



Aberdeen City Health and Social Care Partnership Technology Enabled Care Plan 2023-2025

Introduction

We are pleased to present the Aberdeen City Health and Social Care Partnership's Technology Enabled Care (TEC) Plan 2023-2025, setting out our workplan and service priorities to build on and further develop the use of digital technology in social care over the coming years.

What is TEC?

TEC is an umbrella term used to describe and refer to telehealth and telecare, as well as mobile electronic and digital health and social care services. This may include:

- Remote health monitoring and consultation (e.g. Near Me)
- Community alarm and peripherals for health, safety and independence (Telecare)
- Use of consumer technology for health and care (e.g. Digital devices, Virtual Reality, Smart speakers)
- Telecare enabled warden call systems

Why do we need a TEC Plan?

The need for TEC to be fully integrated into the delivery of health and social care services is of increased importance in the current landscape.

Against a background of challenges across all aspects of health and social care there is an increasing need to identify alternative ways to deliver services. Within this plan we are keen to develop alternative approaches to meeting these challenges. We seek to work collaboratively with partners, including care providers to develop meaningful alternatives for the safe delivery of care. TEC will play a key role in the future delivery of services.

During the Covid-19 pandemic, projects which had been identified in the previous TEC Framework 2018 could not be fully progressed whilst other projects were taken forward at pace to meet urgent need. The updated TEC Plan 2023-2025 draws on the experience of this period and reflects the changed environment that services are now operating in. By delivering the plan, we aim to encourage cross-sector collaboration between services.

Some of the most significant challenges in Health and Social Care are around recruitment and retention of staff. The Care Inspectorate has revealed that more than a third of social care services across Scotland have reported unfilled staff vacancies in the past year. New figures have also shown that almost half of services faced difficulty recruiting the right staff. The



ACHSCP Workforce Plan¹ highlights recruitment and retention as one of the three key priority areas, with technology identified as one of the key enablers. Technology creates opportunities for increased flexibility and a change of focus in staff recruitment as the importance of remote health and care delivery and use of data to provide predictive and proactive care increase. Integrating TEC will provide greater flexibility for home or office-based opportunities which will allow the needs of staff to be met more efficiently while also providing wider choice for the service user.

The flexibility of an integrated TEC delivery would allow for signposting and increased support to enhance prevention and early intervention and help people live independently at home for longer. People benefit from increased health, wellbeing and independence while also reducing demand on services. Individuals can be offered a menu of support options which would allow services to deliver the right care at the right time and at a place of the individuals choosing. This can reduce the need for, potentially intrusive, in-home care provision whilst providing both the individual and their families or carers confidence and peace of mind. Services can then ensure that support is targeted, with staff focused on delivering care that requires to be in-person. It also plays a key role in supporting timely discharge from hospital for many patients.

We currently have a high demand for care at home services, with the level of unmet need in social care increasing by 75% between April 2021 and April 2022. As such, additional capacity needs to be created. Integrated use of TEC will allow for the creation of capacity in the existing system. The TEC Plan requires system wide collaboration and involvement of stakeholders across statutory, third sector and independent sector.

National Context

Overarching Policy and Strategic Drivers

The TEC Plan 2023-25 sits within a wider national context, where the vital role that TEC, digital and data-driven approaches have in improving the quality of services whilst tackling the major challenges facing the Health and Social Care sector are recognised as being of critical importance. In 2021 the Scottish Government published the refreshed 'Digital Health and Care Strategy for Scotland'². This strategy both supported the NHS recovery plan³ and outlined the health and care contribution to the wider Digital Strategy⁴ for Scotland. The Digital Health and Care Strategy sets out the Vision:

¹ "ACHSCP Workforce Plan" 2023 - Aberdeen Health and Social Care Partnership

² "Digital health and care strategy - gov.scot - Scottish Government." 27 Oct. 2021, <https://www.gov.scot/publications/scotlands-digital-health-care-strategy/>.

³ "NHS recovery plan - gov.scot - Scottish Government." 25 Aug. 2021, <https://www.gov.scot/publications/nhs-recovery-plan/>.

