



The voice of technology
enabled care



UNLOCKING PERSONALISED OUTCOMES

Reaching the TEC
Tipping Point

The
UK stands with
UKRAINE





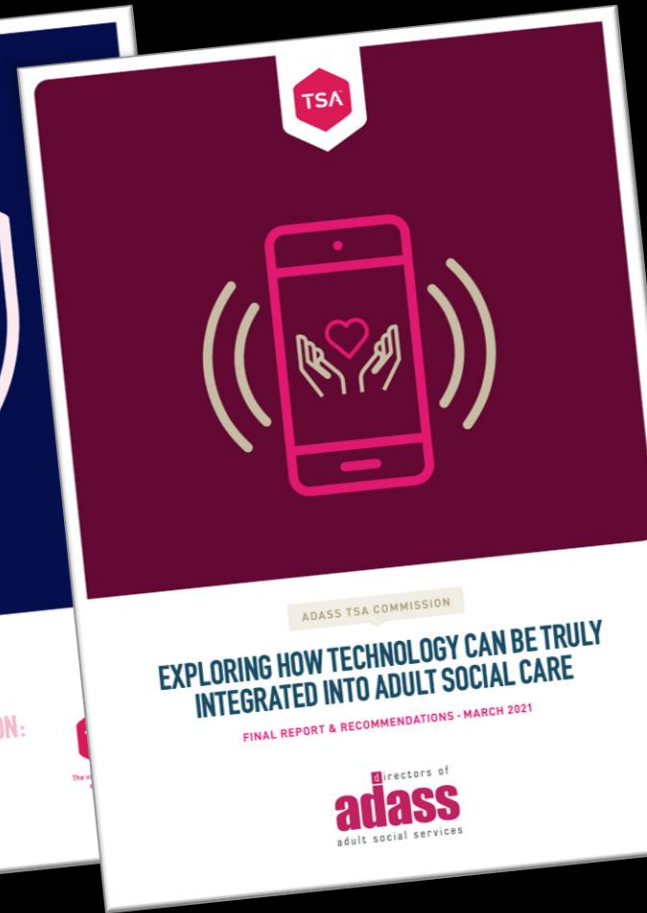
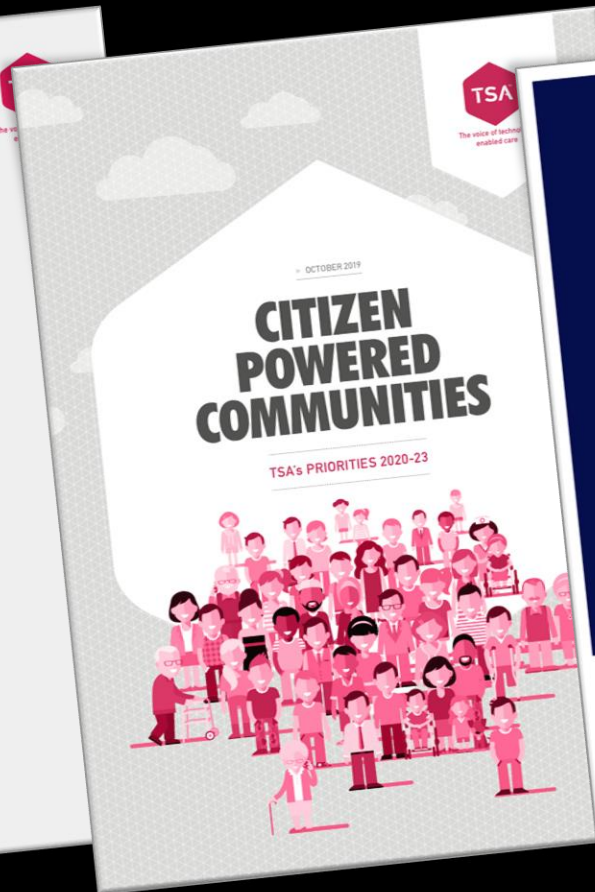
Covid19 Response





Our bottom line

Keeping people SAFE



The voice of technology
enabled care

Listening, Learning and Leading

People first





Don't be dazzled by the
shiny kit.

It's the service model stupid.

A close-up photograph of a hand placing a wooden domino into a line of other dominoes. The dominoes are arranged in a slightly curved path on a light-colored, textured surface. The background is blurred, showing a person's torso in a white shirt. The lighting is soft and focused on the hand and the dominoes.

