Technology Enabled Care Policy
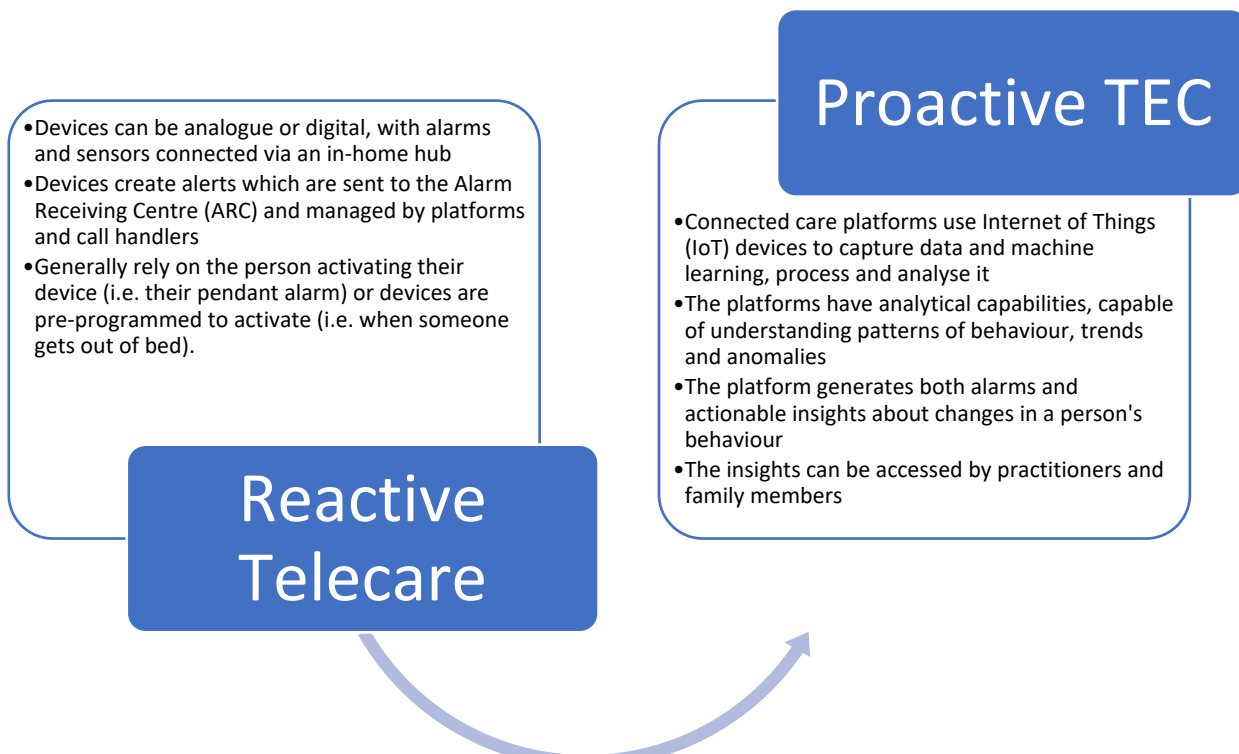
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1. Introduction

Technology enabled care (TEC), sometimes referred to as assistive technology or telecare, is a service that uses technology to support you to continue to live at home for as long as possible by using sensors, wearables, trackables, alarms, apps and communication aids. These devices and apps help you maintain your independence, whilst also enhancing your personal safety.

Our vision is to have digital TEC at the heart of our social care and health offer, to:
- Ensure you live safely in your own community and stay connected socially;
- Improve outcomes for you by focusing on prevention, anticipation and supported self-management; and
- Empower you to improve your wellbeing and maintain your independence for as long as possible.

We will deliver our vision by:
- Putting you first, being person-centred and outcome-focused;
- Ensuring TEC supports you to build on your strengths;
- Being innovative and adapting to change;
- Preparing for the big digital switchover;
- Reimagining how we deliver and use TEC;
- Training our workforce so that there is a clear understanding about what types of TEC are available, how to access them, what the benefits are, and how the process works;

Proactive TEC

- Connected care platforms use Internet of Things (IoT) devices to capture data and machine learning, process and analyse it
- The platforms have analytical capabilities, capable of understanding patterns of behaviour, trends and anomalies
- The platform generates both alarms and actionable insights about changes in a person's behaviour
- The insights can be accessed by practitioners and family members

Reactive Telecare

- Devices can be analogue or digital, with alarms and sensors connected via an in-home hub
- Devices create alerts which are sent to the Alarm Receiving Centre (ARC) and managed by platforms and call handlers
- Generally rely on the person activating their device (i.e. their pendant alarm) or devices are pre-programmed to activate (i.e. when someone gets out of bed).

