

<b>Meeting of South Ayrshire Health and Social Care Partnership</b>	<b>Strategic Planning Advisory Group</b>
<b>Held on:</b>	<b>18<sup>th</sup> March 2025</b>
<b>Agenda Item:</b>	<b>9</b>
<b>Title:</b>	<b>South Ayrshire Technology Enabled Care (TEC) Plan</b>
<b>Summary:</b>	
<p>The purpose of this report is to broadly set out the direction of travel for development of a Technology Enabled Care (TEC) Plan for South Ayrshire HSCP during 2025.</p>	
<b>Author:</b>	<b>Thomas Griffin, Digital Programme Manager Rachael Graham, Planning and Performance Co-Ordinator</b>
<b>Recommendations:</b>	
<p>It is recommended that the Strategic Planning Advisory Group:</p> <ul style="list-style-type: none"> <li>i. <b>Agree the time is right to progress the TEC Plan for South Ayrshire.</b></li> <li>ii. <b>Note the timescales for the completion of the Plan.</b></li> <li>iii. <b>Note the engagement approach.</b></li> </ul>	
<b>Route to meeting:</b>	
<p>The development of the TEC Plan has previously been discussed and agreed at the Digital Programme Board and is a key element of delivering on our ambitions set out in the Digital Strategy 2024-29.</p>	
<b>Implications:</b>	
Financial	<input type="checkbox"/>
HR	<input type="checkbox"/>
Legal	<input type="checkbox"/>
Equalities	<input type="checkbox"/>
Sustainability	<input type="checkbox"/>
Policy	<input type="checkbox"/>
ICT	<input type="checkbox"/>

## SOUTH AYRSHIRE TECHNOLOGY ENABLED CARE (TEC) PLAN

### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to broadly set out the direction of travel for development of a Technology Enabled Care (TEC) Plan for South Ayrshire HSCP during 2025.

### 2. RECOMMENDATION

#### **2.1 It is recommended that the Strategic Planning Advisory Group:**

- I. Agree the time is right to progress the TEC Plan for South Ayrshire.**
- II. Note the draft timescales for the completion of the Plan.**
- III. Note the engagement approach.**

### 3. BACKGROUND INFORMATION

- 3.1 South Ayrshire IJB approved the [Digital Strategy 2024-29](#) on Wednesday 12<sup>th</sup> June 2024. This strategy set out our ambitions for digital in South Ayrshire and is a commitment to leveraging digital solutions for better health outcomes and service quality in our community.
- 3.2 The Digital Strategy was designed to build upon our Strategic Plan, with a strong focus on enhancing overall wellbeing. It aims to address the current fragmented nature of service delivery and promote a more integrated, efficient, and user-centric approach.
- 3.3 In South Ayrshire we also face known demographic challenges where demands on services continue to rise, staffing capacity and demand remains pressured and an ageing population are living longer, independently.
- 3.4 The action plan which accompanied the Digital Strategy set out a number of actions and workstreams to be developed to support delivery of the strategy. One of these ambitions is to develop a TEC Plan for South Ayrshire which sets out our approach to TEC in South Ayrshire over the next 5 years.
- 3.5 The plan will consider national and local policy contexts. We also have key learning from other areas across Scotland and further afield where similar plans have been developed.
- 3.6 Key aspects of the national approach to TEC include:
- **Strategic Goals and Objectives:** The national TEC programme aims to improve health and wellbeing outcomes for Scottish citizens and to embed TEC within strategic planning and service design processes. It also focuses on expanding and integrating the effective use of TEC as a sustainable and cost-effective component of health, housing, and care services.

- **Funding and Initiatives:** The Scottish Executive has provided funding for TEC initiatives since 2007. This funding has supported stakeholder engagement, promotion, training, and implementation of TEC in line with the government's strategy for an integrated approach. There has been specific funding to support the adoption and delivery of TEC at scale, including telehealth and telecare. The government has also funded "tests of change" to drive innovation and demonstrate measurable improvements through technology.
- **Key Workstreams:** The national TEC programme has focused on several key areas, including Connect Me (remote health pathways), Digital Mental Health, Near Me video appointments, Digital Social Care, Telecare, Transforming Local Systems, and Digital Inclusion.
- **Telecare Transformation:** Nationally, there is a drive to transform and innovate in telecare deployment and service delivery, including the transition from analogue to digital telecare. This shift aims to enable a more proactive and preventative approach, potentially integrating citizen data to anticipate needs and enable earlier intervention.
- **Digital Inclusion as a Priority:** Scotland recognises the problems of digital exclusion and places digital inclusion at the heart of its approach, ensuring everyone has the opportunity to develop digital skills, access devices, and obtain connectivity. Digital and data are considered facilitators of equity and inclusion.
- **Emphasis on Integration and Collaboration:** The national approach encourages the integration of TEC into existing care pathways and fosters cross-sector collaboration between health, social care, housing, and the third sector.
- **Focus on Evaluation and Improvement:** There is a strong commitment to measurement and evaluation to support the continuous improvement of the TEC programme. The Rapid, Relevant, Research Process (RRRP) is a recommended framework for future evaluation activities.
- **"TEC First" Approach:** Some areas in Scotland are adopting a "TEC First" approach, ensuring that technology solutions are considered at the initial point of contact in care planning. This involves training staff to prioritise TEC solutions.
- **Building Digital Capabilities:** Nationally, there are efforts to build digital capabilities within the workforce to support the implementation and use of TEC effectively. Initiatives like the Care Technologist project aim to provide skilled practitioners who can help people benefit from technology.
- **National Digital Platforms:** The national approach includes building on emerging national digital platforms to enable direct access to advice and assistance.

