

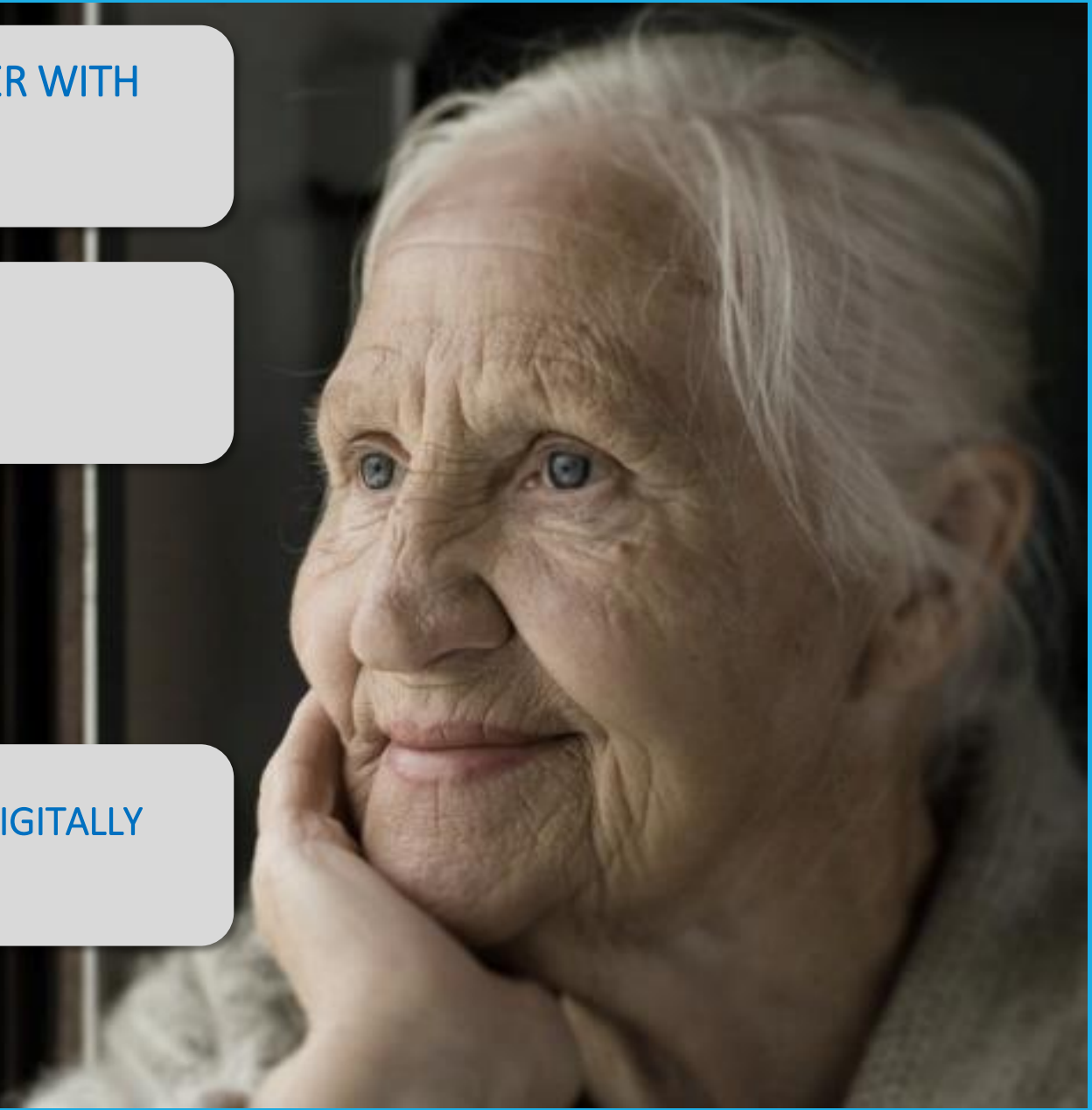
TRANSFORMING THE CARE OFFER WITH
TECHNOLOGY

13TH JULY 2020



Hampshire
County Council

MARK ALLEN, HEAD OF TECH AND DIGITALLY
ENABLED CARE



What I'm
going to talk
about



THE FOUNDATIONS
OF OUR PARTNERSHIP



OUR JOURNEY



WHAT WE HAVE
DONE



PRACTICAL LESSONS
AND KNOWLEDGE

What is Hampshire TEC Partnership?

Partnership that delivers social care services
with a private sector twist



Shared objectives:

To contribute to the
effective and efficient
delivery of social care
services



Shared desired outcomes

Personal
Organisational
Systemic



A shared understanding of
roles and responsibilities

The right experts in the
right place at the right time



Strong Leadership and a focus on really
measuring the benefits/outcomes for and in the
system in which we operate.

Something
about our
journey...is
this part
familiar?

- 10 suppliers; small Housing providers with basic services
- No feedback
- Driven by numbers of items, not outcomes for users
- Provided 'as well as' not 'instead of' other services
- No vision; no plan
- Only ~500 people provided with TEC
- How did we understand the impact?

So where did we go

- We understand that we need a collaboration of experts
- Effective and efficient Social Care is our objective, not technology at any cost
- Focus is on:
 - Understanding outcomes
 - For the service user
 - The Council
 - The system
 - Working in a true partnership
 - Changing behaviours
 - Embedding innovation
 - Monitoring performance
 - Tracking benefits
 - **Embarking on a Developmental Partnership**

What have we done?

Performance

- 39% of TEC users avoided an increase in their package of care or avoided an admission during 2019/20
- *Net* cost efficiency in the same year was £3.4m (i.e. the value of costlier forms of care reduced, avoided or delayed, after all TEC service costs are accounted for)
- Usually 100+ referrals from SWs per week
- 12,000+ live connections
- 50% have their outcomes achieved by TEC only

Our Focus Today

- COVID – Adapting approaches and working arrangements
- Our Core Service
- Wide range of cohorts supported and getting more complex
- Normalising consumer connected devices
- WACS
- Cobots



What are the very practical things that have facilitated our approach and partnership

- A focus on the objectives when building the basis of the programme
- Senior leadership buy in/sponsorship/ownership absolutely key
- Understand where skills and strengths lie (including your own) – let the experts be the experts
- Understand the size of the change that is needed to enable TEC help you improve care
- Outcomes based specification/s
- Procure the right thing – competency based procurement
- Commercial arrangements that incentivise openness
- Clarify process – this is about care delivery not a tech programme
- Measure benefits – **Obsessively**
- Constantly ask, is this approach helping us (back to the objectives again)
- You may need to give up some of your sovereignty