

From: Richard Smith, Corporate Director Adult Social Care and Health

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

Subject: **Adult Social Care Technology Enabled Care Build and Test**

Non-Key decision: **21/00105**

Classification: Unrestricted

Past Pathway of report: Adult Social Care Governance Board – 22 September 2021
Adult Social Care Cabinet Committee – 1 December 2021

Future Pathway of report: Cabinet Member decision

Electoral Division: Dover, Folkestone and Hythe and Thanet

Summary: This report seeks to provide delegated authority to the Corporate Director Adult Social Care and Health to award the contract following the outcome of the procurement activity for the Adult Social Care Technology Enabled Care build and test approach.

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 aligns with KCC's Strategic Reset Programme and will contribute towards the delivery of the key ambitions of the Authority.

This is a new approach for the Authority and looks to utilise assistive technology that goes beyond traditional Telecare provisions. Technology Enabled Care will be delivered in two parts; an initial one-year build and test approach with the knowledge and outcomes from this used to inform the options for a longer-term contract and provision.

There are potential benefits to the Authority, people and the wider health and social care system through the adoption and use of assistive technology.

Recommendation: The Cabinet Member for Adult Social Care and Public Health is asked to **PROVIDE DELEGATED AUTHORITY** to the Corporate Director Adult Social Care and Health to award the contract following the outcome of the procurement activity for the Adult Social Care Technology Enabled Care build and test approach.

1. Introduction

- 1.1 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 aligns with Kent County Council's Strategic Reset Programme and will contribute towards the delivery of the key ambitions of the Authority.
- 1.2 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 (KCC) to become 'Best in Class' in terms of its adoption and application of assistive technology to support people.
- 1.3 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; they also afford people the ability to share their data with who they want to.
- 1.4 Technology Enabled Care has been identified as one of the key digital priorities to support new and innovative ways to work and support people.
- 1.5 As Technology Enabled Care is a new concept in Kent, the Making a Difference Every Day Programme Board have agreed to undertake an initial 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 its longer-term requirements for the future.

2. Business Need

- 2.1 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.
- 2.2 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.
- 2.3 Basic care technology solutions have been in use in people's own homes for decades, enabling older people and those with a long-term condition or disability, to continue to live independently. In recent years, it has been recognised nationally the potential role care technology can play in providing care, early detection and prevention.
- 2.4 The digital switchover, due by 2025, will be a significant catalyst to the telecare industry, making many of the existing analogue solutions obsolete.
- 2.5 There will need to be a change in approach relating to how people are Informed of, assessed for and prescribed the provision across all of the social care

pathway (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).

2.6 A number of other local authorities have already or are beginning to invest in assistive technology as an integral tool for social care professionals to use when providing information, advice and guidance as well as arranging care and support.

3. Benefits and Risks

3.1 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.

3.1.1 As part of implementation and onboarding of this contract, a full benefits plan will be developed in conjunction with the provider and the Authority’s Analytics Team.

3.2 The most notable risks associated with the project, along with mitigating actions, include:

Main Risk	Counter Measures
Culture Change required – workforce, partners, providers and people.	<ul style="list-style-type: none"> • Robust communication and engagement plan. • Seek advice and input from operational teams when transitioning through the stages of the project. • Build referral mechanisms into existing social care procedures, practice guidance and processes. • Capture feedback, issues and good news stories and ensure Kent based examples are shared to demonstrate value and obtain buy-in. • Robust training programme implemented

