

Sheffield's Technology Enabled Care (TEC) Market Position Statement

November 2022

*Please read in conjunction with the Adult Health & Social Care Commissioning Framework
Market Shaping: Sheffield's Market Position Statement and Market Sustainability &
Oversight Plan September 2022*

[Sheffield City Council - Agenda for Adult Health and Social Care Policy Committee on Wednesday 21 September 2022, 10.00 am](#)

Our Vision:

That Technology Enabled Care enables people to use their strengths, assets, and networks to maximise their independence, staying safe and well in their own homes, as well as remaining connected and engaged within their communities



What is Technology enabled care?

TEC supports the individual, families, carers and health and care professional to assist in monitoring health and wellbeing, promoting self-care and independence and can be grouped into 5 services:

Technology is the enabler and connector, the object is the quality of life of the person and carer, and the optimum possible use of resources

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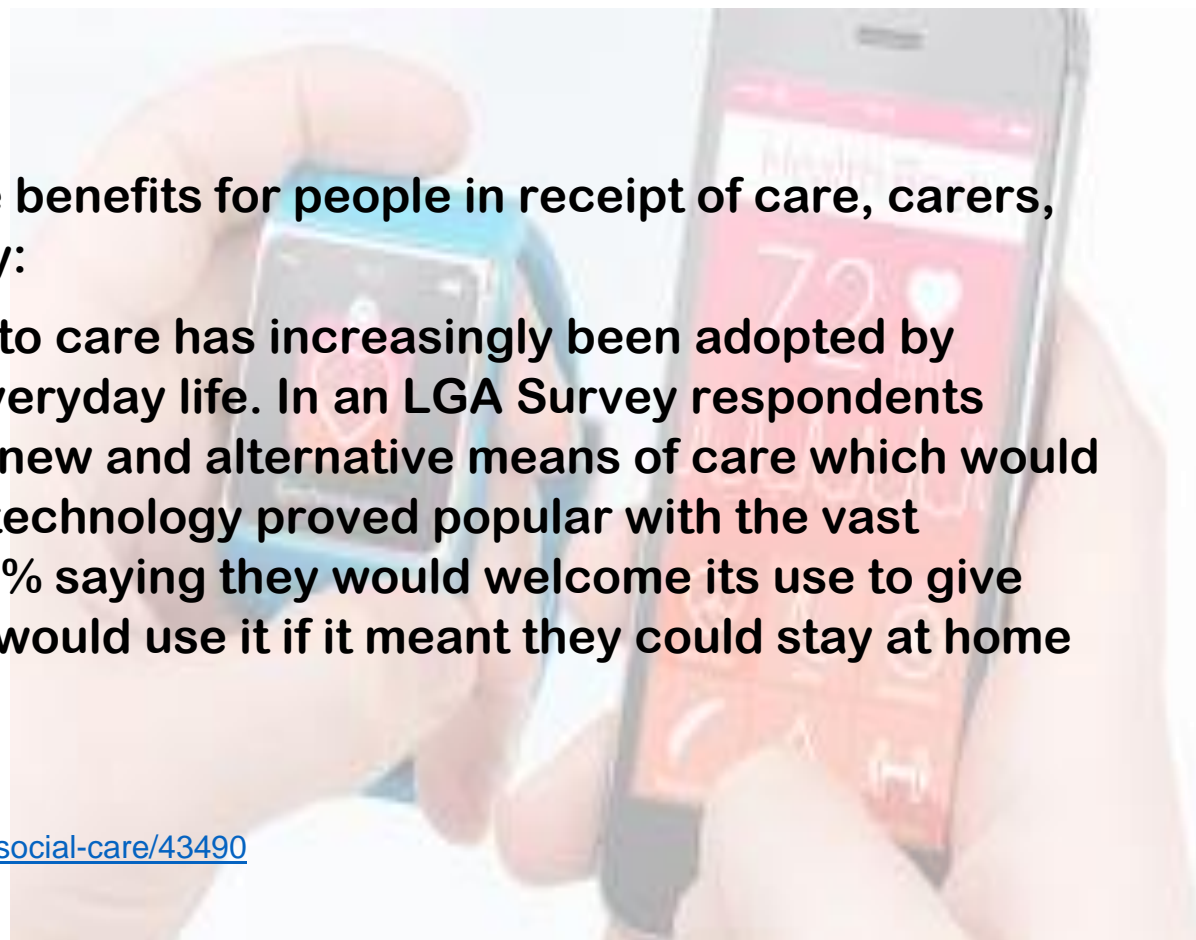
Telehealth	Enables individuals to monitor their health and well-being in their own homes to anticipate any problems early and build self-care competencies; for example, measuring and reporting on your blood pressure and blood sugar levels. Devices can be connected to healthcare systems supported by clinicians.
Telecare	Are technologies/equipment in people's homes and communities that support safeguarding, transmitting urgent notifications of events such as falls or the presence of smoke to the Emergency services, who are alerted and respond appropriately including Telecare response services typically operated by the local authority.
Telemedicine/telecommunications	Enables remote per to peer support between professionals and consultants between individuals and professionals reducing the need for people to travel to appointments or receive therapy remotely. E.g. remote video consultations.
Telecoaching	Are technologies which enable advice from a coach to support people by building knowledge and skills and confidence to change or manage behaviours for example supporting a new mother with breast feeding or coaching on a social situation for someone with autism.
Self-care apps	Are applications that raise awareness and help individuals self-manage for example by giving prompts of appointments or instructions of using everyday equipment. For example Alexa

Why use Technology enabled care?

