ITEC 2026

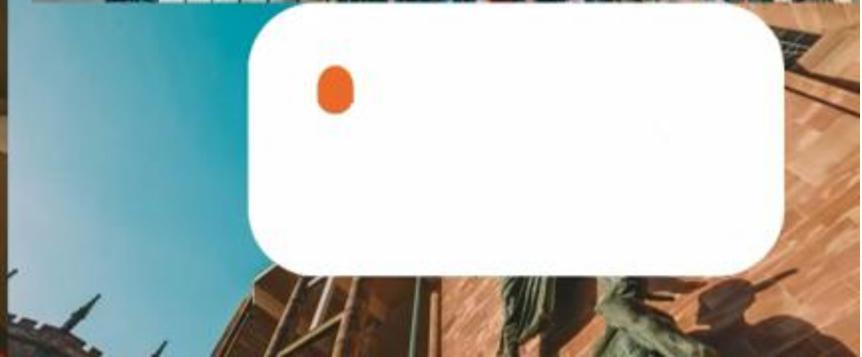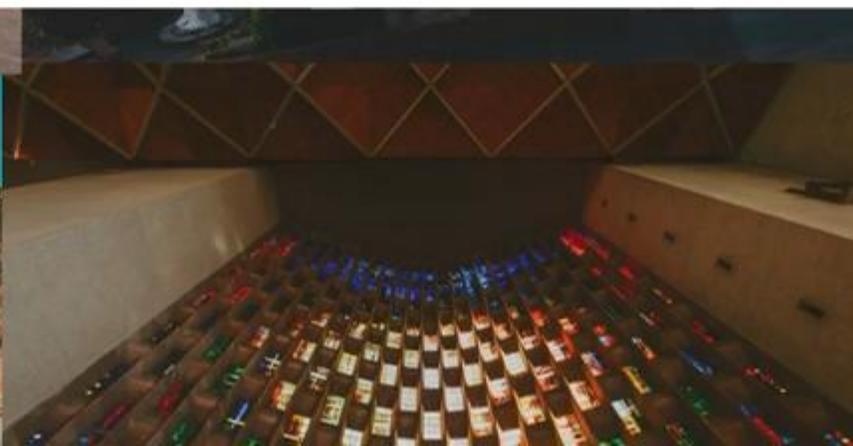**West Midlands Technology Enabled Care**

Purpose

- Collaborate
- Innovate
- Transform

Evidence and Impact of Technology Enabled Care
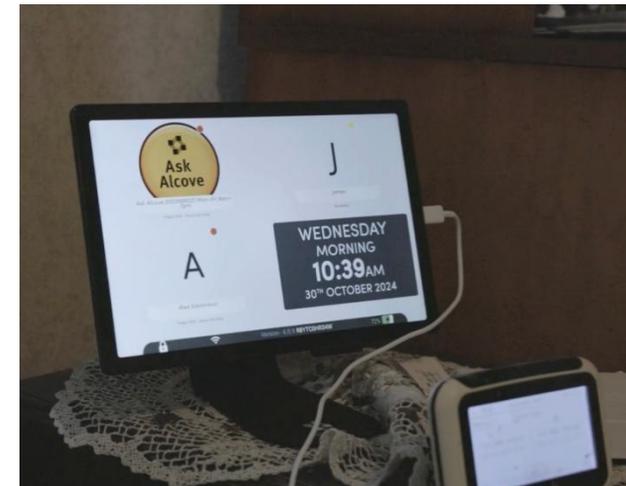
Lesley Holt

£326.4m

Programme Overview

TEC Deployment

Referrals
960

People Using Technology
740
Supporting Independent Living

Technology Deployed
4000 +
Pieces of equipment

Staff Trained
460
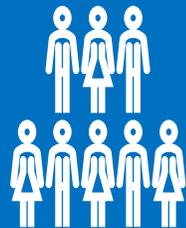
TEC Development Sessions
38

ASC return on investment
£2.0
Per £1 invested

Programme ROI

Every £1.0 spent on TEC generated £2.0 in savings within ASC budgets.

- **£67,000** from reducing the amount spent on existing care

- **£2.0 million** from delaying the escalation of care needs

- **£340,000** from preventing other commissioned care

- **£3,414 per person -** Annualised net saving from TEC

These savings help to:

- Reduce the amount being spent on long-term adult social care

- Create capacity within the sector to support more people more efficiently

- Enable local authorities to reinvest in TEC.

Where are going?

Strong desire from all 3 LAs to deliver TEC at scale

Mixed model of approaches:

- Fully commissioned
- Hybrid
- In-house

Collaborative approach with the whole system:

- Technologists
- Care providers,
- Partners & Subject matters experts
- NHS
- Citizens
- Policymakers

# LA Impact and Benefits

Julie Harrison

PoC TEC delivery model

Big data integrated with other datasets to realise additional value: population health management and commissioning

Monitoring Centre

Available 24/7 if people need urgent assistance and as a backup to other first-line monitoring options; increasingly important role in analysing data for early intervention and prevention as well as virtual support

Family

Remote monitoring through apps, dashboards and video calls, involves families and communities alongside formal care & support; reduced demand and better outcomes

Care Worker

Care workers will be using the devices and virtual care calling to support their care giving and to help people be more independent between visits; can realise efficiencies for care providers

Connected DIGITAL devices joined up in the home and out and about to support daily living and proactively generate real-time data
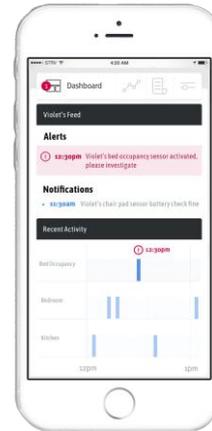
Individual data informs data-driven practice (assessment, review, planning) and day-to-day care delivery

Benefit from TEC

A future that is more independent, safer, and less socially isolated!

