



Sheffield's Technology Enabled Care (TEC) Service Transformation



Feedback from our co-design activities

July 2023

A vision for the future of TEC in Sheffield

Sheffield CC 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.

The co-design of that new model requires a review of today's 'as is' service, and the testing and measuring of all the elements of the future 'to be' service.

We have started the co-design journey and have already listened to what people who draw on care and support and people who work in health, housing and social care think. An initial summary is presented in these slides.

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



Feedback from health, housing and social care staff

Improvement themes:

- ❑ **Workforce Development** - Access to resources and training, continue to build knowledge and skills, help people use their own tech
- ❑ **Funding arrangements** – want clear pathways about how to fund
- ❑ **Staff capacity** – want access to technical and professional support with cases
- ❑ **Culture Change** – lots of work to do to understand data insights, take this step by step, need support around decision making
- ❑ **People accessing TEC Services** – information and advice service needed, self assessment
- ❑ **Infrastructure** – wifi and mobile connectivity, interoperability, join up data, ability to see and share information
- ❑ **Teams and process flows to enable access** – could be used in pathways across all sorts of teams and services, TEC should be everyone's business
- ❑ **Mental Health** – needs to be age appropriate, help people before a crisis, engage people who don't want to engage with usual mainstream services
- ❑ **Transition** – apps, help with independent living, needs to look cool, involve young people in design
- ❑ **People with Learning Disabilities** – sensory aids, support with accommodation, accessing community and getting out and about, home vs residential / supported living

We also asked....

If you were designing a TEC service for the future what are the things, that you would want to see in the new service?

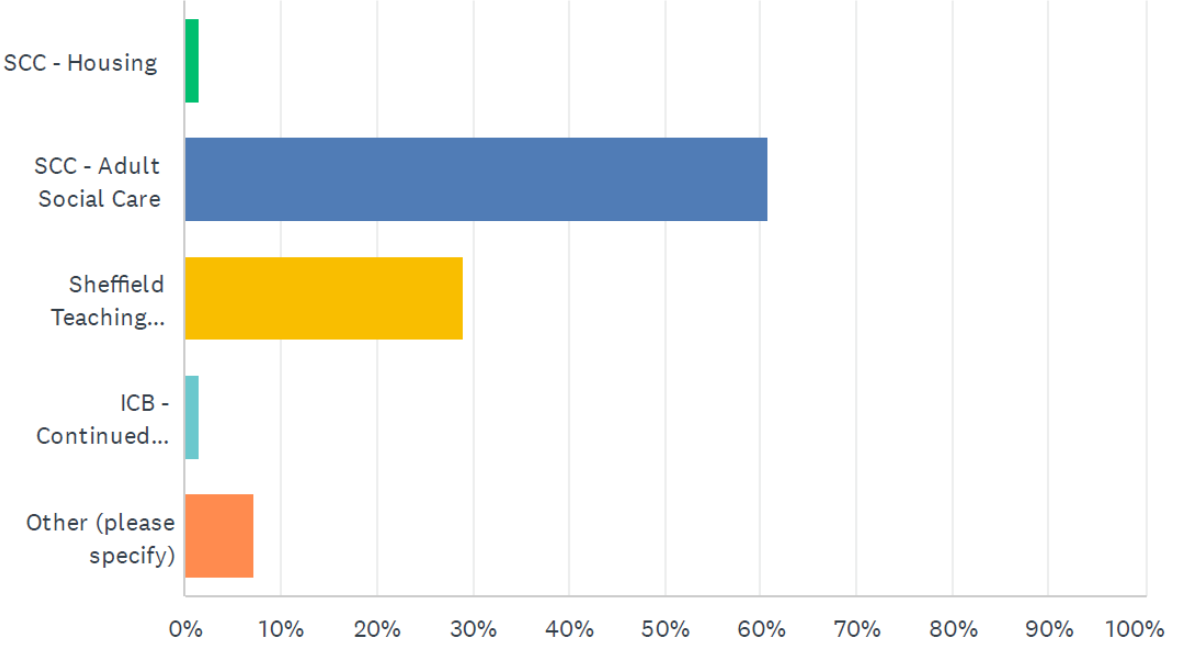
- Support for practitioners - access to face-to-face training, quick access to support to choose the right technology
- Better access to data to inform decision making and link with outcomes
- A one stop shop that integrates all things technology enabled care
- A support service for service users to get support to use technology they've been provided with
- Council should undertake a review of the charging policy - make sure the TEC service is easy to access and attractive for practitioners to refer to.
- Consider digital inclusion and connectivity.
- The service should change gradually over time.
- Consider business continuity and back up plans for when technology goes wrong.
- Integrate with LAS
- Access to a better range of technology to support a wide range to different people.

