

Report to:	Health and Wellbeing Board	Date of Meeting:	Wednesday 8 September 2021
Subject:	Sefton Technology Enabled Care Solutions Strategy 2021 – 2024		
Report of:	Executive Director of Adult Social Care and Health	Wards Affected:	(All Wards);
Portfolio:	Adult Social Care		
Is this a Key Decision:	N	Included in Forward Plan:	No
Exempt Confidential Report:	N		

Summary:

The report presents to the Board the Sefton Technology Enabled Care Solutions Strategy for 2021 – 2024 for the Boards Approval.

This strategy has been written in response to the development of Sefton’s Digital Strategy 2021- 2023, to ensure that Technology Enabled Care Solutions (TECS) can contribute to meeting the needs of individuals to ensure independent living at home and within the wider community.

Recommendation(s):

(1) The Board are asked to review and consider approval of the final version of the Sefton Technology Enabled Care Solutions Strategy 2021-24

(2) The Board are asked to approve proposed reporting pathway

Reasons for the Recommendation(s):

The TECS strategy supports Sefton’s overarching Digital Strategy to achieve and promote Sefton’s digital offer over the next 3 years.

Alternative Options Considered and Rejected: (including any Risk Implications)

Not applicable

What will it cost and how will it be financed?

(A) Revenue Costs

The Strategy does not identify additional revenue cost requirements

(B) Capital Costs

The budget for TECS capital equipment and associated costs is £458,000. Any resource requirements can be contained within existing resources and the Strategy will be subject

to annual review. Joint funding and external applications for additional monies will be maximised in line with Sefton’s financial procedure rules.

The other priorities around partnership building, training and promotion of independence will not be covered and alternative funding options will be considered to achieve these priorities without additional revenue cost being incurred.

Implications of the Proposals:

Resource Implications (Financial, IT, Staffing and Assets):	
Legal Implications:	
Equality Implications:	
There are no equality implications.	
Climate Emergency Implications:	
The recommendations within this report will	
Have a positive impact	Y
Have a neutral impact	N
Have a negative impact	N
The Author has undertaken the Climate Emergency training for report authors	Y
The use of TECS will support a reduced carbon footprint by allowing care to be delivered closer to the home.	

Contribution to the Council’s Core Purpose:

Protect the most vulnerable: The Strategy details how TECS can support this group
Facilitate confident and resilient communities: The Strategy details how TECS can support communities.
Commission, broker and provide core services: The Strategy details future commissioning intentions in this area.
Place – leadership and influencer: The Strategy seeks to drive development across the place of sefton in relation to TECS
Drivers of change and reform: The Strategy details a shift in delivery of support and in the approach to meeting needs.
Facilitate sustainable economic prosperity: Not applicable

Greater income for social investment: Not applicable
Cleaner Greener: Not applicable

What consultations have taken place on the proposals and when?

(A) Internal Consultations

The Executive Director of Corporate Resources and Customer Services (FD.6499/21.) and the Chief Legal and Democratic Officer (LD4700/21.) have been consulted and any comments have been incorporated into the report.

(B) External Consultations

The Strategy has been developed through a task and finish group including a range stakeholders representing Health, Social Care, Education, Housing Providers, and Service users.

Implementation Date for the Decision

Immediately following the board

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Appendices:

The following appendices are attached to this report:

- Appendix A: TECS strategic priorities
- Appendix B: Governance and Structure Chart
- Appendix C: TECS Strategic Objectives table
- Appendix D: Consultation Partners and Stakeholder Groups
- Appendix E: Overview of TECS Activity 2021-2022
- Appendix F: Technology Enabled Care Solutions Strategy 2021-2022

Background Papers:

There are no background papers available for inspection.

1. Introduction

The Strategy was written in response to the development of Sefton’s Digital Strategy 2021-2023.

