

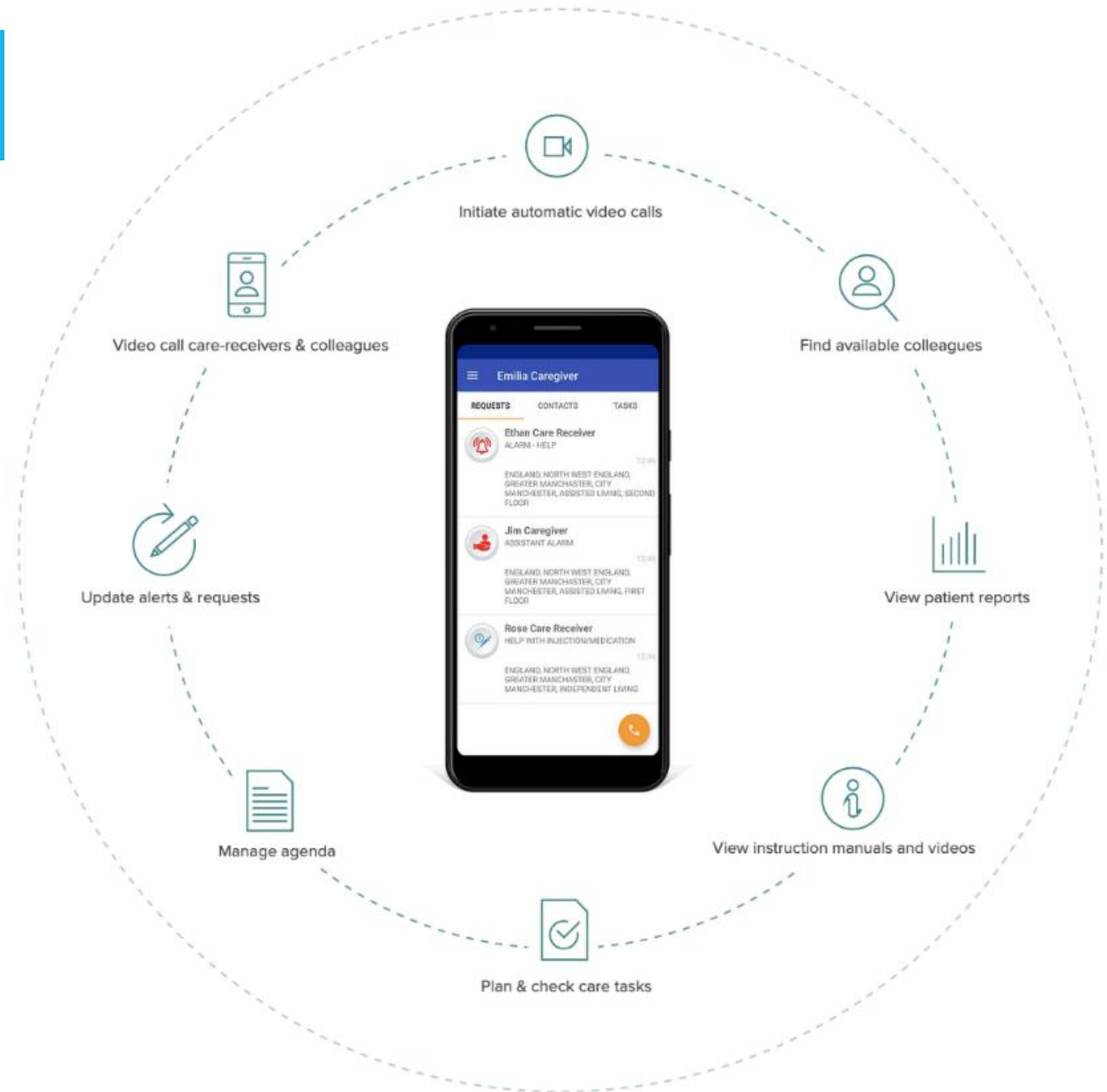
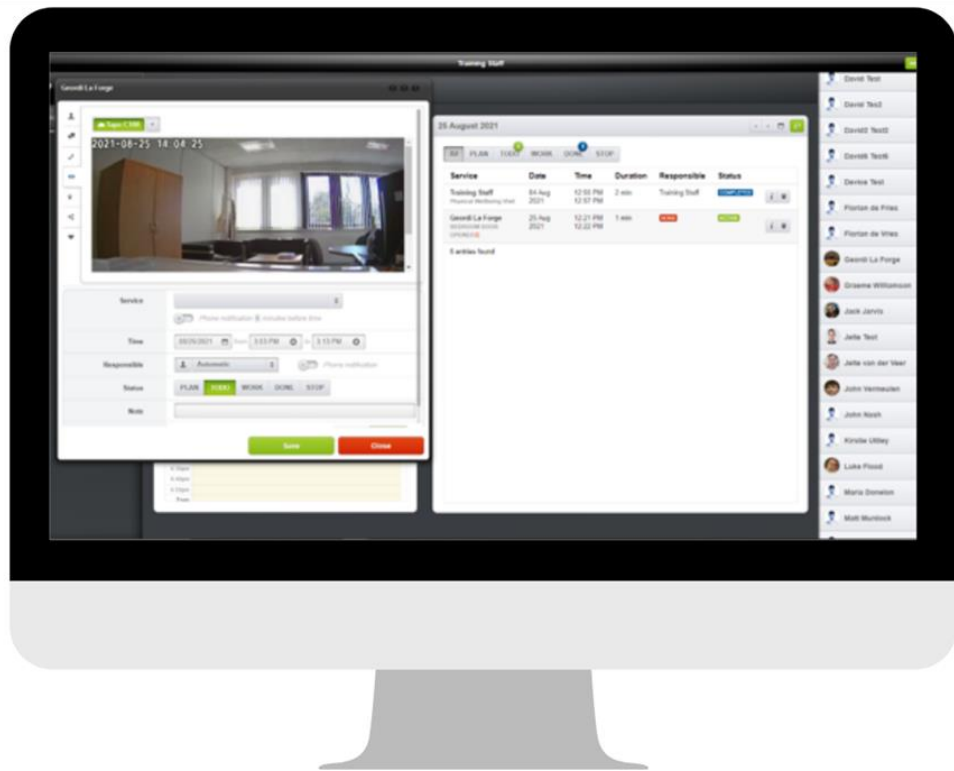
A woman with short brown hair and glasses is smiling. In the background, a computer monitor displays a video call with another person. The text is overlaid on the image.

