How Can Technology Be Truly Integrated Into Social Care:

challenges, successes and initiatives across the regions

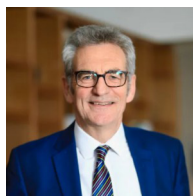**TSA & ADASS Regional Engagement Events Summary**

directors of
adass
adult social services

SIR DAVID PEARSON

TEC Quality Chair

The technological place we have reached means we now have the opportunity to put the true needs of people and carers at the centre of social care. The publication of the Adult Social Care White Paper clearly places technologies and technology enabled care at the centre of care support.

We should be asking ourselves collectively how can we position ourselves to take advantage of the innovation within the Paper, how can we tap into funding resources, how will we work collaboratively and co-produce services? Directors and Providers, what mechanisms can be put in place within each of the regions to maximise on this opportunity?

Bringing about change will take collective action and my top line advice includes creating partnerships, collaborative methods of working and co-production with workforce and the people using the services; and developing strategies that pull organisations locally together - what better way to develop a springboard to ensure that TEC and care support is at the heart of those strategies? Making a difference to the quality of people's lives with innovation and improvement.

ALYSON SCURFIELD

TSA Chief Executive
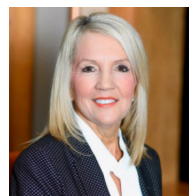
Using the full potential of technology to support people's lives does not begin with technology, it must always begin with the person – the place they want to live, the people they want to be with and the activities that matter to them. Technologies can also be used preventatively, identifying people with needs and putting solutions in place before they reach a crisis. They can improve the quality and safety of care and allow greater collaboration across health and care systems.

We heard consistently across the regions the importance of co-production of services involving both service users and workforce within their development. Only this level of collaboration will bring about a true digitally enabled social care system.

The needs and empowerment of the workforce came through strongly as a key force for change - the role of digital, equipping health and care professionals with the skills and confidence to deliver personalised support, increasing choice and control.

There was strong recognition that data and digital tools can support independence, wellbeing and self-care, well documented in TSA's Sector Insight Report, commissioned by the Department of Health and Social Care.

Our partnership working with ADASS is not only vital but timely as the Government publishes its Adult Social Care White Paper with the key message that the needs and aspirations of individuals and their families must be at the heart of care. What I have learned is that behind every story is a care model and for that reason alone we are determined to continue driving forward the implementation of the Personalised Care Innovation Programme until its principles and standards are a consistent reality for the betterment of the health, housing and care network and the people it serves.

IAIN MCBEATH

ADASS Trustee and Strategic Director, Health and Wellbeing, Bradford Council

The mission to integrate technology into care is a moral obligation, an obligation to provide access, freedom and confidence to those using the social care system and its workforce.

As commissioners and project and system managers it's important to think differently in our approach to procuring and tendering technologies. We should be encouraging principles of co-production between care providers and technology companies to devise new integrated, flexible care models that create personalised care plans that are outcomes-driven and monitored.

As councils, the need to shift our approach to a more proactive care offer is vital if we are to modernise our social services offer away from the reactive. This can be achieved by capturing and utilising the health data that we have in order to prescribe more personalised care and more independence, and give confidence to families and carers in their decision-making and in the use of tech.

The days of shoring up a fragile care system are over, now is the time to build a more tech-informed future and deliver the outcomes that people desire.

