



Item No. 6

Meeting Date

Wednesday 24th May 2023

**Glasgow City
Integration Joint Board
Public Engagement Committee**

Report By: Jacqueline Kerr, Assistant Chief Officer, Adult Services and North West

Contact: Steven Love, Senior Officer, Locality Review Team

Phone: 0141 2765787 or 07425611901

Technology Enabled Care and Support (TECS): Engagement and Consultation

Purpose of Report:

To provide a report and overview of the engagement activity undertaken by Glasgow City HSCP in relation to the 'tests of change' being carried out to develop and increase the use of Technology Enabled Care and Support (TECS) across the city and with the development of TECS information resource materials.

Background/Engagement:

Engagement and consultation activity around the implementation of TECS commenced following the publication of a policy development paper which was presented to Glasgow City Integration Joint Board (IJB) in [June 2018](#). The paper set out a policy direction for the transition from overnight sleepover support to alternative support arrangements, including consideration of technology enabled care and support.

A community-based partnership was created and the Connecting Neighbourhoods Partnership established to steer and oversee this 'test of change' project. The full evaluation report ([TECS Evaluation Report 2022](#)), completed in 2022, highlights the engagement and consultation work that was undertaken with a wide range of stakeholders involved throughout the project work.

This report will evidence that the learning taken from this TECS Partnership and the views and feedback provided

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	by key stakeholders, including service users, carers and legal guardians, has been listened to and has subsequently influenced the strategic approach to TECS development across the HSCP and the development of a suite of TECS information resource materials (TECS Information & Resources) suitable for all stakeholders.
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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 ☐
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Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the content of the report.
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Relevance to Integration Joint Board Strategic Plan:
Stakeholder engagement is at the core of the IJB's Strategic Plan 2019-22 and Participation and Engagement Strategy. Involving stakeholders in how to plan and deliver services reflects the objectives of the strategic plan, the participation and engagement strategy and is in line with the HSCP Consultation and Engagement Good Practice Guidelines.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	The activity referred to in this reports contributes to the HSCP meeting the following health and well being outcomes; 1. People are able to look after and improve their own health and wellbeing and live in good health for longer; 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; 3. People who use health and social care services have positive experiences of those services, and have their dignity respected; 4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services; 5. Health and social care services contribute to reducing health inequalities; 7. People who use health and social care services are safe from harm &
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	9. Resources are used effectively and efficiently in the provision of health and social care services.
Personnel:	None
Carers:	None
Provider Organisations:	None
Equalities:	An EQIA has been completed and published.
Fairer Scotland Compliance:	None.
Financial:	None.
Legal:	None.
Economic Impact:	None.
Sustainability:	Involving patients and service users in shaping services will ensure that services provide value for money and promote the best use of public resources and are, therefore, more likely to be sustainable in the longer term.
Sustainable Procurement and Article 19:	None.
Risk Implications:	None.
Implications for Glasgow City Council:	None.
Implications for NHS Greater Glasgow & Clyde:	None.

1. Purpose

- 1.1. To provide a report and overview of the engagement activity undertaken by Glasgow City HSCP in relation to the 'tests of change' being carried out to develop and increase the use of Technology Enabled Care and Support (TECS) across the city. It will also summarise and highlight further communication and engagement work that has been carried out with a wide range of stakeholder groups in relation to the development of TECS information resource materials and how this consultation and learning has been used to assist with the planning work for a new 'test of change' TECS project taking place in the North West locality.

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- 1.2. To demonstrate the effectiveness of the communications and engagement strategy around TECS in terms of its impact on:
- developing the strategic approach to incorporating technology into social care support packages
 - influencing the planning and scope of new TECS 'test of change' projects
 - the co-production of a range of TECS information resources suitable for all stakeholder groups

