that a care intervention is required to prevent a crisis.

Approximately 100,000 incoming and outgoing calls are made each year by our telecare alerting systems which monitor risks in the home, such as falls, incontinence and incidents where people with dementia may leave home at an unexpected time. Data from these calls is recorded using standard categories which could be used to automatically identify early changes in a person's welfare and trigger a health or care review before a crisis occurs, such as a hospital or short term residential care admission.

There are opportunities to combine using data from TEC systems with data from partner systems, such as NHS data so that health and social care professionals can be alerted using predictive analytics to people who are experiencing a decline in their well-being, which could be delayed or avoided with an early intervention.

🔍 How will we do this?

We will:

- Make policy and practice changes to ensure that people with dementia or other cognitive impairment, who are initially assessed as at high risk of a long-term residential care admission, are assessed using an activity monitoring system.
- Make changes to the referral pathways at our Customer Services Centre, so that people who may benefit from a short term activity monitoring assessment are provided with this quickly to inform the formal assessment of their care needs.
- Embed use of activity monitoring systems in our reablement and review processes, where this data will be beneficial in ensuring that future care packages are better tailored to need.
- Evaluate the outcome of a current pilot (due to report March 2024) using activity monitoring systems to identify early decline and prevent crisis.
- Ensure that the contract with our new TEC service partner includes a project to make better use of telecare monitoring data to alert to a decline in a person's wellbeing and enable interventions to prevent a crisis.

We will ensure that where TEC data is going to be used to improve care, that people have provided their consent to this use, or where people lack the mental capacity to make decisions, we will assess what is in their Best Interests.

🎯 How will we measure success?

- By October 2025, achieve a target to assess at least 350 people per year using activity monitoring systems, with a focus on people with cognitive impairment.
- By October 2025, establish a pilot project to evaluate the effectiveness of using telecare call monitoring data to predict and automatically alert to a decline in wellbeing which may prevent the need for a future hospital or residential care admission.
- By December 2026, complete an evaluation of the effectiveness of the telecare data analytics project to inform future service changes.



Ambition Five: Introduce a 'Bring Your Own Device' project

5

Summary: As part of a strengths-based approach, the Council will build on the digital assets which people already own and maximise the opportunities for people and their carers to use these to meet their health and social care needs.

? Why are we doing this?

60% of people aged 75+ in England have a smartphone*

41% of households in England have a smart speaker, including 19% of people aged 75+*

OFCOM commissioned research** published in December 2022 found that many people were struck by how much more could be done with a smart speaker than they had originally realised.

There are significant opportunities to support people through information and advice to make better use of their own digital devices, such as smartphones and smart speakers to meet their social care needs. For example, using devices for reminders, accessing media and instructional content, reducing social isolation through video calls and controlling smart home devices, such as lighting, for people with physical disabilities.

Providing information to people about using their digital assets to meet their needs when they first contact the Council for support will also strengthen our early preventative offer.

The Care Act 2014 and related guidance requires local authorities to consider people's own strengths and capabilities. Making use of people's own digital devices will help to further embed our strengths based approach to the provision of care and support.

* Source: [OFCOM Communications Market Report 2023](#)

** Source: [Smart Speakers Research With The Public](#)

🔍 How will we do this?

The Council will change its referral processes to ensure that information on people's digital assets is collected routinely during social care contact (including at the Customer Services Centre) so this information is used to implement a strengths based 'bring your own device' approach to social care.

The Council will build on good practice examples from other authorities to create an online resource on using smart devices to meet social care needs. We will consider the best option for providing information on a range of approved and vetted device apps to meet social care needs, such as apps for medication reminders, anxiety management, GPS trackers and carer support.

Where people have long term social care needs, the Council will provide or build on people's own digital assets by providing additional smart devices, such as smart lighting and appliance controllers where this increases independence and is cost effective.

We will procure a new TEC service delivery partner who can supply, install and support the use of smart devices.

🎯 How will we measure success?

By October 2024 we will change our TEC referral processes so that information on people's current digital assets is collected.

From October 2024 we will contract a new service delivery partner who can install and support smart devices.

By April 2025 we will have established a resource of information and guidance materials to enable people to make better use of their digital assets to meet their health and social care needs.



Ambition Six: Address digital exclusion for people with social care needs

6

Summary: Evidence shows that older people, people who live alone and people with a limiting health condition are more likely to be digitally excluded. We will offer support to tackle the two main reasons for digital exclusion – access to a device/internet and lack of digital skills.

? Why are we doing this?

Whilst many people who use social care make use of the internet and smart devices, we know there are also people who are not online and feel digitally excluded.