My call to action to the sectors is as commissioners we need to specifically consider and contract for how we integrate technology into every new social care service tender – and co-produce that ask with people and their carers in time to include it.
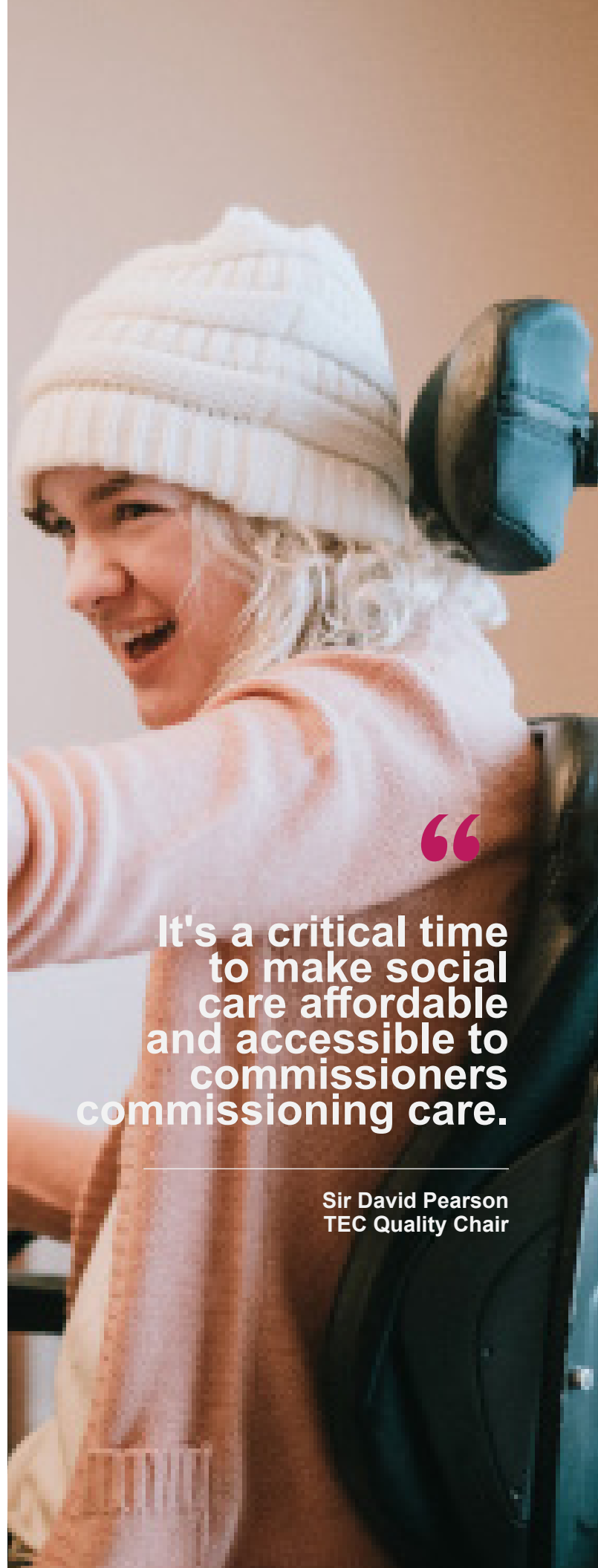
> " It's a critical time to make social care affordable and accessible to commissioners commissioning care.

**Sir David Pearson
TEC Quality Chair**

SUMMARY HEADLINES

"
These were fascinating sessions that clearly demonstrate that local initiatives are leading the way.

Alyson Scurfield
TSA Chief Executive

The objective of this series of TSA-ADASS engagement events was to bring England's regions together to disseminate the key findings and recommendations of the TSA-ADASS Commission. Events such as these are stepping-stones towards the creation of a social care system that is personalised, innovative and developmental for and with the people that it serves.

Within each region we heard valuable conversations around the creation of opportunities and partnerships at a local and national level. The learnings and insights will inform the continued work of the Personalised Care Innovation Programme being driven by TSA and ADASS so that it is appropriate, sustainable and affordable for those using the services and for those commissioning them.

Strong and repetitive themes transpired across the regions around People, Partnerships, Data and Workforce. Much of the discussion also centred around benefits realisation and building a business case for TEC integration and its wide-reaching benefits. Getting the data right - how and what we collect as well as building and embedding data sets that get it right first time. Workforce – how to give confidence to families and professionals in commissioning technology enabled care and the use of digital, easing decision making in how care packages are put together.

What was also apparent within the discussions was the clear alignment of the 10-year vision within the Government's Adult Social Care Reform White Paper with the person-centred approach that lies at the heart of digital care technologies provision. The vision is to support our workforce and put people at the heart of

care, able to access quality and tailored care and support supported by monetary investment by government and the impending integration white paper with a place-based approach.

