

Technology Enabled Care Strategy 2025 to 2030



Ambitious Stockport, creating opportunities *for everyone*

Assistant Director for Commissioning, Vince Fraga

People live the best lives they can – Happy, Healthy and Independent.



It's our vision to provide more opportunities to deliver personalised, cost-effective care and support using digital solutions and data insights that promote independence and safety.

- promote independence
- provide care that meets the needs of the individual
- improve the quality of care
- reduce admission to care homes and hospital
- support discharge when admission to hospital is necessary

This document sets out our strategic intent to develop a digital and TEC offer that is not just about equipment. We'll embed a complete service offer including supporting the assessment and care planning process and delivering a proactive and appropriate response.

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Adult Social Care Charter



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Technology Enabled Care in Stockport

What is Technology Enabled Care?

The use of technology to support and enhance health and social care outcomes. This includes devices, systems and software that enables people to live independently and supports their wellbeing.

Introduction

Health and wellbeing are at the forefront of our vision for 2030, to be delivered through a single, system-wide plan for health and care over the next 5 years combined with an ambitious focus on the longer-term model of health and care.

We're proud of Adult Social Care services in Stockport and the positive contribution colleagues make in the lives of people across the borough. Both locally and nationally the health and social care sector faces challenges which we must work together to overcome. We also know that there's more that we can do in Stockport to help people live the best lives they can, be happier, healthier and have greater independence.

Technology is now a significant part of everyday life and continues to evolve, offering many solutions that support people to live safely, independently, and lead gloriously ordinary lives. Our strategy is informed by an in depth understanding of current and future needs, promoting Technology Enabled Care (TEC) as a preventative approach to help individuals of all ages manage risks and remain in their homes and communities. TEC also supports the council in addressing increasing demand for services.

Throughout the lifetime of this strategy, we will embed TEC within our Care Act Assessment process, making it a key method for helping individuals achieve their outcomes and meet care and support needs across health, care, and housing.

National & Local Context

National

Our TEC strategy has been developed within the context of local and national policies and initiatives. Digital transformation of health and social care is a top priority for the Department of Health & Social Care (DHSC) and NHS England, recognising the key role it plays in the long-term sustainability of the sector.

Results from the 2019 Technology Enabled Living public survey were strongly in favour of greater use of technology in supporting people to maintain independence in their homes and communities, with the majority agreeing that TEC should be the first thing identified to support and that practitioners should be provided with greater knowledge of technology and its benefits.

The appetite for digital technology has never been greater. In the UK 94% of people use a smart phone daily and over 20 million adults' own smart speakers in their homes. The adoption of digital solutions is now a key focus across society, social care, health and housing services. This involves not only improving the efficiency of organisations and their workforce but also improving the experience for people, patients, and tenants, aligning with their growing expectations.

The same can be said of Telecare provision within TEC and the pace of activity around the analogue to digital shift. The shift from analogue to digital in Adult Social Care is progressing rapidly, driven by the need to modernise service delivery. By January 2027 the UK's communications infrastructure will complete its transition to digital networks.

The ADASS report – A Time to Act - <https://www.adass.org.uk/time-to-act-to-save-social-care-in-england> - identifies the need to harness the potential of digital technology;

“We want to move from a system where digital technology is an add-on and digital innovation processes too often exclude people who draw on care and support, to one in which appropriate and affordable digital tools enhance the experience of providing and drawing on care and support. We want to ensure that there is appropriate and affordable technology to support the delivery of care and support systems, and this supports integrated working”

Local

One Stockport: One Future

[One Stockport: One Future](#) is the next phase of our borough plan. It sets out how we'll work together to tackle the challenges we face, so Stockport can be the best place to live happy and healthy lives, a place where anything is possible, a place that everyone, right across the borough can be proud of. It's embedded in our [Council Plan](#) and will be delivered through our organisational and partnership strategies.

No one thing or organisation can address these challenges alone. One Stockport: One Future is a collective call to action to work together to deliver the '5 big things' we believe will transform our borough over the next 15 years to help us achieve our shared vision.

In Adult Social Care we are helping to deliver:

Best Health and Care: we need to make it easier for everyone to live happy, healthy and independent lives where people can access the care and support they need as close to home as possible and making sure people can remain connected with the people and places that are important to them.

Thriving Neighbourhoods: our vision for 2040 is for everyone to benefit from thriving neighbourhoods which are clean, green and safe places to live and visit.



Council Plan 2024 to 2027

[Our Council Plan](#) describes the key role we play in supporting the borough. We do this through the provision and delivery of efficient and effective services that are essential to everyday life. The plan also outlines our 4 big ambitions for the next 3 years. As well as delivering efficient and effective services, Adult Social Care supports the delivery of [Wellbeing in Neighbourhoods](#) and [Delivering for those who need it most](#).



