

EIA 1267 (Plus Update to EIA225) Updated September 2022: Re: Procurement of Technology Enabled Care (TEC) Monitoring Service

Type of Decision: Adult Health and Social Care Policy Committee

Lead Cabinet Member: George Lindars-Hammond

Lead Officer: Paul Higginbottom / Sarah Swinburn

Brief Aim:

Update Oct 2021: The approval for procurement for a 2 year contract is being requested, for a provider to deliver the 24hr Call handling /monitoring service for new and existing community telecare alarm equipment in Sheffield, there will be no significant changes to the present Service Specifications.

Update Sept 2022: Following the procurement 1 year TEC contract, approval for a 12 month contract extension is being requested. The present provider Tunstall Healthcare will continue to deliver the 24hr Call handling and monitoring service for telecare alarm equipment in Sheffield, with no changes to the present Service model.

Overview:

Oct 2021: Currently assistive care technology supports 9,015 connections for elderly and/or vulnerable adults living on their own people living in Sheffield with an average of 19,000 calls a month. Presently the majority of customers are female, white-British, 75 and over, with some form of long term health condition or disability. Further detailed demographic information cannot be provided, this information is no longer being collected.

The transformational project wants to reduce health inequalities and support wider demographic groups by assisting all adults, younger people and families with a range of health and social care needs, through the provision of effective alert management and responses and investment in new technology.

Services will be more widely promoted and improve accessibility to all age groups, ensuring that as many people as possible (including supporting family/friends) are aware how the service can increase the number of vulnerable people it supports

Where the proposed procurement for the new contract will not result in any significant adverse effects to the customers or staff, but a change in provider could result in some low impacts to all customers (9,015 across the city).

A change in provider could result in all customers being very anxious and worried about the quality of the service. And the effect to individuals' ability to remain independent safe and well in their own home. To mitigate this impact SCC will need to provide focused engagement with tenants, their family and friends to relay their fears and provide some reassurance the new contractor will continue to deliver a quality service. The new contractor will be expected to provide a seamless service and reassure customers and their representatives of how the service will meet their needs.

The change in provider of the monitoring call handling service will have no direct effect to staff, there will be no requirements for redundancies or tupe procedures. Staff are not required to make any geographical or organisational movement; it will only involve the call monitoring function being redirected to the successful contractor. Staff will continue to work for the current provider.

Update Sept 2022: Assistive care technology presently supports 8,191 connections which are accessed by both elderly and/or vulnerable adults living on their own in Sheffield, with an average of 20,000 calls a month. The demographic of the majority of customers have not changed, they are female, aged 75 years and over, with some form of long term health condition or disability.

A proposed 1 year extension will allow time and flexibility to develop the future service model of Technology Based Care and its Monitoring Services. Therefore, does not require any changes to the current provider or service specification/delivery, in-turn resulting no changes to the services the customer is currently receiving. Having already gone through a change in provider recently, this will offer consistency for the customer and in turn resulting in no adverse effects or negative impacts to them.

Since the current provider Tunstall started delivering the contract there has been a positive impact on the service delivery. Call handling times have improved and responses have increased, plus connections have been reduced to a single connection per household. Ensuring the services continue to support them to remain independent in their own home.

With no proposed change to the provider there will be no adverse effect to monitoring call handling service or CWCA employees, there will be no requirements for redundancies or staff loses, knowledgeable staff will continue to deliver the services.

Services will continue to be promoted to improve accessibility to wider demographic groups by assisting all adults, younger people and families with a range of health and social care needs and ensuring as many people as possible are aware how the service can support individuals. The first phase of TEC Webinars have been delivered to SCC colleagues; these were to increase knowledge of the service. Phase 2 Webinars are planned for the new year.

Should the extension not be approved, resulting in the expiry of the current contract there would be no supportive prevention service offering alert handling to the people of Sheffield, this would result in a significant negative impact to a significant number of people living in Sheffield and their ability to remain independent in their own home.

Health

Customer, Positive – Low.

The majority of customers have some form of long term health condition or disability and are reliant on the service to ensure they can remain independent in their own home and reduce hospital admissions. By introducing a new service, customers may be concerned with the change in provider and having their health needs met via the new service.

This will be offset with the procurement of the continued provision of a robust call monitoring service in conjunction with the unaffected emergency response from City Wide Care Alarms.

