

Report to: Lead Member for Adult Social Care and Health

Date of meeting: 31 October 2022

By: Director of Adult Social Care and Health

Title: Future Technology Enabled Care (TEC) service provision

Purpose: To seek approval from the Lead Member for Adult Social Care and Health to undertake a competitive tender and procurement process for the TEC contract in East Sussex.

The Lead Member is recommended to:

1. approve the recommissioning of the telecare contract to be awarded in April 2023 with a start date of 1 September 2023; and
 2. delegate authority to the Director of Adult Social Care and Health to take all necessary actions, including contract award, to give effect to the implementation of the above recommendation.
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1 Background

- 1.1 Technology Enabled Care (TEC), also known as telecare, refers to a range of services that use alarms and sensors that are monitored 24/7 by a dedicated alarm receiving centre. The service enables users to access support when they need it and provides reassurance not just to clients but also to their carers, family and friends. The types of equipment available to clients include portable alarms, falls detectors, movement sensors, environmental sensors and pill dispensers.
- 1.2 The current telecare contract which is provided by Careium UK was awarded in September 2016 and, following an agreed contract extension, is due to end on 31 August 2023. The contract covers the sourcing, installation, maintenance, repair and collection of equipment as well as the alert monitoring service.
- 1.3 The existing contract provides monitored services to over 8,300 clients as well as a telecheck service which provides scheduled phone calls to clients for a range of reasons such as wellbeing checks and medication reminders.
- 1.4 Nationally there is an increased emphasis on the utilisation of digital technology, including Technology Enabled Care services to support and improve existing service provision. The Adult Social Care Reform White Paper, *People at the Heart of Care*¹ makes multiple references to the use of technology and using its full potential to support people's lives and aspirations.

2. Proposed future TEC service model

- 2.1 The intention is to tender a contract for five years with an option to extend by up to 60 months, providing potential bidders with long enough terms to make investment worthwhile whilst providing the local authority the option to review the terms and respond to an ever evolving technology enabled care environment.
- 2.2 Establishing a strategic partnership with the successful bidder to encourage the provider to work proactively and in partnership with Adult Social Care and Health to take forward service developments.

¹ [People at the Heart of Care: adult social care reform - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/white-papers/adult-social-care-reform)

- 2.3 Introducing an urgent, short-term provision that is not constrained by the current Care Act eligibility criteria to support admission avoidance and hospital discharge. This would initially only be available to adult social care clients upon discharge but with the potential to extend the offer should funding be identified from Health services.
- 2.4 Moving away from current investment in a single brand of equipment and moving to a supplier agnostic model, utilising alternative equipment provision that best supports the client and ensures best value for the Council.
- 2.5 Areas of the existing model will be strengthened including joint assessments and training provision, accessibility of the prescriber portal, proactive feedback to operational staff and using feedback to identify changing levels of client needs.
- 2.6 Future proofing the contract to enable the adoption of services such as a responder service whereby community responders would be on-hand to support clients in non-emergency situations, joint services with Health and options resulting from a range of forthcoming TEC pilots.

3. Financial implications

- 3.1 The contract is funded from provision within the Adult Social Care and Health core budget and through client contributions.
- 3.2 As with the current service, subject to a financial assessment, clients will be required to contribute towards the cost of their service provision. The current maximum client contribution is £2.85 per week.

4. Governance

- 4.1 A project board has been established to review the existing service provision and consider the requirements for the future service. The project board will escalate risks and issues to the project sponsor, the Assistant Director for Strategy, Commissioning and Supply Management, as required.
- 4.2 Engagement has taken place with a range of stakeholders to ensure that the future service is built around the experiences and requirements of service users, carers and adult social care staff.
- 4.3 An Equalities Impact Assessment has been completed and the outcomes used to shape the proposed service model outlined in this paper.

5. Conclusion and reason for recommendation

- 5.1 TEC services offer reassurance and peace of mind to a significant number of clients and at little cost, offering both value for money and a means or enable adults to maintain independent lifestyles for longer than would otherwise be possible. It is therefore important that this vital service is retained to benefit both existing and future clients.
- 5.2 The Lead Member for Adult Social Care and Health is therefore recommended to approve the retender of the TEC contract and delegate authority to the Director of Adult Social Care and Health to take the necessary actions to implement this recommendation including the contract award.

MARK STANTON

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