

Connecting Neighbourhoods

Assessing and Incorporating TECS – A Case Study Summary

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 one taken from the Connecting Neighbourhoods Project and describes the assessment and TECS trial processes involved in the 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 [HSCP social work](#), the existing [care provider](#) (Community Lifestyles), the [TECS provider](#) (SOL Connect) and [advocacy services](#) (The Advocacy Project).

Case Background

Two men in their 40s with a learning disability (LD) have been sharing a 3-bedroom house for around 14 years and have been supported by an LD supported living service with a sleepover in place.

Both men had expressed their desire for more independence and had been working towards this over the years. Neither individual has overnight needs, and the sleepover has not had to go upstairs to support either of them. They were both supportive of the Connecting Neighbourhoods approach to assessing their needs and considering the options TECS could provide.

Assessment Process

Under the service redesign a Technology Enabled Care and Support (TECS) provider carried out a risk assessment in conjunction with Social Work, the existing care provider and independent advocacy. The service users were able to participate in part of the meeting and express any concerns.

Following discussion and reassurance as to how technology could be used to help support them, they both gave consent to a trial of the technology in their home. This trial period lasted 12 weeks and was based on a plan proposed by the TECS provider for assistive

technology to help manage all identified risks. Clear protocols and support plans were drawn up, agreed and put in place, between the existing care provider and the TECS provider to show when and how this technology would be used and how staff should respond.

The minimal amount of TECS to keep both men safe was used and will be reviewed regularly and if any TECS is deemed to be no longer needed, it will be removed or, likewise, if further TECS is assessed as required, then this will be implemented. The processes and timelines are outlined below:

- As part of the Connecting Neighbourhoods Project the two men within the service were referred
- A Risk Enablement Assessment meeting, with all relevant parties was completed in February 2021
- A Recommendations Report by the TECS provider was completed in February 2021
- Follow up Risk Review meeting completed in March 2021
- Following all the processes, final technology equipment for commencement of trial period, was agreed
- House assessment arranged/Protocol completed/Technology installed
- Trial officially started on 3rd May 2021 (maximum 12-week period)
- July 2021 meeting held to review and discuss the trial - trial considered successful and the two men stated they had enjoyed getting to know the new SOL Connect team and to meet with the responders
- Agreed a phased reduction of 'in-situ' overnight support with a proposed date of 2nd August for the completion of the trial and the removal of all overnight support
- New Outcome Based Support Plan (OBSP) and individual budget agreed and confirmation of permanent removal of existing sleepover provision on 13th September 2021

Ongoing monitoring and review

Future aims: If all continues to go well, following removal of the sleepover and the introduction of TECS for overnight support, then it is hoped that at future reviews TECS can also be considered as an option to give more independence, choice and control to both men during the daytime too.

Service User Feedback

Both men are now living without a physical sleepover service in the community for the first time in 14 years. Both have fed back that they are thankful for the trust that has been put in them and they are enjoying and valuing the greater levels of choice and independence they now have. One of the men stated during the assessment process: "Thank you for believing in me", and that his hope is, to one day, be able to live in his own home, on his own. This gradual introduction of TECS could help with this long-term goal.