A report in 2022, '[Digital exclusion - A review of Ofcom's research on digital exclusion among adults in the UK](#)' found:

- Older people, people living alone, the financially vulnerable and people with a limiting health condition were at greater risk of digital exclusion.
- 40% of people aged 70+ do not use the internet, this rises to 53% if the person also lives alone and to 60% if the person lives alone and has a limiting health condition.
- 10% of people don't have internet access, but this rises to 23% if people have a limiting health condition and to 28% for people living alone.
- 31% of people who are not online stated that using the internet was too complicated, but 49% had asked someone else to use the internet for them.

Introduced during the pandemic, our current Digital Inclusion Programme has supported 236 people (as at 01/12/23) to use a loaned tablet computer with mobile internet connection to access information, support, online shopping/banking and make video calls to friends, family, community support and professionals. An evaluation of this service in November 2021 evidenced that it prevented or delayed the need for additional social care support and proved life changing for some people – [you can view a video of how a NHS professional viewed the service using this link](#).

This ambition will also support Priority Two of the [Nottingham and Nottinghamshire ICS Digital Strategy 2023-2028](#) to tackle health inequalities and socio-economic disadvantage by increasing access to digital services for adults with social care needs.

🔍 How will we do this?

We will reform our current Digital Exclusion Programme so that as well as offering a loan device, internet data and support, the service will also support people to use their existing digital devices to meet their social care needs.

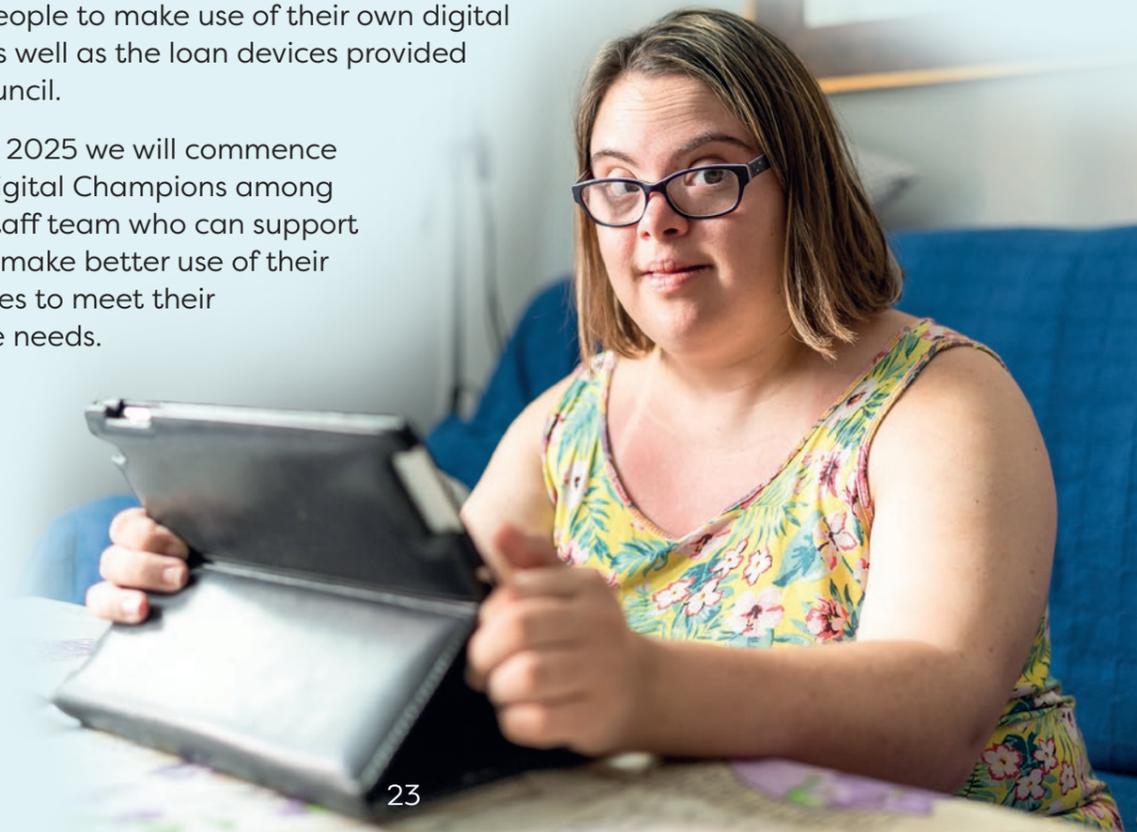
We will train Digital Champions from our own staff team who can provide basic support to people to use their own devices to meet their social care needs.

