

Technology-Enabled Care COVID-19 Response

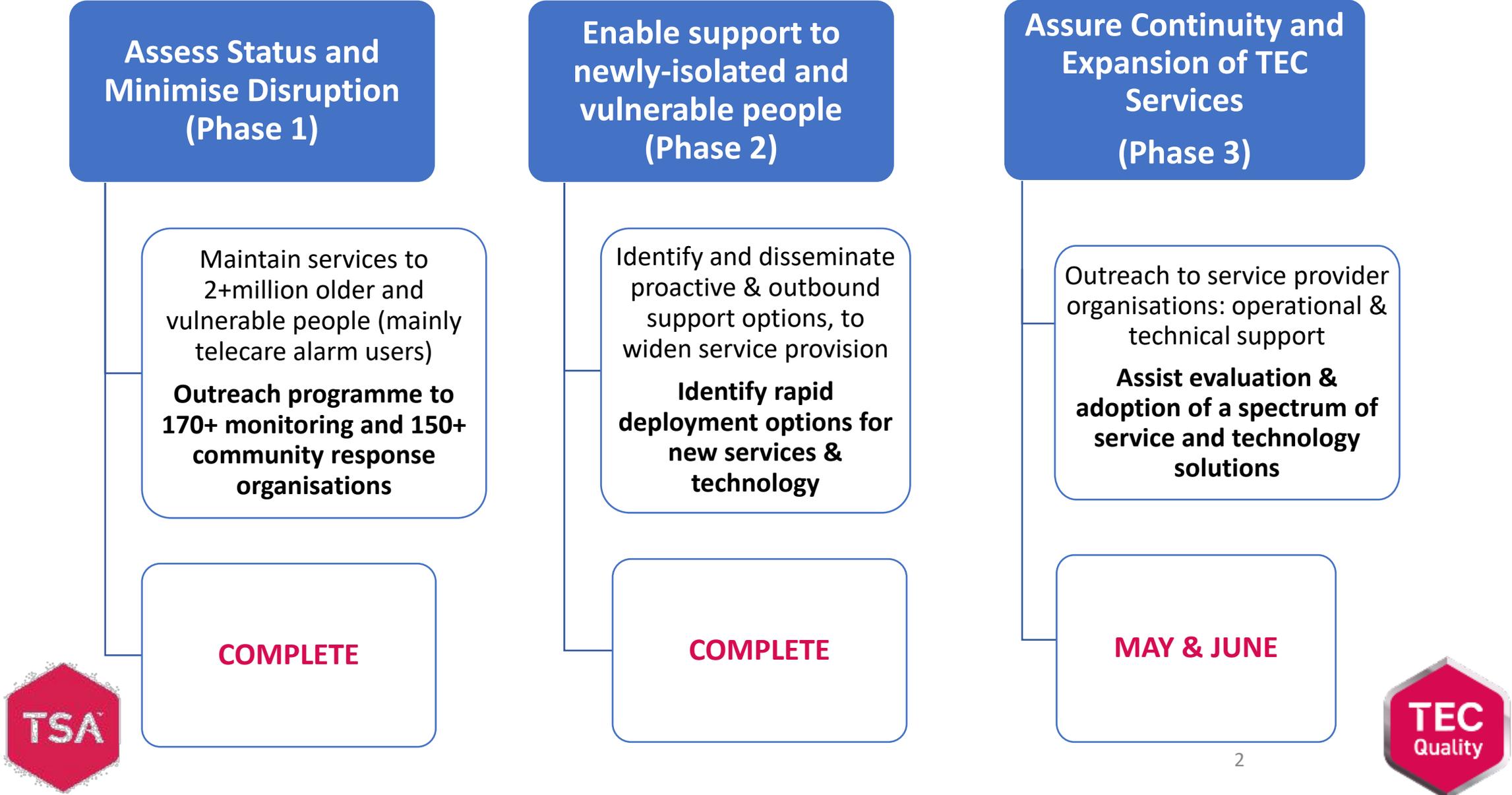
Mid-project findings

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The voice of technology
enabled care

DHSC-sponsored COVID-19 Evaluation of TEC



Phase 1 & 2: Selected Key Findings

TEC services continued to support their clients

- many were impacted
- needed support & interventions

TEC largely bypassed for services to newly isolating & vulnerable people (2.5 million)

- several notable exceptions
- rapid deployment of large outbound contact centres by LAs