2. Background

- 2.1. A policy development paper and associated documents were presented to the Glasgow City Integration Joint Board (IJB) in [June 2018](#). The paper set out a policy direction for the transition from overnight sleepover support to alternative support arrangements.
- 2.2. The programme objectives were defined as: 'to review the current services in place for people assessed as needing overnight support and identify future overnight service provision which meets the objectives of supporting people to live safely, and as independently as possible, at home or in a homely setting, in a cost effective and risk enabling way. In doing so, it will seek to identify the arrangements for a safe and effective transition from sleepover support to suitable alternative arrangements, in accordance with assessed need.'
- 2.3. An Overnight Support Transformational Change Steering Group was established in November 2018 following engagement and involved key representative groups and organisations, including services users, carers and families at the heart of this work. This was a guiding principle from the inception of the Steering Group.
- 2.4. The representative groups, organisations and individuals involved in the TECS Connecting Neighbourhoods Partnership work included:
- Service User Representatives (GDA, GCIL and People First)
 - Carers (Carer Reference Group)
 - Provider Organisations (including Fairdeal and Community Lifestyles)
 - Technology Enabled Care and Support (TECS) Provider (SOL Connect)
 - Telecare Services
 - Advocacy Services (The Advocacy Project)
 - Care Inspectorate
 - Strathclyde Fire Service
 - HSCP (Social Workers, Finance, Commissioning and Planning Teams)

3. TECS Engagement and Consultation

- 3.1 A detailed project timeline is provided within the Connecting Neighbourhoods [Evaluation Report](#) (page 7) with an outline of all engagement activity

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undertaken and the methodology used, detailed in pages 18 – 21 of the same report.

- 3.2 Engagement and consultation with involved service users, carers and other family members was carried out for both the Castlemilk and Shettleston phases of the TECS work. These took the form of face-to-face briefings and consultation within the local areas on the plans for the project and were carried out in September 2018 and February 2019 for Castlemilk and June and September 2019 in Shettleston.
- 3.3 The intention to review existing overnight support arrangements for individuals was made clear. These sessions also made clear that service user and legal guardian participation was voluntary. The project ethos was supportive of the individual's right to have choice and control over their own support arrangements, so while participation in the statutory review process was required, individual's and their legal guardians could withdraw or opt out of the TECS assessment element of the process at any stage.
- 3.4 Similar briefing and consultation sessions were arranged for all care providers and support staff and HSCP staff (health and social work) likely to be involved in the project work. These took place in conjunction with the service user sessions across both local areas.
- 3.5 HSCP staff across the city were kept informed of progress through published news updates (June 2019, March 2021 and May 2021), and newsletter articles promoting the launch of a new overnight responder service provided by a TECS Support Provider.
- 3.6 Progress with the project was overseen by the Connecting Neighbourhoods Steering Group (2.4 for list of representatives). This group met monthly to agree governance arrangements and review progress and resolve practice issues as they arose. A new referral and TECS assessment process pathway was developed and agreed through this multi-agency group. Engagement with care providers and, in particular, with the staff teams involved in providing existing support was maintained through this Group and the issues and concerns of staff teams and service users were raised and dealt with through this forum.
- 3.7 Care provider participation and regular engagement in this forum was key. Their commitment in terms of time, ideas, energy and resources was essential for the success of the TECS project work undertaken.

4. TECS Project Evaluation: Learning and Future Planning

- 4.1 In recognition of the need to keep all stakeholders updated and to ensure ongoing consultation and engagement was not lost, a communication workplan was agreed (see Appendix 1) by the HSCP TECS Steering Group. This captured the actions completed to date, in terms of engagement and communication activities, but also what was required to complete a comprehensive evaluation of the TECS assessment work undertaken

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through Connecting Neighbourhoods, as well as identifying new workstreams required to take forward a revised TECS Strategy.

- 4.2 The evaluation process sought feedback through a Stakeholder survey issued in late 2021 to the provider organisations and all other individuals involved in the Steering Group. Service user and carer feedback proved more problematic to capture as many of those approached through the HSCP declined to participate. The HSCP was able to get feedback from 2 service users where TECS as part of their overnight support provision was successfully implemented. Their experience and those of the other partner agencies involved in the process is captured in this published [TECS case study](#) and evidences very positive outcomes for the 2 individuals involved.
- 4.3 Due to the difficulties in getting service user/carers feedback the decision was taken to commission The Advocacy Project to provide opportunities for participants to reflect on their experience of Connecting Neighbourhoods, seeking to engage individuals from three stages of the TECS process:
- Service users and carers who were initially contacted to discuss TECS as an option but did not proceed to formal meetings / assessment.
 - Service users and carers who were involved in the risk assessment / care needs assessment but did not go on to trial TECS.
 - Service users and carers who went on to trial TECS.
- 4.4 The final report produced by the Advocacy Project can be viewed [here](#). The report captures the experiences of some of the service users, legal guardians and other family members that went through the assessment process. The anxiety expressed and lack of information and understanding of the wider processes involved were expressed clearly and have provided essential learning for the HSCPs future approach to developing TECS as an option within the broader social care package of support.
- 4.5 One important area identified through service user and carer engagement was the lack of accessible information. This was an issue identified by many of the stakeholders involved in the partnership. In response, the HSCP established a short-term reference group made up of service users and service user representative organisations (including GDA, GCIL and People First) to advise on the scope and format of the information that was required. They provided advice on language, length and accessibility. From the input received from this group we co-produced a comprehensive 'easy read' information booklet and two short videos that explained the social work and TECS assessment processes and provides answers to many of the common questions around how TECS work, are paid for and maintained. Links to these resource materials are here: ([TECS Information Resources](#)).
- 4.6 Another impact of service user and carer engagement work can be seen in the development of the HSCPs TECS Strategy. Following the levels of anxiety that were expressed due to the approach adopted towards the assessment process in the Connecting Neighbourhoods project, the HSCP has now re-framed how it will roll out ongoing and future TECS