Proactive *and* Preventative



Market makers or market defenders?



EXPLORING HOW TECHNOLOGY CAN BE TRULY INTEGRATED INTO ADULT SOCIAL CARE

FINAL REPORT & RECOMMENDATIONS - MARCH 2021

ADASS TSA COMMISSION



1 Technology enabled services need to be proactive and co-produced with people, their families and carers.

People, their families and carers should be enabled to design, choose and control the care they want. Integrating care with technology will support individuals to do the things that matter most to them, enriching their everyday lives, in the communities they love. Everyone should have equal access to technology shaped around their needs and wider wellbeing.

RECOMMENDATIONS:

People, their families and carers must be given more access and influence over the design of their care and support. This could be achieved by technology as default. This could be achieved by:

- Local authority commissioners leading collaborations of care providers and tech companies, co-producing digital solutions with people, their families, carers and the workforce so technology is built around individuals and their communities.
- Strengthening the links between people and suppliers, which is vital to ensure that the design of supportive technologies is centred on the user and that solutions are available independently.

2 Digital infrastructure, skills and approaches in social care must improve so individuals and the care workforce can maximise digital opportunities.

People, their families and carers should feel confident they can easily access the type of technology they want, when they want, to enhance their care and support. Professionals should also feel confident they have the right digital knowledge and tools to support people to do the things that are important to them.

RECOMMENDATIONS:

Digital infrastructure must be improved so people, their families, carers and care professionals are better connected to care and support. This could be achieved by:

- The Government should invest a minimum of £450m capital funding nationally to replace current care and housing technology infrastructure. In exchange, councils would commission integrated care and technology responses, which leverage consumer channels and their technologies.
- The Government should ensure all new homes are 'care ready' and designed for digital accessibility to accommodate the changing needs of digital accessibility providers and other adult social care stakeholders to drive the performance, standards, where these are essential to the performance, reliability and security of the underlying technologies.
- NHSX should work with technology providers and other stakeholders to develop, by 2022, a Digital Inclusion Strategy for local areas to advance digital skills for local areas to advance digital skills.

3 People must own and control their health and social care data and enable access by the right people at the right time.

People, their families and carers should only have to tell their story once to access the right care and support to meet their needs. They must control their data which should flow smoothly, with sufficient safety and security between care, health, housing and other services. They must also have access to knowledge and guidance around digital social care. Professionals, too, must have access to the right data and knowledge at the right time. This will help them to better plan care and offer more proactive support.

RECOMMENDATIONS:

People, their families and carers must own and control their own data to maximise their choice and control over decisions that impact upon their lives. This could be achieved by:

- NHSX leading a programme so that every person has the option to control their own health and social care records (by 2025).
- Access to digital care records must be simple and not dependent on particular devices, to prevent people who may not have the latest technology from being digitally excluded.
- Technology companies developing products that ensure any data collected can be owned by their families and carers and offered to them.

4 More collaboration is needed in care and support across all levels so services and policies are joined-up and contribute to the wider wellbeing of people, their families and carers.

People, their families and carers should be able to access seamless support, co-produced with them, in the communities they call home: from housing to health, financial help to finding a job. Professionals, too, must feel they can quickly and easily work with different services to support individuals in the round.

RECOMMENDATIONS:

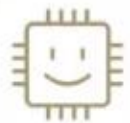
Data sharing between public services must be improved to support better commissioning and population health management. This could be achieved by:

- Government ensuring that health and care organisations can share data, with the right balance of risk and benefit, so that improved health and care outcomes can be pursued both for the individual and the wider population.
- Health and adult social care need to incorporate and act upon wider sets of data that support integrated care and population health management, where population health data enables the matching of needs to services and to innovative, local support initiatives.

Ensure that integration of care and technology focuses on wellbeing outcomes and meeting people's aspirations. This could be achieved by:

- Authorities incentivising those digital solutions including

KEY RECOMMENDATIONS



Technology enabled services need to be proactive and co-produced with people, their families and carers.



Digital infrastructure, skills and approaches in adult social care must improve so individuals and the care workforce can maximise digital opportunities.



People must own and control their health and social care data and enable access by the right people, at the right time.



More collaboration is needed in care and support across all levels, so services and policies are joined-up and contribute to the wider wellbeing of people, their families and carers.



People at the Heart of Care

Adult Social Care Reform White Paper

Published December 2021

CP 560

Providing the Right Care, in the Right Place at the Right Time

Using the full potential of technology to support people's lives and aspirations.

