

# Sheffield's Technology Enabled Care & Digital Services Transformation and Tests of Change Update

**Health & Social Care Policy Committee  
December 2023**

For noting

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# A vision for the future of Technology Enabled Care (TEC) in Sheffield

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Sheffield has created a vision of the future of TEC provision in the city that seeks to join health and social care with housing to deliver a more person centric service.

That requires the creation of a new TEC service delivery model that enables the combination of proactive care, reactive care and in-person care.

To access the report please click on the logo



**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*

# TEC Marketplace Event May 2023 – bringing together stakeholders from across the whole system



Over 150 attendees visited the event with the opportunity to visit a range of TEC providers throughout the day to learn more about the products which included our Test of Change Partners.

A series of focus groups to help inform our new TEC Services Delivery Model ran throughout the day attended by representatives from health, housing, voluntary sector, and social care, along with people with lived experience.





# Sheffield's TEC Transformation and Tests of Change Conference – 14<sup>th</sup> September 2023



Attended by over 100 senior leaders from health, housing, and social care from across the regions.

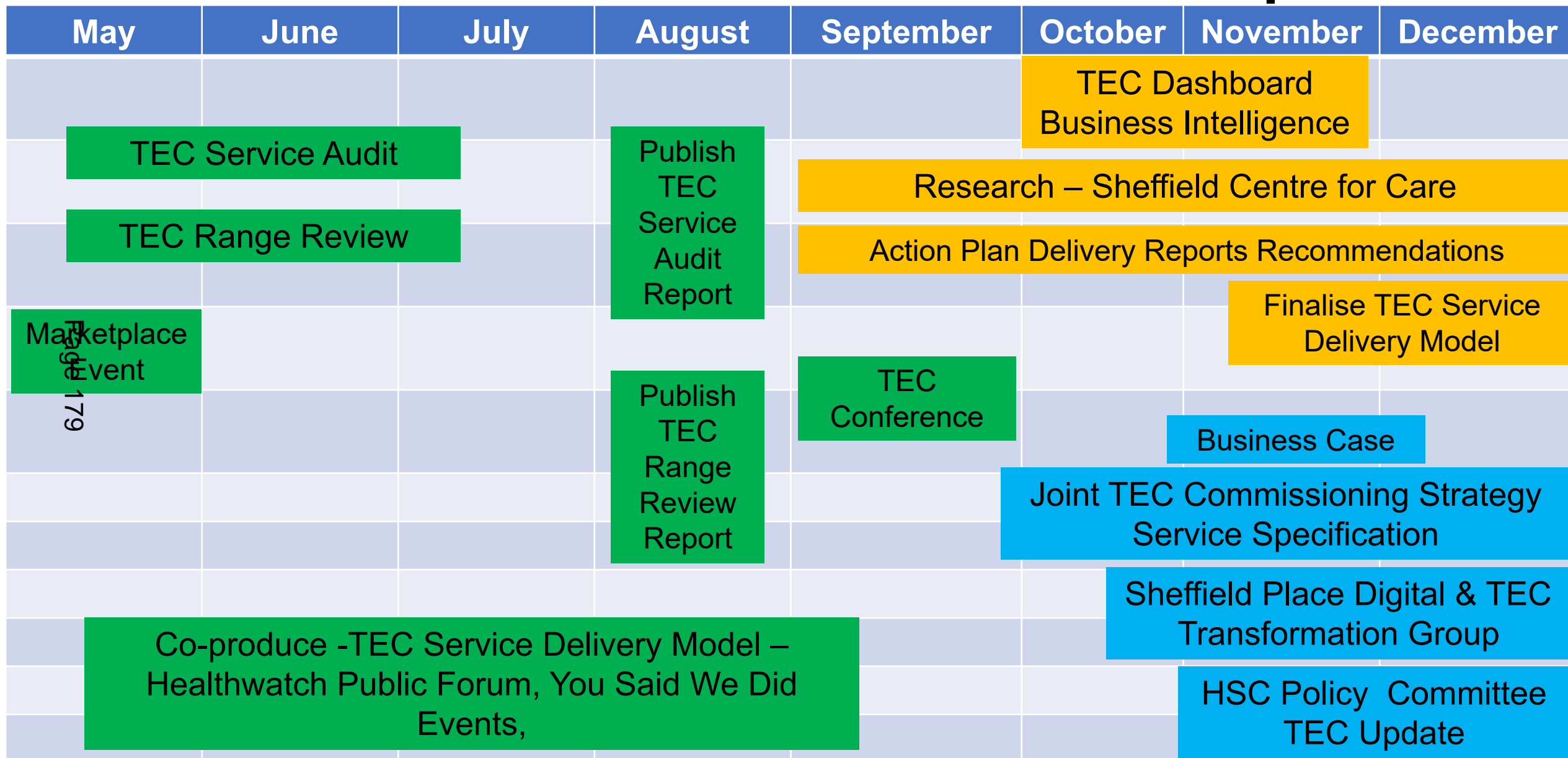
**Open the link to the Post Conference Delegates Pack for further details**