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developments. Taking the specific learning from the [evaluation report](#) (page 4), the HSCP is formally moving away from a specific focus on using TECS as an alternative to sleepover provision and looking to develop the use of technology within existing daytime support arrangements. Moving away from a postcode-only approach and looking to identify those who may benefit from TECS during the day, as well as overnight. Building on the learning from Connecting Neighbourhoods, to identify cohorts of service users who are more open to trialling and testing technology as part of their existing support arrangements.

- 4.7 Another key factor involved in the TECS work done to date has been the influence of Covid. A significant element of this project work was carried out under the restrictions placed on everyone due to the pandemic. Whilst this undoubtedly inhibited the assessment element of the work, technology was successfully used to allow for remote meetings to take place. Service user and carer feedback acknowledged that face to face discussion was the preferred method but that the remote option offered by technology allowed the process to continue and for contact with vulnerable family members to stay in place.
- 4.8 Covid impacted negatively on all involved in this TECS partnership but did provide some positives in terms of raising awareness of the potential of technology to support isolated and vulnerable individuals and allowing people more generally, to stay in contact.

5. Next Steps: North-West TECS Project

- 5.1 In line with the recommendations from the TECS Evaluation Report, the HSCP launched a new TECS project in the NW area of the city in March 2023. The planning work undertaken has built on the learning from the previous tests of change and this new partnership project is seeking to identify cohorts of service users more open to trialling and testing TECS. This is being done through a range of care providers operating in the locality who currently provide support to individuals across a range of adult care groups, including mental health, older people and physical and learning disabilities. See Appendix 2, for the planning paper for this project.
- 5.2 This new TECS 'test of change' will focus primarily on existing day support provision - funded through a self-directed support package - and will look at ways in which technology enabled care and support can enhance existing day support arrangements for individuals, seeking to evidence the ways in which TECS can improve individuals' quality of life and increase and maximise their independence. At the same time this project, by allowing Glasgow City HSCP to successfully test out the TECS currently available to it through existing telecare services and our Framework TECS providers, will provide us with valuable learning related to TECS-based outcomes for service users across a range of Adult Services care groups.
- 5.3 Further service user consultation was carried out in November 2022, prior to finalising the planning paper for the NW TECS Project, with a group of

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service users (and carers) who attend the Enable Glasgow, Fortune Works service as well as with a group of service users who attend a regular forum organised by People First. At both these face-to-face sessions the HSCP was able to present in outline, its intentions for developing the roll out of TECS and to promote the newly developed resource materials now publicly available. Additional feedback was captured through these sessions which enabled the HSCP to finalise the TECS-related planning work.

6. Recommendations

6.1 The IJB Public Engagement Committee is asked to:

- a) Note the content of the report.

Communication work plan – Updated November 2021

These actions are an indication of the type of planning and activity required to ensure that the communication and engagement strategy match the key stages of the development, progress and implementation of TECS having an extended role in meeting the assessed needs of people.