⁴ "A changing nation: how Scotland will thrive in a digital world." 11 Mar. 2021, <https://www.gov.scot/publications/a-changing-nation-how-scotland-will-thrive-in-a-digital-world/>.



'To improve the care and wellbeing of people in Scotland by making best use of digital technologies in the design and delivery of services.'

In response to this strategy, TEC Scotland published the Digital Citizen's Delivery Plan 2021-2022 which provided greater detail on TEC Scotland's strategic priorities, objectives and programme areas for delivering on the vision set out in the Digital Health and Care Strategy⁵.

Programmes

TEC Scotland have responsibility for delivering the Digital Health and Care Directorate's programme of work focused on citizen facing digital solutions. The programme areas sit within the four strategic priorities as set out in the Digital Citizen Delivery Plan:

| | |
|---|--|
| STRATEGIC PRIORITY 1 Addressing inequalities and promoting inclusion | STRATEGIC PRIORITY 2 Engaging citizens, staff and services through co-design and participation |
| STRATEGIC PRIORITY 3 Redesigning services – improving citizen access/promoting access | STRATEGIC PRIORITY 4 Innovating for transformation |

In 2017 it was announced by the main telephony providers in the UK that their existing analogue telephone infrastructure would be decommissioned and replaced with a digital, Internet Protocol (IP) service by 2025. The Digital Office have taken a lead in supporting the Scottish Telecare Service Providers through this transition. ACHSCP have been working closely with the Digital Office in relation to the analogue to digital Telecare journey and the Shared ARC (Alarm Receiving Centre) programme. Our ambition is to see Aberdeen's Telecare service transformed over the coming years to expand and develop as a service to take full advantage of the opportunities which will be available through the transition to digital by 2025. This TEC Plan has runs until 2025 when the transition from analogue to digital Telecare services will be completed and we will have a greater understanding of the opportunities this presents.

TEC in Housing is one of TEC Scotland's programme areas and Aberdeen City Council has been progressive in adopting TEC into the Housing estate, future-proofing new builds through the inclusion of TEC requirements and employing technology to support the city's most vulnerable tenants. Aberdeen City Council is a signatory to the TEC in Housing Charter⁶.

⁵ "Digital Citizen Delivery Plan - tec.scot." <https://tec.scot/sites/default/files/2021-06/Digital-Citizen-Delivery-Plan-final-21-22.pdf>.

⁶ "TEC In Housing Charter." <https://techousing.co.uk/the-charter-pledges/>.



Local Context

ACHSCP's Strategic Plan 2022-2025⁷ sets out the Partnerships ambitious approach to service transformation and development over this three year period. This Strategic Plan is closely aligned both to NHSG's Plan for the Future⁸ and Community Planning Aberdeen's Local Outcome Improvement Plans (LOIPs)⁹. Technology is highlighted as one of the Enabling Priorities that are crucial in the delivery of the four strategic aims of:

| | | | |
|------------------------|------------------------------------|------------------------------|--|
| Caring Together | Keeping People Safe at Home | Preventing ill Health | Achieve Fulfilling, Healthy Lives |
|------------------------|------------------------------------|------------------------------|--|

ACHSCP's Strategic Plan 2022-2025 identifies the priority areas to be addressed by the partnership and sets out a Delivery Plan to achieve progress in these key areas. The plan below is structured in accordance with the ACHSCP Delivery Plan and was developed in reference to this and through liaison with colleagues across the ACHSCP partnership, including AHPs, Care Management, NHSG, ACC Housing and Bon Accord Care. This plan was formulated through the input from these services with regard to the projects and activities that they have commenced or are planning to undertake to meet these priority needs and aims.

Our Vision

Our vision is that ACHSCP's investment in TEC will enable people to live longer, healthier and more independent lives whilst enhancing our ability to meet current and future challenges and deliver high quality, reliable and efficient services to those we support.

The Challenges

The challenges that face the health and social care sector are greater now than any time in recent history. The impact of an ageing population with a corresponding increase in long term health conditions and complex care needs put increasing financial and resource pressures on services, whilst difficulties around recruitment and retention of staff exacerbate these issues. In addition to the increased pressures on services, there are significant financial constraints in the current climate. This presents real challenges in how to meet increasing demand with fewer resources and for services who are already under significant pressures to both embrace new ways of working and find the resource to implement change.

