



Scaling TEC Together

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The long-term drivers of change

**Ageing
population**

**Rising
demand**

**Budget
pressures**

**Carer
shortage**

The National Strategic Context

**Hospital to
Community**

**Sickness to
Prevention**

**Analogue to
Digital**

“

We will not get the care service we all want until we improve the strength and the capability of care at the very front of the service.

Social care is different. It has to be person-centred.

It has to be preventative in its character.

a principle of home care wherever possible



We want to support people to stay in their own homes for longer and avoid escalation of care needs



How we deliver care is changing.

TEC must support new models of care.

There's no single model of TEC delivery

Operational models

- In-house
- Outsourced
- Hybrid
- Shared services

Financial models

- Block
- Activity-based
- Outcomes-based
- Joint funding

Ownership models

- Council-owned
- Supplier-owned (Hired)
- Platform-as-a-service
- Mixed

The shift towards blended models of care



Technology will keep evolving...

**More
connected
devices**

**More
analytical
power**

**Integration
with other
systems**

**Combined
solutions for
housing, health
& social care**

But technology is the easy bit

The use of technology, together with the services and interventions around it, to support adults' independence, health, wellbeing and safety

The device is not the intervention.

The intervention is the technology plus the care, response and support wrapped around it.

The technology doesn't prevent anything.
People and services prevent things.

Technology gives you the opportunity to act earlier.

Questions for our speakers today

What does it take to make this work at scale?

How do you redesign the service around the person?

How do you give staff and families confidence?

How do you turn early results into routine practice?

Scaling TEC Together: The People, Process and Path Forward

Nerys Hebdon- Head of TEC Customer Enablement

Paul Higginbottom- Service Manager, City Wide Care Alarms (TEC)

Four foundations of successful TEC adoption

- Start with the outcome, redesign the service
- Develop genuine workforce confidence
- Involve partners as co-designers
- Evidence benefits, build momentum, scale with confidence

A low-angle photograph of a building's exterior. The building has a grey stone or brick facade. A large blue square sign with the white letters 'ICC' is mounted on the wall. To the right of the sign, the words 'THE INTERNATIONAL CONVENTION CENTRE' are written in blue, three-dimensional capital letters. A dark blue metal structure is visible in the foreground on the left, and a glass-walled section of the building is on the right. The sky is overcast with light grey clouds.

ICC

THE
INTERNATIONAL
CONVENTION
CENTRE

I feel safe, stay independent for longer, and receive support that reflects what is happening in my life.



24/7 Reactive ARC Operator



Mobile Responder Service



Friends & Family



Social Worker



9-5 Proactive Monitoring Service



Domiciliary Care Provider

Traditional Reactive Model

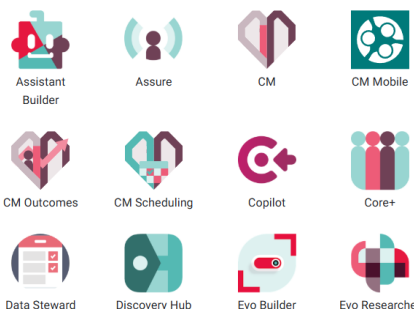
Proactive & Connected Care Model

One reimagined **evo** connected community model. Better outcomes for Margaret. Financial Sustainability for Sheffield.



Find Margaret

Finance-led long list.
Reviewed by those
that know them.



**Right cohort.
Providers engaged.**



Connect Margaret

TEC Assessment Tool.
Family FAQs
Clear opt-out.

My (unpaid) Carer*

Select at least one option

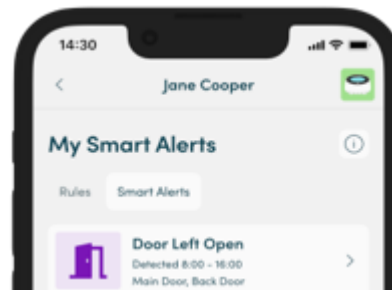
☐ I want to feel safe at home

**Confident workforce.
Adoption rate up.**



Learn her routine

Access Assure learns.
Tunstall monitors.
Carer right-size in ACP
Family App reassures.