Co-production is at the heart of this workplan with all stakeholders on the Steering group being asked to provide their expert views on the actions contained in the workplan

Communication /engagement actions	How	When	Summary of Actions taken to date
Update of TECS project objectives	Through discussion and agreement of TECS Steering Group stakeholders, with HSCP/Maximising Independence comms team advice	Completed Feb 2021	Steering group at meeting on 23/2/2021 agreed new terms of reference with revised project objectives
Development of key messages for TECS project		Dec 2021	
Develop inclusive range of project information materials	Develop 'Connecting You' easy read comms materials and video comms Develop case studies based on all stakeholders' perspectives Develop information pack for CN project including information on responder service and assessment process	First of a suite of 'easy read' materials ready for distribution by December 2021 TECS case study to be published across HSCP Oct/Nov 2021 Info pack on TECS providers completed May 2021	Consultation work with stakeholders completed October 2021. Planning meetings for production of comms materials underway with The Advocacy Project Connecting Neighbourhoods case study developed and agreed with stakeholders Info pack will be expanded as comms materials from 'Connecting You' are developed

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Co-produce the evaluation of Connecting Neighbourhoods and report evaluation findings to all stakeholders and HSCP	Design evaluation process with all project stakeholders Undertake evaluation Report on findings	November 2021 March 2022 April 2022	Draft evaluation plan in place. To be approved and agreed by TECS Steering Group Ongoing quantitative data collection and learning outcomes from Castlemilk/ Shettleston 'test of change' Continue to gather learning & outcomes data. Work commenced on gathering feedback on all stakeholder experience of TECS work to date and incorporate into final report
Connecting Neighbourhoods 'tests of change' locality stakeholder engagement and communication activities (service users, carers, HSCP and provider staff)	HSCP staff awareness/information sessions Service users/carers/families engagement event HSCP Newsletters/Staff Announcements Briefings papers Reporting Framework: • HSCP TECS Steering Group • Connecting neighbourhoods Steering Group • Locality Planning/ Implementation Groups	Castlemilk planning and engagement work completed by December 2019 Shettleston planning and engagement work completed by August 2020	<u>Castlemilk engagement work:</u> Service users/carers/families engagement session – June 2019 Care providers staff sessions – May 2019 HSCP Staff sessions – Nov/Dec 2019 Briefings – May 2019 / March 2021 Summary Outcomes Report – May 2021 <u>Shettleston engagement work:</u> Service users/carers/families engagement session – Sept 2019 Care providers staff briefing/Factsheet – Feb 2020 HSCP Refresher staff session – Aug 2020 Briefing – Aug 2019

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Future TECS development – (to include an agreed approach for initial locality engagement/ communication)	Agree care providers/service users/care group criteria/geographical spread within scope for any new TECS development areas Engagement meetings with all key stakeholders in locality Develop & agree timeframe for completion	April 2022 onwards	Future planning work to be undertaken in 2022
Proposal for a Public media campaign and develop key messages on the HSCP TECS work and implementation		May 2022 onwards	

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Glasgow City HSCP: NW Locality TEC Project Planning Paper

Introduction

There have been two previous technology enabled care and support (TECS) 'test of change' projects (Connecting Neighbourhoods') in the Castlemilk (South) and Shettleston (NE) areas, carried out between 2019 and 2022, which focussed on the TEC alternatives to existing overnight support provision. The evaluation process, ([TECS Evaluation Report](#)) capturing the learning and outcomes from these projects, has now been completed and in line with the recommendations within this report it is the intention of Glasgow City HSCP to commence a new TECS project based within the NW locality.

This new TECS 'test of change' will focus primarily on existing day support provision - funded through a self-directed support package - and will look at ways in which technology enabled care and support can enhance existing day support arrangements for individuals, seeking to evidence the ways in which TECS can enhance individuals' quality of life and increase and maximise their independence. At the same time, this project - by allowing Glasgow HSCP to successfully test out the TECS currently available to it through existing telecare services and our Framework TECS providers – will provide us with valuable learning related to TECS-based outcomes for service users across a range of Adult Services care groups.

Scope of Project

With planning now underway, the HSCP will be starting the formal stakeholder engagement work for this TECS 'test of change' in January 2023. It is anticipated that the practical assessment, testing and monitoring period will continue throughout the year.

The project work will be carried out on a phased basis, with the first phase taking a provider led approach to identifying supported individuals willing to participate in the TECS test of change. In the second phase the HSCP will be seeking to work in partnership with providers, commissioners, service users, families and carers to look at how we integrate TECS into services currently operating in the NW locality. Another element of the TECS work in phase 2 will be to look at developing the potential of TECS to support young people in transition between children and families into adult services.

Through the work and learning in phase 1, all those involved will have the opportunity to help shape and develop our thinking around how we take forward phase 2.

