



**REPORT TO: HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD –  
27 JUNE 2017**

**REPORT ON: TECHNOLOGY ENABLED CARE**

**REPORT BY: CHIEF OFFICER**

**REPORT NO: DIJB19-2017**

## **1.0 PURPOSE OF REPORT**

1.1 To provide an overview and progress with implementing Technology Enabled Care in Dundee.

## **2.0 RECOMMENDATIONS**

It is recommended that the Integration Joint Board (IJB):

2.1 Notes progress in implementing Technology Enabled Care in Dundee.

2.2 Notes next steps in relation to Technology Enabled Care outlined at paragraph 5.2.5.

## **3.0 FINANCIAL IMPLICATIONS**

3.1 There are no financial implications as a result of this report.

## **4.0 MAIN TEXT**

### **4.1 Background to Technology Enabled Care**

4.1.1 Technology Enabled Care (TEC) is described by Scottish Government as: where the quality of cost-effective care and support to improve outcomes for individuals in home or community settings is enhanced through the application of technology as an integral part of the care and support process.

4.1.2 Scottish Government have set a vision through the National Action Plan for Technology Enabled Care 2016 – 2017 that Scotland is an international leader in technology enabled care, supporting more people to live longer healthier lives at home or in community settings.

4.1.3 The over-arching aim of the National Action Plan is to contribute to preventative and personalised care and support for those with care needs and their carers, supporting our citizens to make greater use of technology to manage their own health and wellbeing at home and in the community as a key contribution to the 2020 Vision.

4.1.4 In order to achieve this, Scottish Government aim to:

- Continue to deliver a shift from projects and initiatives to strategic and scaleable developments;
- Ensure that we continually learn from our own and the experience of others, on track to embed technology as a fundamental part of system redesign;
- Create an environment for innovation opportunities to thrive and inform the future direction for technology enabled care in Scotland, fully exploiting benefits for our citizens and our economy.

## **5.0 TECHNOLOGY ENABLED CARE WITHIN DUNDEE**

### **5.1 Dundee Vision and Implementation of Technology Enabled Care**

- 5.1.1 In Dundee, we have adopted the aims, ambitions and priorities of the National Action Plan and Dundee Health and Social Care Partnership Joint Strategic Commissioning Statement so that an integrated approach to Technology is undertaken within Dundee.
- 5.1.2 In doing so we have endeavored to take an integrated approach in which Technology is seen as any telecare, telehealth, equipment, adaptations, digital information, participation and learning and any other technological solutions which enable people to self-manage their own health, and stay happy, safe and independent in their own homes.
- 5.1.3 To achieve this ambition we have develop three strategic outcomes based on consultation and engagement with stakeholders within Dundee. These three strategic outcomes are:
- Information for You - Citizens of Dundee will say that they can easily access a range of web based information and advice which supports them to live a fulfilled life.
  - Living a Fulfilled Life - Citizens of Dundee will say that they are able to live a fulfilled life by being able to easily access, use and understand the benefits of a range of technology to meet individual circumstances and outcomes.
  - Building our Capacity – We will be able to build capacity to use, employ and promote technology to enable people and their carers to gain information, advice and live a fulfilled life.
- 5.1.4 Our Vision and Strategic Outcomes are outlined in a Strategic Plan for Embracing Technology in Dundee. This Plan will be shortly available for consultation with a view that it is finalized and ratified by October 2017.
- 5.1.5 To enable implementation of the Strategic Plan, a Community Rehabilitation and Independent Living Project Group has been set up. This will ensure that that technology is embedded in our redesign and development of integrated health and social care services.

### **5.2 Progress to Date**

- 5.2.1 In addition to drafting a Strategic Plan, our focus has been on implementing a number of practical actions which support development and integration of technology in Dundee. Key developments over the last two years are:

#### 5.2.2 Information for You. We have

- Developed a Mylife website to enable people to access information about local supports.
- Launched the Dundee Health and Social Care Partnership website in April 2017 to provide statutory information about the partnership, and also showcase projects and news.
- Promoted ALISS and NHS Inform as reliable sources of local and national information on health and social care issues, in line with the Scottish Government's "once for Scotland" agenda.
- Refreshed the Dundee Independent Living Centre to increase awareness of technology for independent living alongside other aids and adaptations.
- Implemented short videos to provide information about practical use of technology. This includes interviews with families of people living with dementia using technology, M2MCloud Internet of Things Solutions Provider, webcasts of presentations at the Mental Health Connections Event in April 2017, information videos on Social Response 24's community alarm service and other services.

#### 5.2.3 Living a Fulfilled Life. We have:

- Reconfigured a demonstration SMART Flat into a multi-purpose facility which can be used for demonstration, rehabilitation and step down upon discharge from hospital. As

part of this development undertook a publicity campaign to promote three step down facilities.

- Invested in additional telecare to support people to live at home independently.
- Initiated and participated in a Tayside Wide Florence Pilot which provides cost effective home mobile health monitoring using mobile phone texts.
- Developed a partnership with BioDundee, Smart Cities and Neighbourhood Services to support an integrated approach to technology within Dundee.

#### 5.2.4 Building our Capacity. We have:

- Implemented Technology Enabled Care Focus Groups as a way of spreading information about Technology Enabled Care and gaining citizens views. To date we have organised five groups and have another seven planned.
- Sustained social media presence disseminating Technology information with typical posts reaching between 60 and 400 views; a video post of a daughter describing her mother's use of a 'careclip' achieved 1,100 views.
- Developed e-learning modules on Telecare and Technology Enabled Care for use by public and our workforce.
- Implemented annual Smart Care events which have been effective in promoting technology enabled care and developing local partnerships.

#### 5.2.5 Over the next six months it is planned to implement:

- Our Technology Enabled Care Strategic Plan.
- A Carers of Dundee website which will provide Carers with information about local supports, provide a platform for digital engagement with Carers and support preparations for the Carers (Scotland) Act 2016.
- A Dundee Independent Living Website which will provide citizens of Dundee, Carers and our workforce with a range of information about technology and independent living. It will also provide links to Living it Up.
- Planning for Dundee SmartCare 2018 to continue to promote Technology within Dundee.
- A video report on the experience of different health disciplines participating the Florence pilot.

## 6.0 SUMMARY AND CONCLUSION

6.1 Within Dundee we have adopted an integrated approach to technology and through this have drafted a Technology Strategic Plan to further develop our use of technology in Dundee based on our progress to date.

6.2 To enable implementation of the Strategic Plan, a Community Rehabilitation and Independent Living Project Group has been set up. This will ensure that that technology is embedded in our redesign and development of integrated health and social care services.

## 7.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Equality Impact Assessment and Risk Management. There are no major issues.

## 8.0 CONSULTATIONS

The Chief Finance Officer and the Clerk were consulted in the preparation of this report.

## 9.0 BACKGROUND PAPERS

None.