

# Promoting Technology Enabled Care (TEC)

## Achievements

### Awareness of and referrals to Technology Enabled Care (TEC) solutions have increased

Resources dedicated to developing Technology Enabled Care (TEC) have supported Aberdeen's Adapting for Change Project by:

- introducing a simple screening tool to identify people who may benefit from TEC solutions
- increasing awareness amongst the public and non-health professionals of the type of equipment available
- better supporting clients, including people with non-physical support needs, to reduce their risk of harm and remain independent at home.

Occupational therapists with specialist TEC expertise have been able to work with colleagues across the partnership to increase professional and public awareness of TEC, provide training, develop early assessment tools, promote referrals, and provide specialist design and technical advice to the housing sector.

Aberdeen's person-centred **service redesign** has linked housing, hospital care and community occupational therapist services, leading to improved **hospital discharge**, a more accessible **housing options advice & housing allocations** policy, increased use of **technology enabled care**, and **better design** outcomes.

How they did it

Promoting Technology Enabled Care (TEC)

The Adapting for Change programme received a small grant from the national Technology Enabled Care (TEC). At the same time Aberdeen Health and Social Care Partnership secured a much larger TEC grant. This is running as a separate project from the Adapting for Change work, but the outcomes chime directly with the work and interests of the demonstration project. Progress on the TEC project outcomes are therefore reported to the same adaptations project group with significant synchronicity in terms of both outputs and personnel.

The TEC funding has facilitated the appointment of two occupational therapists as specialist TEC assessors.

The assessors' expertise in this continually developing field makes it easier for other professionals to keep abreast of the products available. Colleagues no longer require detailed knowledge to be able to refer for individual items of equipment, and can instead make a referral for a specialist assessment. The TEC specialist occupational therapists will assess issues around each individual client to ensure the most appropriate and compatible technology is sourced, to work with the client to identify who any calls should be routed through to, and to follow up with personal support on any issues arising.

Increasing awareness of TEC solutions

- **Posters** have been produced and displayed throughout both the acute hospitals in Aberdeen city



- Demonstrator wards have been developed to familiarise staff and patients with equipment before discharge
- A **booklet** has been produced by the Bon Accord Care community equipment service, giving details of the community alarm and telecare equipment available from the service, with clear photographs and descriptions of the range of equipment available.

Providing training and advice to colleagues

Awareness sessions and equipment demonstrations have been provided for healthcare and housing staff. A two day event was attended by 90 people, increasing awareness of the range and use of equipment available by the public and professionals. As at February 2017, training on TEC has been provided to 246 housing staff across the city.

Bon Accord Care has become an SQA accredited centre for the delivery of Personal Development Award in Telehealthcare (SCQF Level 6).

Installing TEC in more homes

A one page **Screening Tool** has been developed to identify more people who could benefit from TEC solutions. It is being built into hospital admissions procedures to pick up much earlier discussions and interventions for patients. It is also being used outside the hospital healthcare systems. Aberdeen Care and Repair, for example, are now using it extensively. Initially it was used through their delivery of their pilot **Dementia Enablement Service**. Positive outcomes for that client group have led the tool being applied much more widely to others.

TEC solutions are being installed by social housing landlords in newly build properties and in modernisation programmes with the assistance of specialist technical and design advice.

All the sheltered housing developments managed by Aberdeen City Council now have updated and extended technology. This has required a significant initial investment by Aberdeen City Council that is enabling the delivery of more flexible models of support to vulnerable people.

- Morning calls for older residents in sheltered housing are now being replaced by less intrusive monitoring through movement detectors, which can be tailored to individual lifestyles and patterns. This is proving popular with tenants.
- Use of TEC is also being piloted by the support provider for people with learning disabilities to work out best patterns for sleepovers, less intrusive risk management and a shift to more enabling service provision.

More detail on the use of TEC is available in **Aberdeen's People's Stories and Digital Stories**.



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Useful Documents and Links

- Adaptations Service User Report (November 2015)
- Delayed Discharge Project Evaluation Report (2015)
- Telecare in Aberdeen Poster & Storyboard (November 2015)
- Telecare Screening Tool
- Aberdeen City Council: Communities, Housing and Infrastructure Committee; Extreme Need for Medical Housing (May 2016)
- Kinbank Productions Video: Hospital Delayed Discharges; The Aberdeen Experience (August 2016)
- Housing Options Fact Sheet (2016)
- Ideal Pathway for Major Adaptations

The following Advice Notes are available:

- Person Centred Service Redesign
- Housing-Related Hospital Discharges
- Housing Options and Housing Allocations
- Promoting Technology Enabled Care
- Individual Case Examples

All Adapting for Change Practice Notes are available from **The Improvement Hub** and **Scotland's Housing Network**

The Improvement Hub (ihub) is part of Healthcare Improvement Scotland



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