Staffing levels were impacted

- up to 35% reductions reported
- services have repurposed, recruited, retrained

Mobile responders and installations suspended in most cases

- demands for access to PPE
- needed improved guidance

92% of UK TEC services contacted

85% affiliated to LAs/HAs

177 active Alarm Service providers

Privately owned services address 47% service users



Phase 1 & 2: Selected Key Findings (continued)

Services with older ARC platforms and communications have experienced problems in flexing their operations

- some Business Continuity Plans disrupted (inc DR)
- home working problematic

Growing Demands for TEC integration with wider health and care

- enable hospital discharge
- with volunteer services

Concerns for disruption to equipment supply have moderated

- suppliers made great efforts
- new installations suspended (for non-urgent cases)

New technologies are being adopted

- shift to easy deployment and low contact technologies (mobiles, apps, guided self-install)
- adoption of digital products (IoT, AI chatbots)

Innovation Recommendations

1.	Explore new operational models	Blend and exploit the strengths of both local and regional/national services, to deliver optimal service outcomes and resilience
2.	Guidance and standards for mobile and digital TEC solutions	Enable multiple solutions, and do not inhibit innovation
3.	Modern TEC systems in Assisted Housing provision	Include health and wellbeing promotion and social inclusion (connecting with family, friends and neighbours)
4.	Integrate TEC with other health and care services in the community	At service and platform levels – requires work with commissioners and other community care providers
5.	Integrate and match volunteer care services with TEC service needs	Integration and interoperability
6.	COVID-19 learnings and best practices to be captured	In a form that would assist future rapid deployment

Proposed Workforce Actions

1.	Assign and assure 'key worker' status for TEC frontline staff	Further guidance e.g. use of Personal Protective Equipment
2.	Urgent review of risk plans	TEC services to recognise extensive staff disruption in risk plans Build flexible workforce options into Business Continuity Planning e.g. home working
3.	Review role and flexibility of TEC mobile response services	Needs concerted efforts on training and awareness
4.	Workforce awareness and cultural change plan	Supporting commissioning of end-to-end TEC services where required Integrating with other health and care services in the community

Data and Infrastructure Recommendations

1.	Common care records (with Care and NHS)	Social Care and TEC sector implementation challenges
2.	Pursue improved guidance on use and protection of data	Data and cyber protection guidelines Standard data models and data sharing agreements
3.	Upgrade ARC systems and associated IT	Modern, digital and open technology platforms that support more flexible operational models
4.	Review Business Continuity Plans	Guidance and standards on resilience
5.	Deliver unambiguous advice on roadmaps for mobile network types	Consider 2G to 5G, and the various impacts on TEC technology
6.	Execute a common test programme for alarm devices on digital networks	Well in advance of UK telecoms switchover
7.	Housing and care home providers should pursue digital infrastructure	Consider site-wide WiFi, tenant/resident access through their own devices

Recommendations for Standards & Guidelines

- 1. Create Guidance & Standards for proactive services and their underlying technologies**
proactive support services do not address the same instantaneous alerts that relate to alarm call emergencies
- 2. Quality standards should recognise 'tiered' services**
with differing quality requirements and underlying technologies
- 3. Define best practice Information Governance and interoperability standards for TEC**
alongside the adoption of common care records, to enable wider care integration and consistency in care protocols
- 4. Re-examine IT policy within TEC services**
enable flexible, secure user access to systems and data, from alternative, controlled environments
- 5. Define standards and guidance for system resilience**
including system reliability, availability, cyber protection

Recommendations for Standards & Guidelines (cont'd)

6. **Consider adoption of “G-Cloud 11/12 frameworks”**
for TEC services moving to cloud-based deployment
7. **Pursue common methods for issue escalation, tracking and resolution**
particularly where they transcend multiple providers of technology or services
8. **Define best practice in technology and services for ‘grouped living’**
addressing categories of housing (Cat 1, 2, 2.5 & 3) and care homes
9. **Review standards and guidance for alarm equipment recycling**
including handling, cleaning, storage and distribution

Phase 3: Continuity and Expansion of TEC Services

Objectives:

Outreach to service provider organisations to provide operational & technical support so that good practices identified in phases 1 and 2 can be adopted, and services are assisted to reach newly isolated and vulnerable people through proactive and digital TEC care protocols, so that optimal care outcomes are delivered.

Targets & Status:

Timeline:

May to end-June

Target:

Outreach to 80% of TEC service and technology providers

Status:

Active now