Service Users of all ages are likely to be anxious with any changes to the call monitoring provider. We will undertake focused communication and engagement with all customers and their families to provide reassurance the new service will meet their needs and continue to offer a quality service.

The service is seen as the fourth emergency service by some customers so the prerequisite for the successful contractor will be to meet or exceed the current high service standards, which will be key in the re-procurement and tendering process. Following the selection process the successful

provider will be promoted to all customers and they will ensure they provide adequate support to help customers seamlessly settle into the new services.

Sept 22: The majority of customers continue to have some form of long term health condition or disability and are reliant on the service to ensure they can remain independent in their own home and reduce hospital admissions. The proposed 1 year extension will continue to deliver positive outcomes for customers with no changes to the current provider or service model. The continuation of services will deliver improved responses from staff who have a knowledge and understanding of Sheffield services. No additional work will be required to embed a new service and/or service provider. The changes should therefore have no discernible impact on the current tenants.

Age

Customer: Positive – Low

The services are mainly accessed by people of 75 and over. subsequently this proposal will impact mainly older people, however, this is not exclusive and will affect people of different ages. No detail of ages ranges is available as this is no longer collected.

Refer to Health for further information

Services will be more widely promoted and improve accessibility to all age groups, ensuring that as many people as possible (including supporting family/friends) are aware how the service can increase the number of vulnerable people it supports. This might also include more younger people than the current average customer, who might not currently be aware of the potential benefits the service could offer them. This includes using modern media e.g. social media, improving webpages, working with SCC colleagues (e.g. CSA's, social workers, Housing Neighbourhood Officers) and working with community and voluntary organisations.

Sept 22: The majority of customers continue to be aged 75 years and older but is also accessed by a number of young who are reliant on the service to ensure they can remain independent in their own home. The proposed 1 year extension will result in no adverse effects but will continue the positive outcomes for customers with no changes to the current provider or service model. The continuation of services will deliver improved responses from staff who have knowledge and understanding of Sheffield services. No additional work will be required to embed a new service and/or service provider.

Services are being promoted to SCC Colleagues via Webinars Phase 1 has been completed to increase knowledge of the service, phase 2 is planned for the new year.

Disability

Customer: Positive - Low

Refer to Health for further information.

Sept 2022 Sept 22: The changes should have no discernible impact on the current customers.

Race

Customer – Positive - Low

The ethnicity customers are predominantly White-British, this in-balance will be addressed through services being more widely promoted. Improving accessibility to BAME communities, ensuring that as many people as possible (including supporting family/friends) are aware the potential benefits the service could offer them. This includes working with community and voluntary organisations, using social media, improving webpages, working with SCC colleagues (e.g. CSA's, social workers, Housing Neighbourhood Officers) and working with community and voluntary organisations.

The procurement process and specification will ensure race equality related issues are specifically addressed with a requirement that providers ensure that services are suitable for customers of all racial backgrounds.

Any communication with staff, stakeholders or customers will be made accessible for people from all communities (e.g. consideration to be given for those with English as a second language

Sept 2022: The proposed 1 year extension will continue the positive outcomes for customers with no changes to the current provider. The continuation of services will deliver improved responses from staff who have knowledge and understanding of Sheffield services. No additional work will be required to embed a new service and/or service provider.

Services will continue to be promoted to improve accessibility to wider demographic groups by ensure as many people as possible are aware how the service can support individuals. The first phase of TEC Webinars have been delivered to SCC colleagues; these were to increase knowledge of the service. Phase 2 Webinars are planned for the new year.

The changes should have no discernible impact on the current customers.

Religion / Belief

Customer: Positive - Low

The is no specific information on religion/beliefs of customers this is no longer being completed.

But to create a balance of faiths representative of the city, services will be more widely promoted. Improving accessibility to all religious communities, ensuring that as many people as possible (including supporting family/friends) are aware the potential benefits the service could offer them. This includes working with community and voluntary organisations, using social media, improving webpages, working with SCC colleagues (e.g. CSA's, social workers, Housing Neighbourhood Officers) and working with community and voluntary organisations.

The procurement process and specification will ensure religion/belief related issues are specifically addressed with a requirement that providers ensure that services embrace all religions and faiths.

Sept 2022: The proposed 1 year extension will continue the positive outcomes for customers with no changes to the current provider. The continuation of services will deliver improved responses from staff who have knowledge and understanding of Sheffield services. No additional work will be required to embed a new service and/or service provider.