**Confidence up.
Visits when needed.**



Review Margaret

"Does she sleep
through? Mobilise?"
Evidence, not calendar



**Packages reduced.
Dependency
reduced.**

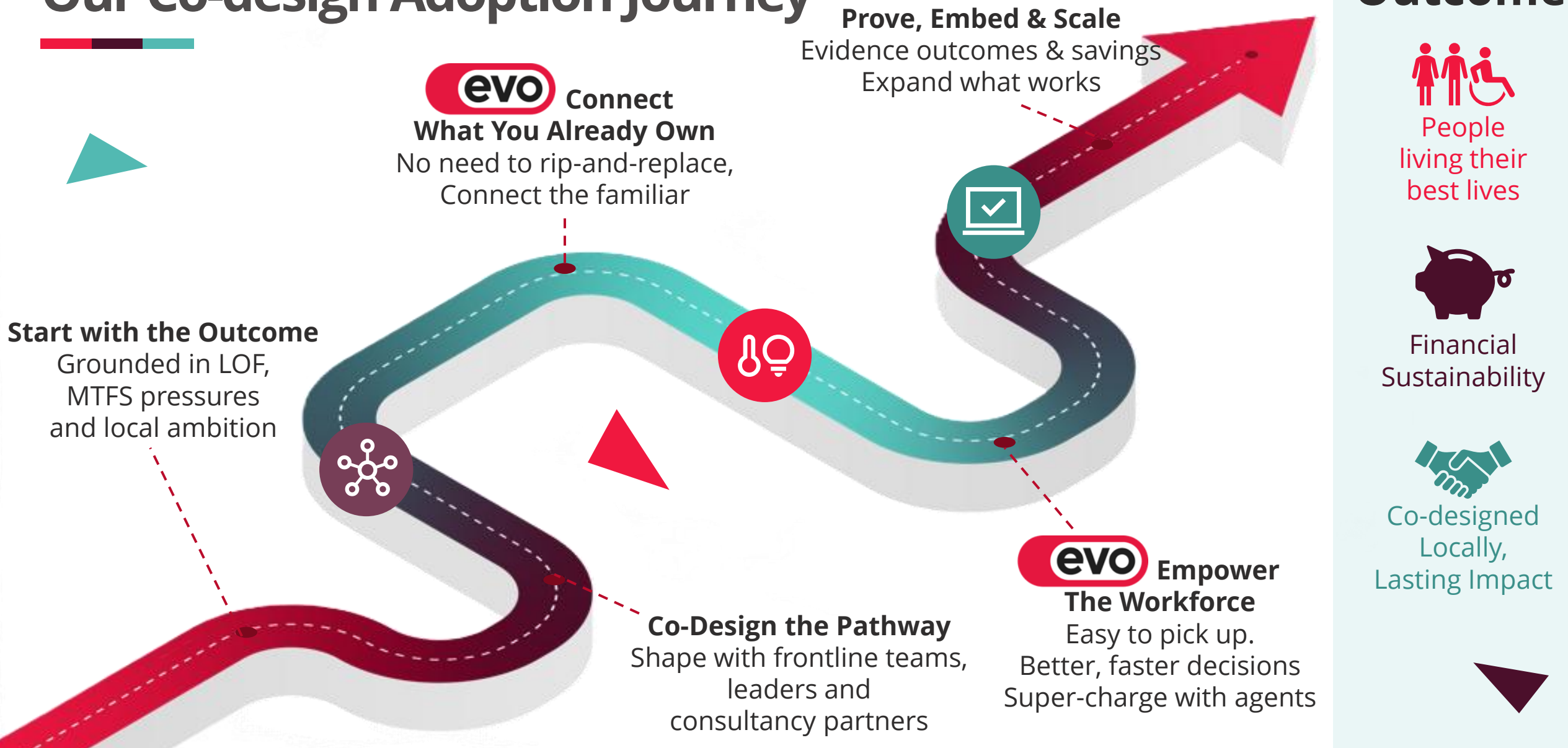


Scale

£27M overspend.
Next: Connectors &
Agents at scale.

**5x ROI. TEC-first.
Adoption.**

Our Co-design Adoption Journey





Scaling to meet Sheffield's Challenge

A stylized illustration of a hospital building with a green 'H' on its roof, set within a pink circular background.

Communities

- 590,000 people. Demand rising faster than funding.

A stylized illustration of a woman with dark hair, wearing a green dress and a red headscarf, set within a pink circular background.

Workforce

- 2,662 overdue reviews. Median wait 174 days.