Within Sefton’s Digital Strategy 2021 -24 there are three identified themes:

1. Connected Council: We will use digital technology and solutions to transform and improve how the council operates.
2. Empowered Communities / Empowered Residents: We will use digital technology to consolidate and transform the relationship between the Council and its residents so that residents have better access to online services and benefit from improved digital inclusion
3. Business Growth: We will ensure that Sefton residents and businesses benefit from high-speed internet connectivity, access to digital skills learning and the ability to leverage the opportunities afforded by digital technologies.

The TECS Strategy 2021-2024 has been written in response to Theme 2 - Empowered Communities / Empowered residents.

2. Strategy Content

2.1 Our Ambition is to:

- To connect TECS into the heart of our adult social care and support services
- To include consideration and implementation of TECS whenever we design and develop services.
- To use the benefits of modern technology to create a service user experience which is flexible, enabling, responsive and re-assuring.
- To put technology to use to make it possible to deliver our services in the most efficient and effective way.

2.2 The TECS Strategy details the outcomes that Sefton Council want to achieve in developing and delivering TECS across Sefton. It identifies actions that will support local priorities and that are supported by the Government's health and care policies and it responds to Sefton's Vision that we want to help people to help themselves, we want to help people when they need it and we want to help people to live as independently as possible for longer.

2.3 The Strategy set out 9 strategic priorities (See Appendix A) and it identifies 10 key areas for focus:

1. Intermediate Care / Independence at Home
2. Partnerships
3. Early Help, Prevention and Promotion of Independence
4. Information and Choice – Raising Awareness & Culture Change
5. Community Services – Day Care, Supported Living, Mental Health and Community Support
6. TECS and Falls Prevention
7. Adaptations Without Delay / Demand Management
8. Children, Young People - SEND/Autism, Education & Transition
9. Value: Commissioning, Finance, Budget
10. Measuring Outcomes and Social Value

2.4 In order to drive the TECS strategic priorities over the next 3 years, a TECS Strategy Working Group has been established and this consists of 7 TEC Subgroups that will report into the Working Group on a bi-monthly basis. TECS Strategy Working Group meetings will be scheduled bi monthly from September 2021 and all sub group activity will be reviewed. A summary report of sub group

activity will be submitted to the ICG and SEND CIB Board, ASC Demand Management/DMT, Executive Leadership Board (Programme Board), and the New Ways of Working Board and any highlighted issues escalated accordingly for appropriate resolution.

(See Appendix B for Governance and Structure Chart and Appendix C for TECS Strategic Objectives table)

- 2.5 The Strategic Support Officer for Independent Living and the newly appointed TEC Officer will communicate all TEC activity, opportunities for collaborative and joint working opportunities, and potential funding streams for regional and local TEC development (where appropriate) with Cheshire and Merseyside Partnership Board, Liverpool City Region Digital Group and the Liverpool City Region TEC sub groups.

(See Appendix D for current and planned activity 2021-22)

- 2.6 Partnerships and consultation/engagement groups – See Appendix E:

We are currently consulting with a number of different groups across Sefton and consultation will be ongoing throughout the life of this Strategy and beyond. So far, we have delivered consultation workshops to the following groups:

- Sefton Parent Carer Forum
- Sefton Older People Consortium
- Sefton Supported Living Providers
- We are developing workshops for the young people of Thornton College, Aiming High and Speak Out – and consultation will begin Sept/October when new academic year begins.
- We are planning TEC Equipment Demonstration events with residents of Sefton and we are currently developing a TECs webpage.

3. Conclusion

The report details the impact the TECS Strategy can potentially have. The development process has been inclusive and there is real opportunity to make an impact on the Health and Wellbeing of the resident of Sefton by maximising the impact and opportunity presented by Technology enabled Care Solutions.

APPENDIX A: TECS STRATEGIC PRIORITIES 2021 - 2023

PRIORITY 1: We will ensure the provision of TECS for individuals to live in and an accessible and safe “home” environment, enabling them to retain independence, that also provides reassurance for formal and informal carers, often enabling them to continue with activities they might otherwise have to give up, including employment.

