

**Service User and Carer Engagement Event**

**26 June 2019**

in **Touchbase/ Sense Scotland** 43 Middlesex Street, Kinning Park, G41 1EE

**10.00am - 3.30pm**

To register for this event contact: Stephanie Moore

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## **Development of Technology Enabled Care and Support (TECS)**

The term ‘technology enabled care and support’ (TECS) refers to technologies such as telecare, telehealth, telemedicine, self care apps and new technology that has the potential to transform the way people engage in and control their own support and care. Examples of ‘technology’ can range from a ‘voice activated’ device playing your favourite songs to paper-free intelligent toilets to communicating with your care provider via an electronic tablet to seek support or assistance.

Advances in technology over recent years is enabling more people to be cared for safely within their own home in accordance with their assessed need, maximising the opportunity for independent living. Glasgow City Health and Social Care Partnership (HSCP) considers there are opportunities to extend the use of assisted technology to help to deliver positive outcomes for individuals, while at the same time delivering better value for money.

Glasgow City HSCP considers this to be the case in relation to sleepover and overnight provision. It has established the Overnight Support Transformational Change Steering Group to review the arrangements that would need to be in place to make a safe transition from current sleepover arrangements.

## **Testing Change**



In each Locality a ‘Connecting Neighbourhoods’ initiative will be established starting in Castlemilk and Shettleston. These pilot area initiatives aim to develop a more “clustered support” model among local care providers, potentially sharing responsibilities to respond quickly to someone at home when the need arises.

The initial focus is on sleepover and overnight provision. However it is recognised that this cannot be considered in isolation from taking into account the support an individual receives during day time and Steering Group will work closely with HSCP Locality Teams and the HSCP’s Central Review Team.

Glasgow City HSCP recognises that it is not a 'one size fits all' solution and that for some individuals, assisted technology or alternative response arrangements may not be a suitable option. In such circumstances, Glasgow City HSCP remains committed to doing all it can to support individuals to live as independently as possible in the community in line with a person's assessed need and the resources that are aligned to meet that need (called the 'relevant amount').

## Connecting Neighbourhoods Update



**Connecting Neighbourhoods: Castlemilk** - a number of meetings, both individual and group, have taken place with service users, family members, carers, the 7 care providers in the Castlemilk area and key stakeholders such as Advocacy, Care Inspectorate and Emergency services. These meetings have provided information on and the opportunities TECS offers as well as discussed and designed a response to support needs of the individuals in the Castlemilk area.

**Connecting Neighbourhoods: Shettleston** - work started by identifying all service users receiving overnight support and the care providers operating in the Shettleston area. Initial engagement sessions were held on 31 May 2019 with care provider's staff and on 4 June 2019 with service user, carers and families.

## TECS Providers

The Framework Agreement is a list of care providers who have been approved by Glasgow City Council to provide services to people who are eligible for social care funding to meet their care needs. The five TECS providers on the new 2019 Framework Agreement are:

- **Blackwood** [www.blackwoodgroup.org.uk](http://www.blackwoodgroup.org.uk)
- **Cornerstone** [www.cornerstone.org.uk](http://www.cornerstone.org.uk)
- **HRM Homecare** [www.hrmhomecare.co.uk/](http://www.hrmhomecare.co.uk/) \*website being updated
- **Quarriers** [www.quarriers.org.uk/](http://www.quarriers.org.uk/)
- **Support for Ordinary Living** - [www.forliving.org](http://www.forliving.org)

The HSCP also have a home care response system which can supplement any ongoing care and support already in place.

## Adult Services Transformational Change Programme 2018-21 Progress Report: Integration of Learning Disability Services

On 27 March 2019 Glasgow City HSCP Integrated Joint Board (IJB) members considered a report on the progress being made to introduce a more integrated service delivery model within Glasgow City HSCP's Learning Disability services, primarily in relation to Community Learning Disability Teams (CLDTs) and Learning Disability Day Care services. To inform this work, we will engage with service users, carers and families to share more information about this and hear views on what currently works well and what could be improved upon. <https://glasgowcity.hscp.scot/meeting/27-march-2019>

Contact [GCHSCP\\_Communications@glasgow.gov.uk](mailto:GCHSCP_Communications@glasgow.gov.uk) if you require this information in an alternative format