Workforce survey – June 2023

A workforce survey was conducted online during June 2023.

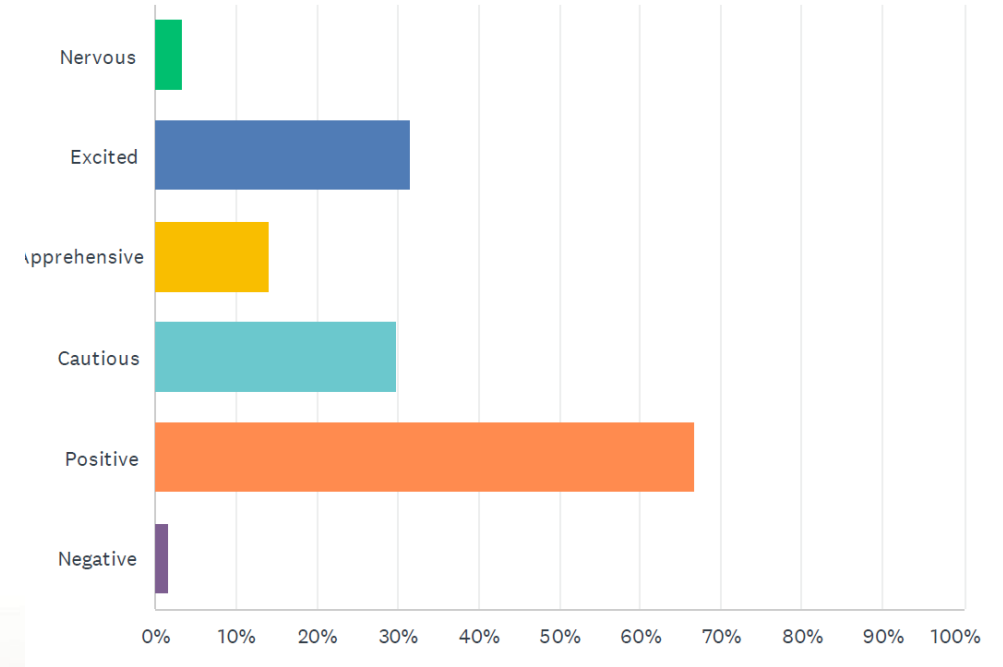
There were 69 respondents, with 61% of those coming from Sheffield City Council adult social care, 30% from the NHS and 9% Housing and “other”