Technology Enabled Care @ Community Integrated Care

Joanna Scammell

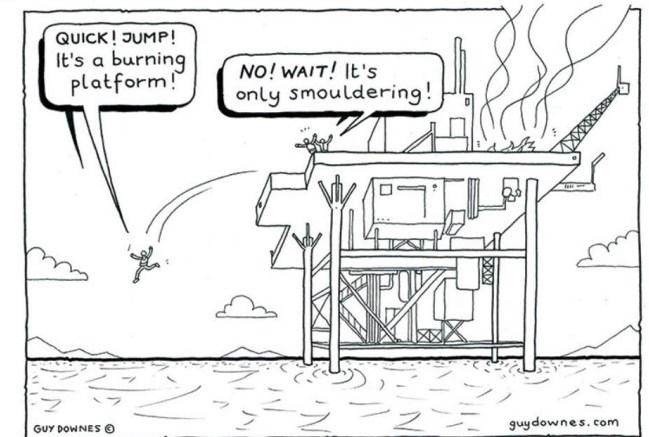
Managing Director, Technology Enabled Care

What are we doing





Why are we doing this?
3 Pillars of TEC



Supporting our workforce

On Call Report

On Call Alerts
To: Graeme Williamson
Thu 16/02/2023 16:00

If there are problems with how this message is displayed, click here to view it in a web browser.

If you believe you have received this report in error please click here to help us correct this error.