⁷ "Our Strategic Plan | Aberdeen City HSCP." <https://www.aberdeencityhscp.scot/about-us/our-strategic-plan/>.

⁸ "NHSG Plan For the Future 2022-2028 - NHS Grampian." 02 Sept. 2022, <https://www.nhsgrampian.org/strategy2022-2028>.

⁹ "Local Outcome Improvement Plan - Community Planning Aberdeen." <https://communityplanningaberdeen.org.uk/aberdeen-city-local-outcome-improvement-plan-2016-26/>.



In addition to service pressures, there are the technical challenges to be addressed in delivering solutions in health and care in areas such as the integration of systems, resilience and infrastructure. TEC is an expanding market with many different suppliers, systems and technologies available with sometimes limited research or evidence to support decision-making. The increasing use of digital technology also heightens cyber security and information governance risks and issues. We recognise that navigating this expanding and rapidly changing landscape is complex and we will continue to liaise with colleagues in partner organisations such as NHSG eHealth, ACC (Digital & Technology, Data & Insights, Customer, Housing), Information Governance locally and with national bodies such as TEC Scotland and the Digital Office in identifying and assessing the most appropriate solutions to meet current and predicted future partnership needs.

The Opportunities

The landscape of TEC is currently going through rapid change. All Telecare systems will be digital following the switch off of the analogue network in 2025. This will open up significant opportunities for integration and interoperability of systems, including the use of citizen owned devices integrated with health and care technology. As this landscape continues to grow and develop, the data generated will be invaluable in providing opportunities for service re-design to include proactive and predictive care models. The integration of a range of technologies such as sensors, video technology, IoT and AI will enable more accurate and effective remote health and care monitoring whilst increasing the opportunities for early and targeted intervention.

The Objectives

This plan sets out how we aim to effectively harness technology to address the challenges currently facing our health and care services and deliver improvement. Our services will value technology and be knowledgeable about how to make best use of the opportunities they offer. The Care Technologist role plays a critical part in implementing and supporting this development from within services.

We will ensure that technology is safe, reliable and robust through upgrading and future-proofing our systems. Our work on transitioning systems currently reliant on the analogue phone network to digital will ensure that these services continue and are improved following the switch off of the analogue network in 2025. We will increase the uptake of TEC so that all of those who would benefit from technology have access to it. In addition to providing increased safety and a timely response to those in need, technology will be used more widely in innovative ways for early intervention, self-management and to enhance health and wellbeing.

There has been a reduction in healthy life expectancy in Aberdeen, however the impact of many long-term conditions can be reduced through self-management. Technology offers a range of ways in which self-management can be supported such as through use of apps and health monitoring technology, or through access to online resources. Increasing our citizen's digital skills, knowledge and access to technology expands their options and opportunities to effectively self-manage conditions.

Delivering on these objectives will play an important role in meeting key challenges facing ACHSCP currently and in to the future.



Finance

Although there is no dedicated TEC budget, we acknowledge that the projects which are set out in this plan will entail costs and where funding is required this will be sought through the relevant routes e.g. service budgets, ACHSCP Change fund. We also recognise however that currently there are considerable budgetary pressures on all services. We envisage however that services will also benefit from increased efficiencies and flexibility in resource through the increased use of technology. We will continue to seek funding opportunities through national sources such as TEC Scotland and in partnership with other organisations and joint working.

Current Provision and Activity

There is an enthusiasm and drive within services and communities of practitioners in Aberdeen City to see the benefits and opportunities available through technology realised and they are actively delivering on technology-based solutions and innovations. There have been significant recent achievements in the implementing of digital solutions for services such as the development of the D365 platform in Social Work and the roll out of the Morse electronic patient record platform for Community Nursing Teams.

The Telecare service is a critical lifeline service which enables many of Aberdeen's citizens to remain living safely in their own homes with greater wellbeing and less anxiety, both for individuals and their families. It is of enormous value to the people of Aberdeen and plays a key role in reducing the significant resource pressures on other services such as Care at Home, Care Homes and hospital delayed discharge rates. The Telecare service in Aberdeen City is delivered by Bon Accord Care.