This means putting practical digital tools in the homes and the hands of those who draw on care and support and their carers; equipping the social care workforce with the digital tools, knowledge and confidence they need to deliver outstanding quality care; and creating the digital and data infrastructure needed to drive future transformation in care delivery.

Building a system that...

This means ensuring that local areas have the ambition, culture and capability to embed innovation, as well as the provider market being well equipped to help deliver this change. We want to create the conditions for new ideas to flourish so that we can deliver care in the way that people want.

Focusing on prevention and health promotion to support people to live healthier lives for longer.

We want people to live healthy, independent lives. Prevention in social care is about encouraging people to be more proactive about their health and wellbeing. We must make prevention and early intervention a much stronger element of our model of support and of care pathways as part of a decisive focus towards improving population health.

Overview of main proposals

Invest at least £300 million over the next 3 years to embed the strategic commitment in all local places to support housing with health and care and to increase the stock of new supported housing.

Invest at least £150 million of additional funding over the next 3 years to drive digitisation across the sector and to unlock the potential of caretech innovation to enable preventative care and independent living.

Launch a £30 million Models of Care Programme to support local systems to build the culture and capability to embed into the mainstream innovative models of care. This will work for a changing population with more options for people that suit their needs and circumstances.

Fund a new service to make minor repairs and changes in peoples' homes, to help people remain independent and safe. This will happen alongside increasing the upper limit of the Disabled Facilities Grant (DFG).

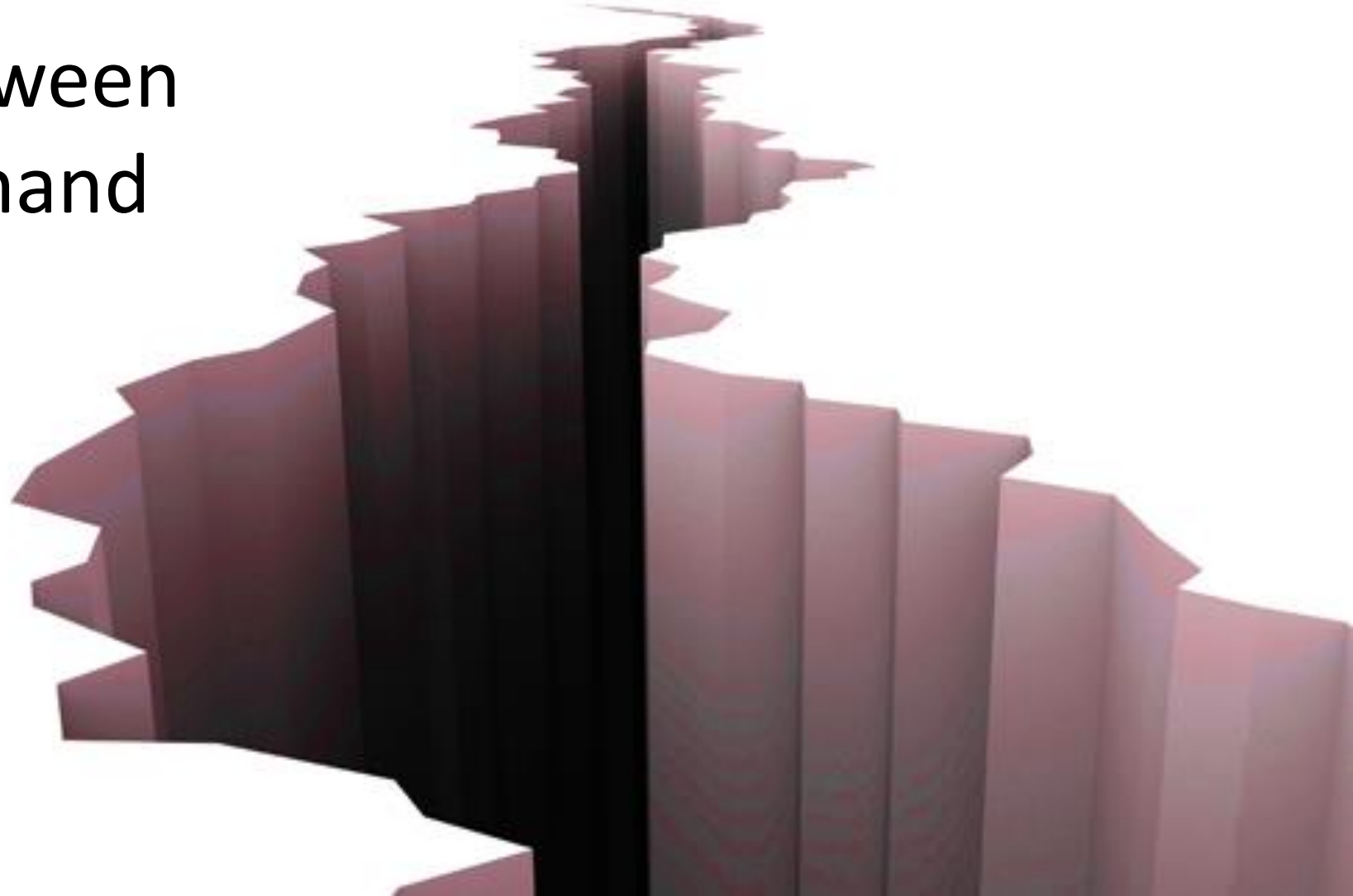
Continue to invest in the Care and Support Specialised Housing (CASSH) fund with £210 million available for the period 2022–23 to 2024–25.

