



Report to Policy Committee

Author/Lead Officer of Report:

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Report of: Director Adult Health and Social Care

Report to: Adult Health and Social Care Policy Committee

Date of Decision: 16th November 2022

Subject: Technology Enabled Care Monitoring Service
Contract Extension and Market Shaping Strategy.

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If YES, what EIA reference number has it been given? EIA 1267				
Has appropriate consultation taken place?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-				
<p><i>“The (report/appendix) is not for publication because it contains exempt information under Paragraph (insert relevant paragraph number) of Schedule 12A of the Local Government Act 1972 (as amended).”</i></p>				

Purpose of Report:

The report seeks approval of a technology enabled care market shaping statement and highlights the importance of ensuring the continuity of the Technology Enabled Care (TEC) Monitoring Services, part of the TEC service collaboration with City Wide Care Alarms across Sheffield, by extending the current contract. This allows time to develop our new TEC service offer, which will form part of our new Digital Care Strategy across health and social care.

The report will detail our most recent developments in TEC, outline the proposed new developments, the role they will play in the wider service provision, and how they will contribute to enhancing the quality of life for the citizens of Sheffield.

Recommendations:

It is recommended that the Adult Health and Social Care Policy Committee:

1. Note the 12-month extension to the current Technology Enabled Care Monitoring Service contract as outlined in this report which is authorised by the Director of Adult Health and Social Care.
2. Approve the Technology Enabled Care Market Position Statement as a key indicator to the market of our intentions

Background Papers:

Appendix 1 – Technology Enabled Care Market Position Statement

Appendix 2 – Happiness Programme Review

Appendix 3 – Equalities Impact Assessment

Lead Officer to complete:-	
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.
	Finance: <i>Ann Hardy</i>
	Legal: <i>Haroon Iqbal</i>
	Equalities & Consultation: <i>Ed Sexton</i>
	Climate: <i>Jessica Rick</i>
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>
2	SLB member who approved submission: <i>Alexis Chappell</i>
3	Committee Chair consulted: <i>Cllr Angela Argenzio and Cllr George Lindars-Hammond (Co-Chairs)</i>
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the SLB member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.
	Lead Officer Name: Paul Higginbottom
	Job Title: Strategic Commissioning Manager
	Date: <i>07/10/2022</i>

1. PROPOSAL

1.1 Background

1.1.1 Our Adult Social Care Vision is that Everyone in Sheffield lives in a place they can call home, in communities that care, doing things that matter to them, celebrated for who they are - and when they need it, they receive care and support that prioritises independence, choice, and recovery.

This proposal is in alignment with this vision.

1.1.2 We have developed an Adult Health and Social Care Strategy and delivery plan to set out our vision for 2022 to 2030. Called 'Living the life you want to live', it's about how we work together to help the people of Sheffield to live long, healthy and fulfilled lives. The Adult Social Care Strategy has 6 commitments, and this report primarily aligns to commitment 2.

- Provide temporary assistance to help people regain some stability and control in their life following ill health or crisis

1.1.3 As part of Commitment 2 in the Adult Social Care Strategy Delivery Plan its set out that Technology Enabled Care will support and enable Adult Social Care to establish and implement:

- ✓ An integrated model of working which prevents admission to hospital and enables people to return home from hospital when they are well – by March 2024
- ✓ A locally based preventative community model, helping people to avoid crisis and remain in control of their own live – by March 2024
- ✓ A Council delivered short term enablement and wellbeing offer to help people gain some stability in their lives more quickly following a crisis and be better connected with community-based services – by March 2025.

1.1.4 To support these services to be delivered in partnership with providers, it has also been important to be clear about our ambitions and expectations on providers, particularly given our approvals to recommission care and wellbeing, supported living, extra care, day care services and mental health recovery services in June and September 2022.

1.1.5 Technology and digital care is a significant enabler and supporter of these changes we want to make. It's a way of promoting individuals and unpaid carers to live independently, safely, and well at home for longer.