Bon Accord Care have been delivering the SQA accredited PDA in Technology Enabled Care qualification since 2021 and provide awareness raising sessions on Telecare to a wide range of groups. The programme to deliver on the transition from analogue to digital is well underway and involves collaborative working across a wide stakeholder group to ensure the broad range of life and limb services continue un-interrupted through this transition period and beyond.

A TEC Library has been set up to provide people with the opportunity to try out consumer TEC and a demonstration room has been created at SRS. Scottish Care and Care Management have worked together to appoint to a new role of Care Technologist who is supporting services and individuals to upskill and benefit from TEC opportunities. Work is also underway to enhance the experience of respite through innovative use of technology. It is anticipated that as these services grow and develop we will see them contribute to reducing the in-person staff pressures currently being experienced. We also expect to see greater collaboration and joint working between organisations in the delivery of TEC services.

The TEC Plan 2023-2025 has been developed through consultation with colleagues cross-sector who are collaborating, planning and delivering on a wide range of TEC related projects.

Evaluation

Our TEC Delivery Plan below lays out the actions we plan to take over the next two years to meet ACHSCP's vision and objectives for TEC. This provides detail on the programmes of work and individual projects to be undertaken in relation to each area and how these connect with ACHSCP's priorities as set out in the ACHSCP Strategic Plan 2022-2025.



The TEC Delivery Plan includes who is the lead agency for delivery, the timescale within which it will be delivered and the measure which will tell us how we will measure our success. These measures are a mixture of qualitative and quantitative data. The Delivery Plan is based on what we know now, however advances in technology are occurring rapidly and ACHSCP priorities may change during the ACHSCP Strategic Plan annual review. This plan will therefore also be reviewed annually and amended in response if necessary. This review will be undertaken once the outcome of the ACHSCP Strategic Plan review is known.

Progress on this Strategic Plan will be monitored by the TEC Project Board who will report progress on the TEC Delivery Plan on an annual basis to the Senior Leadership Team. An Operational Group made up of those leading on projects within the plan will report on progress to the TEC Project Board. A TEC database will be developed and used for evaluation purposes. This will include descriptions of measures and a dashboard which will be used in reporting to the TEC Project Board.



TEC Delivery Plan

Technology is identified as one of the key enablers to supporting delivery of the ACHSCP Strategic Plan. The delivery of Health and Social Care services now involves the widespread use of digital technologies in different contexts, for example virtual meetings and the increasing use of electronic case recording. The five areas identified within the ACHSCP Delivery Plan which directly relate to TEC are set out below. Some of these objectives are discrete, such as the programme to deliver a successful transition to digital Telecare services. Others are supported by the cross-sector / enabling projects set out in the table below.

ACHSCP Strategic Plan 2022-2025

| Programme/Project | Lead | Year 1 | Year 2 |
|---|----------------------------------|--------|--------|
| Help people to ensure their current homes meet their needs including enabling adaptations and encouraging the use of Telecare where appropriate | Strategy and Transformation Team | ✓ | ✓ |
| Support the implementation of EMAR in care homes | Strategy and Transformation Team | ✓ | |
| Seek to expand the use of TEC throughout Aberdeen | Social Work / Commissioning | ✓ | ✓ |
| Explore ways we can help people access and use digital systems | Strategy and Transformation Team | ✓ | ✓ |
| Develop and deliver Analogue to Digital Implementation plan | Strategy and Transformation Team | ✓ | ✓ |



The cross-sector / enabling projects support the delivery of the five objectives set out in the ACHSCP Strategic Plan above. These projects will develop over the course of this plan as the available technology changes and we further identify how to best meet the objectives and priorities of the ACHSCP.

