PERTH AND KINROSS COUNCIL

Health and Housing Committee

2 November 2016

Perth and Kinross Technology Enabled Care (TEC) Strategy (2016 - 2019)

Report by Director (Housing and Social Work)

PURPOSE OF REPORT

The purpose of this report is to seek endorsement for the Perth and Kinross Technology Enabled Care (TEC) Strategy and Action Plan (2016-2019) by the Housing and Health Committee prior to submission to the Integrated Joint Board for approval. The report and action plan outlines how the Partnership will improve and enhance the use of TEC across Perth and Kinross to support people to remain living independently and improve outcomes for individuals and carers.

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1. **BACKGROUND/ MAIN ISSUES**

1.1 The use of technology is playing an increasing role in our everyday lives and has the potential to increase people's choice and control over the support they require . It can also enable individuals to optimise their independence and assist them to manage their own health and wellbeing. There is currently unfulfilled potential regarding TEC to deliver care and support that is personalised and cost effective and assists achieving the aims and objectives of the Strategic Plan.

1.2 We know that over the coming years we are facing increasingly challenging times with decreasing budgets, growing demands on services and a population with increasingly complex needs. In order for us to deliver flexible, integrated and responsive services, we need to do things differently and more innovatively. The use of TEC can support these changes.

1.3 TEC is defined as where the outcomes for indvidiuals in their home or community settings are improved through the application of technology and includes, but is not limited to, the use of telecare, telehealth, video conferencing (VC) and mobile health and wellbeing (mHealth).

1.4 However, the use of TEC is not a replacement for professionals or unpaid carers. It complements other supports and enables the targeting of resources where they are needed the most. TEC can empower and motivate people to self-manage their own health and wellbeing and support them to be as active and healthy as possible through the use of websites and apps. These can often be accessed through devices which people already own such as tablets or smart phones.
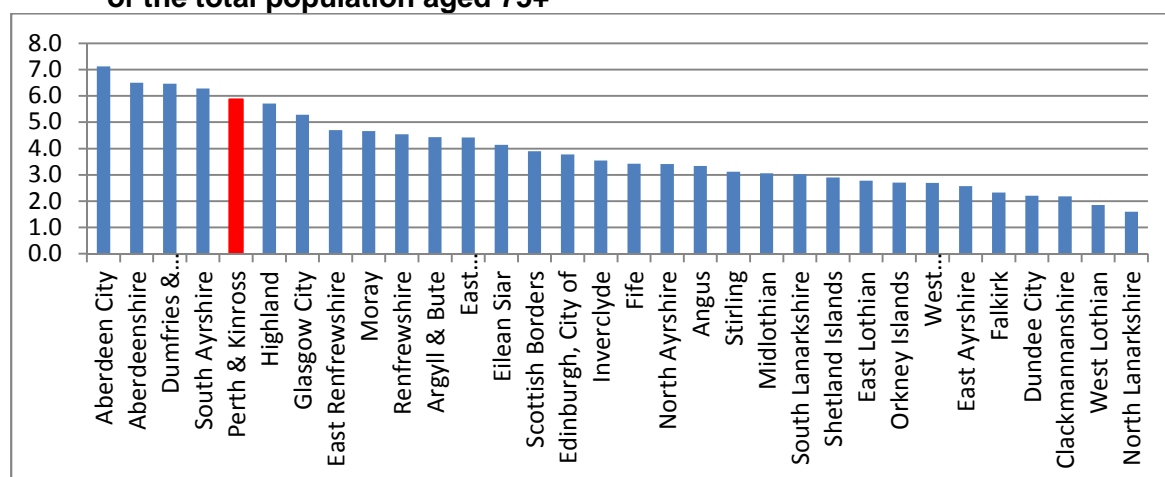
1.5   There are a number of potential, positive outcomes for individuals, their families and carers through the use of TEC. These include:

- Increased independence of individuals and their carers
- Increased feeling of reassurance and support for individuals and their carers
- Improved access to services for people living in rural and remote areas
- Increased self-management of health and wellbeing issues
- Reduction in number of people requiring short and long term institutional care.

1.6   The Scottish Government launched the TEC programme in 2014. This is a three year, £30million, Scotland wide programme designed to significantly increase the numbers of people directly benefiting from TEC in Scotland.

