Report To:	**Social Work & Social Care Scrutiny Panel**	Date:	**12 March 2024**
Report By:	**Kate Rocks Chief Officer Inverclyde Health and Social Care Partnership**	Report No:	**SWSCSP/10/2024/AB**
Contact Officer:	**Alan Best Interim Head of Health & Community Care**	Contact No:	**01475 715372**
Subject:	**Technology Enabled Care Gold Award**		

1.0 PURPOSE AND SUMMARY

1.1 ☐For Decision ☒For Information/Noting

1.2 The purpose of this report is to advise the Social Work & Social Care Scrutiny Panel of the progress within Technology Enabled Care (TEC) who have achieved a Gold Level 2 Award Accreditation from Digital Office for Scottish Government.

1.3 Inverclyde has been at the forefront of the Scottish telecare digital transformation since 2019. The Inverclyde Health and Social Care Partnership Technology Enabled Care team successfully applied for Scottish Government funding to conduct proactive work - a Test of Change - to get ready for the analogue to digital switchover, which is due in 2025. As part of the project, twenty-five digital alarms were purchased and installed in the homes of service users and trialled in partnership with Inverclyde Health and Social Care Partnership's alarm receiving centre providers, Bield Response 24, using the Social Care Alarm Internet Protocol.

Following rigorous testing and evaluation, the new digital alarm call system has proven to be a safe and secure set-up fit for the 21st Century. Achieving the Silver Implementation Award, paving the way for the roll-out of digital telecare to more Inverclyde residents and to work towards Gold Level One accreditation as the number of digital units increase.

Inverclyde, have then successfully procured a contract, using the DPS, via the Scotland Excel Framework 1620 Digital Telecare procedure, Supply and Delivery of Digital Alarm Units and Peripherals.

Legrand Electric Limited was the successful bidder, with a contract period of 21st November 2022 until 31st December 2024 and a delivery schedule as per contract for supply and delivery of products.

Inverclyde are currently over 70% of our digital road map with an aim of reaching 100% digital by December 2024 or earlier.

2.0 RECOMMENDATIONS

2.1 Members are invited to note the content of the report and the ongoing work within TEC which improves people's independence and creates new ways of working for all services.

Kate Rocks
Chief Officer
Inverclyde Health and Social Care Partnership

3.0 BACKGROUND AND CONTEXT

3.1 Technology-enabled care and support has a contribution to make across key areas in supporting current pressures, specifically:

- Supporting timely and safe discharge from hospital
- Maximising independence and self-management
- Preventing avoidable presentation at, and admission to hospital
- Supporting care assessment and review
- Supporting people to maintain or even reduce their current levels of need.
- Ease pressure on unpaid carers
- Supporting reablement
- Supporting prevention and early intervention

3.2 Inverclyde HSCP Technology Enabled Care Service currently supports approximately 1900 of Inverclyde's most vulnerable residents with a wide range of telecare and telehealth solutions. With a team of 22 social care workers responding 24/7, 7 days a week to the varying needs of residents in partnership with our Alarm Receiving Centre, BR24/Bield Response, Emergency Response Services and Multi-Disciplinary Team (MDT) working. From a basic alarm digital alarm unit or a more enhanced telecare package that could include automatic fall detection, smoke, heat and flood detection, door and window contacts, epilepsy monitors, chair, and bed exit monitors and in addition safer walking device or lifestyle monitoring kits with sensors and smart plugs. Attending on average 32 falls at home per week and with the use of specialised lifting equipment and trained staff retain the individual at home safely.

3.3 TEC commenced our Digital Journey in 2019 and have now achieved a Gold Level 2 Award Accreditation from the Digital Office for Scottish Government. A gold award means we've successfully rolled out a live digital telecare service to over half of our service users and have been operating successfully without serious issues or call failures This is a significant milestone and demonstrates the effectiveness of Inverclyde HSCP's digital telecare. We can now confidently progress with our switch to digital in more homes across Inverclyde and look ahead to achieving platinum status.

4.0 PROPOSALS

4.1 There are several ongoing workstreams as follows:
- Test of Change flat launch inclusive of virtual house and demo videos
- Awareness sessions regularly undertaken to other teams, services, and partnerships.
- Test of Change to commence with alleviating Hydration.
- Expansion of Chronic Obstructive Pulmonary Disease (COPD) with MDT working
- Falls Reporting and MDT working for falls pathway.
- Satisfaction Survey of new user approximately 6 weeks following installation with a focus on proactive support, self-management, and maximising independence
- Through The Night Service development
- All responder processes digitalised, generating automatic reports for monitoring, evaluation, and reporting.
- Consumer TEC recommendations, sign posting and education.
- Aware of any New Technologies and systems for consideration

5.0 IMPLICATIONS

5.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO
Financial		X
Legal/Risk		X
Human Resources		X
Strategic (Partnership Plan/Council Plan)		X
Equalities, Fairer Scotland Duty & Children/Young People's Rights & Wellbeing		X
Environmental & Sustainability		X
Data Protection		X

5.2 **Finance**

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments
N/A					

5.3 **Legal/Risk**

There are no identified Legal/Risk issues contained within this report.

5.4 **Human Resources**

There are no identified Human Resource issues contained within this report.

5.5 **Strategic**

There are no identified Strategic risks contained within this report.

5.6 **Equalities, Fairer Scotland Duty & Children/Young People**

(a) Equalities

This report has been considered under the Corporate Equalities Impact Assessment (EqIA) process with the following outcome:

	YES – Assessed as relevant and an EqIA is required.
x	NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, assessed as not relevant and no EqIA is required.

(b)   Fairer Scotland Duty

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

	YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed.
x	NO – Assessed as not relevant under the Fairer Scotland Duty.

(c)   Children and Young People

Has a Children's Rights and Wellbeing Impact Assessment been carried out?

	YES – Assessed as relevant and a CRWIA is required.
x	NO – Assessed as not relevant as this report does not involve a new policy, function or strategy or recommends a substantive change to an existing policy, function or strategy which will have an impact on children's rights.

5.7   **Environmental/Sustainability**

Has a Strategic Environmental Assessment been carried out?

	YES – assessed as relevant and a Strategic Environmental Assessment is required.
x	NO – This report does not propose or seek approval for a plan, policy, programme, strategy or document which is like to have significant environmental effects, if implemented.

5.8   **Data Protection**

Has a Data Protection Impact Assessment been carried out?

	YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.
x	NO – Assessed as not relevant as this report does not involve data processing which may result in a high risk to the rights and freedoms of individuals.

6.0   CONSULTATION

6.1   None

7.0   BACKGROUND PAPERS

7.1   None