Services will continue to be promoted to improve accessibility to wider demographic groups by ensure as many people as possible are aware how the service can support individuals. The first phase of TEC Webinars have been delivered to SCC colleagues; these were to increase knowledge of the service. Phase 2 Webinars are planned for the new year.

The changes should have no discernible impact on the current customers.

Sex

Customer: Positive - Low

A higher proportion of customers are female

To create a more even balance between male and female's services will be more widely promoted. Improving accessibility to individuals, ensuring that as many people as possible (including supporting family/friends) are aware the potential benefits the service could offer them. This includes working with community and voluntary organisations, using social media, improving webpages, working with SCC colleagues (e.g. CSA's, social workers, Housing Neighbourhood Officers) and working with community and voluntary organisations.

The procurement process and specification will require that providers ensure that services will be sensitively and professionally delivered to clearly meet the different individual outcomes of both male and female customers.

Sept 2022: The proposed 1 year extension will continue the positive outcomes for customers with no changes to the current provider. The continuation of services will deliver improved responses from staff who have knowledge and understanding of Sheffield services. No additional work will be required to embed a new service and/or service provider.

Services will continue to be promoted to improve accessibility to wider demographic groups by ensure as many people as possible are aware how the service can support individuals. The first phase of TEC Webinars have been delivered to SCC colleagues; these were to increase knowledge of the service. Phase 2 Webinars are planned for the new year.

The changes should have no discernible impact on the current customers.

Sexual Orientation

Customer: Positive - Low

No demographic information for tenant's sexual orientation is available this is not collected or recorded.

The tender process and new specification will ensure that the provider offers services that are sensitively and professionally delivered and will encapsulate how customers want or choose to live their lives and will address them appropriately.

Sept 2022: The changes should have no discernible impact on the current customers.

Carers

Customers: Positive - Low

Technology Assisted Care is a valuable support to families and carers which enables individuals to remain living in their own home. They are liable to be anxious about how changes to the providers of the service and its impact. This will require a focused communication with carers and families to provide reassurance of how the new service will continue to meet their needs.

The service is seen as the fourth emergency service by some customers so the prerequisite for the successful contractor will be to meet or exceed the current high service standards, which will be key in the re-procurement and tendering process. Following the selection process the successful provider will be promoted to all customers and they will ensure they provide adequate support to help customers seamlessly settle into the new services.

Sept 2022: The proposed 1 year extension will continue the positive outcomes for customers with no changes to the current provider. The continuation of services will deliver improved responses from staff who have knowledge and understanding of Sheffield services. No additional work will be required to embed a new service and/or service provider.

The changes should have no discernible impact on the current customers.

Voluntary/Community & Faith Sector

Staff: Positive - Low

It is important that the procurement and tender processes are open and accessible to all, which will enable any appropriate Voluntary / Community and Faith organisations an equal opportunity to contracts. Part of the process will ensure the upcoming opportunity is promoted to potential contractors in advance of and during the tender process.

Update Sept 2022: While the proposal to extend of the current contract will allow service stability for the customer it does not offer an opportunities for other organisations or groups to tender for the contract. However, this is only a short term contract and when the new service model is ready for procurement this will be promoted and easily accessible through the chosen tender portal.

Partners

Staff: Positive - Low

The introduction of a new provider supplying the call monitoring and handling service, is likely to impact on the staff from City Wide Care Alarms delivering the emergency response. They will probably be anxious with any changes to systems and/or working relationships. Focused communication and engagement by the successful contractor with all staff to provide reassurance in the new service to ensure a seamless change between organisations.

Update Sept 2022: The extension does not require any changes to the current provider or service specification/delivery. The continuation of these services will deliver improved responses from staff who have knowledge and understanding of Sheffield services. Having already gone through a change in provider recently, this will offer consistency and in turn resulting in no adverse effects or negative impacts to City Wide Care Alarms service employees.

The changes should have no discernible impact on the current staff.

Poverty & Financial Inclusion

Customer: Neutral - Low

The result of contracting a new provider may cause customers to become anxious about possible increased fees for the service. Any increase in costs will be absorbed by SCC, this will not be passed

onto the customer. Communication with all customers and their families will be required to reassure the continued benefits of the new service will not incur any further costs to the customer.

Update Sept 2022: The changes should have no discernible impact on the current tenants.

This page is intentionally left blank