



HEALTH AND WELLBEING BOARD: 24 FEBRUARY 2022

REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES

TECHNOLOGY ENABLED CARE (TEC)

Purpose of report

1. The purpose of this report is to update the Health and Wellbeing Board on progress made with the introduction of a Care Technology (CT) service across Leicestershire's Adult Social Care services. An Appendix is included and forms part of a presentation to be provided to the Board.

Recommendation

2. The Health and Wellbeing Board is asked to note the progress made with the introduction of a Care Technology service across Leicestershire's Adult Social Care services as detailed in the report and Appendix and comment on where there might be wider opportunities to link this work with other digital initiatives.

Link to the local Health and Care System

3. Maximising the use of technology which can assist people in their homes can have a range of benefits. These may be helping people live independently for longer in their own homes, and also financial benefits through avoided cost elsewhere in the organisation.
4. Optimising access to CT in the home for those eligible for social care forms an integral part of the Department's integrated Strategy 'Delivering Wellbeing and Opportunity in Leicestershire: Adults and Communities Department Ambitions and Strategy for 2020–2024'.

Background

5. In October 2020, a diagnostic of the current technology service delivered by an in-house Assistive Technology Team was completed. The diagnostic outlined a compelling case for the transformation of the approach to Care Technology in the County Council, identifying opportunities to enhance support for vulnerable adults and deliver financial benefits to the Council.
6. In early 2021, a Business Case was approved, building on the diagnostic phase by setting out the agreed strategy and preferred option for the future of CT in Leicestershire. The Business Case proposed a transformed service which

mainstreams CT effectively across social care, encouraging practitioners to consider it as part of the 'first offer'.

7. The Council has now entered into the implementation phase, working alongside its strategic partner Hampshire County Council and their commercial partner PA Consulting to transform Leicestershire's CT service offer.
8. The ambition of the service is to:
 - Establish CT as part of the first offer for Adult Social Care, in doing so, creating an equitable service designed around service user outcomes;
 - Develop a programme of cultural change and engagement that drives high quality referrals, better understanding of care technology amongst practitioners and better outcomes for service users;
 - Embed a quality assurance framework into the service model for care technology;
 - Enable robust measurement of the financial and non-financial benefits of CT.
9. As the service establishes itself, there may be opportunities to link the offer into other areas of digital health care across a range of stakeholders. It is anticipated, for example, that one area would be the Lightbulb Project, that brings together a range of agencies and support for Leicestershire residents to remain safe and well in their own homes. There will be others and therefore it will be important to ensure that opportunities are identified and developed as the service establishes itself.

Resource Implications

10. The costs of the existing Assistive Technology Team of £755,000 per annum are funded through the improved Better Care Fund (IBCF). It is anticipated that the cost of the new CT service will be higher than that of the existing service due to the costs of transforming the service, expected growth in the number of service users benefiting from CT, and the additional cost of digital equipment. The existing IBCF allocation of £755,000 will be used to partially offset the new service costs for which additional funding is being sought within the Council's Medium Term Financial Strategy.

Timetable for Decisions

11. It is anticipated that the re-modelled service will launch in April 2022.

Circulation under the Local Issues Alert Procedure

12. None.

Officer to Contact

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Appendix

Care Technology (CT) Transformation

Relevant Impact Assessments**Equality and Human Rights Implications**

13. The CT service is rooted in being outcome based and should not disproportionately impact on groups with protected characteristics. It is anticipated that it will enhance people's access to services.

Partnership Working and associated issues

14. There will be a range of opportunities in the medium term to explore how the service complements or adds value to other technology related initiatives across the county.

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