

TSA™

**The right care
The right place
The right time**

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TEC Services Association

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**unlocking
personalised
outcomes**

Unlocking Personalisation: Turning Strategy into Action



The voice of technology enabled care

directors of
adass
adult social services

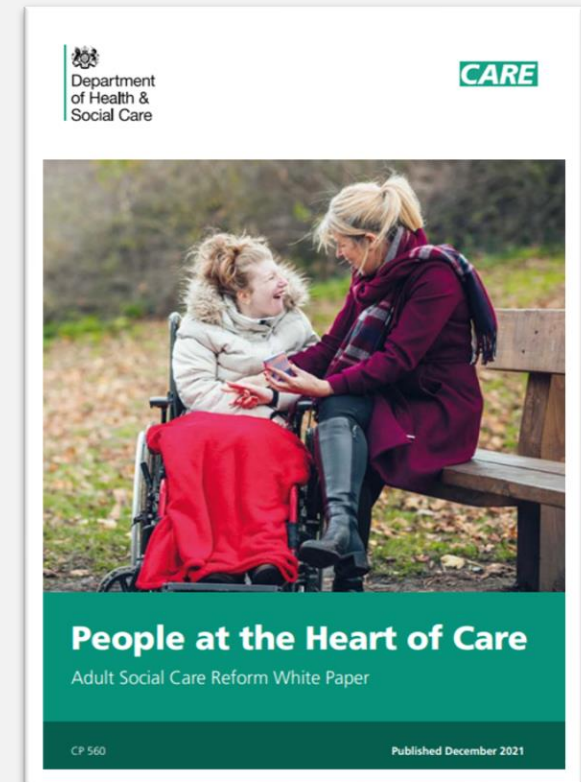


ADASS & TSA Commission

March 2021



Department of Health & Social Care



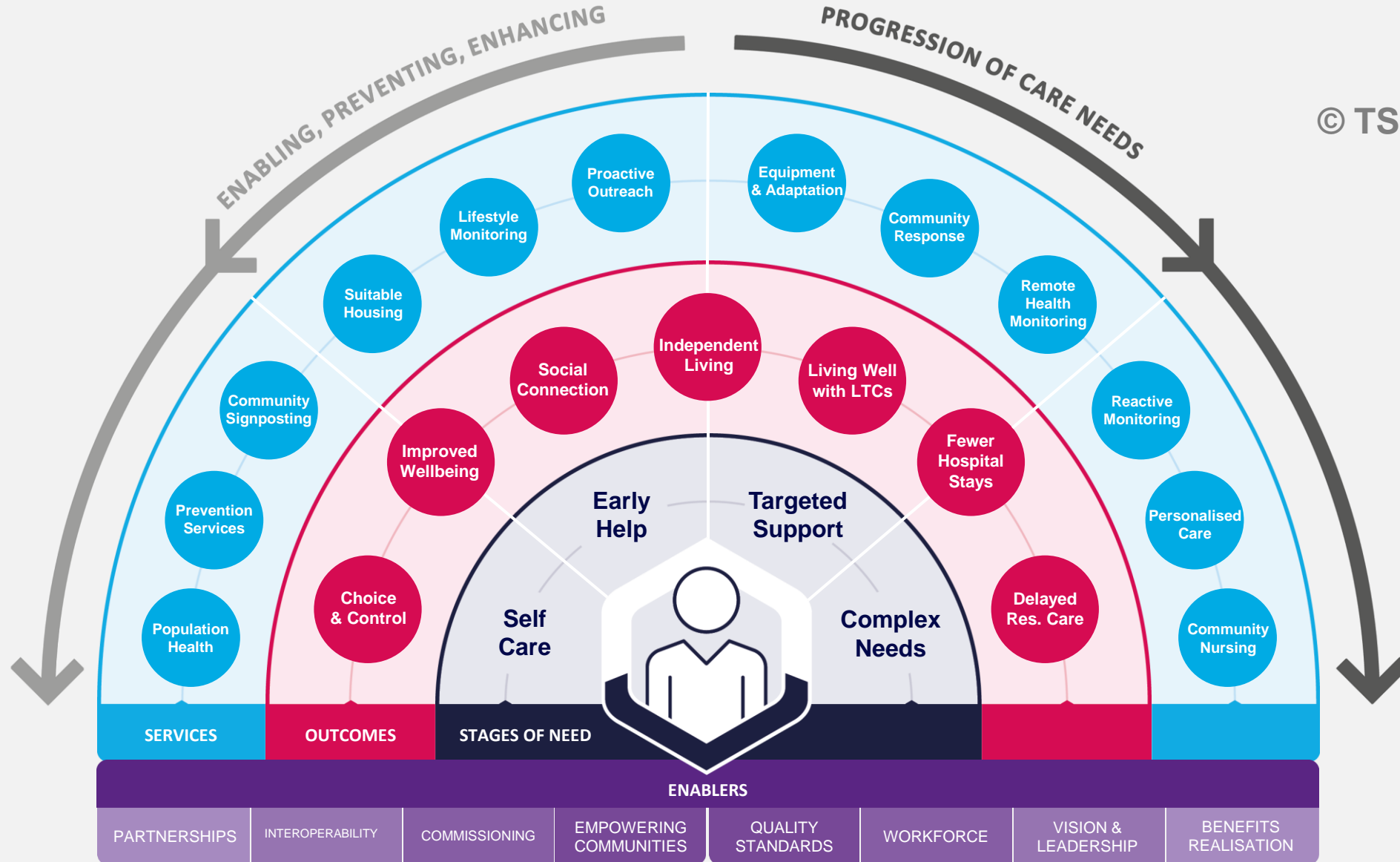
People at the Heart of Care

Dec 2021

Digital care technology & support services – slowing down the progression of need



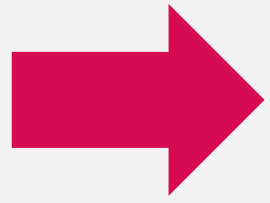