Our Bring Your Own Device Project (Ambition Five) will also help to tackle digital exclusion.

We will work with other local digital inclusion projects, including the Digital & Social Inclusion Coordinators implementing the Nottinghamshire ICS Digital Strategy, to ensure our work is coordinated.

🎯 How will we measure success?

- From April 2024 we will support a minimum of 150 people per year to use internet connected digital devices to access support with their social care needs.
- From April 2025 we will implement a new contract for our Digital Inclusion Programme so we can support people to make use of their own digital devices, as well as the loan devices provided by the Council.
- From April 2025 we will commence training Digital Champions among our own staff team who can support people to make better use of their own devices to meet their social care needs.



Sharon's Story



We have included some real life stories in our TEC Strategy to illustrate the transformative impact that TEC can have on people's lives. This is Sharon's story...

Sharon is in her late 70s and has recently been discharged home after surgery in hospital. On her return home she has limited mobility and requires support to regain her confidence to undertake daily tasks such as dressing and preparing her meals.

Sharon is being supported by the Council's START reablement service and as well as relearning independent living skills, they have identified that Sharon is feeling isolated during her recovery from surgery.

How TEC helped Sharon

Sharon was referred by her reablement worker to the Council's TEC Digital Inclusion Programme. This provides a loaned tablet computer, access to mobile internet data and support to learn how to use the computer and the internet. A few months after Sharon started receiving the service she provided this feedback,

"At first, I was dubious. It seems to take a long time for it to sink in, for me to remember what I should be doing or what I have done. But then once I get going into it I find it becomes quite addictive - in that I mean I'll pick it up and then look at the clock and suddenly realise that I've been on it for an hour. I like to keep in touch, so I'm seeing photographs and texts from family and reunited with old friends and finding out what their children are doing and getting photographs from places in Africa where their children now live and I feel like I'm now linked again.

The main reason why I mentioned this tablet was that I missed going to church on a Sunday morning and now I get myself ready for 10 o'clock and I sit and I watch the service and it's just like sitting in the church building and being in the service with everybody. For the first few weeks I had still been receiving the typed newsletter and then I learnt how to send messages to the vicar, so I sent him one to tell him that I was going to go online. And lo and behold when it came to church notices, he told everybody that today Sharon is watching and listening online so why don't you all get up and come and wave! So, I do feel connected back with them.

It has opened up a whole new world to me and I'm very glad and very pleased about that so all I can say is thank you".



Ambition Seven: Evaluate providing an infrastructure to enable hybrid care delivery

7

Summary: Using technology to provide some aspects of care remotely may help the Council and local care providers to meet the current challenges of workforce recruitment and retention and increase capacity to deliver care.

? Why are we doing this?

Workforce recruitment and retention issues in the care market mean that we need to explore if there are more efficient ways to use care capacity to meet people's needs.

Using video care calls can increase capacity by removing the need to travel for tasks which do not require a physical intervention, such as observed medication prompting and welfare checks. Delivering care remotely can create job opportunities for people who may often be excluded from being a paid carer, for example people with limited mobility, or unable to drive.

There are a range of bespoke TEC devices on the market specifically designed to enable simple and secure video calling for care and support.

Some of these devices combine video calling with other TEC functions, such as sending real time telecare alerts to a 24 hour monitoring centre or automatically reminding people to undertake daily living tasks. These devices may provide an opportunity to invest in a single device to meet a range of TEC needs, simplifying solutions for people and enabling the Council to deliver more for the same investment.

More people are used to using their own digital devices and secure software platforms, such as WhatsApp, to have video calls with friends and professionals. This may offer opportunities for people's own devices to be used to provide some care remotely.

🔍 How will we do this?

We will:

- Learn from existing pilot work using video care calls to explore if this is a cost effective solution to deploy in Nottinghamshire.
- Evaluate the range of devices and software solutions on the market to provide secure video care calls, with a particular emphasis on devices which can perform multiple technology enabled care functions and support the other Ambitions in this strategy.
- We will work with our Quality & Market Management Team, care and support providers and personal assistants to help inform our evaluation of suitable remote care solutions.

🎯 How will we measure success?

- By April 2024, we will complete an initial review of video care call options.
- If the review concludes that providing a video care call option is beneficial for Nottinghamshire, we will include this in the specification for new TEC services to be introduced from October 2024 and run a pilot over the following 12 months to further evaluate its benefits.



Ambition Eight: Complete the transition from analogue to digital telecare

8

Summary: The Council will address the challenges faced by the switch off of analogue telephone services by 31st December 2025 and embrace the opportunities for more advanced technology enabled care to be deployed over the new digital telephone network.