- Invest at least £150 million of additional funding over the next three years to drive digitisation across the sector; and unlock the potential of caretech innovation that enables preventative care and independent living.

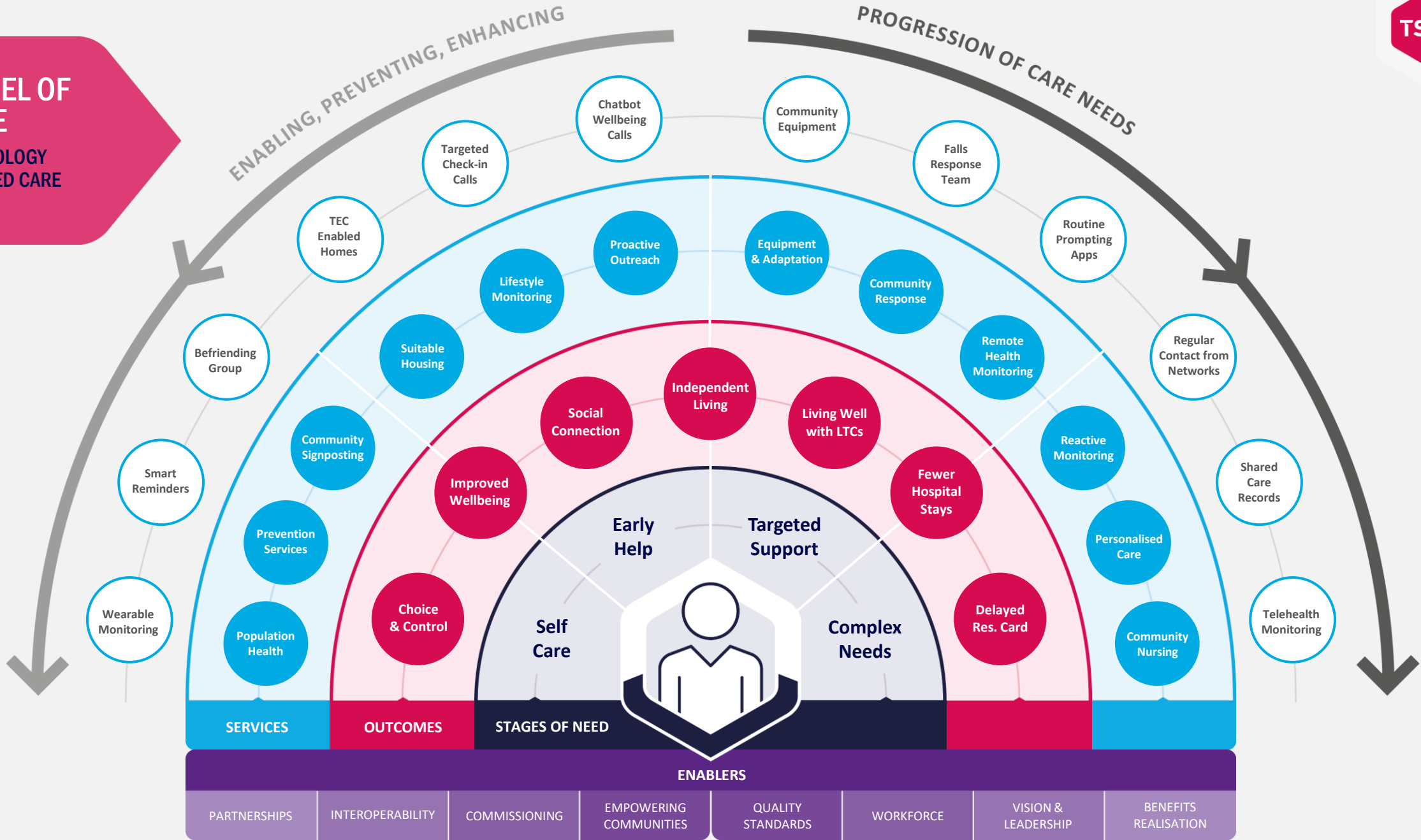
.... putting practical digital tools in the homes and hands of those who draw on care and support and their carers.