TEC has the potential to achieve benefits for people in receipt of care, carers, providers and commissioners by:

The use of technology as an aid to care has increasingly been adopted by individuals to support them in everyday life. In an LGA Survey respondents showed a real willingness to try new and alternative means of care which would offer more freedom. The use of technology proved popular with the vast majority of respondents, with 88% saying they would welcome its use to give more independence; while 82% would use it if it meant they could stay at home for longer.

<https://www.localgov.co.uk/Critical-insights-on-adult-social-care/43490>



The Current TEC Market

The Telecare Service Association (TSA) is the industry and advisory body for TEC. Working with and lobbying the DHSC for the increased uptake of TEC

There are Approx. 180 TEC Monitoring Centres across the UK

The Monitoring Centres support approximately 1.8 million connections

A quarter of all people benefitting from TEC receive private services

There is an increasing shift to digitally enabled proactive services such as:

- Outbound wellbeing calls and video medication checks
- Proactive outreach calls ahead of crisis – such as Falls/UTIs

More focus on support outside of the home.

Taking advantage of products already available such as Alexa

Our current position in relation to TEC services

TEC 24/7 services are managed in collaboration across health and social care. Tunstall are contracted to operate the TEC Monitoring Services, with emergency responses delivered by Yorkshire Ambulance Service, SY Fire and Rescue Service, SY Police, and City Wide Care Alarms

Approximately 8,200 people benefit from the service predominantly through Community Alarms and Telecare, with a range of equipment in people's homes such as falls detectors.

The TEC Monitoring Service receives on average 20,000 alerts each month from the equipment in people's homes.

City Wide Care Alarms receive on average 200 referrals per month from: Hospital, Intermediate Care, Adult Health and Social Care Teams, Occupational Therapists, Self Refers

Citywide Care Alarms complete an average of 160 installations per month

1,582 of the 2,677 people (59%) in receipt of Home Care Services currently benefit from at least a Community Alarm as part of our TEC services

Smoke detectors are offered free of charge as part of our commitment to Home Fire Safety

Fall Detectors are the most popular TEC equipment

What we want TEC to achieve

- Support the delivery of our Adult Social Care Strategy, enabling people to live the life they want to live
- Improve people's ability to self-care, support behavioural changes and reduce anxiety
- To support early intervention, maximising independence to delay or preventing more costly and intrusive care
- To support the delivery of more person-centred outcomes that draw on individual's strengths and assets, promoting self-care and support the STP and Digital Road Map priorities of:
 - Prevention
 - Early intervention
 - Self-care

- **To deliver more effective and efficient Medication Management within people's homes**
- **To improve our business intelligence to help predict and prevent incidents such as Falls and enable pro-active reviews of care packages that prevent crisis.**
- **Gain greater intelligence to inform care planning and future commissioning**
- **Safeguard people within their homes providing alerts to reduce risks**
- **Support a strength-based approach which optimises packages of care**
- **To support early discharge and reduce hospital admissions**
- **Build capacity in care**
- **Prevent and support carer breakdown**

How will we achieve this?

- Through jointly commissioned TEC services across health and social care, supported by the development of TEC Strategy focusing on the equipment in people's homes, linked to a wider Digital Care Strategy which focuses on day-to-day operational delivery
- By effectively managing and investing in the strategic shift from analogue to digital care services which is targeted to be completed across the UK by the end of 2025, allowing us to harness the improved capabilities of digital [Digital Telecare | Transition from Analogue to Digital - FarrPoint](#)
- Continued strategic partnership with the Telecare Services Association to support shared learning across the UK and identify funding opportunities.
- Embed TEC within our new Information and Advice offer, as part of the wider developments to improve the awareness of the benefits of TEC for the citizens of Sheffield, targeting both early intervention and people already in receipt of pre-assessed services.
- Through the development of strategic partnerships which focus on range management in co-production, specialist assessments, TEC First Programmes

supported by cultural change, integration within care pathways and care packages and benefits realisation

- **By embedding the use and development of TEC within our commissioned Service Specifications, requiring providers to collaborate in the development of services, with their workforce trained to identify opportunities for deployment for the benefit of people in their care**
- **Continue to work towards overcoming barriers to referrals, working collaboratively with busy frontline health and social care professionals to improve knowledge, understanding, and build confidence and make TEC as accessible as possible**
- **Work towards embedding TEC within LiquidLogic to make TEC more accessible to frontline health and social care professionals and develop business intelligence through a TEC Performance Dashboard to help inform ongoing service developments.**
- **Continuing to work with Fosse Healthcare as part of our care partnership supporting our 'Care and Wellbeing Model - Test of Change' to develop Virtual Home Care services which are strength based, supporting people to fulfil their potential for independent living, and benefit from least intrusive care, with the additional benefit of helping to build capacity in home care.**

National Context:

In England, overall the NHS policy is led by the NHS Mandate. For digital technology NHS England has published a Plan for Digital Health and Social Care and a Strategic Planning Resources for Commissioners. There is an NHS England website for Digital Technology.

Linked Strategies:

[NHS Long Term Plan](#)

[NHS mandate 2022 to 2023 - GOV.UK \(www.gov.uk\)](#)

[A plan for digital health and social care - GOV.UK \(www.gov.uk\)](#)

[NHS England » Technology Enabled Care Services \(TECS\)](#)

[NHS England » Strategic planning resources for commissioners](#)

[NHS England » Improvement resources](#)

[NHS England » TECS Case study database](#)

