KENT COUNTY COUNCIL – RECORD OF DECISION

DECISION TAKEN BY: **Mrs Clair Bell, Cabinet Member for Adult Social Care and Public Health**	DECISION NO: 22/00096

For publication

Key decision: YES

Title of Decision: TECHNOLOGY ENABLED CARE SERVICE

Decision: As Cabinet Member for Adult Social Care and Public Health, I agree to:

a) **PROCURE** a Countywide Technology Enabled Care Service; and
b) **DELEGATE** authority to the Corporate Director Adult Social Care and Health to take relevant actions, as required, to facilitate procurement activity.

Reason(s) for decision: The Technology Enabled Care Service is a key area of the Making a Difference Every Day Strategy and forms part of the innovation pillar. This will deliver against the Framing Kent's Future Strategy in implementing new models of care and support and improve the effectiveness and efficiency by making full use of new technology and innovations. The Social Care Reform White Paper published in December 2021 highlights a policy to drive greater adoption of technology through additional funding.

Technology Enabled Care is a term to describe a range of personalised IT and digital solutions that can be used to support outcomes for people who draw on care and support and carers. Innovative technology solutions and data are allowing people to remain independent for longer, identify risk, prevent incidents and ensure quick and appropriate responses to avoidable events such as falls.

The development of the Technology Enabled Care Service will enable adult social care to bring together the existing services under one contractual arrangement and go further in its offer, embracing more innovative and person-centred technologies, ensuring that care technology and data-led practice is embedded across care pathways. Another key change that will affect how technology interacts with social care is the national transition from analogue telecommunication networks to digital technology. A specific benefit of Technology Enabled Care is the data and opportunity to move towards data-led practice. This powerful shift will enable practitioners, people and their carers to make improved data-led decisions and with rich data identify and prevent problems before they escalate which will have a system wide benefit.

As part of the development of the Technology Enabled Care Service, several options have been considered and assessed against the following critical success factors:

- Develop a robust data evidence base which is used to proactively support independence, improve outcomes and generate insights about future service requirements and population-

level need, and support a data-led approach to practice.

- A clear and innovative offer that empowers people, supports independent living and provides greater choice and control.

- Proactively considering assistive technology across the social care pathway, including but not limited to, at the first point of contact, care and support assessments and reviews and enablement support.

- A flexible model that enables Technology Enabled Care to develop over time and explore benefits of partnership working.

- To develop the private pay market, exploring options for promoting Technology Enabled Care to self-funders and commercial opportunities.

- Maximise efficiencies in adult social care and embed digital technologies to manage demand. From the start ensuring systems in place to collate and report comprehensive and reliable data, that show the financial and non-financial benefits and impact of Technology Enabled Care.

The preferred option represents the desired level of service change:

- **Scope**: County-wide Technology Enabled Care Service which is outcome focused and device agnostic with a focus on embedding innovation and culture change through the development of practice and a data-led approach

- **Service Solution**: A Technology Enabled Care Partner that delivers core requirements: assessment and referrals, products, installation, monitoring, data dashboards and culture, change management.

- **Delivery**: The Technology Enabled Care Partner will work closely with the council to co-design, implement and embed the service in adult social care and develop opportunities with partners such as Health and District Councils to utilise Technology Enabled Care. As part of the contract the Technology Enabled Care Partner will also explore commercial opportunities, including the development and promotion of Technology Enabled Care to the public and self-funders (people who are not eligible for social care) this is also known as private pay offer and income through this route can be shared with the council.

- **Implementation** – A phased go-live enables the mobilisation of existing people drawing on Telecare, KARA and Build and Test services for a full service go-live from September 2023.

This is the preferred option due to its ability to meet and/or exceed all of the Critical Success Factors. The partnership model outlined in this option will enable KCC to benefit from the expertise to drive change and embed Technology Enabled Care, achieving benefits and ensure there are effective ways to measure and demonstrate the impact of Technology Enabled Care. The timescales for implementation are achievable.

Financial Implications: Financial modelling has been undertaken based on extensive market consultation and engagement with local authorities who have implemented Technology Enabled Care services.

The table below provides information about the financial model:

> **Activity level:** Technology Enabled Care Service will grow over the life of the contract so that 50% of people entering adult social care will receive some form of Technology Enabled Care as part of their care and support package by Year 5 of the contract.

	Contract Value	Cost avoidance opportunity	Contract Length
	£27,585,392 (7 years)	£35,919,626	5 +2 year

The opportunity will be advertised at the value representing the optimum usage when all parts of the health and social care system utilise the contract.

Assumptions
• Cost avoidance is modelled on using digital to meet care and support needs alongside other models of care delivery. The model does not account for other cost avoidance opportunities such as delaying residential and nursing care; a full benefits plan will be co-designed with the provider.   • The financial model assumes a certain proportion of people will transfer from existing technology services into the new contract and explored a number of different scenarios based on different service growth over the proposed life of the contract.   • The entire cost is revenue cost, as under the proposed model the council will lease technology devices from the provider rather than purchasing devices which potentially have a short lifecycle.