100% of delegates who responded to the post Conference Survey said that they would attend a follow up Conference in Autumn 2024

[www.tunstall.co.uk/sheffield-tec-event](http://www.tunstall.co.uk/sheffield-tec-event)

# TEC Transformation – Timeline and next steps



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Key Priorities over next 12 months are to implement: -








- **Technology Enable Care Model** - Learn from our tests of change, feedback as foundations to co-design a future model of technology enabled care with individuals, carers and partners which can be embedded and used across all of adult care provision.
- **Analogue to Digital** - The transition for the switch over from Analogue to Digital by December 2025.
- **Engagement** - Embed co-production, engagement and annual reviews so that individuals and carers can be engaged in technology enabled care developments.
- **Workforce** - A Workforce Programme to so that all staff working across health, social care and housing are empowered to support residents of Sheffield by helping them get access to the right technology for them.
- **Information and Advice** - Update the Council's Website to reflect social care and current offer in place and introduce a TEC advisory function so that staff and individuals can access timely expert support and a range of updated resources to help inform their practice.
- **Technology Delivery** - Commission a review of technology delivery in Adult Care to include assessment, criteria, charging, stock control and management, system processes of technology enabled care to inform delivery priorities.
- **Quality** - Develop Sheffield City Council as a TSA Quality accredited organisation and implement a TEC quality assurance programme, so that all technology considered meets quality standards.
- **Performance** - A performance dashboard and notification systems to enable transparency in uptake, benefit and performance of technology enabled care and inform future developments.

# Next Steps



# Tests of Change and Research Collaborations

# Project schedules

Projects	Number of Deployments	Dates to and from
P1 - Transformation new TEC Service Delivery Model Strategic development 	N/a	April to November 2023
P2 - TSA Workforce Development Strategic development 	N/a	January to December 2024
P3 - Connected Care (short term care) Test of Change 	140 (6 weeks)	September to May 2024
P4 - Connected Care (Long term care) Test of Change Anthropos Pro Home Care – 45 Anthropos Connect (Vayyar) Home Care/Extra Care - 20 	65 (9 months)	September to May 2024
P5 - Medication Management Test of change 	30	April to December 2024
P6 - Virtual Home Care – Komp Test of change 	50	July to May 2024
P7 – Aquarate Digital Hydration Monitoring Care Homes 	90	September to August 2024



# TEC Tests of change

howz

 Anthropos

YOURmeds 

  
AQUARATE



**Fosse Healthcare**  
**No Isolation - Komp**

## Exploring the value of:

- Pro-active and preventative care solutions
- Digital hydration monitoring in Care Homes
- Connected Care
- Digitally enabled medication management
- Virtual Home Care and Community Health Services

## Supported by:

- Clearly defined targeted outcomes and metrics to support the research and future economic evaluation