One Stockport Health and Care Plan 2024 to 2029

The [One Health and Care Plan](#) is our locality plan for health and care in Stockport and is part of the [Greater Manchester Integrated Care System](#).

Radically Digital Stockport

Our TEC strategy is a key enabler in delivering the best health and care for the people of Stockport. It's aligned to the councils [Radically Digital](#) strategy, which describes how digital will enable us to deliver our ambitions, though identifying new ways of working, providing digital access to services and through the better use of health and social care data.

The Radically Digital Strategy includes:

- Digital Communities
- Digital Place
- Digital Council

Delivering Adult Social Care

People should not be defined or limited by their illness or disability. People want to have a 'gloriously ordinary life', defined by personalisation, choice and control.

We want:

- people to be able to live in the place they call home with respect and dignity and have choices about their lives
- to enable people to be as independent as possible. To have access to their community, be in control of their care and support and live a life free from abuse
- to make sure we're listening to feedback and making continuous improvements. We achieve this through our partnership boards and our Making it Real Board making sure there are a range of inclusive and accessible services available that meet the needs of people

We achieve positive outcomes by working in partnership to commission and provide integrated services that encourage health and wellbeing, promote strengths and assets, greater independence and choice and control.

We work with our partners, and use our resources wisely, to maximise the use of the Stockport pound for our residents. Our ASC Plan on a Page articulates our priorities and actions.



Our Population

The population of Stockport is 294,800 (2021 Census Data), an increase of 4.1% since 2011. Stockport has an older population than average and has seen large rises in the population aged over 65 in 10 years.

The [Stockport Joint Strategic Needs Assessment](#) (JSNA) describes the current and future health, care and wellbeing needs of the population of Stockport. It provides the evidence base for the strategic commissioning and planning of services according to the needs of the population.

Stockport is an affluent borough and continues to be one of the healthiest places to live in the North West. It has more older people and fewer younger adults than both the national and Greater Manchester average. It also has an old age dependency ratio (working age population to over 65 population) of 33.2 per 100 working age population: the 12th lowest out of 15 Metropolitan Districts in the North West region. By 2030 it's predicted that a 3rd of Stockport residents will be aged over 65.



At the last snapshot, there were 5346 referrals to Adult Social Care and 4264 adults receiving ASC funded care and support.

TEC in Stockport – Current Position

We've had a long-standing relationship with Stockport Homes Group and their Carecall service, who provide alarms and peripherals alongside 24/7 monitoring and a mobile responder service. The Carecall service is well-regarded in the TEC sector. They're a fully Quality Standards Framework certified service that's looking to develop its offer as the transition to digital takes place across the UK. They've also recently invested in a fully digital alarm receiving centre platform. Our current service offer is focused in the more reactive TEC provision including alarms, pendants and associated peripherals to support emergency response.

The current service supports over 5000 people in Stockport; however, we're ambitious and know that there's great potential to grow this number and widen the scope of our service offer so that it expands from a reactive model to one that is also preventative, proactive and supports more people to prevent, reduce and delay the need for formal commissioned services.

Telecare services are rapidly evolving. This brings a number of opportunities. The biggest challenge of the digital shift transformation is changing the way we think, embracing new, innovative technologies which do not just focus on the traditional legacy technology which tend to focus on reactive care. Being reactive is still a crucial component as unfortunately, people will still fall and require emergency assistance, but delivering digital allows people to be better prepared for moments of crisis.

Opportunities

Technology is a huge part of modern-day life which continues to develop and grow. There's a clear role for technology in supporting the delivery of social care, health, and housing. It can help to reduce demand on services and improve outcomes for individuals by supporting them to maintain their independence in their community for as long as possible.

We're ambitious and want to move from providing a reactive service to one which supports self-care. Prevention enables our carers to continue providing support to loved ones. Through our Stockport Local model, we'll support people to access TEC at an earlier stage in their lives, which will support them to prevent, reduce and delay the need for long-term care.

For some, TEC will be all that's needed. For others it may compliment a commissioned service. For example, home care, supported living or day care.

We'll also work with our care home providers to make sure that TEC is used to monitor and support people within the care home setting to help prevent injury and reduce hospital admissions.

We'll work in partnership with external care providers to use TEC to support discharge from hospital and reduce the need for formal support.

To deliver on our ambitions, we'll need to provide training and opportunities for knowledge building for our workforce, our key partners and our Stockport residents. We'll need to innovate and support colleagues to learn more about potential solutions and how they could be applied to support people and provide ongoing awareness training as the technology and digital environment continues to develop.