KEY THEMES

Co-production, Co-design, Co-creation
The need for regional stakeholder partnerships
Feedback and involvement of service users in service development

Workforce
The need to enhance digital skills and increase confidence amongst workforce
Providing confidence to families and those using the tech

Lack of capacity to access funding and bidding process
Demonstration that technologies "reduce burden" for front-line staff

Data
Effective data use to help local services plan
Effective use of data to build trust with service user
Help with analogue to digital systems
Agree metrics and embed benefits realisation mechanisms with the right team

Training and Education
Increase awareness of "ease of TEC" amongst consumers
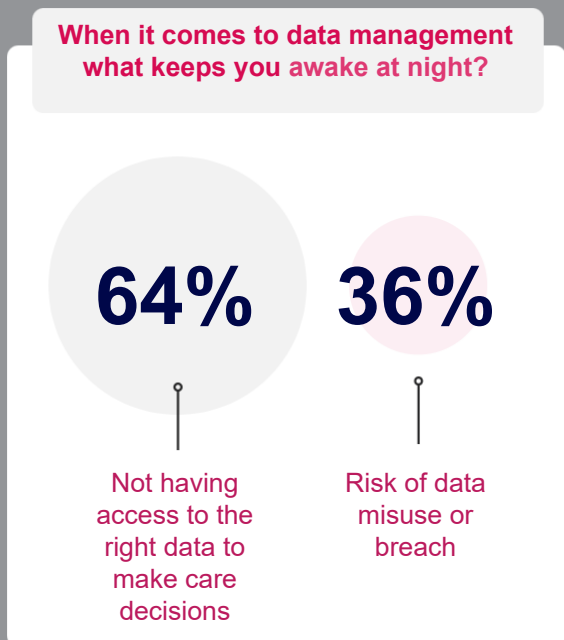Sharing of resources sector wide training and education

What are Commissioners asking for?
Better understanding of Standards
Revised governance and commercial models
Demonstration and credibility of technology enabled care (benefits realisation)

THE REGIONS BY NUMBERS

NORTH EAST

People must own and control their health and social care data and enable access by the right people at the right time.

When it comes to data management what keeps you awake at night?

64%
Not having access to the right data to make care decisions

36%
Risk of data misuse or breach

MIDLANDS

Digital infrastructure, skills and approaches in social care must improve so individuals and the care workforce can maximise digital opportunities.

100%

said **co-production** essential to enabling people to live independently
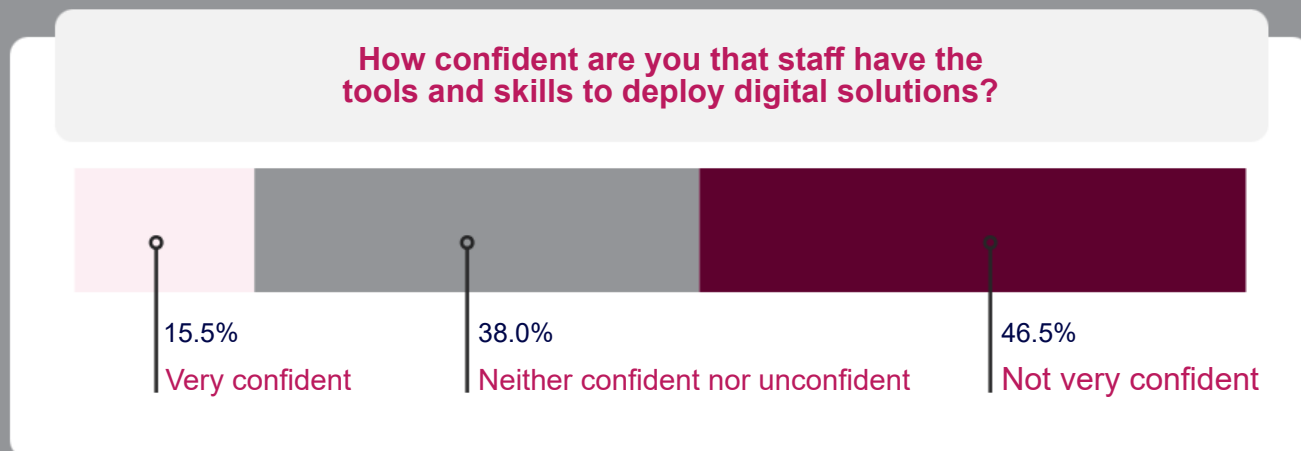
YORKSHIRE AND HUMBER, NORTH WEST & SOUTH WEST

Digital infrastructure, skills and approaches in social care must improve so individuals and the care workforce can maximise digital opportunities.