As our service evolves it will begin to use data to predict and prevent harm rather than relying solely on alarms generated by a pendant wearer. We will deliver an early intervention to achieve improved, and more substantial outcomes for people who use the service and wider stakeholders.

By Lancashire County Council investing in TEC we hope to achieve the following outcomes:

Where we support you, we want to:
- Increase your confidence.
- Reduce your levels of stress and anxiety.
- Enable you to stay at own home for longer.
- Prevent health problems and reduce the need for hospitalisation.
- Promote independence and the home first ambition.
- Increase connectedness and reduce social isolation.
- Increase your sense of responsibility (as you look after your own health and well-being).
- Ensure you have a positive experience of the TEC services.
- Increase feelings of reassurance.

Where we support you as an informal carer we want to:
- Enable you to care for your family member for longer.
- Reduce stress and/or anxiety.
- Enable you to maintain some paid work and have short breaks from your caring responsibilities.

For adult social care, we want to:
- Reduce care home admissions.
- Avoid sleepovers.
- Provide more responsive care.
- Avoid short break care.
- Increase the health and self-care knowledge of our workforce.

For the NHS, we want to:
- Reduce avoidable/unplanned admissions to hospital.
- Reduce the number of delayed discharges.
- Provide better medication management.
- Increase people's motivation to self-manage their health conditions.
- Embrace the convenience of undertaking monitoring at home.
- Reduce the number of health visits.

The service will sit at the heart of our personalised care model that enables a wide range of TEC devices to function with a greater level of intelligence and interoperability, as TEC solutions become more inherent to your overall support and care arrangements.

For more information about the Lancashire TEC service, please see the technology enabled care webpage.

2. Policy Aim

This policy outlines the benefits of TEC and encourages you to make full use of new digital technologies to provide the best possible support and experience.

The objectives are to:
- Create a local "technology first" culture so that TEC becomes a key part of the local health and care system.
- Listen to you, understand your needs and wants, and build a TEC solution around you.
- Develop an all-in-one monitoring and response service for TEC devices that manage your environment and your behaviour.
- Plan and intervene to minimise the impact of the digital switchover.
- Redesign the existing button and box telecare service, phasing out the use of analogue devices that socially isolate you in your home.
- Ensure all devices are interoperable and use open standards.
- Understand, test and deploy new technology, including 3rd party devices such as smartphones, Fitbits and smart thermostats.
- Deliver a service that prevents need from arising or escalating.
- Provide artificial intelligence, predictive analytics and to use data to help our practitioners make better decisions.
- Put in place a process that identifies innovative solutions, products and approaches that address key local needs and priorities and can be adopted at scale into mainstream 'business as usual'.
- Recruit and train Digital Facilitators (Lancashire County Council staff) who have an enhanced level of insight, inclusion, capability, and understanding into the opportunities that TEC can bring, which will certainly extend to accessing their own technology and connectivity now and, even more so, in the future.
- Integrate TEC devices and self-care apps.
- Enable you to regain skills, using TEC during their period of reablement, and when coming out of hospital.
- Have a response and falls lifting service that is of high quality and reliability, well linked into our local communities.
- Routinely collect and analyse TEC care data and evidence what works, as part of service planning, improvement and delivery.
- Invest in evaluation, data and analytics to support service change and deliver better outcomes for local people.
- Target funding and investment in new ways of working, new models of care and innovative TEC.

3. Principles

To support the implementation of our approach to technology enabled care we have adopted a set of guiding principles. This helps to provide a focus to our decision making and consideration in the use of TEC.

We will:
1. Inform you when technology enabled care is not for you
2. Co-produce our developments with people who use services, carers and our workforce.
3. Ensure our approach to TEC is underpinned by robust information governance, keeping all personal data secure and confidential.
4. Supply up-to-date digital technology that enables people to receive flexible, efficient and effective care, wherever it is provided.
5. Ensure technology is easy to access and available for use in people's homes and their communities.
6. Use technology to improve outcomes for the people and communities of Lancashire.
7. Integrate technology into system redesign so that technology is fully accessible and integrated into service delivery, which in some cases will mean ensuring that standard equipment can be adapted for use by people with a disability.
8. Promote innovation and personalisation in the use of TEC.
9. Ensure equality in our approach, so access to TEC is fair, consistent and free from discrimination.
10. Promote best practice in the use of TEC, whilst ensuring compliance with national standards.

4. How to access the TEC service?

To access the TEC service, you will need to follow the below steps.

4.1 Applying for the TEC service

If you live in Lancashire or are a local agency (such as the Lancashire Fire and Rescue Service) you can refer yourself or someone else to our TEC service. Please use the online referral form on the Lancashire County Council website.

If you are already in touch with Adult Social Care, please speak to your social worker, social care support officer or occupational therapist. Alternatively, please contact the Lancashire County Council Customer Service Centre on 0300 123 6720.

