



INTEGRATION JOINT BOARD

Date of Meeting	28 August 2018
Report Title	Technology Enabled Care Framework
Report Number	HSCP.18.064
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Consultation Checklist Completed	Yes
Directions Required	No
Appendices	a. <i>TEC Framework</i>

1. Purpose of the Report

- 1.1. The purpose of this report is to bring the Technology Enabled Care (TEC) framework to the IJB.

2. Recommendations

- 2.1. It is recommended that the Integration Joint Board (IJB):
- a) Note the Technology Enabled Care Framework as attached at Appendix A.

3. Summary of Key Information

- 3.1. The Aberdeen City Health and Social Care Partnership's Strategic Plan sets out to improve the health and wellbeing of our citizens. It recognises the challenges faced by our services including increasing demand for our services and challenges in relation to available financial resources and



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workforce. It highlights that to manage these challenges we will need to do things differently, including seeking to change patterns of behaviour, planning and delivery across health and social care, to deliver more joined up, community-based models.

- 3.2. These new models will include the use of technology and digital solutions to help people remain healthy and well, and to assist in the delivery of care when people need support.
- 3.3. Technology Enabled Care (TEC) can be defined as:

“Where outcomes for individuals in home or community settings are improved through the application of technology as an integral part of quality cost-effective care and support.”

National policy and strategy

- 3.4. A Digital Strategy for Scotland “Realising Scotland's full potential in a digital world” was published in March 2017. This document describes plans for ensuring that digital is at the heart of everything we do - in the way in which we deliver inclusive economic growth; reform our public services; prepare our children for the workplace of the future; and tackle inequalities and empower our communities.
- 3.5. In April 2018 “Scotland’s Digital Health and Care Strategy” was published. This strategy sets out how we will work collaboratively to maximise the potential of technology to reshape and improve services, support person-centred care, and improve outcomes. The new Strategy sets out the key priorities in achieving that ambition, and our intended collaborative work in delivering those objectives.
- 3.6. To assist in the planning and prioritisation of the use and implementation of technology enabled care, a TEC Framework has been developed.
- 3.7. This framework identifies a tiered framework approach to cater for the fact that different types of need will require different types of intervention. The framework goes on to identify priorities for what needs to be done to move from what is currently in place, to our desired future state.
- 3.8. The TEC Framework is attached at Appendix A and will be used to guide our implementation of digital technologies and support bids for funding which may be available through a range of sources.



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- 3.9.** This framework, considered in conjunction with our Transformation Plan, Action 15 Plan and Primary Care Improvement Plan provide clarity around the prioritisation of a number of tangible activities which will contribute towards the delivery of our Reimagining Primary and Community Care Vision and Strategic Plan.
- 3.10.** These tangible activities are currently at varying stages from implementation to business case development. In line with usual process, proposed Directions will be brought to IJB for approval supported by detailed business cases, and implementation progress and benefits realised will be reported through the Audit and Performance Systems Committee to provide assurance of progress.

4. Implications for IJB

4.1. Equalities

It is anticipated that the implementation of this framework will have a neutral to positive impact on the protected characteristics as protected by the Equality Act 2010. Technology enabled care will have a particularly positive impact for those with physical disabilities.

4.2. Fairer Scotland Duty

It is anticipated that the implementation of this framework will have a neutral to positive impact in regard to the Fairer Scotland Duty.

4.3. Financial

The delivery of the TEC framework will be supported through existing budgets, integration and change funding and applications to specific TEC grant funds as and when these become available.

4.4. Workforce

The framework will result in some changes to our workforce, including additional staff and new ways of working.

4.5. Legal

Where commissioning and procurement of services is required to implement the plans and framework, these will be progressed in a compliant manner.



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4.6. Other

5. Links to ACHSCP Strategic Plan

5.1. These plans link to the following priorities as set out in our Strategic Plan:

- **Develop a consistent person centred approach that promotes and protects the human rights of every individual and which enable our citizens to have opportunities to maintain their wellbeing and take a full and active role in their local community.**

The TEC framework advocates supporting practitioners to bring digital in a person centred manner, utilising technology already familiar to the client where available.

- **Support and improve the health, wellbeing and quality of life of our local population.**

The Technology Enabled Care framework has supporting health, wellbeing and quality of life at its core.

- **Promote and support self-management and independence for individuals for as long as reasonably possible.**

The use of digital technologies can help people manage their conditions and stay independent for as long as possible.

- **Value and support those who are unpaid carers to become equal partners in the planning and delivery of services, to look after their own health and to have a quality of life outside the caring role if so desired.**

Support in using digital technologies will help support unpaid carers, including during periods of need.

- **Contribute to a reduction in health inequalities and the inequalities in the wider social conditions that affect our health and wellbeing.**

The marketing approach highlighted in the TEC framework (while recognising that not all community members will have or want access



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to digital solutions), will be helpful and help to reduce inequalities that exist within the city.

- **Support our staff to deliver high quality services that have a positive impact on personal experiences and outcomes**

Support for our workforce, both existing and new is interwoven throughout this plan.

6. Management of Risk

6.1. Identified risks(s)



The risk of not having a TEC Framework in place may result in missed opportunities to attract investment in the city and potentially utilising existing available resources in a less efficient manner.

6.2. Link to risks on strategic or operational risk register:

Strategic Risk Register number 2: There is a risk of financial failure, that demand outstrips budget and IJB cannot deliver on priorities, statutory work, and project an overspend.

6.3. How might the content of this report impact or mitigate these risks:

Ensuring that a TEC framework is in place could help attract investment in the city and ensure that services are delivered in an efficient manner.

Approvals	
	Sally Shaw (Interim Chief Officer)
	Alex Stephen (Chief Finance Officer)