Answered: 69 Skipped: 0



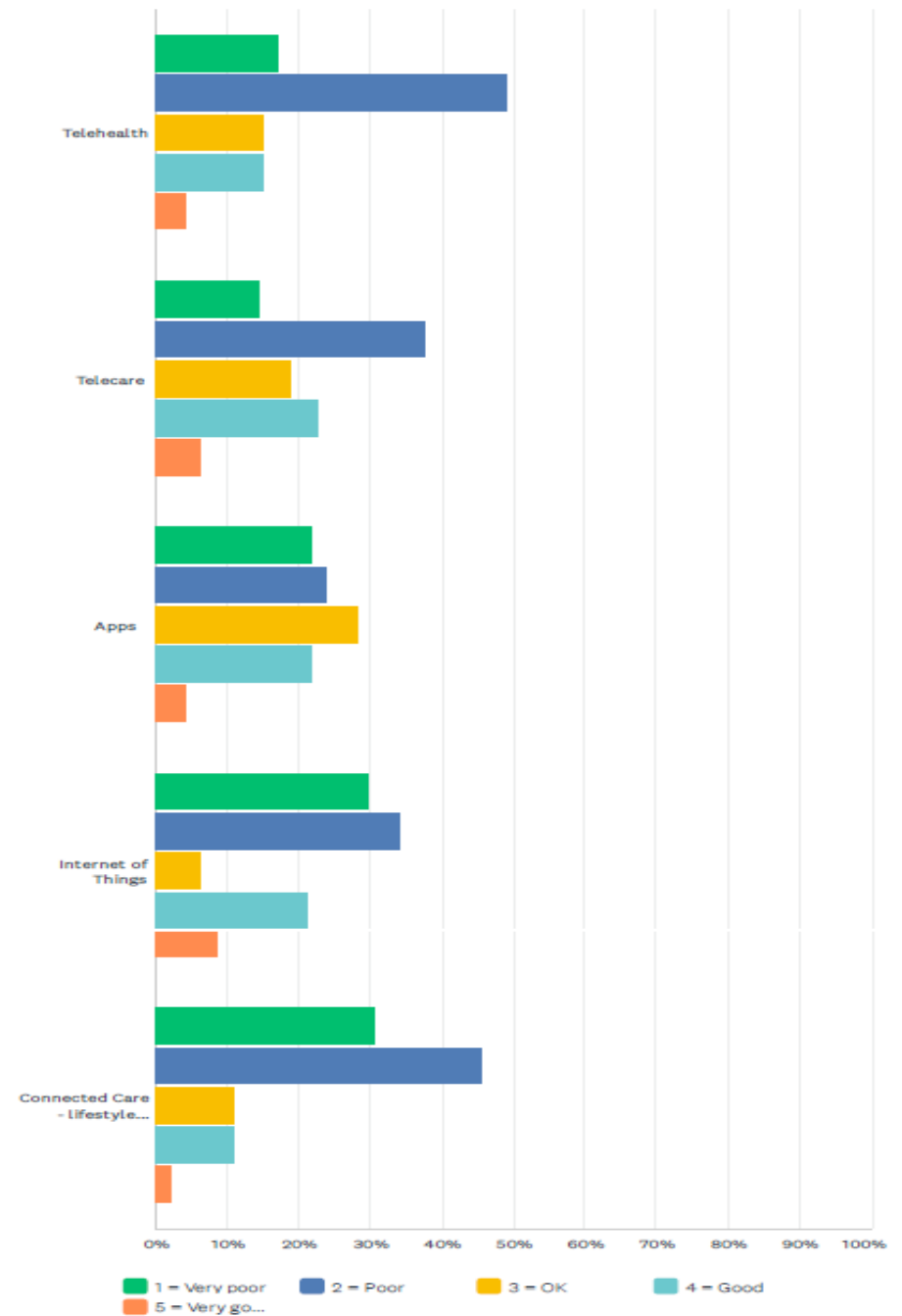
Survey Findings:

- ❑ 39% of people said they have prescribed technology in their current role with a further 10% not knowing that they could
- ❑ Examples described included
 - ❑ home monitoring and video consultations
 - ❑ referrals for telecare to City Wide Care Alarms
 - ❑ use of videos to support information given
 - ❑ apps with examples like Brain in Hand, iSTUMBLE, House of Memories (for anxiety, falls prevention and living well with dementia)
 - ❑ Just Checking to support assessment recommendations
 - ❑ Libre diabetes monitoring
- ❑ 29% of people said they did not feel they knew enough about the technology solutions available to prescribe in in their practice
- ❑ Overall 58% of people thought they the team they worked in did have practitioners that used technology to support people
- ❑ 14% of people are involved with some of the current TEC pilots in Sheffield. These included the Howz, KOMP, Anthropos, Aquarate and Autonomie pilots
- ❑ The majority (66%) of people felt positive in their attitude about using technology, with others saying they were either nervous, cautious or negative about it