Improved quality of life and confidence!

84% agree or strongly agree that they feel more independent because of TEC

60% agree or strongly agree that they feel less socially isolated because of TEC

64% agree or strongly agree that their quality of life has improved thanks to TEC

80% agree or strongly agree that the TEC they received meets their specific needs

68% agree or strongly agree TEC has improved support response times

- **Choice, independence, and options** were seen as the biggest benefits of Care Technology – **69%** agreed or strongly agreed that TEC is beneficial to citizens

- **Training, support, and referral/delivery** processes were identified as the main challenges – despite this, over **50%** of staff said they feel confident referring citizens

- **Over 50%** of social workers felt they had enough support after training to make appropriate referrals – but more training is needed for TEC to become a core part of social care practice
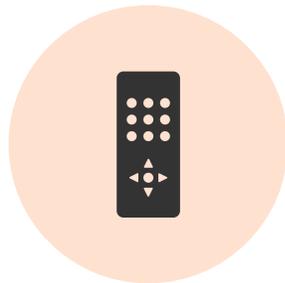
TEC Case Study
Monitoring

Mr L receives 24 hours 2:1 support 7 days a week, and the current care package is

£8292 per week.

An assessment was completed in October 2025 and reported that

''After reviewing the evidence, there are no behavioural incidents that have occurred during the night''.

TEC was installed to monitor Mr L's nighttime activity, and the initial feedback was

''the data currently shows a very calm and consistent pattern. In summary, the citizen appears to sleep soundly and prefers to sleep in until late morning.''

If Mr L does not require 2:1 night support, this can be reduced to 1:1 night support. The approximate savings will be

9 hours per night × 7 days = 63 hours × £25.75

£1622.25 per week.

Hints and Tips

Communication is key

- Talk early, what is coming, why and how - ensure social work teams know about TEC

- Open discussions without barriers to iron out early any concerns

- Be clear what you mean by a *blended care plan* and what this looks like – have examples

Smaller working groups

- Much more effective than large events

- Social Workers will share cases & ask questions in this type of environment

Digital TEC Navigators

- Support the bridge between Social Workers and TEC

- Difficult role – requires great engagement and training skills, knowledge and curiosity around TEC and play and share,

- understand the data coming from the TEC and share with social workers and families

Dashboards and Portals

- Prompt referral information and monitoring
- More work to ensure this information is being used effectively
- **Referral Form** needs to be part of your case management system
- Ensure consistency in outcomes and benefits

Mechanism of generating TEC based on care needs

- TEC information and pictures
- Ensuring easier conversations with the citizen and their family

Citizen TEC Board

- Mix of teams represented both internally and externally
- Experts by experience engaged

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Why TEC and the care market?

Care enabled by technology is now possible and expected;

How can we blend people and technology in care provision?

Opportunities include:

- Virtual care calls
- Using TEC to support care delivery and independence
- Proactive care delivery
- Joining up health and care

Care Providers & TEC

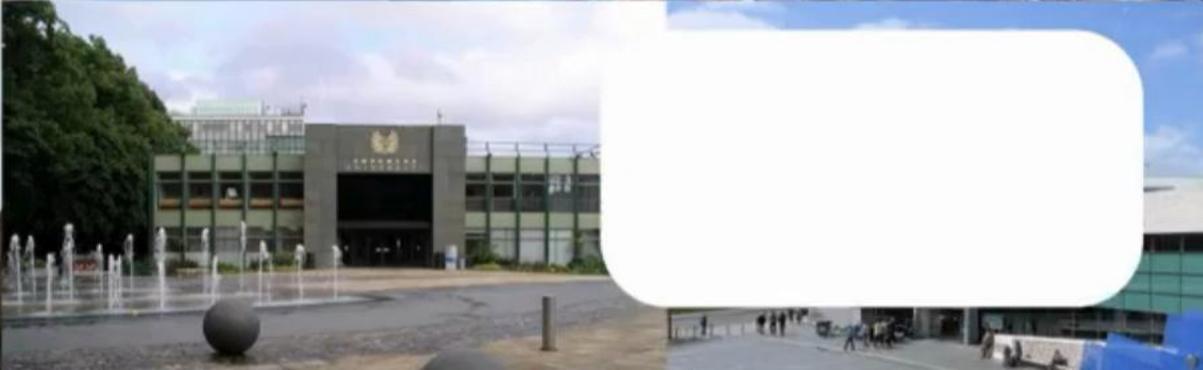**Strong desire to strengthen role of care providers with 'TEC'**

- Virtual care calling

- Proactive monitoring

- Reablement

- Workforce productivity

- Use of technology to support greater independence every day

Impact on my life with TEC

Samuel Wynn

Transforming lives

In conversation with Sam

Fireside Chat

Questions to ask Sam

1.   Do you feel that technology-enabled care genuinely improves your safety and independence, or does it sometimes feel like a cost-cutting replacement for real support?

2.   If a digital system failed at a critical moment, what impact would that have on your trust in the service — and what level of reliability do you expect before you'd feel safe using it?

3.   Do you believe the people designing these services truly understand your daily reality, or do you feel decisions are being made without your voice?

Questions to ask Julie

1.   What hard evidence do you have — not projections or pilots — that technology-enabled care actually reduces risk and improves outcomes for people like me?

2.   If TEC is becoming essential to care, what guarantees can you give that no one will be excluded because of poor connectivity, low digital skills, or lack of money?

3.   How will you ensure that technology enhances care rather than replacing human contact, especially for people who rely on relationships, not just monitoring?

Thank you.