

# KENT COUNTY COUNCIL – RECORD OF DECISION

## DECISION TO BE TAKEN BY:

Clair Bell, Cabinet Member for Adult Social Care and Public Health

## DECISION NO:

21/00105

For publication

Key decision: No

Title of Decision Technology Enabled Care Build and Test

**Decision:** As Cabinet Member for Adult Social Care and Public Health, I agree to **DELEGATE** authority to the Corporate Director Adult Social Care to award the contract following the outcome of the procurement activity for the Adult Social Care Technology Enabled Care build and test approach.

**Reason(s) for decision:** The Technology Enabled Care project is a key area of the Making a Difference Every Day approach which is the main driver of change within Adult Social Care. The programme and this project align with KCC's Strategic Reset Programme and will contribute towards the delivery of the key ambitions of the Authority.

There have been significant developments in social and health care apps and wearables in recent years, and growth in the popularity and uptake of these devices. They provide people with convenience and control to integrate technology into their lives both when well and when ill; they also afford people the ability to share their data with who they want to. For example, the devices can support people in assessing health signs and symptoms, keeping them healthy and managing long term conditions. This in turn can provide value in supporting independent living.

Technology Enabled Care has been identified as one of the key digital priorities to support the delivery to work in new and innovative ways, as a result, the Making a Difference Every Day Programme Board agreed to undertake a one year build and test. The build and test will provide the opportunity to harness and fully exploit the full benefits of Technology Enabled Care and help the Authority to understand longer-term requirements for the future. The expected benefits will be as follows:

- Non-Financial – Demonstrable delivery of outcomes to people through Technology Enabled Care.
- Financial – Demonstrable delivery of financial benefits through cost avoidance, such as escalation of need or at initial assessment, and reduction in existing provision.
- Culture Change – baseline of foundation level for workforce - measure the incremental increase in knowledge, awareness and confidence in Technology Enabled Care. This will also be explored for the person receiving the provision as well as the wider health and social care system.
- Design model on how to deploy Technology Enabled Care at a countywide level for Kent Adult Social Care and Health.
- Design model on how to deploy and demonstrable benefits across the wider health and social care system.

Social care and health services across Kent face significant challenges as the population is living longer and with more complex needs, which is increasing demand on the health and care sector. Further pressures are added due to a workforce shortage in the care sector.

The consumer technology / smart home market is rapidly crossing over into the care technology sector. There is undoubtedly an opportunity for KCC to encourage the use of mainstream technology to empower and support people to achieve the outcomes they want and support demand.

Through the vision and direction of travel being set by the Making a difference every day approach, there is an ambition for Kent County Council to become 'Best in Class' in terms of its adoption and application of assistive technology to support people.

In order to meet this ambition through assistive technology, there will need to be a change in approach relating to how people are informed of, assessed for and prescribed the provision (Practice), flexibility on what is available to meet people's needs (Innovation) and utilising data to help shape future commissioning approaches and any cycles of improvement (Meaningful Measures).

The digital switchover, due by 2025, will be a significant catalyst to the telecare industry, making many of the existing analogue solutions obsolete.

**Financial Implications:** The build and test phase of this project has a defined budget of £750,000 identified through the Adult Social Care Governance Board. This funding will be used to determine the scale of the future Technology Enabled Care offer on a countywide basis as well as the opportunities it creates in terms of non-financial and financial benefits to the people in receipt of support, to the Authority and the wider health and social care system.

Of the £750,000 total budget for this work, it is proposed that £675,000 is for the contract itself and £75,000 for other associated costs to deliver the project e.g., legal advice, communication and engagement activities, and events etc.

The funding for the project will be harnessed from the Contain Outbreak Management Funds until 31 March 2022. From 1 April 2022 and for the rest of the contract, this will be funded from Market Sustainability funding.

For the Contain Outbreak Management Funds, approximately £100,000 - £200,000 would be spent should the contract start in February 2022, before the March 2022 spend deadline. The remaining £550,000 – £650,000 would then be spent in the 2022/23 financial year.

**Legal implications:** The delivery of Technology Enabled Care build and test will be separate to existing arrangements and will not impact on other provisions already in place with people. The use of technology supports the Authority's compliance under legislation, such as the Care Act 2014, in driving strengths-based and person-centred practice.

**Equalities implications:** An Equalities Impact Assessment has been undertaken and published for the Technology Enabled Care build and test. The assessment identified that the project is not expected to have a significant negative impact on any of the protected characteristics as this will be provided based on a need's assessment and will become another tool of many for social care professionals to support the people of Kent. Other actions identified is to ensure communication and engagement of Technology Enabled Care is made available and accessible to all individuals.

**Data Protection Implications:** A Data protection impact assessment is required following the completion of the initial screening. The full data protection impact assessment currently being created to support this project, however, some of the mechanisms on how the data will be processed will not be known until the preferred provider is selected. Due to the nature of technology and the volume of data and analytics it can collect, it is expected that formal legal advice will be sought as to ensure any associated risks are mitigated and managed accordingly.

**Cabinet Committee recommendations and other consultation:** The proposed decision was discussed at the Adult Social Care Cabinet Committee on 1 December 2021 and the recommendation was endorsed.

**Any alternatives considered and rejected:**

As part of the Technology Enabled Care project, several options have been considered:

- Option 1 - Continue with current provision of Telecare and not implement Technology Enabled Care
- Option 2 - Test 1 or 2 individual products in isolation for people with particular types of needs with culture change activity to build into social care workforce practice for a particular cohort of people
- Option 3 - Test 1 or 2 individual products that can supports the whole social care and health pathway in certain districts with culture change activity to build into social care workforce practice for a particular cohort of people
- Option 4 - Test a range of approaches and assistive technology solutions that supports the whole social care and health pathway in certain districts with culture change activity to build into social care workforce practice for a particular cohort of people
- Option 5 - Implement a long-term countywide contract with a range of approaches and assistive technology solutions that supports the whole social care and health pathway with culture change activity to build into social care workforce practice for a particular cohort of people

Based on this, the preferred solution is Option 4 – test a range of approaches and assistive technology solutions that supports the whole social care and health pathway in certain districts with culture change activity to build into social care workforce practice for a particular cohort of people. As this is a new approach for the Authority, it would be a risk to commit to a longer-term approach (Option 5) until the scale of the benefits and opportunities to achieve outcomes for people are understood

**Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:**

Clair Bell

3.12.21

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signed

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date