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Norfolk
County Council

Covering today

- Norfolk's journey to date for care technology

- Suffolk's offer

- How can we can join up

Assistive Technology in Norfolk

- In 2018 we set an ambitious 3 year savings programme of £6.2m for technology in Adult Social Care with Assistive Technology contributing to £3.2m of this.

- We achieved £5.4m overall with Assistive Technology achieving £3.8m over the three years

- We've now set a further target of £1.5m to cover the next financial year

- Our annual spend on care is c£415m in comparison to £335m in 2018

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Assistive Technology in Norfolk

Developed a vision for Assistive Technology which included citizens, workforce and providers.

We expanded an existing centralised team to ensure we could promote AT by:

➢ increasing AT knowledge/training within teams to increase referrals – in particular targeting low referring teams

➢ piloting work with OT's to enable further assessments from this cohort of workers

➢ ensuring that the referral, assessment and review pathway maximised the potential benefits of AT

➢ provided a comprehensive information and advice service re AT

➢ established a comprehensive performance and monitoring framework for AT

➢ worked in partnership with the UEA to reopen a smart flat /innovation centre - Norfolk Electronic Assistive Technology (NEAT) bungalow

➢ worked closely with D2A process to ensure fast provision on discharge

➢ exploring opportunities to apply for funding in partnership with UEA to research GPS device efficacy for persons living with dementia/ carers/ services

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AT what have we done so far?

The service supports Adults in their own home, including sheltered housing schemes, supported living and housing with care. Eligibility is either via a Care Act assessment or preventative assessment. The provision of the service is non-means tested.

In 2019/20 we received 3243 referrals compared to 2022/23 we received 5182 referrals

The equipment provided by the service can be broadly grouped as follows:

Telecare: sensors and detectors linked to a rented community alarm, sending alerts to a monitoring centre.

Stand-alone: devices working in the immediate vicinity to prompt or alert person or carer.

GPS location devices: Anywherecare Footprint

Home activity monitoring: provided for short term assessment of activity within the home to inform care and support planning.

Special orders: the team remain flexible and responsive to look, and offer, identified solutions not on the current stock list.

Mainstream technology: Ring video door bell, wi-fi enabled sensors, Amazon Echo and Echo Dot, use of apps.

Achievements over the past 12 months

- Review of Assistive Technology Offer – have had a really good offer over the past few years – delivered a number of savings – now looking at how we can progress this alongside other programmes of work (Connecting Communities and Norfolk First Response).

- Implemented at pace a "Going Home Kit" for those people being discharged from hospital – now rolled out across the three acutes

- Norfolk has delivered a successful Assistive Technology pilot "NATALI" to several locations in Norfolk using Internet of things (IoT) Technology harnessing the Norfolk and Suffolk Innovation Network. This demonstrated the possibility of supporting people to live independently longer with the use of technology and now we need to progress to a wider pilot. The Norfolk and Suffolk Innovation Network is the largest free public sector LoRaWAN deployment in the UK, funded by the Local enterprise partnership it delivers dual county connectivity to support large amounts of IoT sensors.

- Rolled out Alcove Devices during the pandemic for those people with Learning Disabilities who were unable to attend Day Services. This approach won a silver award at the Social Worker of the Year Awards, in the digital transformation in social work. We are now exploring how we can roll this out further.

- Digital Inclusion Strategy - Assistive Technology loans - pilot completed and equipment available throughout our libraries

Sam Bassett

Digital Care & Innovation Lead
Suffolk County Council

Introduction

- Adult Social Care supports about 12,000 per annum

- Receives around 250,000 contacts a year

- Many 100,000s of people with long term conditions and needs in Suffolk

- Annual care spend of around £280 million

- Care Act governance, which includes prevent, reduce, delay

Why care about digital and data?

- Provide good outcomes to people to support them to live well and independently for longer

- Release capacity in business and system processes and functions around management of care

- Empower people and their networks and create resilience

- Support the care market

- Meet and manage expectations

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Procurement

- Soft market engagement (PIN) to sense check the ask

- Open process – Competitive Procedure with Negotiation

- Allowed flexibility and refinement

- Could discuss together what delivery should and could look like

- Evaluated with different measures such as case studies, confidence weightings to be assured of delivery

Cassius.

- It is the only completely digital care tech service in the UK, which supports a data driven approach and service

- Delivered in true partnership

- It is flexible around technology and integrations and has been designed as a system enabler

- Aligned to practice model and drivers

- It includes capacity and skills around culture change and digital transformation

