

**“What if transforming adult social care isn’t about stretching already-thin resources... but about changing how we use them?”**

**Sue Harper – Technology Enabled Care**



**Hampshire**  
County Council

# The Mindset



Risks  
Responding  
Rescuing



Supporting,  
Enabling,  
Promoting  
Independence

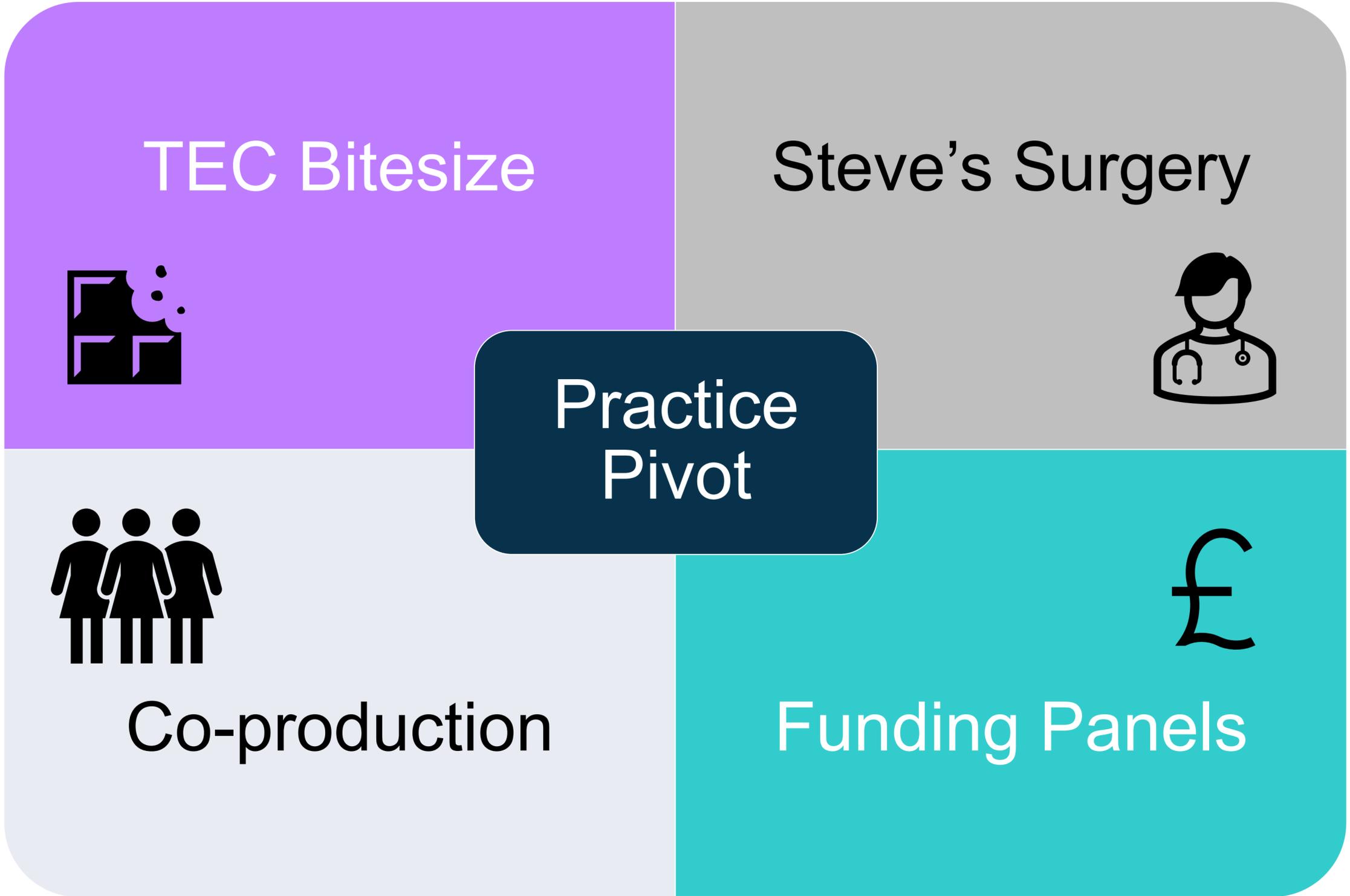


Fully understanding  
people

Co-production and  
creativity

Continuous  
engagement

# The Focus: Practice Pivot



# The Focus: Target – Test – Transform

## Supported Living: Case Study Vocala

### 18 bed supported living accommodation

#### Pilot and Prove

Introduced Vocala, built on the Amazon Alexa platform

- Provides prompts and reminders that individuals can respond to
- Increases confidence and autonomy for individuals
- Offers reassurance to carers
- Creates staff time efficiencies through reduced routine prompting

#### Embed and Evolve

- Expand to further services
- Use Vocala to build independent living skills



# The Focus: Target – Test – Transform

From Failures to Success

Monitoring Sensors & Data-Led Care

## The Failures:

Practitioners interpreting data  
Impact of sensors not known  
Our process wasn't unlocking  
their real value.

## The Changes:

Started small  
Better Sensors  
TEC data analyst  
Continuous dialogue  
Tracked the outcomes and  
impact

## The Success:

Data supporting care decisions  
Practitioners empowered  
Confidence to expand

**This is data changing lives and changing  
care planning**

# The Keys to Success:



## ✓ **Co-production**

Working with individuals, carers, practitioners to design the right support.

## ✓ **Positive risk-taking**

Not being afraid to test, adapt, and challenge assumptions.

## ✓ **Continuous engagement**

Regular practitioner conversations

## ✓ **Outcomes first, technology second**

Starting with what matters in a person's daily life, then identifying the technology that supports that goal.

## ✓ **Evidence led**

Using data and evidence of benefits to shape future direction

# The Power of Personalisation:





**Personalised TEC isn't just the right thing  
to do —  
it's the thing that can make the biggest  
difference**



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