Cross-sector projects / enabling projects

| Programme/Project | Expected outcome | Lead | Year 23/24 | Year 24/25 | Measure |
|--|--|---|------------|------------|---|
| Help people to ensure their current homes meet their needs including enabling adaptations and encouraging the use of Telecare where appropriate | | | | | |
| Promoting the use of Telecare, consumer TEC and specialist products - Learning and development sessions delivered to a wide range of organisations including Care Management, NHS, Third Sector, BAC staff, non-BAC Sheltered Housing, etc. on Telecare, consumer TEC and specialist products | More people will remain living safely and independently at home for longer through use of Technology Enabled Care More efficient use of service resources as people live independently for longer and are supported through remote health and care technology | Strategy and Transformation Team, Bon Accord Care | ✓ | ✓ | Number of staff engaging with L&D sessions Number of referrals Number of Telecare customers |



| Programme/Project | Expected outcome | Lead | Year 23/24 | Year 24/25 | Measure |
|--|---|----------------------------------|------------|------------|--|
| Support the implementation of eMAR in care homes | | | | | |
| Support the implementation of eMAR in care homes <ul style="list-style-type: none">- Scoping eMAR and assessing the value of implementation in settings including care homes and community- If recommendation is to proceed, implementation of eMAR pilot in care homes | Reduction in medication errors More efficient, reliable and robust system from prescribing to administration | Strategy and Transformation Team | ✓ | ✓ | Scoping work completed eMAR implemented in pilot Care Homes |



| Programme/Project | Expected outcome | Lead | Year 23/24 | Year 24/25 | Measure |
|---|--|-----------------|------------|------------|---|
| Seek to expand the use of TEC throughout Aberdeen | | | | | |
| Development of a consumer Technology Enabled Care library | <p>Increased understanding and insights of customer needs in relation to TEC</p> <p>Customers having the opportunity to try out TEC before purchase.</p> | Care Management | ✓ | | <p>Number of people who have used the service.</p> <p>Customer satisfaction levels.</p> |
| Promoting variety in respite care using TEC | Improved experience, choice and variety in respite for customer. | Care Management | ✓ | | <p>Number of people accessing TEC in respite</p> <p>Feedback responses on use of TEC in respite</p> |



| Programme/Project | Expected outcome | Lead | Year 23/24 | Year 24/25 | Measure |
|---|---|--|------------|------------|---|
| Seek to expand the use of TEC throughout Aberdeen | | | | | |
| Digital Support Hub – Test of change | TEC focused approach to medication management | Care Management, Specialist Resource Solutions (SRS) and Scottish Care | ✓ | | Number of people receiving medication prompts via TEC Customer experience feedback responses |
| Develop Care Technologist and Community Connector roles | Dedicated post to focus on maximising use of TEC in social care TEC Connector is active in promoting culture change | Care Management, Scottish Care | ✓ | ✓ | Number of referrals making use of TEC increases |
| Establish a TEC Care Coordinator service | Dedicated post to focus on maximising use of TEC in social care TEC Care Coordinator is active in promoting culture change | Specialist Resource Solutions (SRS) | ✓ | ✓ | Number of people using service |



| Programme/Project | Expected outcome | Lead | Year 23/24 | Year 24/25 | Measure |
|---|--|---|------------|------------|---|
| Seek to expand the use of TEC throughout Aberdeen | | | | | |
| Develop the use of TEC in sheltered housing | <p>Expand the use of the Housing Services Portal across sheltered housing sites</p> <p>Ensure all warden call systems in sheltered and very sheltered housing are Telecare enabled</p> | Housing | ✓ | ✓ | <p>The number of sites using the Housing Services Portal</p> <p>All sites warden call systems are Telecare enabled</p> |
| Very Sheltered Housing meal system – replacing the meal ordering system at Coronation Court and expanding across very sheltered housing sites. | <p>Tenants can order own meals using devices</p> <p>Tenants pay for own meals online</p> | Strategy and Transformation Team, Housing | ✓ | | <p>Percentage of tenants that are ordering their own meals without support</p> <p>System is in place across all sites</p> |
| <p>Remote Health Pathways</p> <p>A range of projects in planning, including evaluating the use of Inhealthcare, the National Remote Health Pathways platform.</p> | Development of new Remote Health Pathways | NHS Grampian | ✓ | ✓ | New Remote Health Pathways in place |