PRIORITY 2: We will build strong collaborative partnership approaches between health, social care, housing and wider community stakeholders to design seamless approaches to ensure that residents’ care needs are well supported with the increased use of TECS.

PRIORITY 3: We will embed early help and prevention in everything we do. Prevention and early intervention are about enabling people to maintain the best health possible all the way through life.

PRIORITY 4: Social and Health care professionals will have the knowledge and digital skills they need to understand how TECS can best support people and, using an asset-based approach, they will deliver person centred assessments that will empower individuals to identify potential solutions for themselves.

PRIORITY 5: We will make TECS the default consideration for individuals that require staff support but can share group living. We will ensure that the implementation of TECS will work in shared settings to meet the full spectrum of individual care needs.

PRIORITY 6: We will reduce the number of falls related hospital admissions and discharges to residential placements and some supported living models encouraging residents and prescribing staff teams to consider the use of TECS in people’s homes in line with Sefton’s Early Help and prevention offer.

PRIORITY 7: We will align ‘in house’ TECS provision with Occupational Therapy assessments and our Home Improvement Service, expanding our TECS provision over the next 3 years to give greater choices to people to support independent living at home.

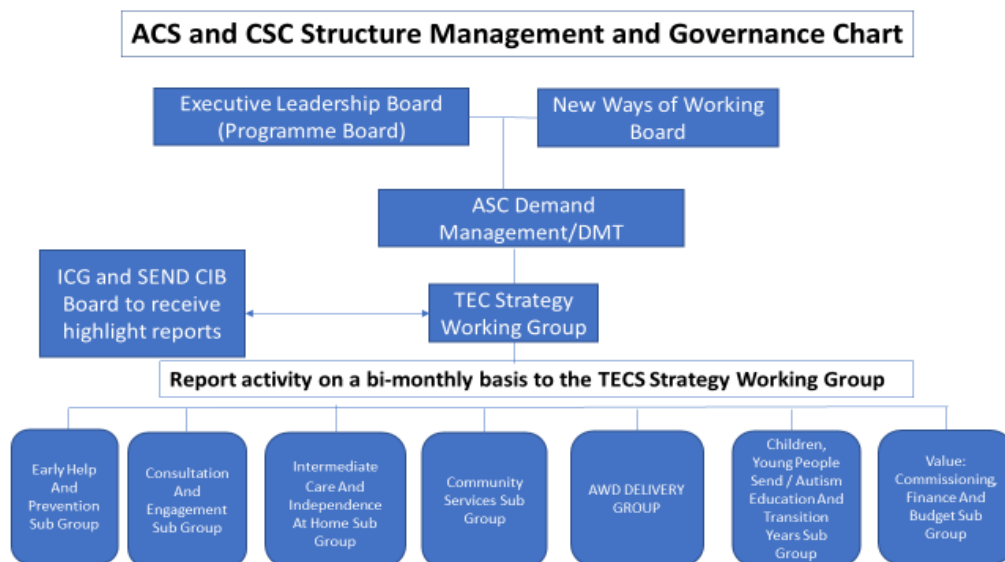
PRIORITY 8: We will provide an opportunity for children and young people with SEND, their families and/or carers to have effective support in the home with increased use and promotion of TECS to improve mobility/safety and support independence.

PRIORITY 9: We will ensure there is a readily available TECS budget within DFG capital monies, with sliding scales for cashflow outlay.

APPENDIX B: GOVERNANCE / DELIVERY STRUCTURE

This document outlines the proposed governance delivery structure for the Sefton Technology Enabled Care Solutions (TECS) Strategy 2021-24.

It is proposed that the following governance and delivery structure be followed with the specific routes for individual decisions being based on factors such as the constitution of organisations and the financial impact. The structure will be subject to regular review to ensure that any wider new governance arrangements are implemented as needed.