4.2 Assessment and installation

Our provider, Progress Lifeline, will complete an assessment and arrange installation. They will provide the most appropriate equipment to meet your individual needs.

Progress Lifeline will carry out the installation within the following timescales:

- Urgent – 2 days (Monday – Saturday)
- Non-urgent - 15 working days

4.3 Paying for the TEC equipment and service

There is no charge for the assessment, installation or for the equipment itself. The equipment belongs to Lancashire County Council and will be on long term loan until it is no longer required, please see section 4.5 Repair and removal of TEC.

There are three chargeable service levels to choose from, all include access to the falls lifting service:

Level	Description	Cost
One	**Monitoring service:** Two people who live nearby are nominated as keyholders. When the alarm is activated, Progress Lifeline contacts the keyholders or in case of an emergency, the emergency services.	**£4.00 per week**
Two	**Responder service:** A set of keys is kept in a key safe outside the person's home. When their alarm is activated, a member of staff from Progress Lifeline (or the emergency services, if necessary) will enter the person's home to check on them, using the keys from the key safe to gain entry.	**£5.50 per week**
Three	**Premium service:** In addition to the features of the Level 2 above, the person receives two weekly wellbeing calls or one	**£9.00 per week**

	weekly visit from Progress Lifeline. A visit or phone call will normally last for 10 minutes.	

Please note: the charges detailed above will be in place from 3rd April 2023 until 31st March 2024.

The charges will be reviewed annually and you will receive an invoice every 4 weeks. The costs are subsidised and are available to all adults ordinarily resident in Lancashire, regardless of Care Act eligibility. All service costs are exempt from VAT.

If you have care provided by Lancashire County Council and pay a contribution to your care costs, the charge for telecare may be considered a Disability Related Expense. The cost of telecare may be deducted from the contribution that you currently pay. For us to consider an additional disability related expense you should request a reassessment of your care contribution.

Direct Payments should not be used to pay for the TEC service, as TEC is a universal, non-means tested service.

Disability benefits, grants and other financial support are available to help with the cost of this service. Learn about what you could claim using the Government's Financial Check Tool at https://www.gov.uk/check-benefits-financial-support.

TEC can be arranged and paid for privately but, for majority of people, private pay charges will be higher than the subsidised rates offered by Lancashire County Council. Alternative TEC service providers can be contacted through the TEC Services Association.

4.4 Changing your TEC equipment

It is recognised that your need for TEC equipment might change over time, for example with changes to your support network, health, and housing. As such, this may mean that additional equipment is required, or alternatively that it is no longer required. If this is the case, please request a new assessment by contacting Progress Lifeline on 03333 204 999.

4.5 Repair and removal of TEC equipment

If your TEC equipment is not functioning or working as it should, please contact Progress Lifeline on 03333 204 999 to arrange a repair or replacement.

They will replace or repair faulty equipment within the following timescales:

- Critical – 24 hours
- Non-critical – 5 working days

If you no longer require your TEC equipment, please notify us by completing the online Decommissioning Form, contacting administrationtelecare@lancashire.gov.uk or by calling Progress Lifeline on 03333 204 999. Your service for TEC equipment will cease on the date of submission and your final invoice will be adjusted accordingly.

If someone else in the household requires TEC equipment, you can make a referral following the procedure in section 4.1 Applying for TEC equipment.

4.6 TEC in care homes

If you live in a residential or nursing home it is the expectation, in line with other community equipment arrangements, that the care home provides the TEC equipment. In some exceptional circumstances, such as when a highly bespoke system is required, where the equipment is not/highly unlikely to be utilised for the benefit of other present or future residents, Lancashire County Council may make provision.

If you would like some advice or guidance around equipment, please contact commissionagewell@lancashire.gov.uk.

5. Definitions

Term	Definition
Analogue	Analogue (telephony) are phone lines that send signals using copper wires over the Public Switched Telephone Network (PSTN). These lines will be migrated to digital lines by 2025.
Alarm receiving Centre (ARC)	Places which receive the data and calls from TEC customers/users. The Alarm Receiving Centre sends the information on to technicians and responders to resolve any issues that may occur.
Digital switchover	Between now and 2025 most telephone providers will be moving their customers from old analogue landlines over to new upgraded landline services using digital technology. For more information, please see https://www.local.gov.uk/our-support/cyber-digital-and-technology/digital-switchover.
Digital Telephone Line	A telephone line that carries voice in a digital form, for example Voice over Internet Protocol (VoIP).
Internet of Things (IoT)	Devices, such as sensors and smart devices, which connect to the Internet to exchange data.
Pendant	A telecare pendant is a device that connects to a base unit alarm, it is generally worn on a lanyard and allows people to call for help at the press of a button.
Peripherals	Peripherals are devices connected to a TEC base unit. These can include wearable technology, such as pendants, to environmental sensors, such as door and bed sensors.
Practitioner	This includes social workers, social care support officers and occupational therapists.
Prevention	Any action that prevents, reduces, or delays the need for care and support.
Self-care apps	Applications on smart phones and mobile devices that raise awareness and help people self-manage.

