Technology Enabled Care @ Community Integrated Care

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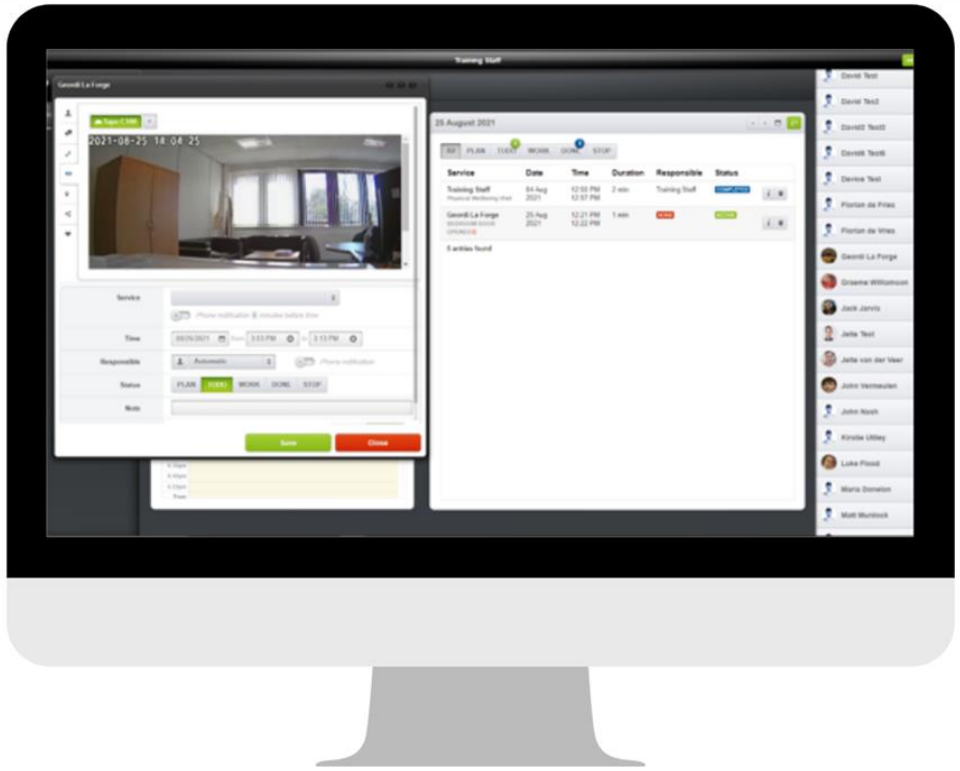
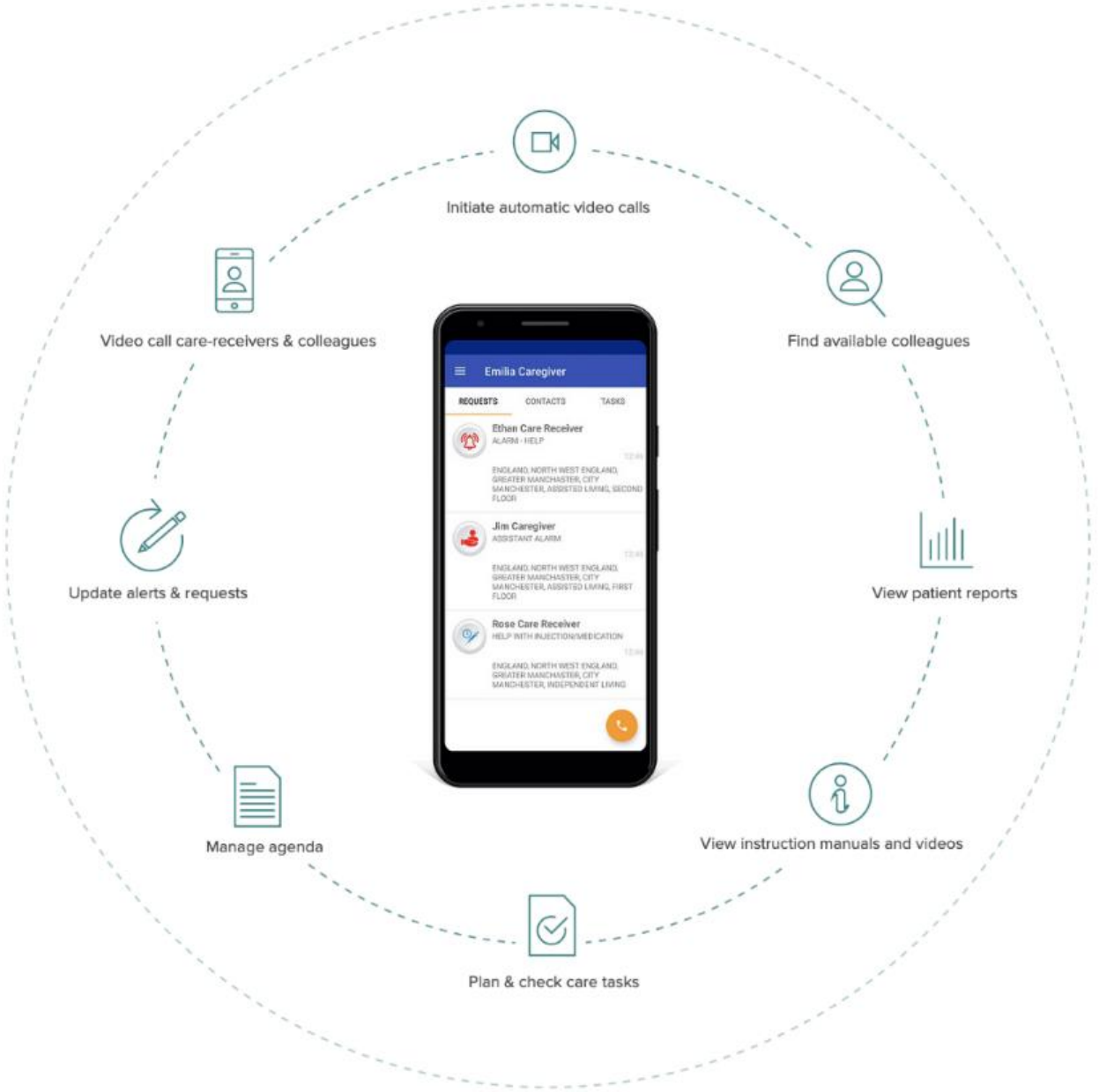
People Passion Potential

