

CARE CONNECTED: INNOVATION, INCLUSION AND IMPACT

TRANSFORMING WELLBEING THROUGH COLLABORATIVE AND DIVERSE SOLUTIONS

STEPH DOWNEY STRATEGIC DIRECTOR

INTEGRATED ADULTS AND SOCIAL CARE SERVICES: GATESHEAD COUNCIL

NE ADASS POLICY SPONSOR FOR DIGITAL AND INNOVATION

ICS DIGITAL INCLUSION STEERING GROUP CHAIR





WELCOME AND INTRODUCTION

Role of Technology Enabled Care

TEC is transforming care by supporting independence and enhancing community support through digital innovation.

Workforce Empowerment

Digital tools empower social care workers to improve service delivery, be more efficient and effective in their roles, and develop person centred approaches to care needs, powered by TEC.

Government Initiatives and AI Potential

The shift from analogue to digital is clearly defined in Government strategies. Working collectively across the region we will ensure we make the most of new opportunities to reshape and improve care delivery.

Commitment to Inclusion

Ensuring technology enhances dignity and wellbeing while leaving no one behind is central to care transformation – and frees up crucial time in a pressurised workforce, for those who need in person/F2F responses.



WHY TECHNOLOGY-ENABLED CARE MATTERS

Empowering Independent Living

TEC helps individuals live safely and independently by providing digital tools tailored to their unique needs.

Early Intervention and Monitoring

Real-time data from TEC enables timely alerts and proactive care responses to prevent escalation.

Shift to Preventative Care

TEC promotes preventative care, helping individuals avoid crises and maintain wellbeing longer.

User Empowerment and Accessibility

Integrating TEC thoughtfully ensures accessibility and empowers users and their carers in their care journey.



THE SOCIAL CARE WORKFORCE AND TECHNOLOGY

Enhancing Care with Digital Tools

Digital tools like mobile apps, ambient voice technology and scheduling systems streamline tasks, enabling social care workers in various roles to focus on direct care, personal interventions and relationships.

Improving independence

For many years technology has supported people to live less restricted lives; as the scope and potential of new and emerging TEC grows, our sector needs to grow and adapt with it.

Investing in Digital Skills

Training and support in digital skills are essential to empower staff and embed technology in organisational culture.

User-Centred Technology Design

Involving people who use care services and frontline workers in technology design, ensures tools are practical, user-friendly, and aligned with care delivery needs.



ACCELERATING REFORM AND AI OPPORTUNITIES

Funding for Innovation

The Accelerating Reform Fund has enabled transformative projects to improve social care outcomes and sustainability, with learning across the region and adoption/adapting, key to the approach.

AI-Driven Predictive Analytics/Automation of Routine Tasks

We know new and emerging technology brings significant opportunities, but the risk that Local Authorities and Social Care aren't suitably aligned to adopt new technologies at pace.

Innovation, testing and learning

Across NE ADASS looking to develop clear innovation pathways – ensuring developments are driven by end user need, and exploring potential for gain share, where LA's take a leading role in developments.

Ethical AI Use

Working in partnership with the NHS, researchers and tech providers to ensure AI is used ethically with safeguards for privacy, equity, and transparency in care settings.



DIGITAL INCLUSION – DESIGNING FOR EVERYONE

Challenges to Digital Inclusion

Recognising barriers such as poverty, disability, language differences, and low digital/literacy skills, rurality which can limit access to technology.

But recognising that the right digital solutions can remove barriers/improve access for people who are otherwise marginalised.

Community Co-Production

Engaging communities ensures digital services are accessible, user-friendly, and culturally appropriate for all users.

Inclusive Design Principles

Embedding usability and equity from the start promotes fair access and prevents new exclusions in social care technology.

Access and Training

Working with partners to improve access to digital skills training, data banks and devices (including donating public sector devices). Learning from what works well across the region, and utilising our purchasing power in terms of social value.



A REGIONAL VISION FOR CONNECTED COMMUNITIES

Collaborative Ecosystem Building

Partnerships between health, housing, care, and technology sectors create a supportive digital community ecosystem. Working across the public and private sector to create a Public-Private Partnership driving digital care solutions.

Integrated and Shared Services

Shared data and integrated services enable tailored, scalable solutions responsive to local community needs.

Empowering Digital Confidence

Fostering trust and improving digital literacy supports individuals' independence and wellbeing through technology, with additional benefits in terms of wider determinants of health.

Community-led Innovation

Co-designed services ensure solutions reflect user needs creating resilient and inclusive approaches, with technology enabled care embedded in communities, throughout supported and specialist housing and in peoples' homes.



CLOSING THOUGHTS AND CALL TO ACTION

Transformative Potential

Technology Enabled Care can improve outcomes, increase efficiency, and promote independence in adult social care.

Collective Commitment

Realising benefits requires embedding digital solutions, supporting workforce, and promoting inclusion in care pathways.

Ethical and Inclusive Innovation

Innovation must be responsible, inclusive, and focused on dignity, connection, and wellbeing for all individuals.

Shared Responsibility

Leaders, partners, and innovators must work together to empower individuals and strengthen communities through technology. Working at scale and at pace across the region and sectors brings the benefit of greater return on investment.