



Item No. 8

Meeting Date Wednesday 22nd May 2024

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

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Technology Enabled Care and Support (TECS): Engagement Update

Purpose of Report:	To provide a further update on the engagement activity undertaken by Glasgow City HSCP in relation to the work to develop and increase the use of Technology Enabled Care and Support (TECS) across the City. This paper also seeks to inform committee members of the current status of the 'test of change' TECS programme, set in the context of GCHSCP's wider, ongoing work to embed assisted technology supports.
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Background/Engagement:	In May 2023 , the IJB Public Engagement Committee received a detailed report and overview of the engagement activity undertaken by Glasgow City HSCP in relation to the 'test of change' being carried out to develop and increase the use of Technology Enabled Care and Support. This included the output of an evaluation undertaken to capture and learn from the experience service users and carers.
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Governance Route:	<p>The matters contained within this paper have been previously considered by the following group(s) as part of its development.</p> <p>HSCP Senior Management Team <input checked="" type="checkbox"/></p> <p>Council Corporate Management Team <input type="checkbox"/></p> <p>Health Board Corporate Management Team <input type="checkbox"/></p> <p>Council Committee <input type="checkbox"/></p> <p>Update requested by IJB <input type="checkbox"/></p>
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	Other <input checked="" type="checkbox"/> GCHSCP TECS Steering Group Not Applicable <input type="checkbox"/>
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Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the content of this report.
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Relevance to Integration Joint Board Strategic Plan:	
Glasgow City IJB Strategic Plan 2023-26 states (p43) the intention to:	
<ul style="list-style-type: none">Continue to expand the access to and use of technology-based supports to enable people to live independently in their own homes with supports appropriate to their needs.	

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	This work is relevant to all outcomes, particularly 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.'
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Personnel:	None
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Carers:	Carers of people accessing, or potentially accessing, TECS as part of this programme are involved and informed on either an individual basis or as part of wider engagement events.
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Provider Organisations:	Both TECS providers and care providers are integral to this work. Those affected by the pause in the roll-out of the TECS programme in North West have been informed.
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Equalities:	EQIA completed when the project was originally launched
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Fairer Scotland Compliance:	None
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Financial:	The current financial challenges affecting GCHSCP has necessitated a pause in the planned programme to roll-out TECS in North West.
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Legal:	None
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Economic Impact:	None
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Sustainability:	None
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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 further update on the engagement activity undertaken by Glasgow City HSCP in relation to the work to develop and increase the use of Technology Enabled Care and Support (TECS) across the City. This paper also seeks to inform committee members of the current status of this TECS 'test of change' programme, set in the context of GCHSCP's wider, ongoing work to embed assisted technology supports.

2. Background

- 2.1. In [May 2023](#), the IJB Public Engagement Committee received a detailed 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. This included the output of an evaluation to capture and learn from the experience service users and carers.
- 2.2. In addition to stakeholder surveys, the evaluation included a report by The Advocacy Project capturing the views of service users, carers and legal guardians who had participated in the assessment process for TECS. As highlighted in the May 2023 report to the Committee, key learning from the evaluation (and particularly The Advocacy Project's findings) included:
- The need for information to be produced and relayed in formats that are more accessible for services users, carers and families.
 - An anxiety and lack of understanding surrounding the TECS programme by many families and carers
 - Some people reported being unsure of their options or the choices available to them
- 2.3 Some examples of feedback given to The Advocacy Project included:

"I wonder if instead of doing a blanket approach and assessing everyone, care staff could say no to save people having to go through it."

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“I’m sure the technology is amazing, it’s just not suitable for my [family member].”

- 2.4 Officers sought to learn from the findings of the evaluation; for the intended roll-out in North West, communications and engagement were targeted much more at those considered most suitable to participate, rather than wider, awareness-raising sessions. Through a stakeholder reference group, new, more accessible resource materials were developed to support the planned roll-out of the TECS test of change programme. Resource materials included a co-produced (with Glasgow Disability Alliance) ‘easy read’ information booklet and two short videos that explained the social work and TECS assessment processes, providing answers to many of the common questions around how TECS work, are paid for and maintained.
- 2.5 Considerable effort has been made to re-frame the focus of the test of change programme; firstly to ensure it progresses at a pace that facilitates stakeholder understanding and participation; and secondly, to reassure people that this work compliments the HSCPs wider approach to introducing assistive technology solutions, where appropriate and agreed as part of an individual’s care plan. The output from the evaluation also moved the project away from its original narrow focus on looking at TECS as a potential alternative to sleepovers, to now looking more broadly at where TECS could potentially be beneficial whether in daytime or evening support.
- 2.6 When considering if TECS is appropriate, the assessment of risk is an important element of the social work assessment process. The social worker’s knowledge and understanding of how the technology can work to support an individual within their home is the first stage in identifying the potential for TECS. When the TECS care provider has become involved, they consider all identified risks and explain how their technology could mitigate this risk. They will be equally clear if they do not think their technology can mitigate the risk. In this way, the TECS care provider’s assessment is integrated into the social work needs assessment process.