3,000+ referrals

£10.8 million saved

2,600 actively support

98.7% "happiness" rating

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Impact on People

- Less intrusive than traditional care and support services

- Increased autonomy, independence and personal control

- Enhanced relationships and personal networks

- Support for family carers and peace of mind for loved ones

- Embracing positive risk taking & providing security and protection
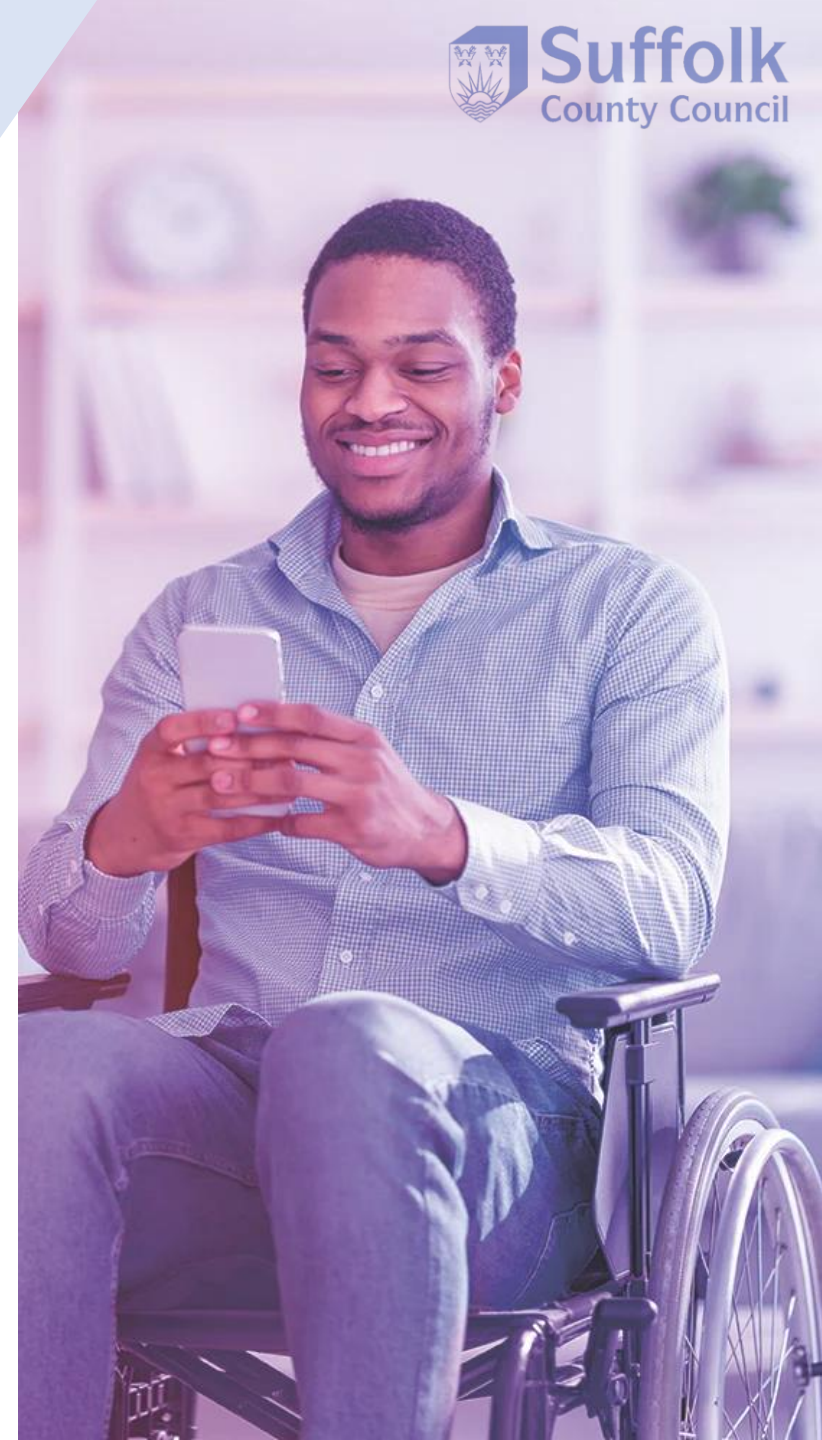
Kevin's story

Kevin has early-stage dementia and his family were worrying about him wandering.

He was provided with a Cassius Sensor package so that his family could keep track of when he was leaving his house and to understand whether this was during the night hours, putting him at risk.

They set-up alerts through the portal to let them know when he was opening and closing the front door. The data showed the was leaving the house regularly but also returning without support. He was not leaving his house at night - and this gave them huge peace of mind.

To further support his independence, he has now also received a Cassius Smartwatch, ensuring he can continue to go out in the community and so that they can be reassured he is always safe and well.

Impact on Practice and Practitioners

- Aligned with our Practice model: Signs of Safety. Core element of practice and support planning

- Practice is less risk averse, enabling positive risk taking

- Use of data and evidence to inform interventions and improve practice with people

- Knowledgeable & confident practitioners supporting culture change with providers

- Culture of innovation; practitioners contribute to the evolution of digital care options and complimentary solutions available for people

