

CONNECTING NEIGHBOURHOODS

Service Redesign incorporating TECS – A Case Study

TECS Provider Perspective - SOL Connect

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**).

What were we trying to achieve?

- assessment of TECS potential specifically in relation to overnight support – ensuring both gentlemen remained safe
- Reduce their dependency on paid support
- Increase opportunities for independence and decision making
- Maintain 24-hour support but delivered in a different way overnight
- Deliver support overnight, at the point of need, by a responder service

How did we do it? (Processes and timeframes)

- 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 two gentlemen have enjoyed getting to know the new SOL connect team and also met with the responders
- Agreed a phased reduction of 'in-situ' overnight support for weeks 12th, 19th and 25th July 2021 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

TEC installation challenges?

- On the installation day there were some technical adjustments that had to be made in relation to the original plan for the location of each piece of technology
- No other challenges

What technology was used?

- Both gentlemen each have a hub for their own personal use that allows direct face to face contact with remotely based SOL staff
- Door alarm
- Motion sensor
- Second Hub at the top of the hall facing downstairs

Key factors for success

- Do all the planning work and having shared goals with other involved agencies
- Good partnership working
- Staying focused
- Having all the relevant people around the table at key risk assessment meetings
- Having the gentlemen themselves on board with the technology and potential changes, to ensure they engaged well with both staff and technology from the beginning

- Having the existing in-situ provider support team on board and actively promoting and encouraging the process with the supported individuals

What did we learn?

- The time and effort put into good planning and partnership working is reflected in the success of the TECS assessment process
- Having a positive provider support team on board in the process

What was the outcome?

- Both gentlemen 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 on them and they are enjoying and valuing the greater levels of choice and independence they now have.
- One gentleman's quote: 'Thank you for believing in me'