Through this strategy we want to achieve the following outcomes:

- to promote independence
- to provide care that meets the needs of the person
- to work in partnership to improve the quality of care
- to reduce admission to care homes and hospital
- to support discharge back into the community when admission to hospital is necessary
- for practitioners to utilise TEC as an enabler within a proactive and positive risk assessment for a person

We'll know that we've succeeded in delivering this strategy when we and our partners are able to demonstrate:

- improved outcomes across all ages and care settings
- that people in communities feel empowered
- that we've condensed the amount of time that people are supported by formal care. For example, split packages of care and TEC
- a reduction in the number of people receiving formal care and support
- a reduction in the amount of formal care people are receiving
- an increase in the number of people supported by TEC

Tackling Digital Exclusion

Digital exclusion is a significant issue that can limit the effectiveness of TEC. People at risk of digital exclusion include:

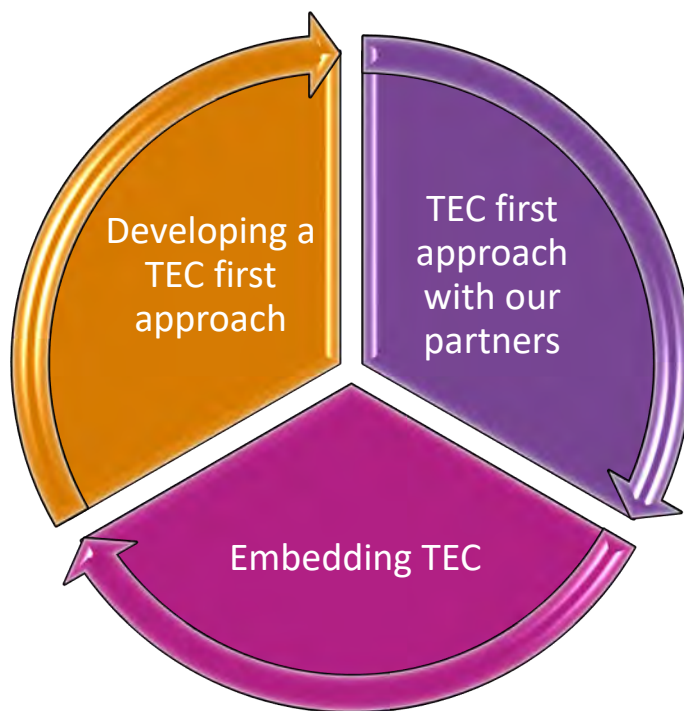
- older citizens
- the most financially vulnerable
- those not working
- people living alone

- people impacted by a limiting condition. For example, hearing or vision impairment

Confidence in navigating the online sphere and knowing how to stay safe online are prerequisites to reaping the full benefits of the internet. As the proportion of people without internet access declines, the negative impacts of remaining offline become more acute, as an increasing number of services and support networks become digital-only. It's key that the ASC development program for TEC links in with our corporate digital inclusion programme [DigiKnow](#) to support people in their quest to access digital and TEC services.

TEC – Our Priorities

The following priorities will enable us to move from a reactive model of TEC to a more proactive model, supporting self-help, early help and prevention, and most importantly enabling people's independence.



Developing a TEC first approach

Establishing the right environment for change is essential. We need to change the way we think, embracing new and innovative technologies that help us to support people to promote independent living. Moving our model from traditional TEC solutions to one which supports opportunities to use new technology; including smart technology and devices that are universally available. Through this workstream we'll continually develop the Stockport TEC offer, responding and innovating as the national landscape continues to shift.

We'll:

- be clear on our ambitions and priorities
- champion the role of TEC with our workforce and partners
- continuously test and learn to develop how we support people and make sure that we're providing best value in new and existing products
- make sure that we increase the number of packages of care which include TEC to support people's outcomes
- champion the benefits of TEC with people who use our services, their families and carers
- provide local places for people to view and test TEC, devices and equipment
- provide an environment where practitioners can develop their knowledge of TEC and are able to champion this within Stockport
- use data to demonstrate the impact of TEC
- embed a TEC first approach as part of our Stockport Live Well approach

TEC first approach with our partners

This workstream will embed TEC across Stockport, using the connections that we've built as part of the One Stockport programme, it will help us to work together to deliver the best health and care.

We'll:

- build strong collaborative partnership approaches between health, social care, housing and wider community stakeholders to design seamless approaches to make sure that people's care needs are well supported with the increased use of TEC
- increase the use of preventative TEC across Stockport through the Stockport Live Well programme
- use TEC to support people to be discharged to their usual place of residence following a stay in hospital
- work with commissioned care providers to understand and develop our TEC first approach within care delivery
- support carers to identify appropriate TEC solutions

Embedding TEC

To effectively increase the use of TEC we need to make sure that it's supported by our systems. This workstream will make sure that we've got the right guidance and pathways in place for practitioners, and that by using data we're able to monitor use and outcomes.

We'll:

- establish TEC Champions for Stockport
- deliver training to our workforce to build their confidence to discuss how TEC may be used in a person's support plan
- work with our Making It Real board
- design and deliver clear pathways and processes to support our workforce
- launch TEC practice guidance for all our practitioners
- develop clear information, advice and guidance for residents of Stockport on how TEC can support them to meet their identified outcomes