1.2 Technology Enabled and Digital Care Market Shaping Strategy

- 1.2.1 The TEC Market is evolving at a rapid pace as evidenced from the soft market testing completed in 2021. A key Strategic shift in 2025 will see analogue replaced with new digital infrastructure across the UK, which is very much part of the Councils City Wide Community Alarms (CWCA) service developments.
- 1.2.2 Sheffield City Council are a strategic member of the Telecare Services Association benefitting from market intelligence in the form of shared learning from other Local Authorities across England.
- 1.2.3 There are significant opportunities to build on our solid operational infrastructure for TEC currently in the City, provided by both Tunstall Healthcare (Monitoring Services), Citywide Care Alarms (Installation and Response Services) and our Equipment and Adaptations Services.
- 1.2.4 The development of TEC has been a significant part of Sheffield's Home Care Transformation, given the positive contribution it makes to enabling people to live independently, safe, and well at home. TEC complements home care supports, helping to ensure that services are optimised, consistent with our new strength-based approach to care.
- 1.2.5 The transformation of TEC, the new digital technologies which can predict and prevent incidents such as Falls, will be developed collaboratively across health and social care, introducing new integrated service models, aimed at embedding TEC to deliver the best possible outcomes and quality of life for the citizens of Sheffield.
- 1.2.6 TEC can also help underpin the long-term financial sustainability and quality of care services; and maximise people's independence to reduce need for care and support in line with our Statutory Duty under the Care Act 2014.
- 1.2.7 The last 12 months has seen some early key developments which will very much support our future ambitions for TEC across Sheffield, they include:
- Soft Market Testing which involved frontline health and social care professional and managers, with technology product demonstrations from leading TEC suppliers aimed at understanding the art of the possible and promoting use of technology in day-to-day practice.
 - Citywide Care Alarms have collaborated with Yorkshire Ambulance Service (YAS) to provide non urgent responses to people who have fallen who do not currently have TEC equipment. This service helps build much needed capacity for YAS as well as providing an opportunity to increase the take up of TEC services for those people at risk of falls. We are keen to expand these types of collaborations across health and social care going forwards.

- Development of a TEC electronic referral form to make referrals for TEC easier and develop additional business intelligence to help inform future service developments.
- Establishment of a TEC ID which now provides staff with a chronology detailing the persons history in relation to usage of TEC including the equipment they currently have. This then enables gaps in service provision to be identified as part of the review process.
- TEC Learning Webinars have been delivered to over 100 frontline health and social care professionals, to improve the knowledge and confidence of workers, again targeted at overcoming the barriers to referrals. Dedicated sessions have also been delivered to Councillors to improve the overall awareness of TEC and the benefits realised.
- The Happiness Programme supports people with Dementia and Learning Disabilities, providing meaningful, engaging, and person-centred activities. Deployed in Day Care, Extra Care, and Dementia Cafes the programme increases social interaction between people in receipt of care and care staff and reduces social isolation. Please see Appendix 2 Happiness Programme Review for further information.
- A Test of Change to introduce KOMP a virtual home care solution targeting least intrusive care, which promotes independence. Virtual home care very much complements physical home care visits associated with personal care and is estimated to cover 20% of all visits. KOMP could play an important role in building much needed capacity in home care. For further information please click on the link. <https://heyzine.com/flip-book/FosseVirtualHomecare>.
- Tests of change within Council Adult Social Care Services to introduce increased automation across Adult Social Care and in doing increase efficiency of operations and release time to care.

1.2.8 It's recognised the importance of collaborating with care providers who are very much our eyes and ears on the ground and as well as colleagues across health, housing and voluntary sectors and our workforce so that we can enhance and promote the use of technology enabled care to promote independent living across Sheffield.

1.2.9 To that end, key developments are underway which includes:

- Building in the requirement to support TEC through our Service Specifications initially as part of our new Care and Wellbeing Service, Supported Living, and Day Services, within their day-to-day service operations.