What are we doing





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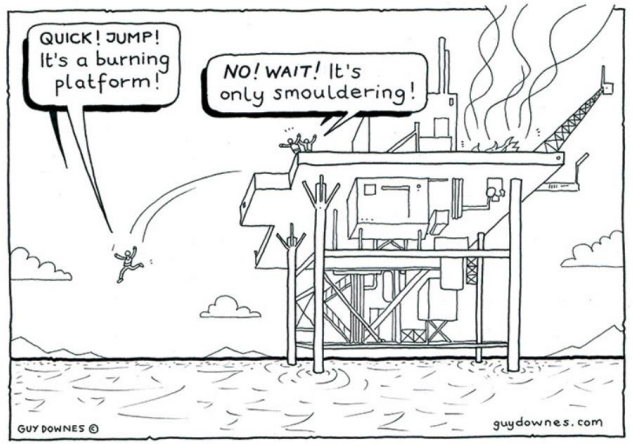
People Passion Potential

SUPPORTING PEOPLE'S INDEPENDENCE

SUPPORTING OUR WORKFORCE

Why are we doing this? 3 Pillars of TEC

SOCIAL CARE SUSTAINABILITY



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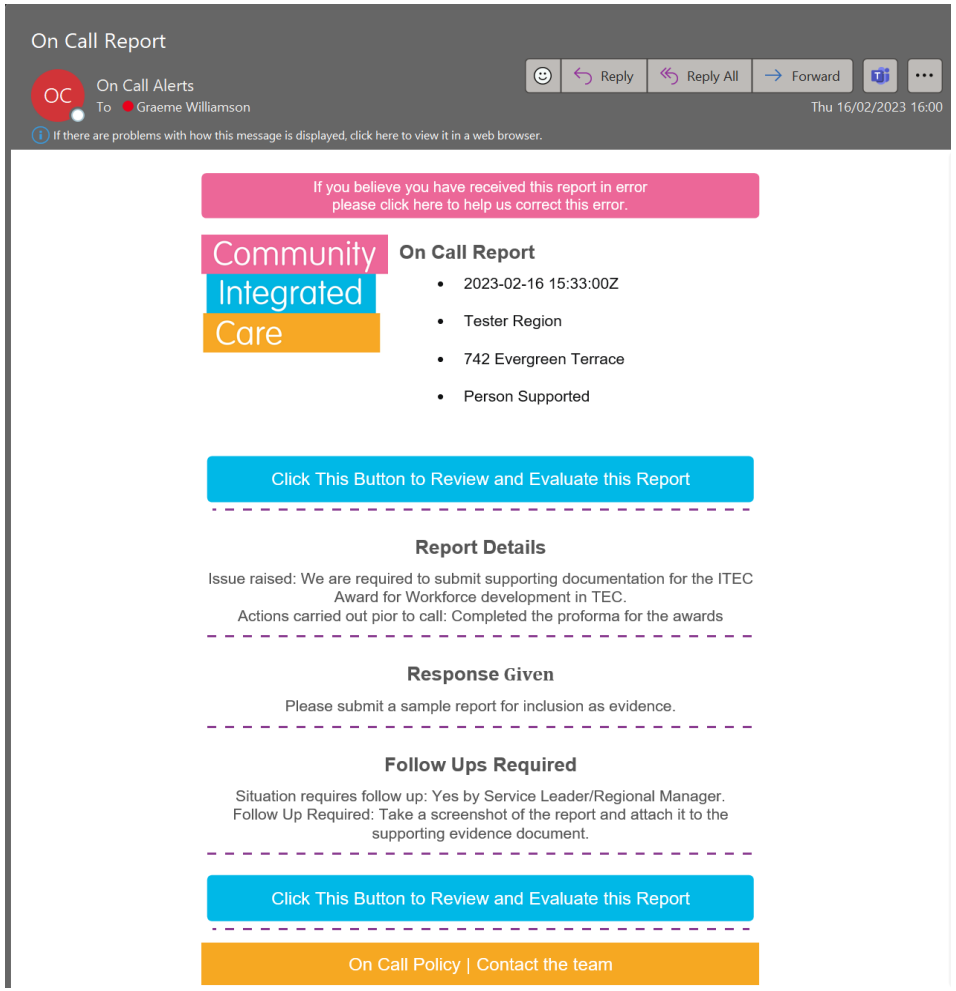
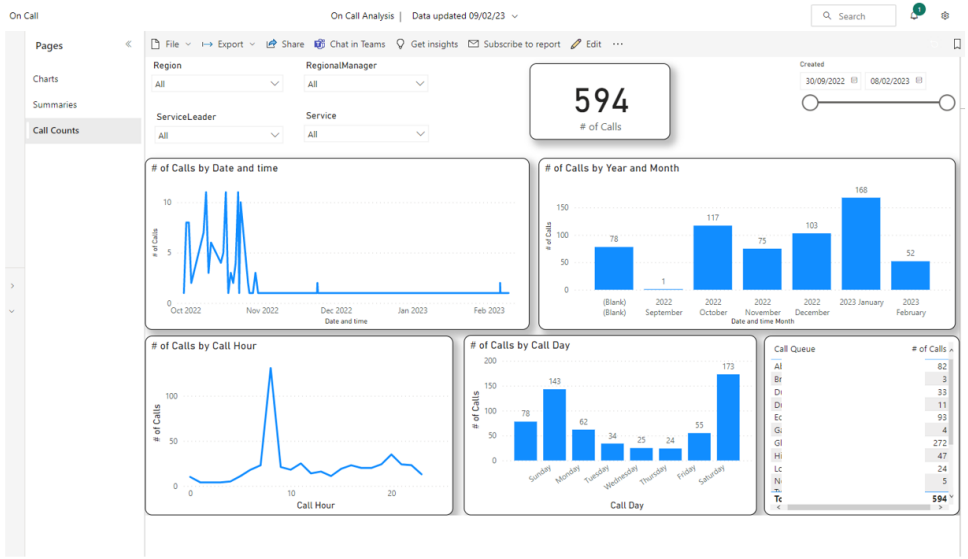
Supporting our workforce





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People Passion Potential

Connected Care Platform

Triggers

Alerts or notifications can be triggered by a great variety of in-home sensors, smart wearable devices or by an individual themselves using a connected device. This list will grow as new technology develops and is integrated into the platform.

