Technology Enabled Care

YOU SAID - WE DID

OCTOBER 2023

During Spring 2023, Wiltshire CIL did a piece of work exploring disabled and older people's views of Technology Enabled Care (TEC) and how TEC can enable people to live their lives independently.

A report was produced analysing the findings and giving key recommendations to Wiltshire Council.

Here, we will look at what Wiltshire Council have done with what you said:

The Wiltshire CIL TEC report has enabled us to have an understanding of our customer needs and desires to support how they choose to live their best life and stay independent for longer.

Technology is a growing part of modern-day life and can play a key role in meeting social care needs. People are not always aware of what Technology Enabled Care (TEC) solutions are available and the positive outcomes they can deliver for people. The Wiltshire CIL TEC report and engagement with experts by experience has fed into the development of the Wiltshire TEC Strategy which will soon be available on Wiltshire Councils website.

The strategy has been shared internally across the council and aligns with and supports our implementation of national and local priorities.

Our vision is to use technology to enable people to fulfil their potential, be actively involved and included in their communities, make informed decisions, have control over their lives, and be valued and included within society.

Wiltshire Council WiltsCIL

The concept of assistive technology is relatively new to some areas of the council so there is a need for a culture change within the council.

Wiltshire Council will be focusing on what people want to achieve, and will then consider how technology can support those outcomes and enable independence.

Wiltshire Council will also continue to emphasise each person's strengths, using technology to support people to do more for themselves, providing data to show that the person is becoming more independent or identify where technology can support further.

The outcomes Wiltshire Council want to achieve through expanding their TEC offer are:

- Improve the quality of care
- Promote independence
- Reduce admissions to hospital and care homes
- Provide care that meets individual needs
- Achieve greater efficiency

Wiltshire Council will be working across the council to deliver the priorities through:

- Raising awareness and information sharing
- Developing clear pathways for TEC
- Growing their TEC offer
- Using a test and learn approach
- Providing support to stakeholders

Some of the key actions that Wiltshire Council have pledged to take since the publication of the TEC Report include:

- When recommissioning the Alarm and Equipment Service experts by experience will be asked to review providers as part of the evaluation and tender process.

- TEC Pilots and the Wiltshire CIL report confirmed the need for people to be able to touch, feel and see the TEC devices prior to installation and improve understanding, in general, about the possibilities of everyday SMART devices and assistive technology. The TEC Team are sourcing TEC devices to showcase at face-to-face meetings, workshops, exhibitions, and training seminars.

- The report highlighted TEC areas that are important to customers and staff. This knowledge will be used to shape messaging, training and sign posting for all stakeholders. This includes:

  - Rolling out TEC specific training to all Adult Social Care staff in 2023 and to wider council staff in 2024.
  - Ongoing TEC workshops and training for staff in 2023 with Wiltshire bespoke TEC training being developed in 2024.
  - Specialist training delivered by providers.
  - Up to date devices and improved signposting at the Independent Living Centre (ILC) in Semington.
  - A showcase of TEC devices to see, touch and hold as part of a rolling schedule of events in Wiltshire.
  - Improving accessible information on the Wiltshire Council website and signposting for TEC.

- Through collaboration with community workstreams Wiltshire Council will support knowledge sharing of digital skills and signposting for community and voluntary sector support networks.

- Wiltshire Council are updating and improving their internal processes and systems so that TEC is considered and encouraged as a first approach by all operational staff.

- The membership of the TEC Advisory Board is being reviewed to ensure that the following are included:
  - Experts by experience
  - Operational staff

  Members of the TEC Advisory Board are experts in their field and support Wiltshire Council to shape TEC in Wiltshire.

- TEC Test and Learn Pilots will be running to assist understanding on a small scale about whether TEC devices support care needs as intended. Experts by experience will support Wiltshire Council to learn and understand how devices can support people in their activities of daily living and help them to remain confident and independent.

Wiltshire's TEC journey is just beginning, and Wiltshire Council will continue to involve experts by experience, evaluate benefits of TEC and work with stakeholders to improve ways of working