- Developing partnerships with care providers, health, housing, and voluntary sector through establishing TEC collaboration forums to share ideas and good practice for implementation in 23/24.
- Workforce training for care workers to be able to identify opportunities to introduce TEC as the needs of the people they care for changes, with simple processes for them to make referrals.

1.2.10 To set out our strategic intentions and build a foundation for enabling TEC to be an enabler of Adult Social Care Strategy and Strategic Change, a TEC Market Position Statement has been developed which sets out an ambition and key aims through using Technology.

1.2.11 It lays the foundation for an Adult Social Care Digital Strategy and our Information and Advice Offer. The proposed TEC Market Position Statement can be found at Appendix 1.

1.3 Technology Enabled Care Contract

1.3.1 Technology Enabled Care (TEC) refers to the use of community alarms, telecare, telehealth, and telemedicine in providing care for people that is convenient, accessible, and cost-effective. These services use technology to support people to live independently and safely in their own homes and can be helpful for example, to people at risk of falls and house fires, as well as enabling people to live well with Dementia. They provide families and carers with a sense of security and peace of mind that their loved ones are safeguarded.

1.3.2 The TEC Monitoring Services operate in partnership with other health and social care organisations and emergency services, such as Sheffield Council's Citywide Care Alarms (CWCA), Yorkshire Ambulance Service, and South Yorkshire Fire and Rescue Service, delivering a 24/7 emergency response to people's homes.

1.3.3 The current TEC 24/7 service offer which includes an emergency response is managed in partnership with other health, social care, and voluntary care organisations. Approximately 8,200 people benefit from the services, predominantly through Community Alarms and Telecare, with a range of equipment in people's homes, some of which is worn such as Falls Detectors. The TEC Monitoring Service receives on average 20,000 alerts each month from the equipment.

1.3.4 TEC Monitoring Services delivered collaboratively with the CWCA's response service, are important in that they support individuals to remain independent safe and well, remaining in their own home for as long as possible. TEC also helps to manage the challenges in relation to workforce capacity in care, optimising care packages and delivering whole system efficiencies particularly in the prevention of avoidable hospital admissions and supporting early discharges.

1.3.5 A decision was made by the Director of Adult Health and Social Care in accordance with her delegations, to exercise the option to extend in the existing contract. The 1-year contract extension will commence 5 September 2023.

1.3.6 Taking the option to extend for the additional year will allow the necessary time to develop our new TEC service offer, embed the TEC Market Shaping Statement and build on the most recent developments and maintain stability whilst new care and wellbeing services are being embedded.

2. HOW DOES THIS DECISION CONTRIBUTE?

2.1 This proposal meets the Commitment 2, ASC outcome/s that are set out in the ASC Care Governance Strategy¹ in several ways.

2.2 TEC delivers increased quality of life by enabling people to remain or increase independence, live safely and well in their own homes for as long as possible, plus helping to prevent hospital admissions and long term care. Community alarms, telecare, and a range of equipment such as falls detectors; plus more innovative TEC which can monitor vital health signs and predict issues such as falls, work in conjunction with the TEC Monitoring Services and the CWCAs to provide the appropriate response to a person's needs.

2.3 The proposed developments outlined in the report contribute to the below principle taken from the Market Shaping: Sheffield's Market Position Statement and Market Sustainability & Oversight Plan.

2.4 Principle 9: We will deliver efficiency and value for money, including through Social Value:

- We will ensure that Sheffield people are able to benefit from technology and digital developments in care and support

2.5 The TEC Market Position Statement Appendix 1 outlines our Commissioning Intentions for the development of services over the coming years.

2.6 This proposal also supports a broad range of strategic objectives for the Council and city, and is aligned with existing policies and commitments, including:

- *Our Sheffield: [One Year Plan](#)* – under the priority for Education Health and Care, Enabling adults to live the life that they want to live
- *Conversations Count*¹⁰: our approach to adult social care, which focuses on listening to people, their strengths, and

¹ Link to the ASC Care Governance Strategy [Our adult social care vision and strategy | Sheffield City Council](#)

independence.