| Programme/Project | Expected outcome | Lead | Year 23/24 | Year 24/25 | Measure |
|---|---|---|------------|------------|--|
| Seek to expand the use of TEC throughout Aberdeen | | | | | |
| Upgrade the technology in use at Balnagask Court | Updated requirements completed for Balnagask Court site developed Procurement of new TEC system(s) for the site Successful implementation of new TEC system | Adult Learning Disabilities, Strategy and Transformation Team | ✓ | ✓ | TEC system installed which meets requirement of the service TEC system installed which better meet the needs of supported people. Reduction in system repair and maintenance costs |



| Programme/Project | Expected outcome | Lead | Year 23/24 | Year 24/25 | Measure |
|--|---|--|------------|------------|---|
| Explore ways we can help people access and use digital systems | | | | | |
| Develop the use of electronic care plans to improve the quality of statutory care reviews, including those held remotely using Near Me | Increased staff efficiency. Increased choice. Improved remote review experience | Care Management | ✓ | | Increase the use of electronic care plans |
| Promotion and development of the National Service Directory (NSD) | Increased usage of the NSD | Care Management, Strategy & Transformation Team | ✓ | ✓ | Usage statistics of NSD |
| Development of AGILE self-management brochure and online site to support early intervention | Increased access to information on the range of services available to the community | ACHSCP - Stay Well Stay Connected & Wellbeing Team | ✓ | | Increased use of AGILE resources, e.g. number of visits to AGILE site |
| Citizen digital skills - Develop a plan with key stakeholders to enhance citizen digital skills. | Greater digital inclusion | ACHSCP - Stay Well Stay Connected & Wellbeing Team | ✓ | | Increased number of citizens digitally confident. Increased opportunities to learn digital skills. |



| Programme/Project | Expected outcome | Lead | Year 23/24 | Year 24/25 | Measure |
|---|--|-------------------------------|------------|------------|--------------------------|
| Explore ways we can help people access and use digital systems | | | | | |
| Self-management platform – Scoping the development of an integrated platform for self-management that would include a range of therapeutic resources. | Outline business case developed | Care Management | | ✓ | Scoping work completed |
| Developing and promoting cross-partnership use of the LifeCurve app | Across services, a common language and understanding of service user needs | TEC in Care Stakeholder Group | ✓ | | LifeCurve app usage data |

| Programme/Project | Expected outcome | Lead | Year 1 | Year 2 | Measure |
|---|--|--------|--------|--------|---|
| Develop and deliver Analogue to Digital Implementation plan | | | | | |
| Deliver the transition from analogue to digital telecare | Telecare will be delivered as an end to end IP service | ACHSCP | ✓ | ✓ | Telecare is delivered as an end to end IP service |



| Enabling Projects | Expected outcome | Lead | Year 1 | Year 2 | Measure |
|---|---|------------------------|----------|--------|--|
| <p>Development of culture, education and practice across adult social work and wider Partnership re: TEC. 'Think' campaign.</p> | <p>Include TEC in staff induction and ongoing learning and development opportunities</p> <p>TEC integrated into the Care Management 'Think' document</p> <p>Joint information sessions for stakeholders</p> <p>All Care Management social workers completed the TURAS eLearning module: Assessment and Planning: Telecare</p> | <p>Care Management</p> | <p>✓</p> | | <p>Number of ongoing training opportunities available in relation to TEC</p> <p>TEC is included in staff induction</p> <p>Think document is updated</p> <p>Number of joint information sessions</p> <p>Percentage of Social Workers completed Turas course</p> |



| Enabling Projects | Expected outcome | Lead | Year 1 | Year 2 | Measure |
|---|--|---|---------------|---------------|--|
| Development of TEC statistics database to inform use, demand and data for evaluation purposes. | Data on TEC readily available through a database and dashboard | Strategy and Transformation Team, Care Management | ✓ | | TEC Statistics database developed |
| Communication Plan to be established – Engaging citizens and staff, promoting the use of TEC through video, online and written resources of the Digital Hub. Ensuring that TEC features in an integrated way across communications. | Increased awareness and understanding of TEC TEC area added to the ACHSCP website | TEC in Care Stakeholder Group | ✓ | ✓ | Comms statistics Qualitative data, feedback responses |