The table below sets out the additional funding required for each year of the contract and what funding is already available.

	23/24 £000's	24/25 £000's	25/26 £000's	26/27 £000's	27/28 £000's	28/29 £000's	29/30 £000's
Anticipated annual cost	1,853.6	2,904.1	3,674.9	4,333.8	4,776.3	4,998.9	5,043.8
Current funding	989.3	1213.9	1213.9	1213.9	1213.9	1213.9	1213.9
Funding required (Yr 1)	864.3	864.3	864.3	864.3	864.3	864.3	864.3
Funding required (Yr 2)		825.9	825.9	825.9	825.9	825.9	825.9
Funding required (Yr 3)			770.7	770.7	770.7	770.7	770.7
Funding required (Yr 4)				659.0	659.0	659.0	659.0
Funding required (Yr 5)					442.4	442.4	442.4
Funding required (Yr 6)						222.7	222.7
Funding required (Yr 7)							44.9
Total Funding	1,853.6	2,904.1	3,674.9	4,333.8	4,776.3	4,998.9	5,043.8

For year 2023/2024 the funding available is lower compared to following years as this takes into account telecare contract extension costs up to August 2023 and direct award for KARA up to August 2023

Each year the service grows with an increased number of people being supported with Technology Enabled Care, therefore each year will require additional funding. From 2023/2024 the additional funding of £864,300 will be from demography monies. From 2024/2025 onwards the Social Care Reform presents opportunities with at least £150 million of additional funding being made available over the next three years to drive greater adoption of technology. The review of Disabled Facilities Grant (DFG) and the proposed changes puts more focus on technologies. The DFG Fund is delivered by local places through the Better Care Fund, which means local areas should be taking

advantage of these opportunities to work together. Exploration conversations will take place on how to better utilise the funding to deliver the best outcomes for our communities. There is also consideration to using some of the DFG element that Kent County Council already receives to cover the cost of providing equipment to people supported by adult social care.

In addition funding has been made available to the Integrated Care Board (ICB) to help manage falls prevention through technology. This is a priority within the Social Care Reform white paper as falls cost the NHS over £2 billion a year and the use of technology could reduce falls by 20% or more and avoid admissions to hospital.

The procurement costs for this activity are outlined in the table below. These are internal costs relating to the Commissioning Officers who are supporting the project and providing expertise on procurement to ensure the council is acting within the regulations

	Role	FTE	Duration	Cost
Procurement	Procurement expertise	30%	5 months	£9,828
Commissioning	Support with KARA, Telecare contracts and design of the Technology Enabled Care service	50%	12 months	£29,394
Total				**£39,222**

Legal implications: Legal implications have been identified in relation to data processing and data management across a range of technological devices and systems. Legal advice has been obtained to develop the Data Protection Impact Assessment (DPIA) and ensure the service will be compliant with the Data Protection Act 2018.

Equalities implications: A full Equality Impact Assessment (EQIA) has been carried out, given that the Technology Enabled Care Service is proposed to be a countywide service available to all people supported by adult social care, the EQIA did not identify any potential adverse effects of the proposal. However, the EQIA recommends that in promoting the Technology Enabled Care Service and the benefits of receiving technology as part of a care and support package, consideration must be given to the development of accessible communications which are targeted at hard-to-reach communities to ensure equitable awareness of and access to the service.

Data Protection Implications: A full Data Protection Impact Assessment (DPIA) has been developed following the completion of the initial screening. The DPIA has been informed by engagement with KCC's Data Protection Office and the Adult Social Care Information Governance Lead. However, some of the mechanisms on how the data will be processed will not be known until the preferred provider is selected. The preferred provider will also be required to undertake DPIAs to manage any devices and systems delivered under sub-contracting arrangements. The DPIA will be updated once a provider is appointed to reflect their specific processing arrangements

Cabinet Committee recommendations and other consultation: The proposed decision was discussed at the Adult Social Care Cabinet Committee on 17 November 2022 and the recommendations were endorsed.

Any alternatives considered and rejected:
Do Minimum - This option represented the current situation and provided a baseline against which the other short-listed options were measured. Although this option will be cheaper to deliver, it failed to address the requirement for innovation and culture change which seeks to embed Technology Enabled Care. Therefore, with this option there is a risk that a service will be procured but not utilised.

Less Ambitious than Preferred - This option represented the desired level of service based on the minimum level of change. Although this option would meet the majority of the critical success factors, it failed to include the development of the private pay market. Additionally, there was limited-service development and culture change included in the scope, which means the maximum benefits of implementing Technology Enabled Care are unlikely to be realised and technology will not be fully embedded.

More Ambitious than Preferred - This option represented the desired level of service change based on the maximum level of change. Although this option had the ability to meet and/or exceed all of the Critical Success Factors. The timescales for the procurement of the Technology Enabled Care Service were for the entire service to go live from June 2023, these timescales are extremely tight and not viable to mobilise.

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

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Clair Bell

1 December 2022

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signed		date