Community Integrated Care

On Call Report

- 2023-02-16 15:33:00Z
- Tester Region
- 742 Evergreen Terrace
- Person Supported

Click This Button to Review and Evaluate this Report

Report Details

Issue raised: We are required to submit supporting documentation for the ITEC Award for Workforce development in TEC.
Actions carried out prior to call: Completed the proforma for the awards

Response Given

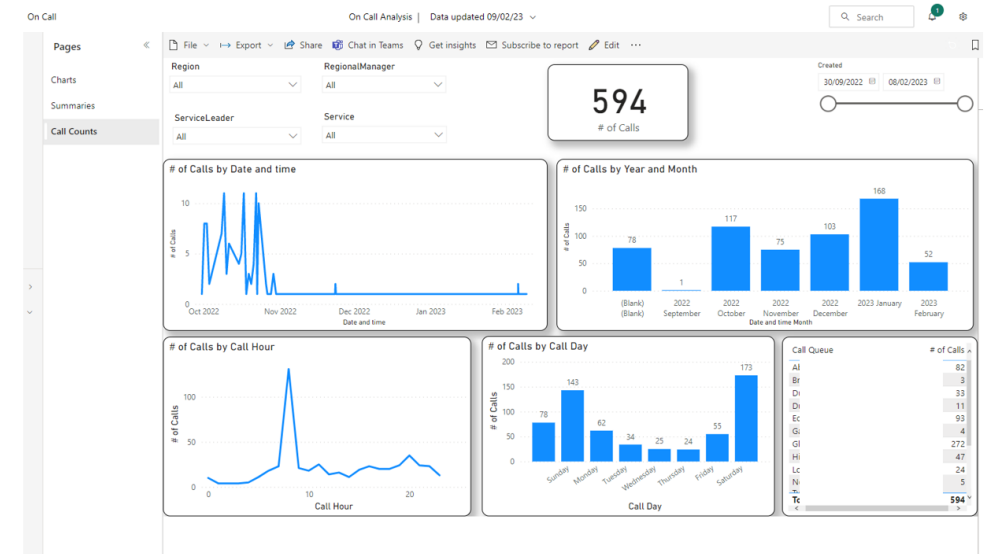
Please submit a sample report for inclusion as evidence.

Follow Ups Required

Situation requires follow up: Yes by Service Leader/Regional Manager.
Follow Up Required: Take a screenshot of the report and attach it to the supporting evidence document.