3 Current Status

- 3.1 There are currently 76 people receiving remote support as part of the City-wide TECS responder service (SOL remote responder service 38 people and Blackwood remote responder service also 38 people) and currently 9 people receiving support from a (SOL) physical overnight responder service.
- 3.2 Work will continue to ‘grow’ and develop those TECs and responder services to ensure people have the opportunity to benefit from those solutions, where appropriate. As part of this ongoing development we are planning to evaluate the experiences of service users, families and carers who are currently using the services, with a view to using that feedback to inform future service development.

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- 3.3 Tools that were developed in partnership with service users and carers as part of the work in North West described below will be used during this evaluation. This includes an online survey that will capture service users' experience of engaging with the TECS in their home. We will also be undertaking an ongoing programme of awareness raising and training with our staff to ensure they are informed and confident about TECS solutions currently available for consideration.
- 3.4 Considerable preparatory work was undertaken in readiness for the intended roll-out of the test for change TECS programme in North West of the city. The NW TECS Project involved 2 service user representatives from Enable Glasgow. They were involved through the planning phases, participating in the decision-making of the project Steering Group. Their input contributed significantly to the approach taken; participation was voluntary, with information at a level and type required for participants. They also contributed significantly to the development of tools to evaluate the project outcomes.
- 3.5 The focus in North West was primarily on existing day support provision, funded through a self-directed support package, and to look at ways in which technology enabled care and support could enhance existing day support arrangements for individuals. However, due to the scale of the financial challenges currently facing GCHSCP, it has been necessary to pause the intended roll-out in North West. The ability to re-start in North West will be revisited in 2025/26. In the meantime, our approach will be to progress consideration of TECS incrementally through individual assessments.
- 3.6 Families, service users and providers involved in the North West preparatory work have been informed of this decision. Where possible, this was supported by a visit from our Local Area Co-ordinator (LAC) worker to communicate the decision. The LAC worker also took the opportunity to seek stakeholder feedback on their experience of being involved in the North West element of the programme so far. Service user feedback was positive on how well people felt they had been communicated with in the preparatory phase. Comments included:
- "I wasn't aware of that type of support before you spoke to me, so I know more now"*
- "I understood what the equipment would do, it was explained clearly to me"*
- This reflects our commitment to seeking regular feedback on an ongoing basis to better inform implementation, rather than relying on a 'set piece' evaluation at a more advanced stage.
- 3.7 Whilst the journey to introduce TECS as part of this programme of work currently has limited reach, it remains the ambition to continue developing the services as finance and capacity permit. In comparison with other HSCP assisted technology solutions, the TECS journey is still at a relatively early stage of development.

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- 3.8 For example, the Telecare Service has evolved over several decades, from originally being a 'one size fits all' property fixed system to a dispersed model - but only then as a rudimentary contact system with very few enhanced, assessment based devices. In the past 10 years, the service has developed to meet a significant minority (25%) of users' needs through extra peripheral devices. This aims to reduce individuals' exposure to specific risks such as falling, epilepsy, leaving the house unsafely, being unable to evacuate in the event of a fire. This has been supported by an increase in specialist responder teams to meet the growth in demand.
- 3.9 Despite many anxieties originally expressed by services users and families surrounding Telecare, volumes of demand through referrals and numbers of users indicate it is now widely accepted as a safe and supportive system. Glasgow City's service is regulated to meet minimum standards by the Technology Enable Care Services Association (TSA). The successful development was based on a number of guiding principles, which we are seeking to replicate for the roll-out of TECS, namely:
- Use of reliable, tried, and tested technology.
 - Investment in the infrastructure to support robust systems which enable capacity building.
 - Contingency planning in the event of technical failure/ connectivity outage.
 - Supportive and informed stakeholders (including care providers and social work staff) who understand how it works and the benefits it can bring.
 - Good communications to explain its purpose and allay any anxieties.
 - Transparency and accountability to demonstrate calls generated and actions taken.

4 Recommendations

- 4.1 The IJB Public Engagement Committee is asked to:
- a) Note the content of this report.