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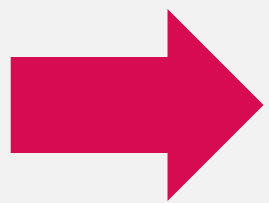


Supporting the Shift Towards Proactive & Preventative Services

TRADITIONAL
A combination of physical care and reactive services only



DIRECTION OF TRAVEL
A blend of physical care, proactive care and reactive care services



FUTURE
A blend of physical care, proactive care and reactive care services
Informed by data and predictive insights

Why shift to a more proactive service model?

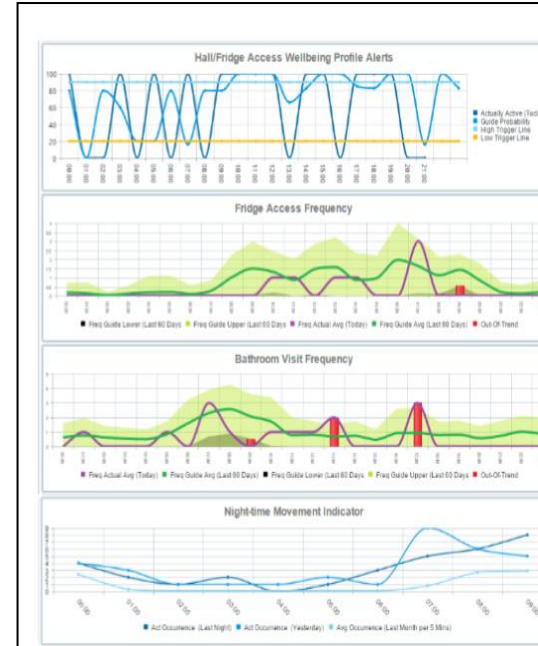
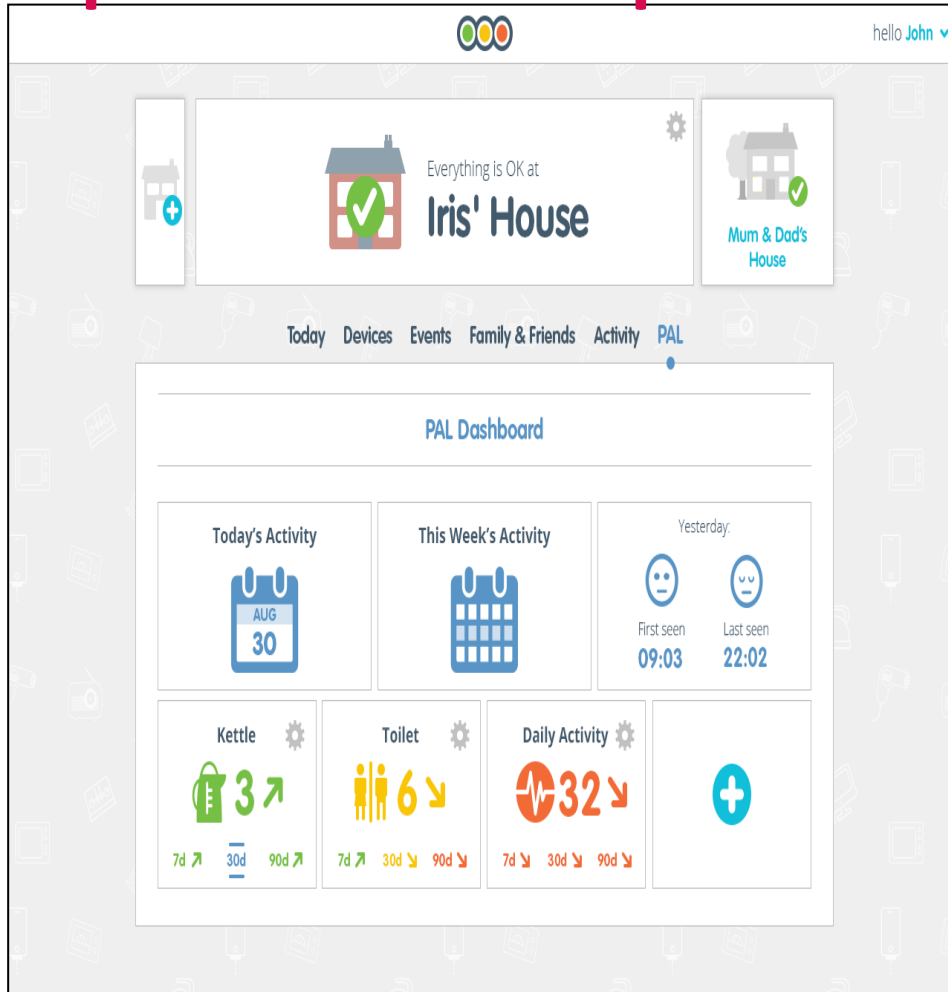
Proactive services provide four clear benefits to health and care commissioners and service providers:

- Support the delivery of better care experiences and better personalised care outcomes – moving away from ‘just in case’ support to enabling support
- Support effective capacity management by indicating when intervention is required, but also when it is safe to step back.
- Help realise cost avoidance and reduction where aligned to greater independence across social care and health.
- Support the development of non-emergency responder services in partnership with voluntary and not for profit organisations to coordinate support for individuals.

Enabling digital technology supporting everyday living in a strengths based manner



Data analytics & machine learning to support practitioners & provide information to families



Algorithms scan for abnormal behaviour changes spotting deviation from normal trends

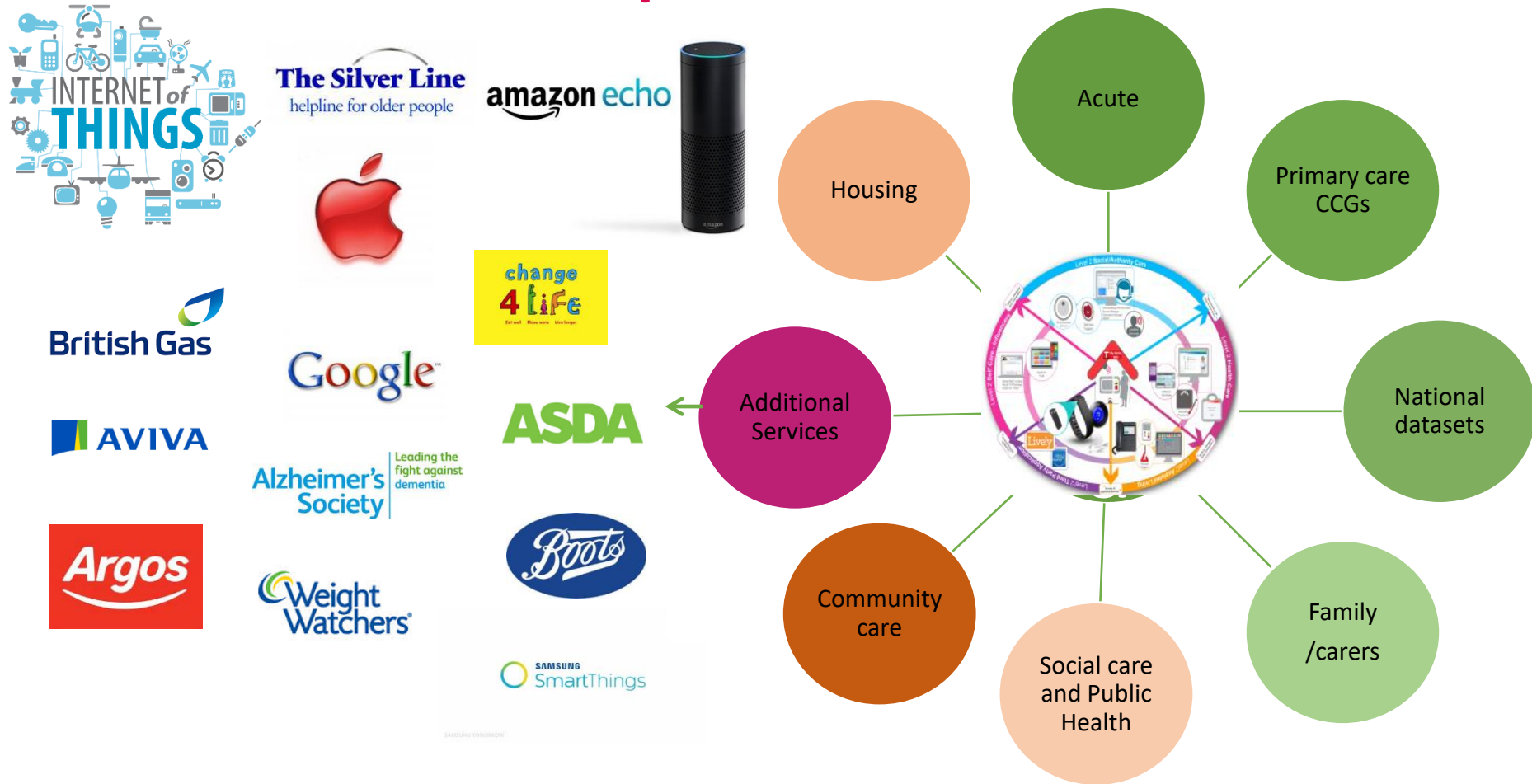
- fridge and kettle use for eating and drinking

- alerting significant changes in bathroom visits for potential UTI

- tracking activity levels

Using connected care solutions to support informed decision making – promoting positive risk taking backed by data & insights ‘enabling support’ rather than ‘just in case support’

The Connected Resident – Enabling Positive Ageing & Independence



Service users, patients, carers – must not be in position of leaving their everyday technology at the door when engaging with TEC services

Key Pathways – enabled by targeted proactive intervention

01

Discharge to Assess

- Evidence strengths, achievements and outcomes
- Right size package of care to reduce dependency and improve self-reliance and independence
- Supports effective pathway from hospital to home through step-down reablement flats (less reliance on care home beds)

02

Reablement

- Support for quicker discharge from hospital with appropriate responder service
- This can help avoid delays in placing the domiciliary care package with service providers
- Assessment allows for right sizing package of care and improving independence in the same way as reablement