Without change....

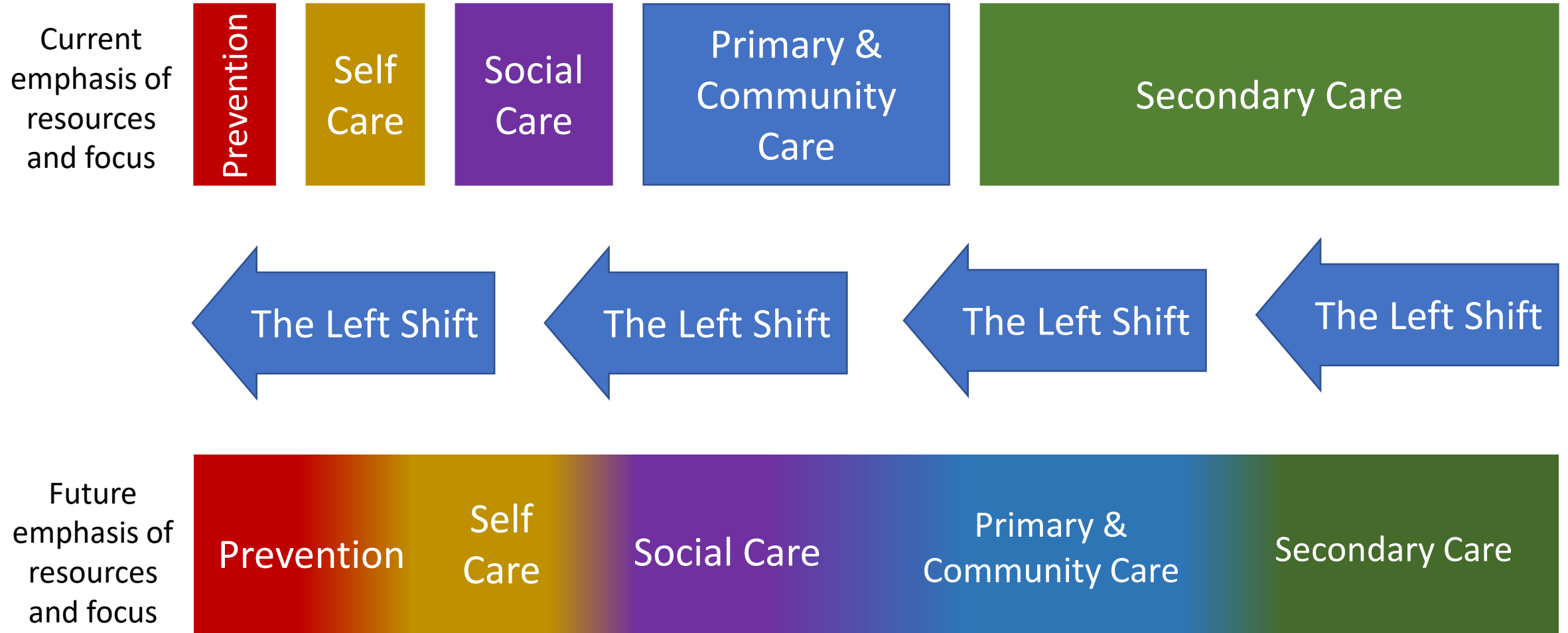
A widening between
supply and demand



MODEL OF CARE
TECHNOLOGY ENABLED CARE



From an institutional to a population lens





Our VISION

**PEOPLE CHOOSING
TECHNOLOGY ENABLED
CARE TO ENRICH
EVERYDAY LIFE**

Our MISSION

To drive the transformation
of the TEC industry





CLEAR DIRECTION