APPENDIX C: TECS Strategic Priorities and Objectives

Delivery / Task & Finish Groups	Strategic Priorities and Objectives	Strategy Key Themes Link
<p style="text-align: center;">Intermediate Care/ Independence at Home/ Falls Prevention</p>	<ul style="list-style-type: none"> • When designing new services, we will look at the opportunities available from TECS and seek to build these in to our offer. • The introduction of other forms of TECS such as telehealth and tele triage will be explored to support people to remain in their chosen place of home for as long as possible. • Work closely with all care home providers in Sefton to support implementation of TECS through national, regional and local initiatives • Mapping of current local / national groups and initiatives • EMIS pilot • Exploration of Falls applications • Potential procurement of technological solutions • Evaluation of Capital Improvement Grant awards • Scoping of further capital improvements – including care planning I.T. solutions • Develop a collaborative end to end falls pathway at place across Primary, Community, Secondary and Voluntary services, using an evidence-based approach such as Public Health England’s eight-tiered approach to managing falls. • Develop clear and consistent referral pathways between intermediate care services, primary and secondary care and the Social Services, ensuring the single point of access is promoted widely. 	<ul style="list-style-type: none"> • <i>Commissioning / Finance / Analysis</i> • <i>Residents</i> • <i>Consultation & Engagement</i> • <i>Digital development</i> • <i>Quality</i> • <i>Promotion of TEC</i>
<p style="text-align: center;">Partnerships: Consultation and Engagement</p>	<ul style="list-style-type: none"> • Develop approaches to consultation and engagement for all delivery projects • Formulation of Proposals on long-term engagement mechanisms • Improved access to information, advice and guidance to promote TECS • Engage with services which educate, entertain and stimulate social interaction linking people to networks and communities, to combat loneliness and social isolation. • Developing a robust TECS training and development programme. • LCR TECS Training programme development • Incorporate existing demographic data and mapping of the wider network of statutory and voluntary sector organisations that also support people to remain living independently and with whom referral pathways could be developed. • Implement an online guided advice tool for 	<ul style="list-style-type: none"> • <i>Consultation & engagement</i> • <i>Residents</i> • <i>Commissioning / Finance / Analysis</i> • <i>TECS Workforce Devt</i>

	<p>the public which will provide impartial advice about suitable TECS solutions</p>	
<p>Early Help, Prevention and Promotion of Independence.</p> <p>Children, Young People SEND/Autism, Education and Transition Years</p>	<ul style="list-style-type: none"> • Introduce TECS which encourage people to adopt and maintain a healthy lifestyle, to prevent or delay the need for support. • Ensure that people have access to information about TECS provision as part of the front door triage service, that will help residents quickly find solutions for themselves that they are often happy to self-fund. • Work with our Education partners to ensure that innovative use of technology and continuous improvement of our offer around TECS remains on the Agenda for all our schools. • Expand use and resource of TECS to support and promote greater independent living for our Children and young people with SEND are supported at home. • Review current referral and assessment processes and ensure that TECS is considered within this process and that funding streams for equipment are clearly defined and understood for prescribing staff • Better aligned service provision between schools, local authority and health partners for specialist and TECS equipment. • OT assessments for SEND/ Transition Years children will include sections covering sensory and TECS assessment. • Develop Universal, Targeted and Specialised TECS packages for individuals' dependent upon their needs. 	<ul style="list-style-type: none"> • <i>Quality</i> • <i>Workforce development and training</i> • <i>Commissioning / Finance / Analysis</i> • <i>All Age Strategic priorities</i>
<p>Community Services : Day Opportunities/ Supported Living/ Mental Health</p>	<ul style="list-style-type: none"> • Develop Home Improvement Team provision to include an advisory capacity for residents looking to adapt their homes – future proofing home living areas. • Invite collaborations with external housing development companies that specialise in TECS and SMART home planning. • Ensure that all SL properties and residential units are suitable to accommodate TECS provision as needed to support daily activities. • Liaise closely with all contracted housing providers to ensure that properties provided for SL tenants are easily adapted and suited to client needs to enable independent living where possible. • Continue to identify SL properties that would benefit from TECS • Regularly review care planning and assessments and subsequent reviews of assessment to ensure that the right TECS is recommended for individuals. • Liaise with RSL providers to develop a 	<ul style="list-style-type: none"> • <i>Supplier engagement</i> • <i>Commissioning</i> • <i>Future proofing</i> • <i>Quality</i> • <i>Consultation & Engagement</i>

