Glasgow City Integration Joint Board

Item No: 10

Meeting Date: Wednesday 28th September 2022

Glasgow City Integration Joint Board

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Analogue to Digital Transformation

Purpose of Report:	The purpose of this report is to update the IJB on the direction of GCHSCP's technology enabled care (TEC) strategy particularly in relation to the introduction of digital telecare.

Background/Engagement:	GCHSCP are transitioning from telecare delivered through analogue phone lines to a digital system, due to the planned retirement of analogue phone lines across Scotland (circa 2025).

Governance Route:	The matters contained within this paper have been previously considered by the following group(s) as part of its development. HSCP Senior Management Team ☒ Council Corporate Management Team ☐ Health Board Corporate Management Team ☐ Council Committee ☐ Update requested by IJB ☐ Other ☐ Not Applicable ☐

Recommendations:	The Integration Joint Board is asked to: a) Note the developments in GCHSCP's TEC Strategy; b) Approve the spend of up to £5.5M to transition telecare to the future digital platform; and c) Note the requirement to review charges as part of the annual charging policy which will be considered by the

	Council's City Administration Committee in March 2023.

Relevance to Integration Joint Board Strategic Plan:

The sustainable delivery of technology enabled care (TEC) aligns with the IJB's strategic goals, specifically enabling independent living for longer.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome(s):	Outcome 2. People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community. Outcome 9. Resources are used effectively and efficiently in the provision of health and social care services.

Personnel:	No impact on Partnership personnel.

Carers:	No direct impact on carers.

Provider Organisations:	None.

Equalities:	No EQIA carried out as this report does not represent a new policy, plan, service or strategy, but delivering the existing services in a digitally compatible fashion.

Fairer Scotland Compliance:	Provisions within the charging structure mitigate the impact on those without the ability to pay and complies with Fairer Scotland legislation.

Financial:	GCHSCP will invest up to £5.5M in the transition to digital telecare in order to retain the service beyond 2025. This will be funded from the winter pressure funding made available from Scottish Government in 2021-22 and 2022-23. The current service is subject to a weekly charge of £3.60 per week. The implementation of a full digital service will require a revision to this charge to enable cost recovery for the new service. It is too early for this to be assessed. This will be done when costs are better understood and will be considered as part of the annual review of charges which will be considered by the Council's City Administration Committee in March 2023.

Legal:	None.

Economic Impact:	None.

Sustainability:	None.

Sustainable Procurement and Article 19:	None.

Risk Implications:	None.

Implications for Glasgow City Council:	None.

Implications for NHS Greater Glasgow & Clyde:	Successful implementation of the TEC strategy, including digital telecare, is key to tackling unscheduled care, particularly reducing A&E admissions from some of Glasgow's most vulnerable residents.

Direction Required to Council, Health Board or Both .	
Direction to:	
1. No Direction Required	☐
2. Glasgow City Council	☒
3. NHS Greater Glasgow & Clyde	☐
4. Glasgow City Council and NHS Greater Glasgow & Clyde	☐

1.   Purpose

1.1   The purpose of this report is to update the IJB on GCHSCP's Technology Enabled Care (TEC) strategy, its impact on the Maximising Independence program and specifically plans to transition Glasgow's telecare service to a digitally compatible platform, necessitated due to the planned decommissioning of analogue phone lines in 2025.

2.   TEC strategy

2.1.   The rapid development in the digitisation of society during the COVID-19 pandemic has accelerated the rate at which GCHSCP can pursue digital transformation in their own services, driving service improvement and expanding access to support. However, our most vulnerable service users remain those likely to be increasingly digitally excluded. As such, GCHSCP's intent is to enable education and upskilling of service users to enable wider uptake of council-provided and commercially available digital services. Focus remains on technologies with an evidential basis that would support the Maximising Independence agenda and contribute to GCHSCP's reduction in unscheduled care targets.

2.2   The intent is to roll out TEC developments across all care-groups. A proposed "TEC clinic" would see the HSCP deliver workshops across the city to both service users and carers. By building the confidence of these groups in using technologies such as smart speakers, smart watches and health monitoring applications, the HSCP intends to empower service users to invest in their own wellbeing and tackle issues such as social isolation, limited mobility and increasing frailty within their own home and support network. Unpaid carers would equally be sustained in their caring role. Providing signposting to available grants and linking with third-sector providers are

fundamental to maximising the TEC clinic's impact on our most deprived service users.