System Protocols use care needs and qualifications to route the alert to the most appropriate contact point.

Response

Responders in the field can attend quickly or make video contact

Staff in contact centre can receive alerts, make video calls and/or triage alerts through clear escalation process

Notifications can be text or emailed to system contacts. (Managers/care team/family/ social work)

What we have done so far

INVESTMENT IN IT AND INFRASTRUCTURE

TECHNOLOGY PARTNERSHIPS

ESTABLISHING THE VIRTUAL CARE CENTRE 24/7

PILOT → ROLL OUT → CONTINUALLY ADDING TO TOOL BOX

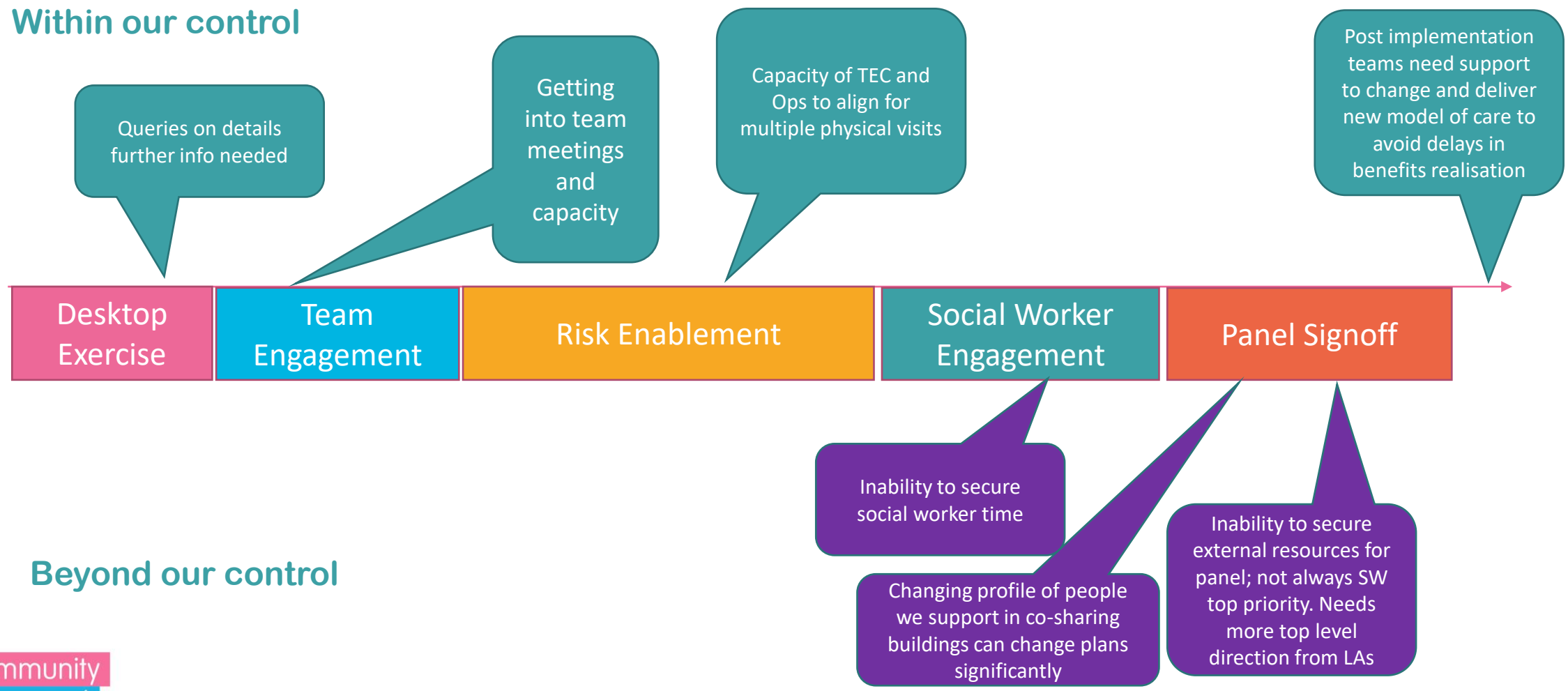
DEVELOPED AN ON-CALL SOLUTION AND WORKFORCE SAFETY SOLUTIONS

AGILE METHODOLOGY DEPLOYED TO TEC DEVELOPMENT

SIGNIFICANT INVESTMENT IN PUTTING TOGETHER A DIVERSE TEAM TO DELIVER

APPROACHED RESPONSE FROM AN OPERATIONAL PERSPECTIVE

Our biggest challenge, and greatest benefit



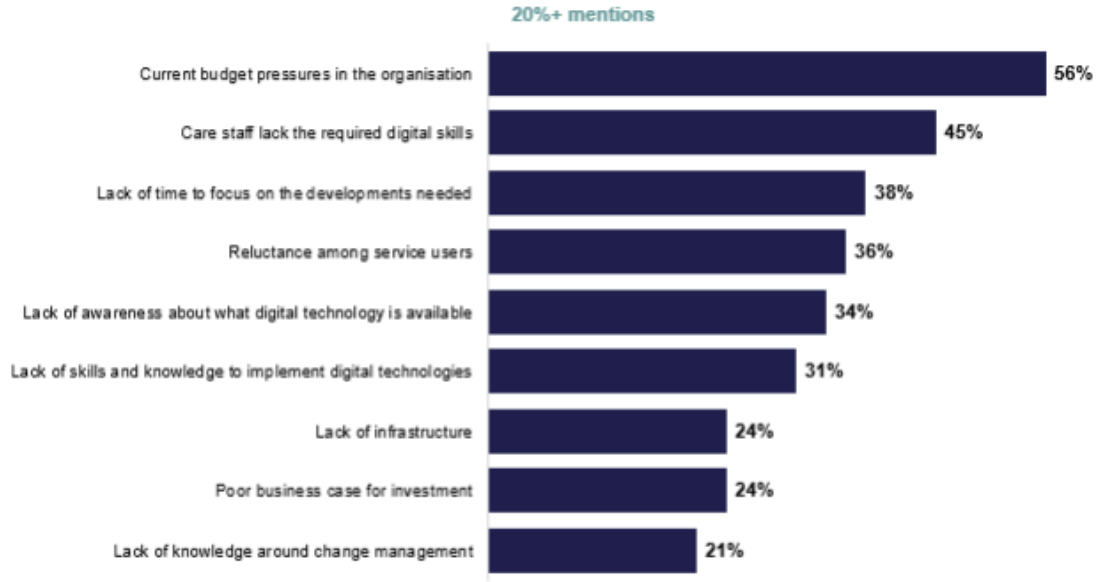
Lessons learned

- We must start with understanding what problems we are trying to solve (different interpretation of a ‘use case’!) rather than the technology
- Technology on its own is not enough – it must be accompanied by a change in delivery in order to make this a sustainable solution
- Operational and a diverse ‘design authority’ are key
- This change process must be appropriately resourced and cannot be underestimated
- The simple approach is not always the wrong one
- We must agree a sharing with commissioners of risk / resource / funding
- Collaboration is key to sector success

Call to action

- Opportunities for funding must allow for innovation
- Infrastructure challenges must be addressed and supported
- “Levelling up” between health and social care technological support required
- Budgets need to be addressed in ICP/ICS structures – eg reablement opportunities
- We need to talk about more than NC2R and flow – but we do need to recognise how social care can help with the most basic technology integration
- We need to continue to work together

Figure 9.10: Barriers to implementing technology over the next five years



Base: All participants (608)
FUT_BARR. Thinking about implementing digital technology in your organisation over the next five years, what barriers, if any, do you think your organisation will face implementing this technology?

It’s a huge opportunity and we’ve only just begun…….

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