

Turning Prevention into Reality: Removing Barriers to Proactive Care

TSA iTEC 16 March 2026

Introducing the North East & North Cumbria



Care Closer to Home

- 1. Housing, Health and Care Programme:** We will ensure that housing support the lives that people want to live as independently as possible
- 2. Social Justice and EDI:** We will ensure that people's voices are heard and inform the design and delivery of services
- 3. Innovation:** We will identify where technology can be used to support people's lives and aspirations

“I am healthy, I can live the life I want to live and do the things that are important to me as independently as possible”

Digital Innovation and Inclusion 5-year Plan



Our challenge:

- Provide accessible, coproduced technology and support to maximise individual choice and control
- Provide connected digital Infrastructure to improve continuity of care
- Use innovation and insight to shape care that supports choice and delivers better outcomes
- Ensure transparency in digital systems and governance



28

**Applications
Received**



**8 Awards
Granted**



**5 Projects offered
further support**



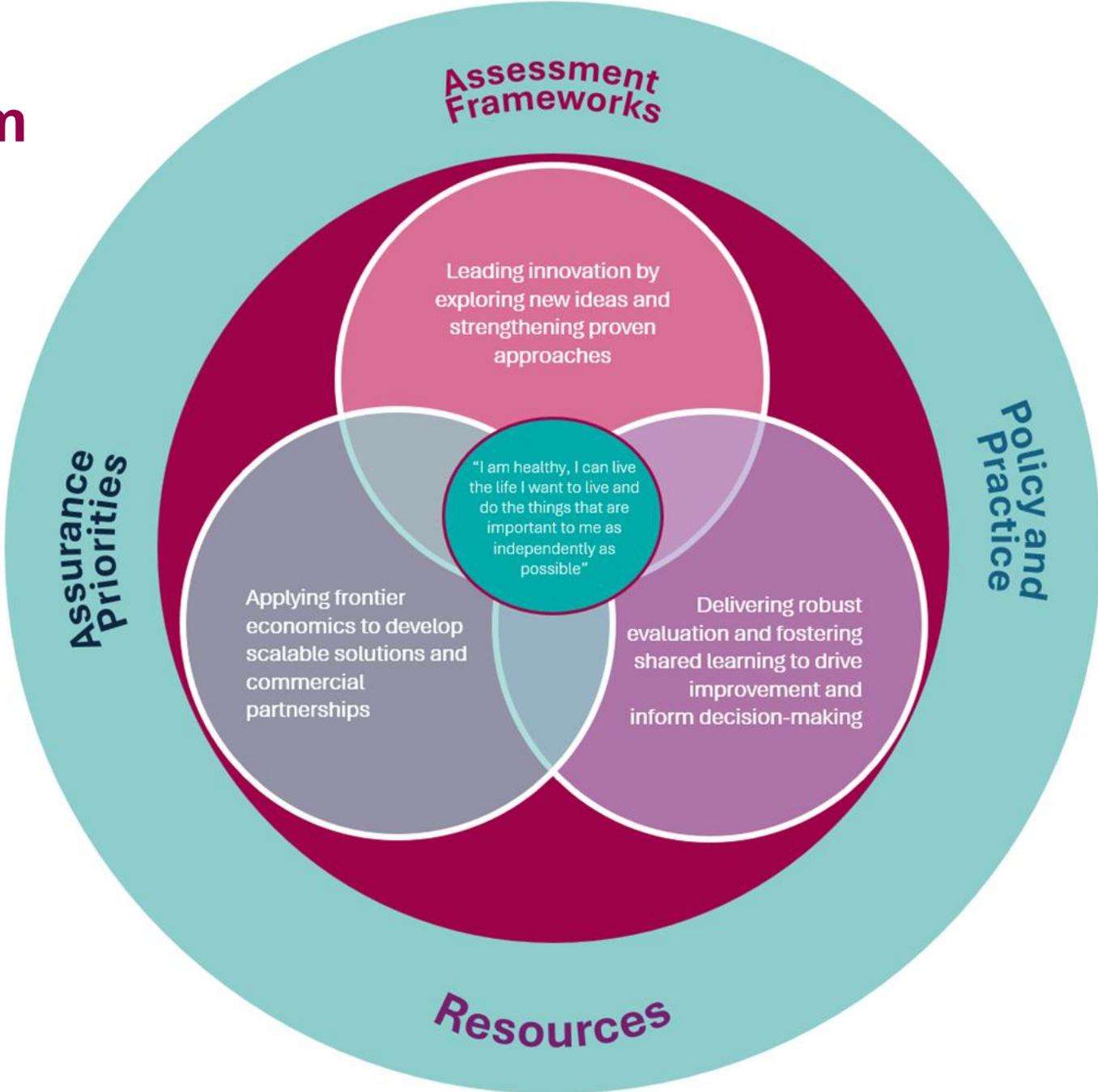
£616,800
— total funding allocated —

Lessons Learned

- LAs appreciative of light touch application process
- Shared systemic challenges and barriers
- Delays in delegated decisions
- Conflicting agendas e.g. ICT Teams with a security priorities v's Digital Leads wanting to drive innovation and test and learn
- Variable workforce understanding of 'innovation'
- Limited capacity and resource to drive new ideas and ways of working
- Responding and scaling at pace