	<p>Registered Social Landlord Social Care Pathway which will outline contractual housing obligations and we will also consider the Housing Strategy for Learning Disabilities and the Autism Strategy as part of this development.</p> <ul style="list-style-type: none"> • Review our day centre provision and develop TECS for those individuals who are not attending day care services due to COVID restrictions. 	
<p>Adaptations Without Delay</p>	<ul style="list-style-type: none"> • Encourage and promote more creative use of Disabled Facilities grants to consider TECS as part of any application to support people to remain independent in their homes • Map current service provision across Sefton and identify gaps in provision, delays in accessing equipment and we will work collaboratively with our partners to provide timely and effective solutions, promote DFG eligibility criteria and ensure that individuals have access to information so that they are also able to access equipment independently if needed. • Extension of warranties for some adaptations such as stairlifts and hoists. • Service delivery models both within our social care teams and external housing partners that are based on person-centred and preventative outcomes and organisations need to ensure that they take a safe and person-centred approach to providing adaptations to older and disabled people. • Implementation of an online rapid self-assessment and guided advice tool at the first point of contact. 	<ul style="list-style-type: none"> • <i>Quality</i> • <i>Commissioning</i> • <i>Workforce Development</i> • <i>Accessible information</i> • <i>Consultation and engagement</i> • <i>Expansion of Digital offer</i>
<p>Commissioning and Finance</p>	<ul style="list-style-type: none"> • Development of revised contract and service specification to include TECS • Scoping of current Commissioners activity / commissioning arrangements • Commissioning activity will build care and support offers that are outcome focused, offering the right level of support at the right time from a range of TECS that is built around the person. • develop a broader joint commissioning framework across partner agencies to direct our commissioning intentions and maximise best value. • Ensure all stakeholders, have a voice at every stage of the commissioning cycle and provide feedback to measure and review impact. • Develop joint health and contract management tool kits, standards, intelligence log, shared existing data sources, a move toward contract management by 	<ul style="list-style-type: none"> • <i>Integrated Commissioning</i> • <i>Consultation and engagement</i> • <i>Scoping suppliers and future proofing</i>

	<p>supplier and not singular contract, and an outcome focused contract management approach.</p> <ul style="list-style-type: none">• Any future procurements will factor in TECS, with respect to how Providers will seek to utilise TECS and they will work with Commissioners on its implementation	
Digital Inclusion and Governance Group	<p>Overarching Digital Strategy – objectives and activity related to TEC Strategy activity and progression. Reports to New Ways Of Working Board</p>	

Appendix D: Current Overview of Activity 2021 - 2022

Sefton Council Digital and TECS Offer – Current Overview of Activity 2021 - 2022

Completed Activity:

- Establishment of TECS Steering Group
- Development of TECS Strategy 21/25
- Development of TECS definitions and guidance docs
- TECS delivery in care homes – pilot schemes
- Recruitment of TECS Officer

Developing Activity:

- ASC Online Portal/ TECS website development
- Ask SARA online rapid self assessment tool
- Capital Programme Development
- Digital switchover planning
- Staff training offer
- DFG – improve accessibility for funding adaptations and TECS