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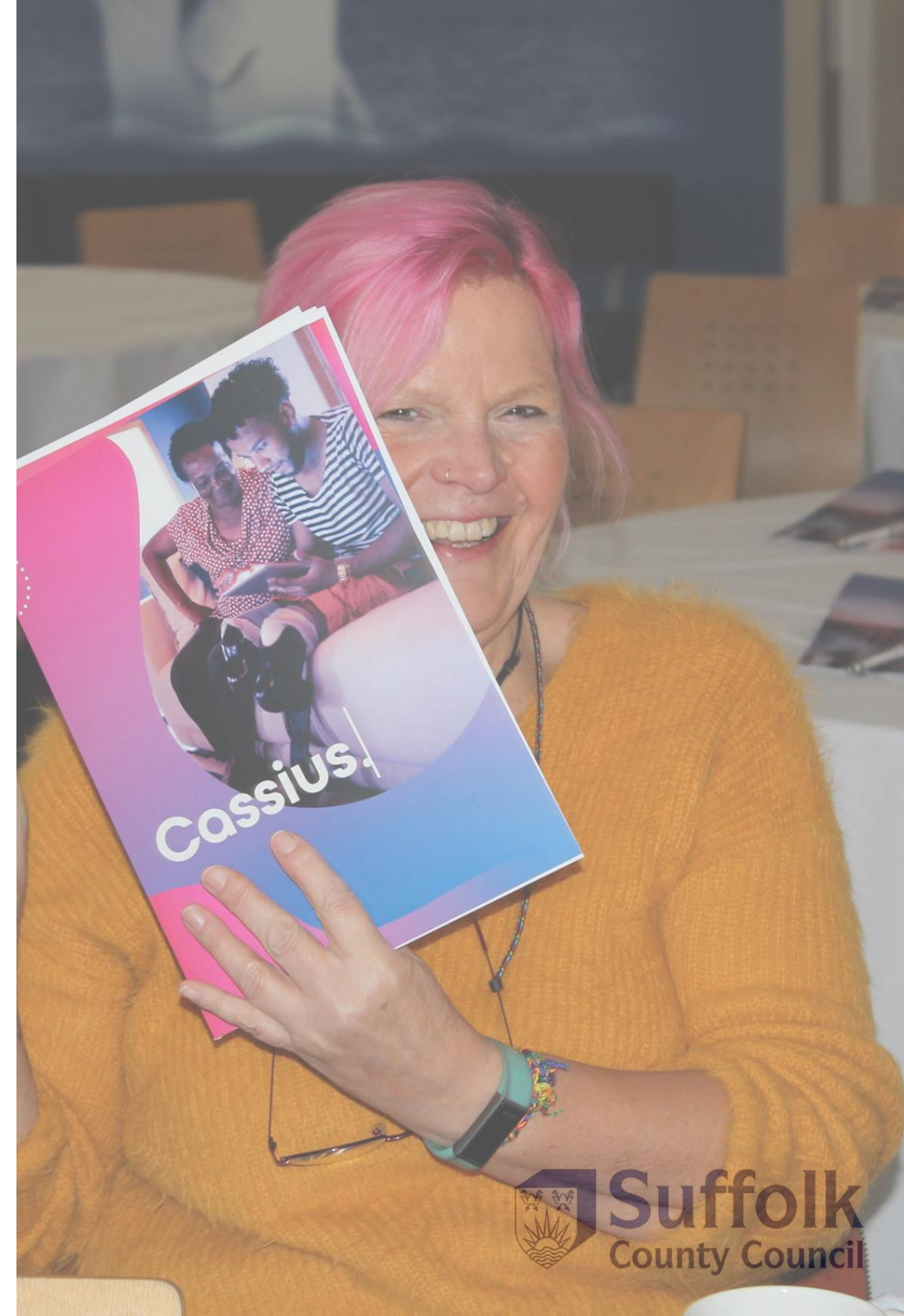
Assistive Technology – moving forwards

➢ Review our offer – Centralised v non centralised
➢ Increase AT knowledge across all practitioners
➢ Work alongside colleagues in Suffolk and learn from their innovations
➢ Think about our citizens and what they need moving forward

Sandra (suffers with Mental Health)	Colin – lives at home – not Tech savvy	Andy – attends Day Services	Betty – lives at home – tech savvy	Barbara receives Dom care – now introducing tech

I'm 32, and I am a single mum with 2 children who are at primarily school. I've suffered with depression and anxiety on and off over the last 10 years

I am visually impaired and I have recently been in hospital having had a fall. I'm now well enough to leave hospital but I am anxious about being at home on my own

I'm 41 and its not easy for me to communicate with other people and it takes me time to read and understand information. I go to a day centre 3 or 4 days a week and I travel on booked bus to get there

I'm 72 began to misplace my keys and have been getting a bit more forgetful. I still drive my car, meet friends for coffee. I live at home with a small garden that I like to look after. I am a wheelchair user.

I'm 80 and I have limited mobility but can get around in my home. Early signs of dementia

Needs: manage mental health & Improved support Network

Needs: stay in touch with family. Get support from NHS & social care when I need it. Advice & guidance

Needs: connect to my friends. Have clear communication with simple language. Structure so get to see my friends

Needs: To see friends & family. Reminders & other mainstream tech to remain independent

Needs: To see friends & family. Help getting dressed & preparing meals. I like reading & watching soap operas

THANKS FOR LISTENING