# Howz Connected Care

## Short term care – 1 to 6 weeks

### Service Partners

- Hospital Social Work
- Home First Team
- Acute Therapy Team
- STIT Reablement Service
- Intermediate Care
- Active Support and recovery
- City Wide Care Alarms

### Targeted Outcomes

- Individuals discharged earlier once medically fit
- More people are able to stay at home without readmission
- Care packages are 'right sized' to maximise peoples potential for independent living
- Family are reassured and more engaged due to access to information
- Practitioners benefit from better information enabling proactive and preventative care services which deliver better outcomes for people in receipt of care



# Anthropos Connected Care – Pro

## Long term care – Home Care services

### Service Partners

- Intercare Services
- Ease Healthcare Services
- Fosse Healthcare
- Thames Home Care
- City Wide Care Alarms
- Tunstall Healthcare
- Primary Care Sheffield
- Housing
- Other community services as we develop

### Targeted Outcomes

- People in receipt of care benefit from early diagnosis of UTIs
- Increased risks of falls are identified with mitigations put in place
- People are less likely to be admitted to hospital
- Monitoring of ADLs in home care services triggers trusted reviews of Care Plans enabling proactive and preventative care
- Care packages are 'right sized' to maximise peoples potential for independent living
- Public sector housing is monitored for Damp and Mould
- Fuel poverty is identified through environmental temperature sensors



# Anthropos Connected Care – Detect - in collaboration with Vayyar

## Service Partners

- Carewatch Sheffield
- Extra Care, Guildford Grange, Places for People
- Extra Care, White Willows, South Yorkshire Housing
- Buchanan Green, Older Peoples Independent Living

- Appello
- Tunstall Healthcare
- City Wide Care Alarms



## Targeted Outcomes

- Improved falls management minimises the time people spend on the floor and prevents long lies and hidden falls
- People are able to stay safe and live independently in their own home for longer
- Practitioners benefit from better information enabling proactive and preventative care services which deliver better outcomes for people in receipt of care



the floor and

# YOURmeds



## Service Partners

- Fosse Healthcare
- Wicker Pharmacy
- Adults Care and Wellbeing
- Medication Optimisation Group
- LPC



## Targeted Outcomes

- More people in receipt of home care services are able to self-medicate or receive support to remind them to take medication supporting their independence
- People's medication compliance is improved benefitting their health and wellbeing
- The number of home care hours used to deliver medication services is reduced
- Home care system capacity is increased
- Improved the satisfaction for people in receipt of care, families, and carers



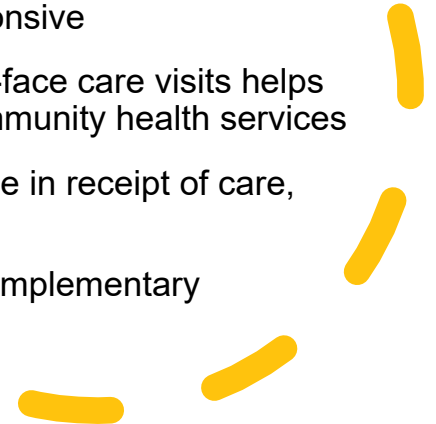
# Komp Virtual Home Care and Community Health

## Service Partners

- Fosse Healthcare
- Adults Care and Wellbeing
- STH Community Health

## Targeted Outcomes

- People receive least restrictive care where appropriate and benefit from greater choice and control in terms of how their care is delivered
- Services are more flexible and responsive
- A reduction in the number of face-to-face care visits helps build capacity in home care and community health services
- Komp is positively received by people in receipt of care, family, and carers
- Workers respond positively to the complementary introduction of virtual care services