Strategic Delivery Ecosystem

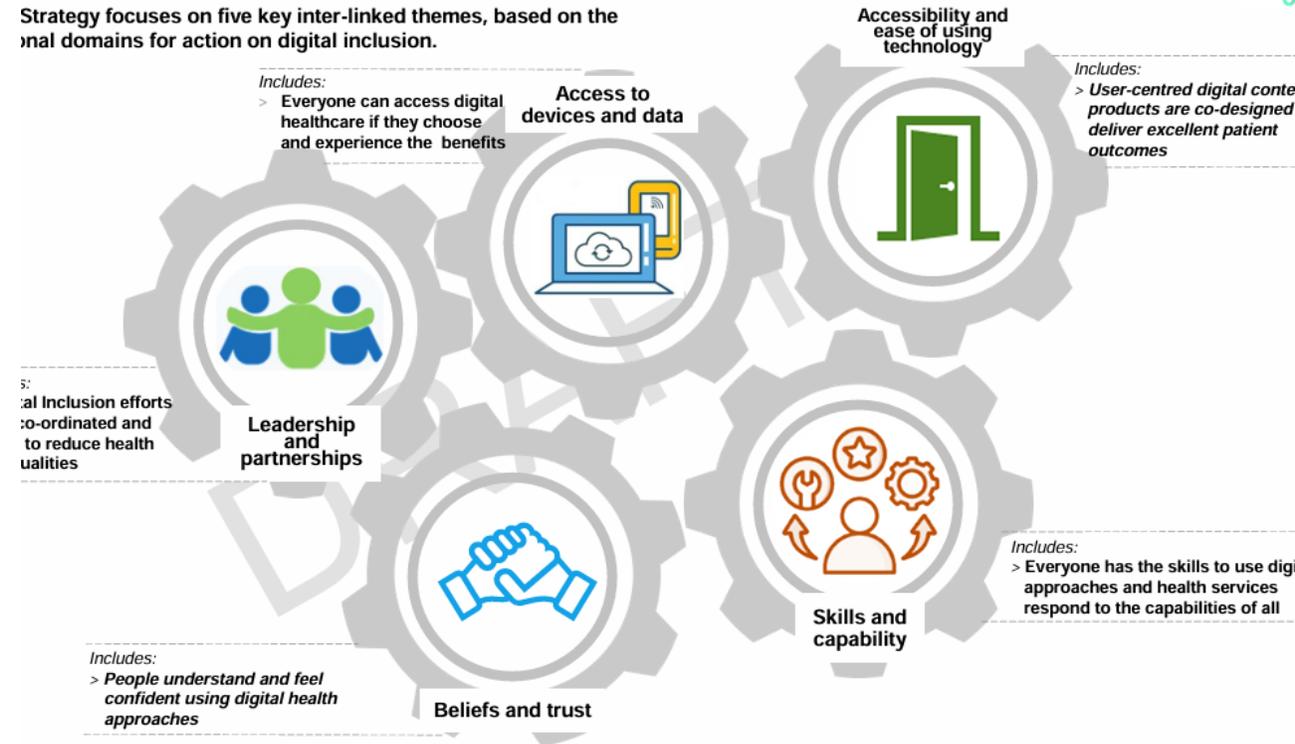
- Our Vision
- Our Ambitions
- Our Environment



Inclusion by Design

- Regional Digital Inclusion Strategy
- NE ADASS SLI Workstream and Lived Experience Network
- Partners with Curators of Change – monthly Over A Brew sessions
- Piloting ‘Gloriously Ordinary Lives’ training for network members

Strategy focuses on five key inter-linked themes, based on the national domains for action on digital inclusion.



Implementing the Blueprint

Why the ADASS & TSA Prevention Blueprint

- Building on WGLL Outcomes
- National and regional consensus: *prevention is essential, not optional.*
- Escalating demand + workforce pressures + financial instability.
- Inequalities widening across the North East.
- Prevention is the **only route to a sustainable future** for adult social care.
- Deeper Dive into understanding the current picture

Shared national framework for:

- **Shifting to proactive care**
- **Creating the right system conditions**
- **Building confidence in new approaches**
- Gives LAs a shared language and reference point.
- Supports evidence-led decision making.