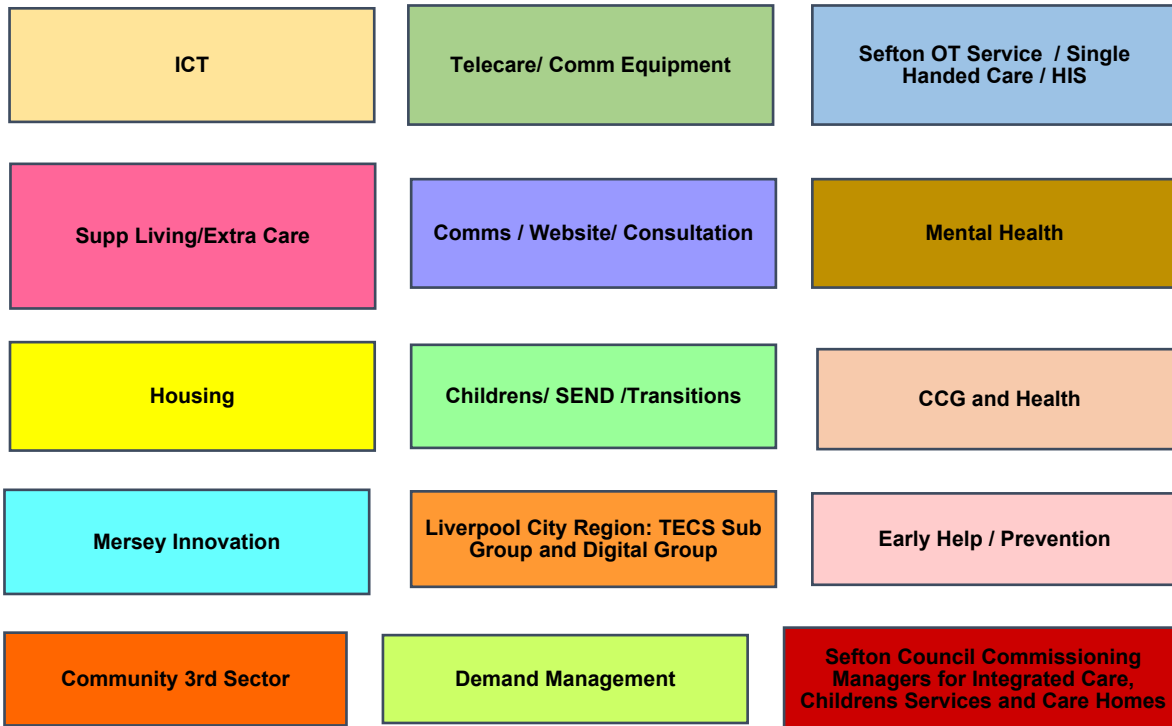
Planned Activity:

- Children's online portal
- Care homes, Supported Living homes and Children's Homes connectivity
- Day Services Development
- Supported Living TECS offer
- Service redesign – digital exclusion and education (Co-design digital inclusion and education Pilot from 4/5 priority areas)
- Social Care Assessment redesign
- Extended warranties and (Smart Home) voucher scheme
- TECS Consultation groups
- Collaboration / joint funding opportunities with Innovation Merseyside



APPENDIX E: Consultation Partners and Stakeholder Groups

TECS Strategy Working Group membership:



Consultation Groups:

We consult with the following groups and these consultations will be ongoing throughout the life of this Strategy and as part of our commitment to fulfil the 9 strategic priorities highlighted throughout this document.



Practitioner consultations will also be facilitated with Sefton Council Social Care Teams including: Triage, Occupational Therapy, Social Work Teams from ASC and CSC portfolios.

We will ensure that the needs of individuals are well supported with TECS and we are committed to co-production. Sefton benefits from a strong network of Community and

Voluntary independent groups which we will work with to ensure that we deliver on our strategic priority to embed early help and prevention in everything we do and promoting independent living through TECS.