# Aquarate – Digital Hydration Monitoring

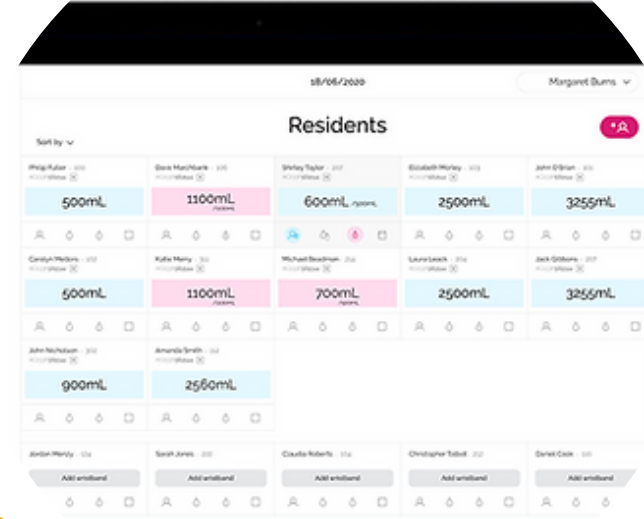
## Service Partners

- Springwood Residential Care Home
- Sevenhills EMI Nursing Care Home

## Targeted Outcomes

### As a result of better hydration residents:

- experience less falls
- have fewer UTIs
- have fewer hospital admissions
- receive a smaller number of unplanned GP visits
- enjoy a better quality of life
  
- Greater organisational efficiencies are delivered with staff having more time to care
- Greater staff satisfaction due to better tools which deliver better outcomes for people in their care



The screenshot displays a mobile application interface for monitoring resident hydration. At the top, it shows the date '18/06/2020' and the user 'Margaret Burns'. The main heading is 'Residents'. Below this is a grid of resident data. Each row represents a resident, and each column shows their hydration status. The hydration amounts are displayed in colored boxes: blue for 500mL, pink for 1100mL, and light blue for 600mL, 2500mL, 3255mL, 700mL, and 900mL. Each cell also contains a small icon representing a person and a circular progress indicator. At the bottom of the grid, there are buttons labeled 'Add resident' for each column.

Resident	Hydration	Resident	Hydration	Resident	Hydration	Resident	Hydration	Resident	Hydration
Philip Taylor	500mL	Brian MacIntyre	1100mL	Shirley Taylor	600mL	Elizabeth Murray	2500mL	John O'Brien	3255mL
Geoff Murray	500mL	Kate Mary	1100mL	Michael Bealman	700mL	Laura Leach	2500mL	Jack Gibbons	3255mL
John Nicholson	900mL	Amanda Smith	2500mL						
Arthur Murray	Add resident	Spesh Jones	Add resident	Charles Roberts	Add resident	Christopher Tobitt	Add resident	Daniel Cook	Add resident





# Research collaboration Sheffield University Centre for Care



## Sheffield University Centre for Care - Digital Theme

Technologies are undergoing rapid change and can be used by people who receive and provide care and support: they can be used to help with tasks, to monitor wellbeing, to connect individuals using care services with their friends and family, and to keep records of care.

Sometimes technology exists as a 'thing', like a smartphone or a personal alarm (often this technology relies on infrastructure, such as Wifi networks and telephone lines) but it can also refer to online services and platforms – like messaging sites and programmes used to allocate shifts for care workers – or to Artificial Intelligence (AI) used to analyse data.

We want to investigate how various types of technology may be changing the experience of providing and of receiving care, and how people can alter and shape technologies – for example by using them in ways or for tasks the manufacturer may not have intended.



# Research collaboration Sheffield University Centre for Care

## Research will focus on:

- ❑ The roll-out of the new Care and Wellbeing home care contract and the Technology Enabled Care (TEC) and Digital Service Transformation to understand how these changes are reshaping care provision across neighbourhoods and the city and contributing to transformation across the South Yorkshire ICS from a Care Eco-systems perspective focusing on:
  1. How are home care markets being shaped and transformed to be more outcome-focused?
  2. How is technology-enabled care driving the transformation process?
- ❑ The research will offer real-time analysis of the new TEC informed approach to home care, working collaboratively to identify how best to feed the learning back into the ongoing transformation process.
- ❑ When developing outputs, we will work collaboratively to agree what formats will be most useful. We expect that the outputs will involve creative media outputs, presentations to stakeholders or reports.

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