1.7   The Perth and Kinross Health & Social Care Partnership has been successful in obtaining funding from the TEC Programme to provide the following:

- Assisting with the upgrade of the analogue Community Alarm server to a digitial platform to enable a digital telecare system to operate across Perth and Kinross

- Temporary employment of a TEC Development Officer to identify opportunities across Perth and Kinross for utilising TEC to improve outcomes for people.   He will then work with all stakeholders to implement TEC solutions to assist people to remain in their homes for as long as possible, enhancing their independence and enabling them to proactively manage their health conditions

Local Information

1.8   Perth and Kinross will see an increase in population over the coming decades, particularly in the relation to older people aged 85+. Based on current dementia prevelance rates for Scotland, people with dementia are also expected to double over the next 25 years. There are also increasing numbers of people with complex support requirements living in our communities including people with learning and physical disabilities, substance misuse and mental health issues.

1.9   Unplanned hospital admissions remain high in Perth and Kinross, particularly for the older age group.   Also there is a high number of re-admissions, including people readmitted within seven days of discharge from hospital. There are a number of people waiting to be discharged from hospital to appropriate community or Care Home settings and the number of people entering Care Homes permanently is rising and projected to continue to increase. In addition, there is pressure on Care at Home services with rising demand. Capacity across formal care is finite and it is important technology and informal care is developed to deliver flexible, responsive and optimal services.

1.10   Deprivation is a major factor in health inequalities.   People in more affluent areas live longer and have significantly better health. Many of the people suffering the greatest negative health effects relating to mental health, obesity and long term conditions are those experiencing poverty and social disadvantage. Whilst Perth and Kinross has a relatively affluent population compared with the rest of Scotland, there are significant areas of deprivation and in our rural communities there are inequalities in relation to access to services.

1.11   In 2011 Home Care information from the Census showed that Perth and Kinross had the third lowest number per capita in Scotland of over 75's with telecare.   However the Social Care Statistics data showed that by 2015 Perth and Kinross had moved to the fifth highest in Scotland for the number per capita of over 75's with telecare (see figure 1 below).

Figure 1 – Local Authority Telecare Provision. Telecare clients – rate per 1000 of the total population aged 75+

1.12   As of February 2016, there are 3,549 people who currently have Telecare equipment across Perth and Kinross. This is a 5.6% increase since 2013. This is due to increasing the availability of a range of TEC equipment and increasing staff awareness of TEC.

Training for new and existing staff in TEC is undertaken at the SMART House in Bridgend, Perth four times a year. In 2015/2016 144 people received this training across the Perth and Kinross Health and Social Care Partnership.

1.13   People who engaged with the "Join the Conversation" consultation in 2015 told us they wanted:

- Services closer to their own homes
- Access to local health services to reduce the long distance travelled to attend sometimes short appointments in PRI or Ninewells Hospitals
- Different options available for people to remain living locally, including the option of moving to a suitable Care Home in their locality if required
- More information available to support unpaid carers

1.14 There are a variety of ways TEC can support people to meet the challenges above including:

- The promotion of telehealth equipment to self manage long term conditions and reduce the need for unnecessary hospital appointments e.g the use of Florence text messaging service
- Ensuring all TEC options are considered when supports are being discussed and arranged with people e.g. the use of digital apps for mental health and wellbeing
- The use of video conferencing for both staff and the public, to reduce the need to travel long distances to attend appointments for people living and working in rural and remote areas
- Promoting digital inclusion classes to enable individuals to access information, services and supports online to help optimise independence and reduce the requirement for institutional care

1.15 TEC provides a variety of flexible options to help support people with varying abilities and support requirements living in a variety of settings. Supporting vulnerable people to remain living independently and enabling person centred support will improve individual outcomes, independence, choice and control and has the potential to decrease the number of unnecessary hospital and Care Home admissions. It can also help optimise professional capacity and allow resources to be targeted where they are required the most.

2. PROPOSALS

2.1 The strategy and action plan identify areas where the use of TEC can be explored to support independence, choice and control and improve outcomes for individuals, families and carers. A robust governance framework to enable reporting locally and nationally is also being developed.

2.2 The plan proposes to ensure the development of TEC includes the incorporation and promotion of home health monitoring and telehealth to assist people to remain at home for longer, including implementing a test of change with complex care/bariatric patients, with a view to rolling the model out to various groups across the partnership (e.g. COPD, diabetes, heart disease).

2.3 This plan further acknowledges the need to establish and review the appropriate infrastructure and asset management of TEC equipment across the Partnership and review the resource requirements and capacity of the Community Alarm and Rapid Response teams to meet current and future demands on the service and TEC across Perth and Kinross.

2.4 The action plan in appendix 1 outlines how the above proposals will be achieved and how the Partnership will work together to implement the actions to improve the lives of people across Perth and Kinross.