A stylized illustration of a small house with a green roof and a chimney, set within a pink circular background.

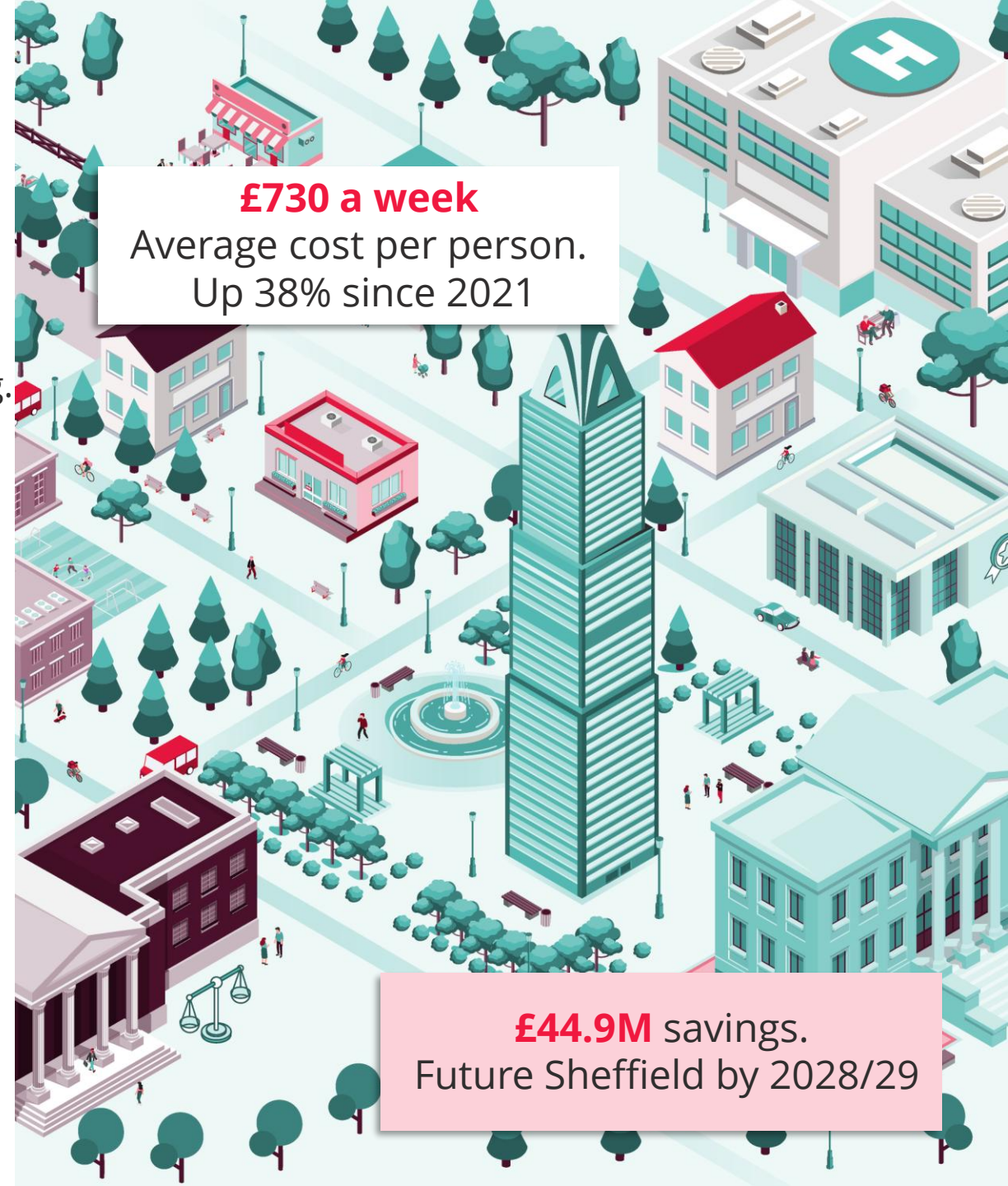
Care Providers

- 14 Care Partners. **Contracted to embed TEC.**

A stylized illustration of an elderly couple walking with canes, set within a pink circular background.

Adult Social Care

- 13% more people since 2021. Total costs up 55%.



£730 a week

Average cost per person.
Up 38% since 2021

£44.9M savings.

Future Sheffield by 2028/29

Q&A

Find out more