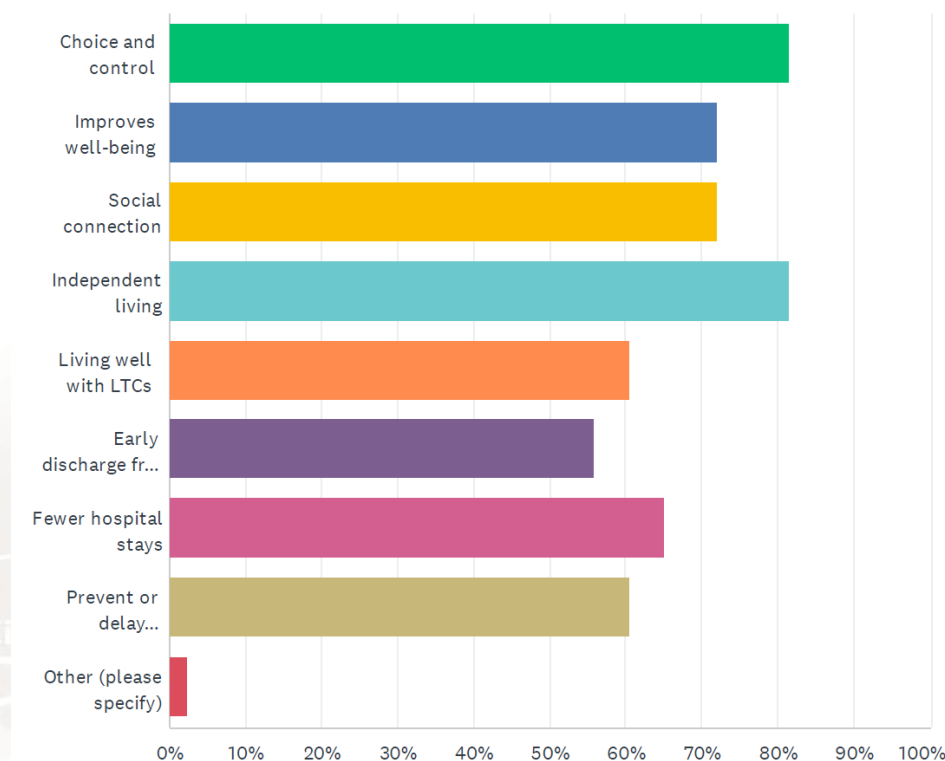
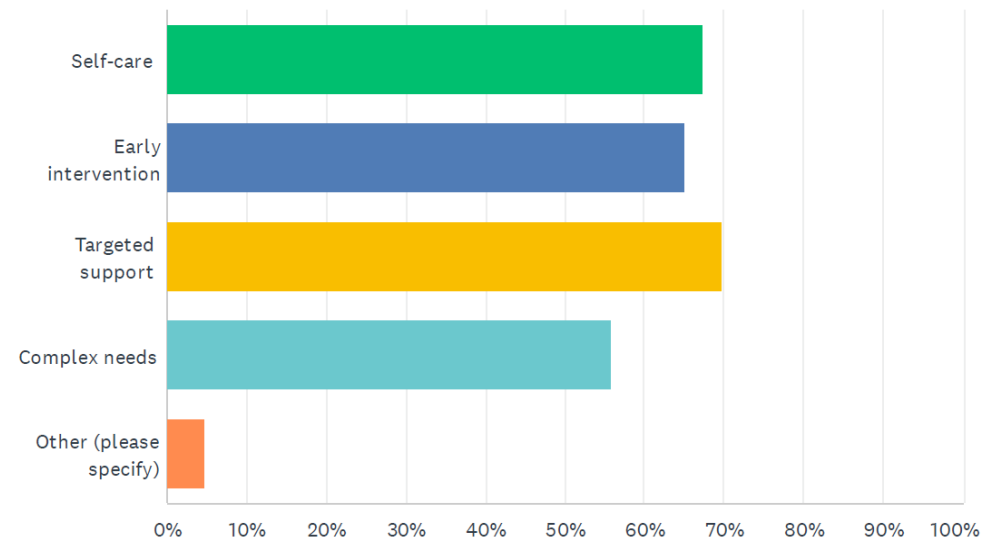


Graph: Attitude toward using technology in practice

- When asked about personal **knowledge** of telehealth, telecare, apps, internet of things and connected care systems, up to about 75% of people said their knowledge was poor or very poor



- The consensus was fairly evenly spread with a belief that technology could support across a range of pathways (self-care, early intervention, targeted support and complex needs) and also evenly across outcome domains, for example, supporting choice and control, improving wellbeing, social connections, independent living and living well with long term conditions, supporting hospital discharge and preventing or delaying the need for care and support.



A BIG thank you to everyone who participated in the focus groups!

We will be holding 'You said we did – What do you Think?' events which will involve one hour workshops on the 12th and 13th September, to check and challenge what we heard, share an early draft of the new TEC Service Delivery Model, and capture feedback to support any reworking. Invitations will be circulated week commencing the 31 July.