

Connecting Neighbourhoods

Service Redesign incorporating TECS – A Case Study

HSCP Perspective

Introduction

Technology Enabled Care and Support (TECS) assessments have been taking place through the Connecting Neighbourhoods Project - which has been operating in the South and North East localities since late 2018 – with the aim of assessing the potential of TECS to replace or enhance existing support provision.

The specific risk assessment process meetings are led by the identified TECS provider (**SOL Connect**) and are carried out in conjunction with the care manager's Support Needs Assessment for the client.

This case study is taken from the Connecting Neighbourhoods Project and describes the assessment and TECS trial processes involved in what was a successful implementation of TECS to replace an existing and longstanding overnight support package. The importance of the partnership approach required to successfully implement TECS is demonstrated through the case summaries provided by social work, the existing care provider (**Community Lifestyles**), the TECS provider (**SOL Connect**) and advocacy services (**The Advocacy Project**).

Case Background (Client's anonymised)

Peter is a man in his forties with a learning disability (LD) who has been in institutional and residential care for most of his life. Peter has frequently expressed that he wants more independence.

John is a man in his forties with a learning disability who has lived in institutional care for most of his life. One of John's main goals is to live independently in his own home.

Peter and John both moved from low security hospital care to a 3-bedroom house around 14 years ago, where they are supported by an LD supported living service. Current support is a mixture of shared and 1:1 support with a sleepover in place and both are supported 24 hrs a day.

Both Peter and John have expressed the need for more independence. John has recently been going out by himself to the local shop to try to increase his independence. Both Peter and John have no overnight needs and are extremely settled overnight. Both men's rooms

are upstairs in the property and the sleepover is based downstairs. The sleepover has not had to go upstairs to support John or Peter.

Assessment Process

Under the LD service redesign a Technology Enabled Care & Support (TECS) provider carried out a risk assessment in conjunction with Social Work, the care provider and independent advocacy. John was able to participate in part of the meeting and expressed concern regarding the potential for someone to come to his house when a support worker wasn't present. He was reassured as to how technology could be used to help support with this and gave consent to a trial of technology. Peter's views were also established through the same process, that he too would like to trial the technology.

The main concerns that were highlighted during the TECS risk assessment were:

1. Someone coming to the front door
2. Conflict between John and Peter (potential to be physical)
3. John or Peter leaving the house at night

The plan proposed by the TECS provider for assistive technology to help manage these risks:

- **Install hub and green button** in John and Peter's bedrooms to give them 24-hour access to face to face remote support
- **Install door alarm** on John and Peter's bedroom doors to alert if they are out of their rooms at the same time and could possibly encounter one another
- **Install Motions sensors** on the top and bottom hallway to alert that there is movement within the house
- **Door alarm** on the front door to alert TECS provider that the door has changed position.
- **IP Camera/hub** with a visual on the front door to capture either John or Peter leaving the home or someone trying to gain access into the house.
- **GPS** system attached to John's keys so if he chose to go out at night, an alert would be sent, and support can be arranged to get John back home safely

Clear protocols and support plans have been drawn up and agreed between the existing care provider and the TECS provider to show when and how this technology will be used and how staff should respond. The minimal amount of TEC to keep both John and Peter safe will be used and this will be reviewed regularly and if any TEC is deemed to be no longer needed, it will be removed or, likewise, if further TEC is felt to be required then this will be implemented.

How TECS mitigates the identified risks

John's biggest fear/concern about the sleepover being removed was what he would do if someone came to his door. With the TEC in place, John will have a hub in his room which he can press and have instant visual contact with someone through the hub. A hub was also placed in the hall with a visual on the front door, therefore, if someone is at the door or if Peter and John are looking to leave the property someone can come through the hub to

Speak to Peter and John and give them guidance on what to do. If one of them is looking to leave the property through the night, someone will be on the hub speaking to them to redirect them and will keep them talking while the responder is deployed to the address to try to support the situation. The responder base is located around 10 mins drive from the property. A GPS tracker, placed on the keys for the property, is also used in case they do decide to leave so that they can be safely located.

One of the support provider's concerns was that there would be potential for conflict between John and Peter if they both got up at the same time during the night. To support this, both men have a hub in their own rooms and will be encouraged to use this if ever they have any concerns or issues with their housemate. Room sensors will also be placed on both room doors so that the TECS provider can monitor if both men are out of their rooms at the same time and therefore could potentially use the hub to try to contact them or, if necessary, to send out the responder to ensure there are no ongoing concerns.

Ongoing monitoring and review

Future aims: If all goes well with the removal of the sleepover and the introduction of TECS for overnight support, then it is hoped that at future reviews this can also be looked at to give more independence to both men during the day too. John's main aim is to one day be able to live in his own home and this gradual introduction of TECS could help with his long-term goal.