<p>Budget constraints due to digital solutions being more costly than analogue</p>	<ul style="list-style-type: none"> • Undertake procurement exercise to deliver build and test to determine opportunities and potential full cost of an all-digital provision on a countywide basis • Seek alternative opportunities for private purchase /self-sourcing through information, advice and guidance • Build into strengths-based practice to ensure a conversation is taking place around people's own solutions which are readily available. • Continued engagement with Financial Business Partner to maintain oversight of budget spend and future forecasted spend.
<p>Kent Commissioned Providers</p>	<ul style="list-style-type: none"> • Utilise lessons from existing projects and provisions such as Kara and Telecare • Clear communications and engagement • Identify benefits for them in embracing change. • Work with Adult Social Care and Commissioning to review charging system to allow for technology to be incorporated. • Build referral mechanisms into existing social care Procedures, practice guidance and processes. • Share lessons, benefits and future approach for Technology Enabled Care with commissioning colleagues to help shape and plan for future commissioning approaches
<p>Strategic Reset Programme (SRP) (Risk and opportunity)</p>	<ul style="list-style-type: none"> • Link with Strategic Reset Programme leads and provide updates on progress • Link with Infrastructure to ensure it aligns with technology strategy and other initiatives in progress • Link with Digital Inclusion and Capability work to help shape and influence the project and the direction of travel in digital for Adult Social Care. • Cross reference dependencies to avoid duplication of approach and share lessons learnt.
<p>Partner Commissioning Strategies are not aligned</p>	<ul style="list-style-type: none"> • Robust communication and engagement plan. • Liaise with Health colleagues to understand appetite for sharing opportunities to integrating contract which benefits both organisations • Seek to understand wider social care and health benefits as part of build and test • Share findings and benefits of Technology Enabled Care with the Authority, partners and providers in Kent. • Utilise senior leadership relationships within the council and partners to obtain buy-in to the change in approach.

Fixed budget for build and test activity	<ul style="list-style-type: none"> • Keep project contained to small area to maximise benefit opportunities and learn for wider countywide deployment • Score providers on Price Per Quality (PQP) during procurement process
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4. Options

4.1 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

4.2 An options appraisal with advantages and disadvantages of each option can be found under appendix 1.

4.3 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.

5. Procurement

5.1 In order to achieve the objectives of this project and the outcomes associated to the Making a Difference Every Day approach, the build and test for Technology Enabled Care will need to be sourced from the market. This provides the Authority with the access to the technology available, the installations and onboarding, and the culture change activities to support a change in approach.

5.2 A market engagement event took place in February 2021 in order to determine the opportunities available and help shape the requirements. It provided an insight into the large number of providers in this space and vast number of

products that could meet a mixture of care and support needs for both health and social care.

- 5.3 Following engagement with Adult Social Care teams, people we support and the Adults Commissioning team, the specification and procurement documents have been drafted.
- 5.4 It is proposed the Authority undertakes a 2-stage restricted process in order evaluate providers effectively based on the requirements.
- 5.5 Timelines for the procurement activity are as follows:

Procurement Stage	Date
Call for Competition and SQ issued to Tenderers	23 rd September 2021
SQ returned by Tenderers	12 th November 2021
Evaluation and tender list approval	24 th November 2021
ITT Issued	25 th November 2021
ITT Deadline	6 th January 2022
Evaluation and Moderation Begins	7 th January 2022
Evaluation and Moderation Ends	26 th January 2022
Post Evaluation Clarification Meeting	TBC
Contract Award Notification	3 rd February 2022
Standstill Begins	3 rd February 2022
Standstill Ends	17 th February 2022
Provider/Supplier Planning Meeting	18 th February 2022
Anticipated Contract Start Date	21 st February 2022

- 5.6 It is proposed the contract is put in place for 12 months with no option to extend. This is to ensure this activity is focused on assessing the benefits of Technology Enabled Care which can be used to inform a countywide procurement exercise.

6. Financial Implications

- 6.1 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.
- 6.2 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.
- 6.3 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.

6.4 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.

7. Legal implications

7.1 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.

8. Equalities implications

8.1 An Equalities Impact Assessment has been undertaken and published for the Technology Enabled Care build and test.

8.2 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.

8.3 Other actions identified is to ensure communication and engagement of Technology Enabled Care is made available and accessible to all individuals.

9 Data Protection Implications

9.1 A Data protection impact assessment is required following the completion of the initial screening. The full data protection impact assessment is 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.

9.2 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.

10. Conclusions

10.1 In conclusion, having access to a wider range of technology solutions will enable the Authority to be more person centred in its approach and empower people whilst providing more choice and control over their care and support arrangements.

10.2 This proposed Technology Enabled Care build and test approach enables the Authority to assess the benefits and value of assistive technology before committing to a longer-term contract.

10.3 Understanding the benefits of technology will not only support the Authority, but it will also support partnerships and identify further opportunities across the health and social care sector.

11 Recommendations

11.1 Recommendation: The Cabinet Member for Adult Social Care and Public Health is asked to **PROVIDE DELEGATED AUTHORITY** to the Corporate Director Adult Social Care and Health to award the contract following the outcome of the procurement activity for the Adult Social Care Technology Enabled Care build and test approach.

12. Background Documents

None

13. Report Author

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