Click This Button to Review and Evaluate this Report

On Call Policy | Contact the team



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



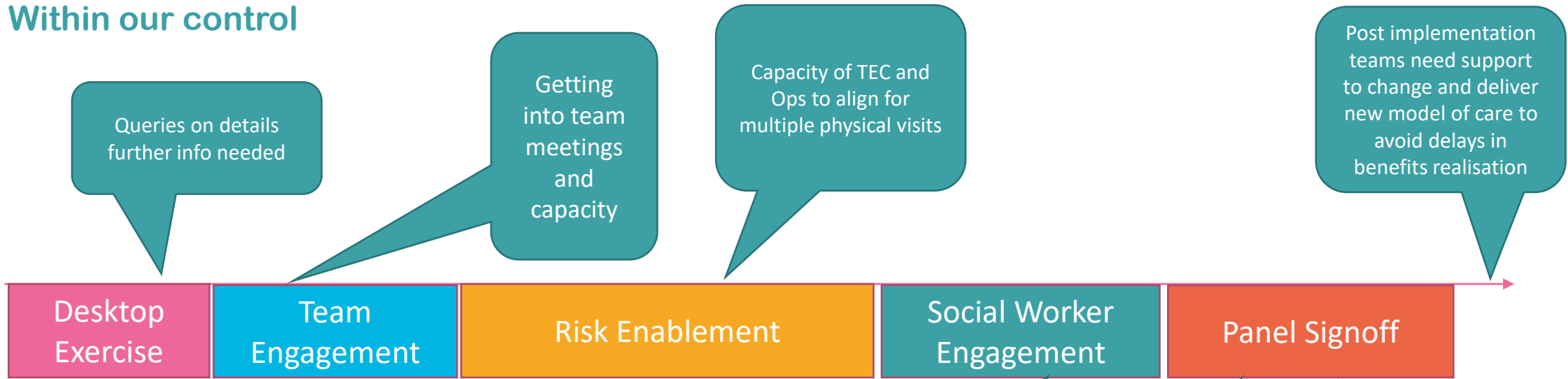
SIGNIFICANT INVESTMENT
IN PUTTING TOGETHER A
DIVERSE TEAM TO DELIVER



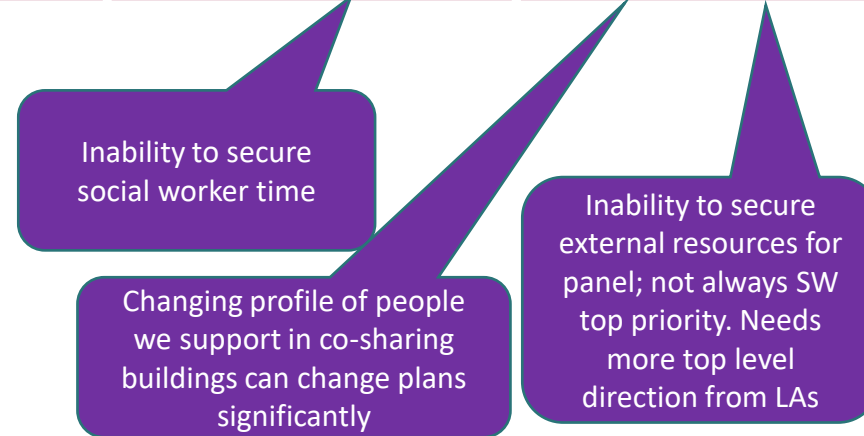
APPROACHED RESPONSE
FROM AN OPERATIONAL
PERSPECTIVE

Our biggest challenge, and greatest benefit

Within our control



Beyond our control



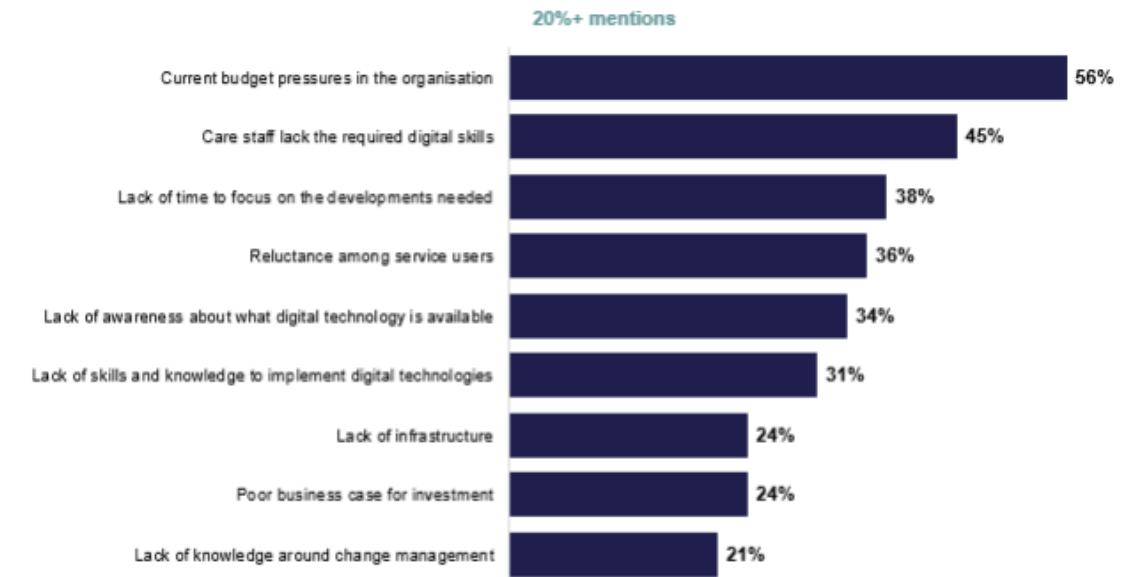
Lessons learned

- 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.....