Phase 1 Planning

The number of service users (and the number of service providers) will be limited to ensure the HSCP and involved care providers have the care manager/project support resource required to effectively carry out the planning and assessment process and to follow up with the monitoring of outcomes. Following the completion

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of initial scoping work around existing care providers operating in the NW, those with the largest number of supported individuals have been identified and are highlighted in the table below.

Care Provider	Main Care Group Supported	Individuals currently supported
Community Lifestyles/Key Housing	LD/OP	193
The Richmond Fellowship Scotland	LD/MH/OP	100
Enable Glasgow	LD	56
Wheatley Care	LD/MH	51
Carr Gomm	MH	45
GAMH	MH	41
Quarriers	LD	30
Total		516

Taken together, these care providers currently support just over 500 individuals between them. With the resource limitations referred to above in mind, the NW project will be looking to identify a **maximum of 25** service users from across a range of adult services care groups.

Potential participants in the project can be identified by either a care manager or through their existing support provider.

For those care providers who agree to become involved in this TECS partnership, the HSCP would be seeking their support to identify existing service users from within their services that they think might benefit from, and be open to using and testing, the TECS available.

All involved care providers will be given detailed information, beforehand, on the TECS available to the project, the assessment and risk management processes, and how we envisage the TECS assisting and supporting with potential outcomes. The HSCP will then ask providers to identify potential supported individuals who they felt could engage with and benefit from the TECS available.

Service users will be considered from Older People, Physical Disabilities, Learning Disabilities and Mental Health care groups. Although the focus for TECS implementation within this project would be on existing Day Supports, the HSCP also has a list of service users from the NW, identified through the SDS review programme, that will be included in the TECS project. This group of individual service users have previously been flagged by a care manager as having potential for a TECS assessment and there is agreement that the HSCP would re-visit these when resources allowed.

Given the anxieties experienced by service users and guardians/families within previous TECS projects in the South and NE, the proposal is to identify and bring into scope only those service users who have given their consent in advance to be

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assessed for TECS and, where considered appropriate, to then engage with any TEC solutions identified.

Governance

Feedback from previous TECS projects in the NE and South highlighted that the partnership approach involving statutory (social work/health) and third sector services throughout the planning and assessment work undertaken, ensured good communications and allowed for issues arising to be resolved through consensus.

It is proposed that a similar Planning/Steering Group structure, with an independent Chair, be brought together for the NW Project.

The Project TECS Provider

SOL Connect have been selected as the preferred TECS provider for this project. SOL was the TECS provider in the 2 Connecting Neighbourhoods Projects in Shettleston and Castlemilk and now have an established track record of TECS assessment and provision in Glasgow. These previous projects enabled the establishment of an overnight 'on site' responder service, operated by SOL Connect, which is connected to the remote technology. They are based within the NE locality but with potential reach into the NW. The Glasgow based SOL responder service will also provide the option for HSCP and care provider staff to visit their base and learn more about the TECS options being offered, directly from the SOL staff delivering the support. This would also be an option for service users and involved family members.

SOL provide remote support to service users through their existing response hub. The project is seeking to further test out the potential of this remote support option as a part of individuals existing day support arrangements. Using SOL as the TECS provider will also give the HSCP the option of looking at overnight supports within the NW locality as part of this project.

TECS Project Outcomes

This project, in terms of its scope and design, will provide the HSCP with crucial learning on how to move forward with a larger scale implementation of TECS and on what is required to ensure the successful integration of TECS options into the social work support needs assessment process.

There are a range of potential outcomes from this work that are summarised below:

- Service user outcomes – seeking positive outcomes through TECS testing; evidence through service user feedback and broad project evaluation, enabling improved understanding and 'targeting' of TECS across the care groups
- Strengthening partnership working through co-operation with our third sector partners and other statutory organisations to develop a mutual understanding of the tasks and outcomes being sought
- Organisational learning – benefits to levels of knowledge and understanding around TECS for the social care provider, the TECS provider and the HSCP
- Support with the continuing development of the 'remote support' and overnight responder support options across the city

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- Service Redesign – potential to redesign some existing service provision to embed TECS in a revised service model

Appendix 1

NW TECS Project – Timeline

2023

(PHASE 1)

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Review completion	- Care Manager completion of Reviews - Revised IBs and Support Plans agreed												
Evaluation & Stakeholder feedback	- Interim findings (Aug/Sept) - Final evaluation / stakeholder feedback (Dec-Jan)												