03

Long term care

- Utilise insights from digital TEC to review changes in care needs
- Early intervention and proactive calls to allow people to live safely in their own home
- Delay placement in residential care

04

Learning Disabilities and Autism

- Opportunities for proactive care services to enable independence, support education and learning
- Critically important that robust governance in the use of insights protect individuals based on the recognition that TEC is an important enabler.

Key drivers for proactive engagement TEC development areas across Social Care, Health, Public Health and Housing

Inactivity monitoring/dehydration - identifying lack of movement, using hydration monitoring - providing prompts to move about the property, make a drink - focus on reducing risk of UTI/falls

Reducing risk of falls - utilising fall detection systems, wearables and activity sensors to understand falls risks and capture predictive data/trends or utilising gait analysis and exercise programmes

Delivering proactive (video) calls to identified vulnerable/socially isolated people to promote Public Health messages – e.g. keeping hydrated, preparing for Winter, reminder of exercise routines post reablement



Key drivers for proactive engagement TEC development areas across Social Care, Health, Public Health and Housing

Supporting independence in the community – enabling activity outside of the home, supported through location devices, fall alerts and two-way communication to reduce risks and enable timely response to the individual

Enabling care delivery at distance - through virtual care visits (medication checks, wellbeing calls) – working in collaboration with domiciliary care agencies to mitigate carer capacity issues

Embedding digital technology within housing provision – effective support of vulnerable tenants (wellbeing clinics, social inclusion) and enabling efficiencies (AI delivering wellbeing checks at scale, concierge services, reminders/calendars, hydration monitoring/insights)