3. CONCLUSION AND RECOMMENDATIONS

3.1 The Partnership is committed to promoting the use of TEC to optimise people's independence and their choice and control over their health and social care supports. With the integration of health and social care, we will work in partnership to deliver the action plan to improve the outcomes of people across Perth and Kinross.

It is recommended that the Housing and Health Committee:

(i) Endorses the TEC Strategy prior to submission to the Integrated Joint Board for approval.

Authors

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Approved

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1.   **IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION**

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	Yes
Workforce	Yes
Asset Management (land, property, IST)	No
Assessments	
Equality Impact Assessment	Yes
Strategic Environmental Assessment	No
Sustainability (community, economic, environmental)	No
Legal and Governance	No
Risk	No
Consultation	
Internal	Yes
External	Yes
Communication	
Communications Plan	No

1.   **Strategic Implications**

Community Plan / Single Outcome Agreement

1.1   This report supports the following outcomes of the Community Plan / Single Outcomes Agreement in relation to the following priorities:

(i)   Giving every child the best start in life
(ii)   Developing educated, responsible and informed citizens
(iv)   Supporting people to lead independent, healthy and active lives
(v)   Creating a safe and sustainable place for future generations

Corporate Plan

1.2   This report supports the following outcomes of the Corporate Plan in relation to the following priorities:

(i)   Giving every child the best start in life;
(ii)   Developing educated, responsible and informed citizens;
(iv)   Supporting people to lead independent, healthy and active lives; and
(v)   Creating a safe and sustainable place for future generations.

2. Resource Implications

<u>Financial</u>

2.1 There are no direct financial implications arising from this report.

However, the Partnership has been awarded funding through the National TEC Programme funding for:-

- **TEC Development Officer** (£40,000) to primarily examine the needs of the three localities within Perth & Kinross determining locality TEC requirements and working with locality teams to embed TEC as preventative and supportive solutions

This post is funded until March 2017 and will not directly impact on council financial resources.

<u>Workforce</u>

2.2 There are no workforce implications arising from this report.

However, as mentioned previously two additional workers have been funded through the national TEC Programme and will be in post until March 2017, with no direct implications for present council staff.

<u>Asset Management (land, property, IT)</u>

2.3 There are no IT implications highlighted at the present time. However, the instalment of the new digital server may require upgrades to hardware or software in the future.

3. Assessments

3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

The Equality Impact Assessment undertaken in relation to this report can be viewed by clicking http://www.pkc.gov.uk/EqIA

This report has been considered under the corporate Equalities Impact assessment process (EqIA) with the following positive outcomes expected following implementation of this strategy:

- Improved outcomes, support, independence, choice and control for individuals and carers;
- Support access to jobs, services and amenities in local communities;
- Supporting community safety initiatives including domestic violence and bogus callers with the use of TEC;
- Promotion of equal access to TEC and inclusion for everyone;

- Promotion of life long learning, both formal and informal learning opportunities;
- Improved health and wellbeing – both physical and mental health - and improved access to health care for all.

Strategic Environmental Assessment

3.2   The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

The content of this report have been considered under the act, however, no action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

Sustainability

3.3   Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development.   Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:

- in the way best calculated to delivery of the Act's emissions reduction targets;
- in the way best calculated to deliver any statutory adaptation programmes; and
- in a way that it considers most sustainable.

There are no steps required to be taken in this area.

Legal and Governance

3.4   There are no direct legal implications resulting from this report

Risk

3.5   There are no direct risks arising from this report

4.   Consultation

Internal

4.1   The TEC Expansion Strategy Group has been consulted which consists of both NHS Tayside and council staff from a variety of departments including IT and Housing and Community Care

External

4.2   This strategy has been informed by the 'Join the Conversation' engagement in 2015 which included service users' feedback about their frustrations of travelling long distances to attend short appointments at either a GP surgery or hospital and general feedback from the community highlighted an interest in exploring how TEC can be used to support independence and manage a range of long term conditions.

In addition, a survey will be issued through surveygizmo to consult on the strategy action plan throughout October 2016.

5.   Communication

5.1   There is no communication plan associated with this report.
Following the agreement of this strategy, a full communication strategy will be implemented.

2.   BACKGROUND PAPERS

There are no relevant background papers relevant to this report.

3.   APPENDICES

Appendix 1 in this report is the Perth and Kinross Health and Social Care Partnership Technology Enabled Care (TEC) strategy and action plan 2016-2019.