Subscriber Identity Module (SIM)	A SIM card identifies the user of a device connected to the mobile telephone network. GSM (Global System for Mobile Communications) TEC devices contain a SIM card to allow them to connect to a mobile network. These SIM cards are often 'roaming' meaning that they can connect to any available mobile phone network. The SIM cards provided with TEC devices are specialised "M2M" or machine to machine SIMs, meaning that they are optimised to reliably carry data traffic between non-phone devices.
Telecare	Technologies in the person's home and communities to minimise risk and provide urgent notification of adverse events.
Telecoaching	Telephone advice from a coach to support people by building knowledge, skills and confidence to change behaviours
Technology enabled care	Refers to technologies (such as telecare, telehealth, telemedicine/ teleconsultation and self-care apps) that help people to manage and control chronic illness and sustain independence.
Telehealth	Remote health monitoring of patients' physiology in their own homes to anticipate exacerbations early and build their self-care competencies.
Telemedicine/ teleconsultations	Remote peer-to-peer support between clinicians and/or consultations between patients and clinicians.
Universal services	Services that are available to everyone in a local area and are not dependent on assessment or eligibility.
Voice over Internet Protocol (VoIP)	The technology that allows people to make voice calls using a broadband internet connection instead of a regular (or analogue) phone line.
Wellbeing	Being in a position where the person has good physical and mental health, control over their day-to-day life, good relationships, enough money, and the opportunity to take part in the activities that interest them.

5. Policy, Legislation and Regulations

POLICY DOCUMENTS	- Adult Safeguarding - Assessment of Needs - Carers Assessments - Mental Capacity Act - Non-residential Care Charging - Ordinary Residence - Prisons and Approved Premises - Wellbeing Principle
LEGISLATION AND REGULATIONS	- The Care Act, 2014 - Care and support statutory guidance, 2018 - The Safety and Quality Act, 2015 - Data Protection Act, 2018 - Mental Capacity (Amendment) Act, 2019 - Personalised Health and Care, 2020: Using Data and Technology to Transform Outcomes for Patients and Citizens - Digital Health and Care Guidance, 2021 - People at the Heart of Care: adult social care reform, 2021 - Assistive technology: definition and safe use, 2021 - Telecare stakeholder action plan: preparations for the analogue to digital switchover, 2022 - A plan for digital health and social care, 2022 - Data saves lives: reshaping health and social care with data, 2022

6. Equality Statement

The Equality Act, 2010 requires Lancashire County Council to have "due regard" to the needs of groups with protected characteristics when carrying out all its functions, as a service provider and an employer. The protected characteristics are age, disability, gender identity/gender reassignment, sex/gender, race/ethnicity/nationality, religion or belief, pregnancy or maternity, sexual orientation and marriage or civil partnership status (although marriage and civil partnership status only applies in relation to work and the first aim below).

The main aims of the Public Sector Equality Duty are:

- To eliminate discrimination, harassment, or victimisation of a person because of protected characteristics;
- To advance equality of opportunity between groups who share protected characteristics and those who do not share them. This includes encouraging participation in public life of those with protected characteristics and taking steps to ensure that disabled people can participate in activities/processes; and
- Fostering good relations between groups who share protected characteristics and those who do not share them/community cohesion.

It is anticipated that the Technology Enabled Care Policy will support the County Council in meeting the above aims when applied in a person-centred, objective and fair way which includes, where appropriate, ensuring that relevant factors relating to a person's protected characteristics are included as part of the process.

In relation to disability, colleagues are reminded to consider the need for "reasonable adjustments" to ensure that the service user, their family/carers or other relevant people can understand all information and participate fully in all processes and decision making.

More information can be found on the Equality and Cohesion intranet site on http://lccintranet2/corporate/web/?siteid=5580&pageid=30516 or by contacting the Equality and Cohesion Team.

7. Policy Version Control

POLICY NAME	Technology Enabled Care		
Document Description	This policy outlines the statutory duties placed upon Lancashire County Council in relation the provision of a technology enabled care service. The purpose of this service is to enhance the quality of cost-effective support and improve outcomes for individuals, using technology as an integral part of the care and support process.		
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4.0	August 2023	Deborah Gent	Update in relation to revised Policy format, change to a universal service offer, client charges and updated processes.
3.0	February 2020	Craig Frost	Updated process.