The barriers for councils to commission a joint digital care and technology service contract and how to overcome them.

How confident are you that staff have the tools and skills to deploy digital solutions?

15.5%
Very confident

38.0%
Neither confident nor unconfident

46.5%
Not very confident

Thank you to Brain in Hand for supply of poll questions and resulting data.

Watch back

NORTH EAST

ITS VISION FOR THE FUTURE

People must own and control their health and social care data and enable access by the right people at the right time.

"THINK BIG

- Active regional co-production/ Great North Care Record.

- Instill trust and confidence by collecting the right data in the right way.

- Quality and technical standards at the heart of everything and to mitigate risk.

- Integration of data between health and social care.

- Sharing best practice coming out of the region.

- Creation of digital lead networks.

" **Technology is the Future** – it has amazing potential. We want this policy to be real and to make a difference.

**Alison Tombs
Assistant Director Wellbeing and Assessment
North Tyneside Council**

Watch back

YORKSHIRE AND HUMBER & THE NORTH-WEST

Digital infrastructure, skills and approaches in social care must improve so individuals and the care workforce can maximise digital opportunities.

WORKFORCE
LEADERSHIP
CITIZENS

CITIZENS

A moral obligation for people to have access to information at the right time.

Housing and community volunteers as levers to successful integration of TEC.

LEADERSHIP & COLLABORATION

Collaborative partnerships and regional approach to personalisation.

Councils and local authority to be more responsive in their approach.

Councils to work more closely with TEC providers and care providers to build innovation into tender process.

WORKFORCE

Tools and systems needed to empower workforce and instil confidence around use of digital.

Tools and systems to support evolution of TEC within communities.

" Personalised care-
a modern social care offer

Proactive and preventative services is the building of longer-term relationships with people even though they may not need long-term.

Iain McBeath
Director of Adult Social Services ADASS

Watch back

MIDLANDS

Co-production and collaborative partnerships

Technology enabled services need to be proactive and co-produced with people, their families and carers.

"

I see over the next 12 months how we can shape as a sector social care to work alongside our health and our voluntary partners to think about how we can genuinely change and disrupt the current system of social care provision.

Marc Greenwood
Chair of the West Midlands Digital Network
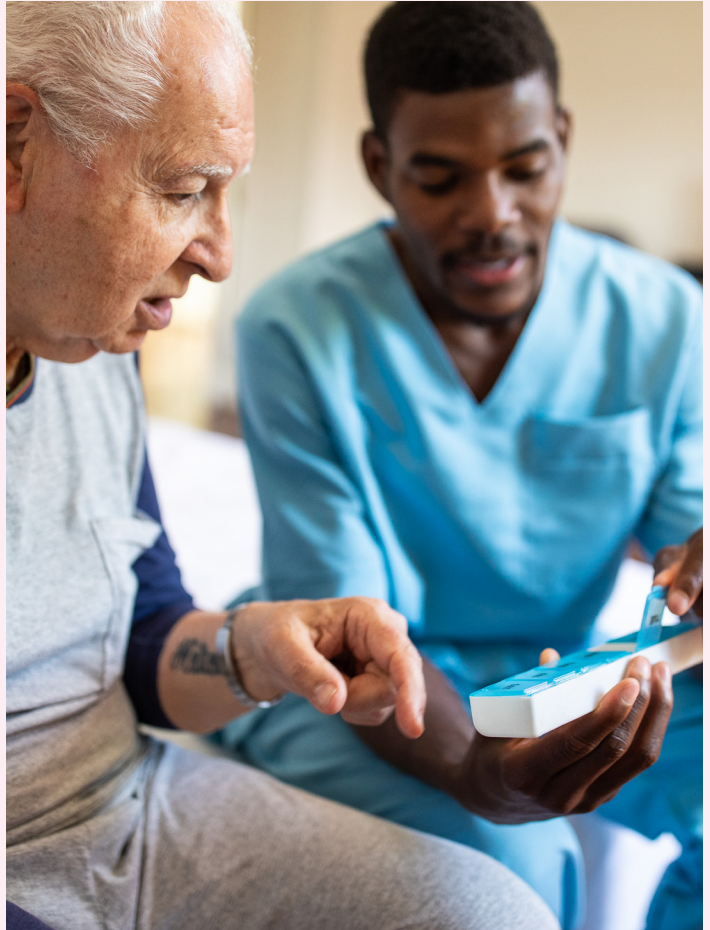
Co-design