- *Our new ASC Operating Model* - a good TEC offer is integral to supporting the effective and efficient delivery of the services which form part of our new operating model. The introduction of specialist teams, with strong relationships with partners and the people they support at a neighbourhood level, will support the embedding of TEC, with ongoing learning enabling teams to be better able to identify the right technology to meet people's individual needs.
- *Team around the Person*¹¹: where professionals work together to find the best solutions when someone's needs have changed, or a situation escalated.
- *ACP Workforce Development Strategy*¹²: a vision of 'developing our people in a joined-up way to deliver holistic, person-centred and integrated care'.
- *Unison Ethical Care Charter*¹³: signed up to by SCC in 2017¹⁴, the Charter 'establishes a minimum baseline for the safety, quality and dignity of care'
- *Ethical Procurement Policy*¹⁶: driving ethical standards and increasing social value for the city through procurement.

- 2.7 *The contribution made to Sheffield's Climate Emergency can be found in the Climate Impact Assessment, detailed in the report. A full CAI assessment is not required at this stage due to the short term nature of the extension.*
- 2.8 The planned transformational developments to this model of TEC are expected to reduce health inequalities, with the new services subject to a stringent Equality Impact Assessment.
- 2.9 Provision of effective, efficient alert management and responses and investment in new technology will contribute to achieving these aims by supporting all adults, younger people and families with a range of health and social care needs, to live more independently in their own home. The services will maintain people's independence and wellbeing leading to improved outcomes.
- 2.10 The TEC Monitoring Service model being introduced supports with a range of equipment, increasingly across health, social care and housing, operating in close collaboration with other health and care organisations and the emergency services, to deliver a 24/7 emergency response to prevent unnecessary hospital admission and readmission.
- 2.11 This proposal also assists the council to meet its statutory duties under the Care Act 2014.

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 The commissioner has been working closely with Commercial Services and colleagues from CWCAs in the project planning process, including soft

market testing that has been undertaken with the support of providers, to help inform and shape thinking as to the best service re-design, which has also helped to define the indicative procurement timetable. This included a number of front line Health and Social Care professionals and other colleagues across the system.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

4.1.1 The ongoing Equality Impact Assessment (EIA 1267) for current Assistive Technology Call Handling Contract has been reviewed and updated to take into account the extension to the TEC Monitoring Services Contract.

4.1.2 TEC primarily supports elderly and/or vulnerable, adults living on their own. Presently the majority of customers are female, 75 and over, with some form of long-term health condition or disability. Conversely all customers (8,190 across the city) will be affected by any changes to the services.

4.1.3 The extension will allow time and flexibility to develop the future service model of Technology Based Care and its Monitoring Services. Therefore, it does not require any changes to the present provider Tunstall Healthcare or changes to the 24hr Call handling and monitoring services. Having already gone through a recent procurement of a new provider, this will offer stability for the customer and in turn result in no adverse effects or negative impacts to them.

4.1.4 Since the current provider Tunstall started delivering the contract there has been a positive impact on the service delivery. Call handling times have improved and responses have increased, plus connections have been reduced to a single connection per household. Ensuring the services will continue to support them to remain independent in their own home.

4.1.5 With no proposed change to the provider there will be no adverse effect to monitoring call handling service employees there will be no requirements for redundancies or staff loses, staff will continue to deliver the service.

4.1.6 Services will continue to be promoted to improve accessibility to wider demographic groups by assisting all adults, younger people and families with a range of health and social care needs and ensure as many people as possible are aware how the service can support individuals. The first phase of TEC Webinars have been delivered to SCC colleagues; these were to increase knowledge of the service. Phase 2 Webinars are planned for the new year.