2.3   The future direction of travel will likely see GCHSCP integrates its TEC agenda with partner agencies who hold other socio-economic levers. Further integrating care technologies within assisted living premises or joint working with Glasgow Life are examples of where other socio-economic levers can be influenced through technology strategy alignment.

3.   Telecare

3.1.   The most pressing issue in the TEC agenda is the transition of analogue to digital telecare. Almost 9000 service users across Glasgow City have a telecare service delivered by GCHSP. The current system links in-homes telecare "boxes" to peripheral devices such as an emergency falls pendant, epilepsy sensors, smoke alarms etc. This service connects through analogue phone lines to the HSCP's Alarm Receiving Centre (ARC), where service users can engage with call handlers who are able to dispatch responders in the event of a requirement for personal care or direct 999 services in the event of an emergency. The service is well used with over 2000 call outs per month, however a disproportionate number of calls come from a minority of service users.

3.2   OFCOM, the UK's telecommunications regulator has announced that the UK will transition from dual analogue and digital telephony to digital only by 2025. This will see the decommissioning of analogue phone lines, with no new analogue lines to be installed beyond Summer 2023. This presents a strategic risk to Glasgow's telecare service which runs on analogue phone lines and necessitates transformation of the service to a digitally compatible model.

3.3   Advances in GCHSCP's Analogue to Digital transition project have identified that the provision of digital telecare on a like-for-like basis will require investment of approximately £5.5M to digitise the ARC and replace current devices with a digital equivalent. Work is ongoing to link service-users own commercial devices (e.g. Amazon Alexas) to the ARC, potentially reducing the upfront investment required.

4.   Implications of the proposed change

4.1   The IJB has been separately asked to note the proposed amendment to GCC's Non-Residential Charging Policy, namely the inclusion of a Telecare Digital charge that would offset the increased cost of sustaining a digitally enabled service.

4.2   Glasgow will be an early adopter of digital telecare. With this comes limitations in the current maturity of the digital telecare market as currently only three suppliers have the ability to deliver a like-for-like transition. Selection of the device provider is ongoing and dependent on approvals by the Scottish Digital Office and CGI Inc. Given Glasgow's early adoption of digital telecare, obsolescence will be mitigated by the inclusion of a digital test environment, allowing the HSCP to continually test and bring new technologies online for telecare, as they develop.

4.3   To deliver the A2D transition, GCHSCP will be required to develop procurement and installation processes for the digital devices. The preferred option is to commission this work to CGI on behalf of GCC, with CGI delivering an end-to-end procurement,

installation and maintenance pathway. This would remove the need for direct contracting between GCC and the supplier, as is the current analogue business model.

4.4   The current service is subject to a weekly charge of £3.60 per week. The implementation of a full digital service will require a revision to this charge to enable cost recovery for the new service. It is too early for this to be assessed. This will be done when costs are better understood and will be considered as part of the annual review of charges which will be considered by the Council's City Administration Committee in March 2023.

5.   Recommendations

5.1   The Integration Joint Board is asked to:

a) Note the developments in GCHSCP's TEC Strategy;
b) Approve the spend of up to £5.5M to transition telecare to the future digital platform; and
c) Note the requirement to review charges as part of the annual charging policy which will be considered by the Council's City Administration Committee in March 2023.

Direction from the Glasgow City Integration Joint Board

1	Reference number	280922-10
2	Report Title	Analogue to Digital Transformation
3	Date direction issued by Integration Joint Board	28 September 2022
4	Date from which direction takes effect	28 September 2022
5	Direction to:	Glasgow City Council only
6	Does this direction supersede, revise or revoke a previous direction – if yes, include the reference number(s)	No
7	Functions covered by direction	Telecare
8	Full text of direction	The IJB directs Glasgow City Council to commission the investment of up to £5.5M for investment in digital telecare by GCHSCP.
9	Budget allocated by Integration Joint Board to carry out direction	Scottish Government Winter Pressure Funding 21/22 and 22/23.
10	Performance monitoring arrangements	In line with the agreed Performance Management Framework of the Glasgow City Integration Joint Board and the Glasgow City Health and Social Care Partnership.
11	Date direction will be reviewed	March 2023