Hackathon Overview

Problem Statement	Goal Statement
Statutory assessment timelines are routinely missed due to backlogs, workforce shortages, and lack of risk-based triage. Reassessments are delayed, and care packages are often misaligned with actual needs.	To deliver timely, risk-informed assessments and reassessments that accurately reflect individual needs and enable responsive, person-centred care planning.
Remote care is underutilised due to poor infrastructure, digital exclusion, lack of training, and fragmented technology systems. Preventative tech is not deployed early enough to reduce demand.	To embed inclusive, secure, and proactive remote care solutions that empower individuals, reduce avoidable contacts, and extend independence.
Fall prevention is reactive , with long waits for home adaptations and poor coordination across services. Technology solutions are unaffordable or poorly integrated.	To deliver proactive, joined-up falls prevention strategies that combine timely adaptations, smart monitoring, and community support.

Problem Statement: What are we trying to fix?

Map current journey and issues: Where might TEC support a new approach?

Service design sprint: How might a new service work?

Swap ideas: How could this be improved and what should they consider?

Original teams refine their designs with feedback: How can we use this feedback?

Key Hackathon Take Aways

Local Authorities all face similar challenges, and they all have similar aims

Each one takes a slightly different approach

The short time taken to share ideas generated creative and workable solutions

Creating space to collaborate and grow ideas is key

The North East and North Cumbria Opportunity

- Strong collaborative culture
- Local Authorities wanting to learn from each other and willing to share their learning
- Powerful, linked-in VCSE sector
- A regional NE ADASS programme to create an enabling environment
- An ambition for the region can become a **national leader** in prevention-led reform

“Prevention is not a task for tomorrow. It is the work of today.

Our region has the insight, the partnerships, and the willingness to make it real.”

Experiences of the Blueprint



Sunderland Rapid Assessment

Sunderland 's Approach Pre-Assessment

- Dedicated TEC team of twelve
- Funding TEC
- Mainstreaming the offer
- Training Programme for prescribers
- Development of TEC House
- Trusted Assessor
- Automated Telephony



What the Assessment Highlighted

- Prevention is embedded across strategy, workforce culture and delivery.
- Sunderland offers a comprehensive and rare end to end TEC model.
- Benefits are tracked across finance, quality, compliance and outcomes – not just a simplistic TEC saves money approach.
- Underperforming TEC was ended early and deliberately & not allowed to drift.
- Despite a strong infrastructure sensor based, proactive proactive monitoring has not yet been delivered.
- There is no single documented proactive TEC operating model.



Next Steps in Sunderland

1. Learn how to turn preventative intent into a single, coherent service model.
2. Learn What “Good” Sensor-Based Proactive Monitoring Actually Looks Like in Practice
3. Learn How to Embed Proactive TEC Confidence Consistently Across the Workforce
4. Learn How to Transition Innovation From Proof-of-Concept to Business as Usual
5. Learn How to Systematise What Already Works



Moving to Proactive and Preventative Care Services

Rebecca Lomas- Professional Practice Lead for Occupational Therapy



Health and wellbeing is at the heart of everything we do

Our values



Ambitious



Collaborative



Compassionate



Empowering



Innovative

Supporting Practice



“Really enjoyed and really informative thank you”

“Excellent day with high quality speakers”

“Great to see the enthusiasm of everyone – brilliant culture in the room”

“Fab day! More like this :)”

“Makes me think the council are moving with the times”

“Professor Jing was a ray of sunshine!”

“We need more sessions like this for all the staff”

	Average pre-event score	Average post-event score	Difference
I understand what a ‘tech-first’ approach means in practice (1- I do not understand at all, 5- I understand fully)	2.73	4.21	1.48
I recognise the benefits of Technology-Enabled Care (TEC) for the people we support (1- I do not recognise the benefits, 5- I fully recognise the benefits)	3.25	4.49	1.24
I understand Cumberland’s vision for technology now and in the future (1- I do not understand at all, 5- I understand fully)	2.77	4.28	1.51
I understand the role AI could have in supporting me in my role (1- I do not understand at all, 5- I understand fully)	3.0	4.31	1.31
I am aware of available assistive technology solutions and how to match them to customer needs (1- I am not aware at all, 5- I am fully aware)	2.63	3.88	1.25
I understand how to access appropriate assistive technology solutions from Cumberland Council and other organisations (1- I am not aware at all, 5- I am fully aware)	2.45	3.91	1.46

Cumberland Adult Social Care & Housing Hub

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Tech Enabled Care (TEC)

Technology Enabled Care (TEC) in adult social care refers to the use of digital tools and smart devices to support people to live more independently and safely in their own homes. This can include technologies such as fall detectors, emergency alarms, remote health monitoring, and smart medication dispensers. These tools help individuals manage their health and daily routines while reducing the need for constant in-person care.

It can play a key role in improving quality of life by enhancing social connections and enabling early intervention when health or safety issues arise.

Examples of how technology is used to support practice in Cumberland

Ian Video | Magic Notes Video | Pam Video

Key Reflections

- Work through the challenges
- Get the data right
- Don't underestimate the importance of taking people with you
- Learning from others is invaluable
- Make the most of the support
- Don't try to do too much at once- be methodical
- Understand the problem you're trying to solve and invest the time in planning
- Identify measurable outcomes



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