Strong digital leadership and collaborative working within the region.

Co-commissioning

Councils to aim for better internal communication and coordination between departments purchasing similar tech.

Co-production

The model needed to engage with care partners and commissioners.

Interoperability

Technologies should be interoperable and accessible to all - easily available to service users and equally able to communicate with providers.

Knowledge

Need for central hub for knowledge and signposting for TEC.

Leadership

Need for transformational funding "to create time and space" for vision and transformation activity creating strong digital leadership.

SOUTH WEST

The power of collaborative working alongside our workforce

Digital infrastructure, skills and approaches in social care must improve so individuals and the care workforce can maximise digital opportunities.

Watch back

Regional collaboration	Workforce and education	Data and systems
Regional Directory of technology enabled care. TEC Champion workshops. Closer links with ICSs to reach health workforce.	Knowledge building at local level and with ICSs. Digital Awareness induction programmes. Co-production for workforce buy-in. Culture of confidence interacting with and prescribing tech.	Improved information governance and risk. Easy to implement and install systems. Easy to use systems that reduce burden for professionals. Agree metrics from the start for successful digital embed.

> Our overall vision for the South-West is for fairness, choice, control and independence for those within the social care system for as long as possible – and how can tech support that?
>
> **Sue Wald**
> **ADASS Associate**

> The ability of TEC to enhance the reputation and skills of our care workforce is crucial to our workforce challenge.
>
> **Gerald Hunt**
> **Assistant Director Commissioning**

LONDON

Enabling a digitally competent workforce
Innovations that can slow down hospital admissions and innovations to maximise independence for individuals.

Watch back

"Can-Do London!

Data
Interoperability and digital transition key to preventative care as realistic. Correct data collection for truly personalised and targeted services.

Collaboration
TEC Champion network enhancement. New benefits realisation model for TEC projects. Stronger links with leadership teams and academia.

People
Low confidence in workforce around use of digital. Workforce(s) diverse with different needs. Workforce development and learning plans to support citizens, carers, communities. Tech needed to adapt to a mobile population in the Capital. Building out community of those with lived-experience through mental health and learning disability work and London Safeguarding Group.

OUR CALL TO ACTION

We have heard consistent themes across the regions of collaboration and partnerships, data, people and workforce within the Commission and now the Regional Engagement Series and these themes will continue to shape the Personalised Care Innovation Programme. This commonality of language is exciting and progressive, and it is through such partnerships that we will build trust and confidence driving much-needed collective action.

With the impending integration white paper, social care will begin the journey towards transformation supported by the key enablers, a steadfast toolkit and gateway to proactive and preventative service models enabled by digital. With the right vision and leadership and better commissioning we can create new validated care systems on the foundations of quality standards and benefits realisation. Data that is interoperable with people and systems will automatically create seamless outcomes giving them the lives that they want. Workforces that are supported with the right skills and ongoing development will energise and empower the communities that they serve.

Our call out to you is to continue the valuable work that you are doing, continue to have vision, tenacity and determination, building trust and building communities because we are **Stronger Together.**

The ADASS-TSA partnership is ground-breaking, it is providing us with policy context and strategic vision, setting the shape of social care.