4.2 Financial and Commercial Implications

4.2.1 The current contract has a 1 year option to extend clause with the incumbent provider. It should be noted that we will activate the extension

clause with Tunstall Healthcare meaning the current contract will expire on the 4th September 2024 costing a further £250,000.

4.2.2 There is £327,000 permanent budget allocated to contract spend within the business unit to pay for this contract. The Council's financial position requires all budgets to be tightly monitored. Any spend over and above the existing budget will need a clear measure as to how the Service will remain in budget.

4.3 Legal Implications

4.3.1 The Care Act 2014 requires council to promote the individual wellbeing of adults with care and support needs and carers in the local area.

4.3.2 The council entered into a contract with Tunstall Healthcare for the provision of Technology Enabled Care (TEC) to discharge its duty under the Care Act.

4.3.3 The current contract expires on 4th of September 2023, with the option to extend the contract for further twelve (12) months. The decision to exercise the option has been made and will be exercised by giving no less than three (3) months written notice prior to the last day of the term which is 4th of September 2023.

4.3.4 Clause 3.3 of the contract envisages, that if the Council gives such notice, then the term will be extended by twelve (12) months.

4.3.5 The extension may allow the Council time and flexibility to develop the future service model of Technology Based Care and its Monitoring Services.

4.3.6 Service to ensure that extension to the contract demonstrates Value for Money. As per the Council's Contracts Standing Orders (CSO) all extensions to agreements must demonstrate Value for Money and should not be instigated to avoid or delay the requirement to conduct a competitive procurement.

4.4 Climate Implications

4.4.1 A full CIA assessment is not required at this stage due to the short term nature of the extension but will be looked at in more depth when developing the new service model, this will enable measures to reduce any potential impacts to be included in the tender process and future contract. However, the provider will be encouraged to address the following climate impacts as part of the extension of the existing contract.

4.4.2 Buildings and infrastructure: The extension to the current contract and existing provider will not require any changes in the location or additional building use for the Monitoring Centre, eliminating any emissions impacts from moving and/or set up of alternative site. It will reduce the need for

any building modifications being undertaken.

4.4.3 Transport – the continuation of the service avoids transport related emissions that may result if the technology based services did not exist or need to be relocated. The provider could investigate options around estimating /measuring avoided mileage.

4.4.4 Energy – there may be opportunities for energy efficiency measures to be implemented at the Monitoring Centre, these could be explored by the provider.

4.4.5 Resources - There will continue to be impacts in terms of resources with the procurement of products and services for new service users, however there will be no or limited impacts with the potential delivery, installation or replacements of new products for existing customers.

4.4.6 Waste – processes for the disposal of waste products should go beyond legal compliance to explore options for reuse, refurbishment and recycling.

4.5 Other Implications

4.5.1 N/A

5. ALTERNATIVE OPTIONS CONSIDERED

5.1 The service aims to explore the potential benefits of wider connectivity for TEC services linked to key service areas, such as our Integrated Community Equipment Loan Service. There is also the opportunity to explore links with external services such as NHS 111.

5.2 The future option for the delivery of TEC Monitoring Services inhouse will be explored, being mindful of the potential operating costs both from staffing terms and conditions and the capital and revenue implications of the necessary investment in a TEC monitoring system platform.

5.3 There is also the option to explore the development of a regional South Yorkshire TEC Monitoring Services Hub, as part of the new Integrated Care System (ICS) bringing together the full range of TEC from a health and social care perspective, such as Telehealth, Tele-Medicine, Assistive Technology and Telecare.

6. REASONS FOR RECOMMENDATIONS

6.1 The current contract for TEC Monitoring Services is due to expire 4 September 2023. There are presently 8190 connections to the service throughout the city, the contract extension enables the continued delivery of Call Monitoring Services.

6.2 TEC enables older people to continue to live independently in their own

homes and enables delivery of the Adult Social Care Strategy and Transformation Programme. This is a key concept/principle of the service in reducing the admissions to hospital and residential care.