? Why are we doing this?

The UK telephone infrastructure is switching from an analogue to a digital infrastructure by 31/12/2025, with new analogue lines unavailable in people's homes from September 2023.

Current telecare alarms connect sensors in the home to alert to key risks, such as a fall, incontinence or a person with dementia leaving their home during the night, to a 24-hour monitoring centre. The digital switch means existing analogue telecare alarms provided by the Council may operate less reliably, or not at all.

Unlike analogue phone lines, digital phone lines do not carry any electrical current and in the event of a power failure, existing analogue telecare units will not work unless people have a battery back up for their home broadband router.

60% of NCC's telecare units are affected, with the remaining 40% able to use the new digital connections and able to work for a minimum of 24 hours without mains power, by connecting to mobile phone networks.

Digital telephony allows for faster and greater transmission of data, providing opportunities for more advanced and intelligent solutions, including multifunction TEC devices which combine traditional risk management telecare with enhanced data to inform care reviews and enable early identification that a person requires a health or social care intervention (see Ambition Four).

🔍 How will we do this?

The Council has already ceased to offer analogue only telecare units for new customers and is investing in an upgrade programme to provide digital telecare to existing customers.

The Council will procure new TEC services from Oct 2024 which ensure that investment maximises the opportunities for implementing multifunction TEC devices which support risk management, remote care delivery, self care (e.g reminders) and provide greater opportunities for use of data to inform care reviews and identify early decline in a person's wellbeing.

🎯 How will we measure success?

- All Council telecare customers are upgraded to a digital telecare hub by December 2025 with full digital connectivity to the 24-hour telecare monitoring centre.
- By October 2025, intelligent use is being made of data from telecare systems to inform care reviews and provide early warning signs of a decline in a person's wellbeing to prevent crisis, such as a hospital or residential care admission.



Ambition Nine: Improve partnership working

9

Summary: The Council will work with the Nottingham & Nottinghamshire ICS, local TEC providers and other partners to ensure a range of TEC solutions for people with all levels of need are available, including for people requiring early stage prevention.

? Why are we doing this?

The Council has a duty under the Care Act 2014 to ensure people in Nottinghamshire have access to a choice of care services including provision for early-stage prevention needs. TEC services should be part of the care solutions available.

Five of the seven district/borough councils in Nottinghamshire provide TEC services, mainly lifelines which enable a person to contact a 24 hour monitoring centre for assistance in an emergency by pressing a button. These services often provide reassurance for people and their families from an early stage when a person's independence begins to decline, but the person is not eligible for funded social care.

Nottinghamshire County Council has Memorandums of Understanding with the five district services which allow additional telecare sensors to be added to existing customer's lifelines, minimising disruption for people as needs change. This approach also supports the continued financial viability of these local prevention services.

There are significant opportunities for the Council and other local partners to collaborate on TEC initiatives in support of the Nottingham and Nottinghamshire Integrated Care System (ICS) aims to improve health outcomes and tackle health inequalities. New TEC solutions on the market offer the potential for investment in TEC hubs in people's homes which can meet multiple needs, rather than the current service delivery model which uses different hubs to meet different needs. For example, the same HUB could provide real time alerts for risks such as falls and incontinence to a 24 hour monitoring centre, but also provide activity monitoring data for assessment purposes, collate data to identify changes over time in a person's normal pattern of behaviour and monitor a person's health metrics to alert clinicians if their vital signs require a medical intervention to prevent a hospital admission.

🔍 How will we do this?

We will:

- Work in partnership with the ICS to review the opportunities for better joint working and explore developing an ICS wide TEC Transformation Plan.
- Continue to monitor the impact on local lifeline services of the need to upgrade equipment to meet the challenges of the analogue to digital telephone switchover.
- Explore options for procuring TEC equipment and call monitoring services jointly with local partners if this can achieve better value for money, particularly by purchasing multi use TEC hubs which can meet a range of health and social care needs.
- Ensure that our new TEC service delivery partner from October 2024 is able to support the continued operation of the Memorandums Of Understanding with the five district councils who provide lifeline services.
- Review how our TEC service operates so that it complements other local services, enables choice for local people, and provides options for people to access early-stage TEC prevention services.

🎯 How will we measure success?

- By April 2024, confirm with local district and borough councils any approach to jointly procuring telecare equipment and call monitoring.
- From September 2024 we will consider developing an ICS wide TEC Transformation Plan.
- By October 2024, we will complete a review of the local telecare market and implement any recommendations from the review.





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