Sir David Pearson
TEC Quality Chair

For valuable insights and knowledge for Directors, Commissioners and Providers, **visit the TSA website** for resources on how technology enabled care, data and digital care solutions can be integrated across social care, housing and health.

TIPS FOR SUCCESS

Develop local strategies with local partners

Commission in partnership with TEC providers

Understand the data and how you share it

Put people and carers at the heart of all development

Empower your diverse workforce with support and tools they need

WITH THANKS

Key Speakers

Iain MacBeath, Strategic Director, Health and Wellbeing, Bradford Council
Alison Tombs, Assistant Director Wellbeing and Assessment; Health, Education, Care and Safeguarding; North Tyneside Council
Emma Harris, Assistant Director of Programmes for Digital Social Care Transformation NHSx
Emma Whitenstall, Cluster Engagement Manager, Dynamo North East CIC
Jon Wilson, DASS at Leicestershire County Council and Chair of the East Midlands Digital Network
Gerald Hunt, Assistant Director Commissioning Adult Care, North Somerset Council
Tristan Brice, Programme Manager, London ADASS Improvement Programme
Jane Brightman, Senior Programme Manager Digitising Social Care team, NHSx
Angus Honeysett, Head of Market Access, Tunstall Healthcare (UK) Ltd
Penny Ellis, Business Development Director, Tunstall Healthcare (UK) Ltd
John Murray, Business Development Director, Tunstall Healthcare (UK) Ltd
Dr Louise Morpeth, Chief Executive Officer, Brain in Hand
Mat Taylor, Commercial Director, Brain in Hand

Panelists

Jill Watson, Project Manager, GNCR Health Information Exchange (HIE)
Lisa Sewell, Programme Director, GNCR Health Information Exchange (HIE)
Steph Downey, Service Director Adult Social Care, Gateshead Council
Stephen Foreman, Informatics Manager, Newcastle City Council
Andrew Osborn, Interim Service Director Commissioning & Integration, Barnsley MBC
Anita Mottram, Principal Occupational Therapist Adult Services, Kirklees Council
Marc Greenwood, Chair of the West Midlands Digital Network.
Rachel Mason, Members of TLAP's Coproduction Advisory Group
Julie Harrison, Commissioning Manager – Strategy and Integration, Adult Social Care Directorate, Birmingham City Council
Fiona Shergold, ICES Partnership Manager MRCOT, Contracts and Commissioning Team, Adult Social Services, North Somerset Council
Susan Glanfield, Ageing Well Programme Manager, NHS England and NHS Improvement - South West Region
Sue Wald, Associate, ADASS
Julius Olu, Principal Social Worker & Head of Quality Assurance, London Borough of Hammersmith & Fulham
Professor Jill Manthorpe, Professor of Social Work and Director of the NIHR Health & Social Care Workforce Research Unit
Carole Haynes, An Unpaid Carer

A FEW WORDS FROM OUR SUPPORTING PARTNERS

"Tunstall Healthcare was delighted to be involved with these regional focus events and fully supports the recommendations from the ADASS-TSA Commission and the ambitions to implement them. There is an appetite within social care and health to work collaboratively to drive technology adoption resulting in integrated, effective solutions for the benefit of citizens. Fundamental to this is our workforce, making sure they have the necessary skills to understand and embed technology into everyday practice. The value and importance of this should not be underestimated.

Understanding the challenges commissioners, providers and citizens face means effective solutions can be co-created - designed by users, for users. Working together to develop flexible solutions will help realise the apparent benefits, and this will help support and deliver the ambitions outlined in the recent Government white paper."

Angus Honeysett
Head of Market Access

Tunstall

"Despite COVID-19 and the many other challenges facing the public sector, leaders in social care still manage to imagine a better future for their service users and see ways of improving services.

It was inspiring and humbling to be part of so many lively and thought-provoking conversations about the future of social care. We are delighted to be on the journey with them."

Dr Louise Morpeth
CEO

braininhand
personal technology for independent living

Scan QR code for additional resources to help your transformation journey.