3.7 The development of a TEC Plan for South Ayrshire aligns with this national direction by seeking to embed technology to support local health and social care strategic objectives and address local demographic challenges. By creating a local plan, South Ayrshire can tailor the national vision and strategic priorities to its specific context and needs. The plan's focus on expanding TEC,

integrating it into care pathways, and ensuring digital inclusion echoes the overarching themes of the national TEC approach.

#### 4. REPORT

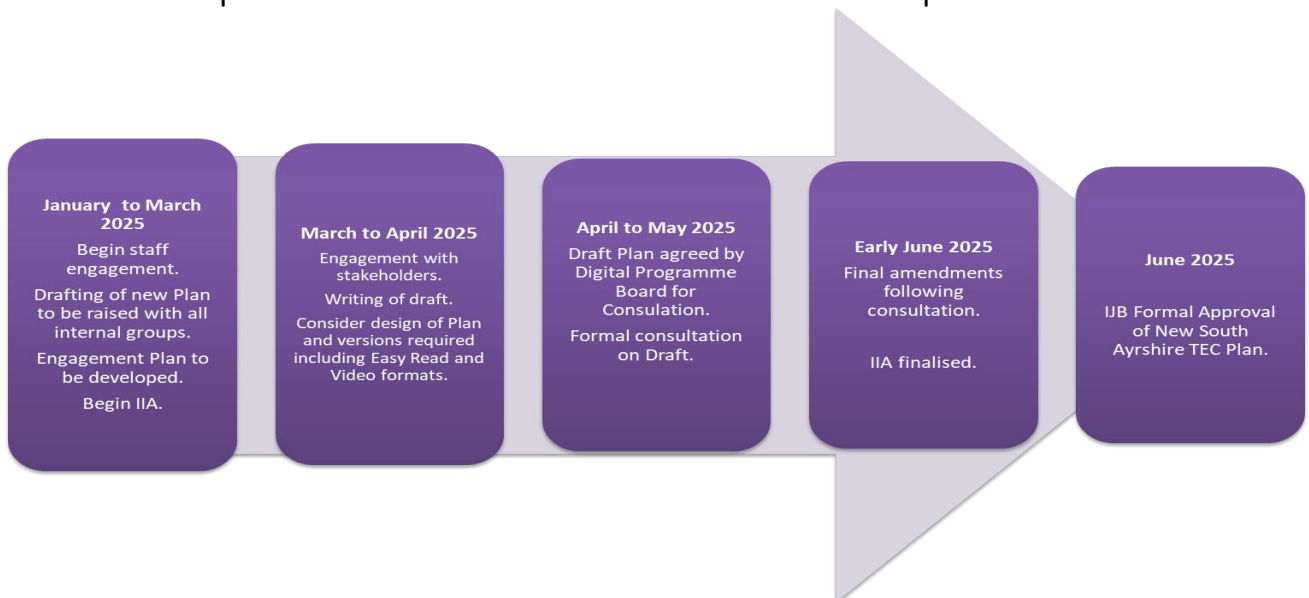
4.1 Technology is a growing part of modern-day life and can play a key role in meeting social care needs. People are not always aware of what Technology Enabled Care (TEC) solutions are available and the positive outcomes they can deliver for people. TEC, also known as telecare or assistive technology, is the use of technology to support and enhance health and social care outcomes. This technology includes devices, systems and software that enables people to live more independently and supports their wellbeing.

4.2 Our vision is to use technology to enable people to fulfil their potential, be actively involved and included in their communities, make informed decisions, have control over their lives, and be valued.

4.3 TEC is an umbrella term used to describe and refer to telehealth and telecare, as well as mobile electronic and digital health and social care services. This may include:

- Remote health monitoring and consultation (e.g. Near Me)
- - Community alarm and peripherals for health, safety and independence (Telecare)
- - Use of consumer technology for health and care (e.g. Digital devices, Virtual Reality, Smart speakers)

4.4 The development of the plan commenced in January 2025 and a short life working group (SLWG) of key stakeholders has been appointed to meet regularly and take forward this work area. There is representation from Digital Programme Board, Locality management, Telehealth and Telecare and Planning and Performance. The timeline for development is detailed below and includes specific time allocated for consultation on the draft plan:



4.5 The core principles of the South Ayrshire TEC Plan will include:

- Ensuring a Person-Centred Approach: Tailor TEC solutions to individual needs and preferences.
- Early Intervention and Prevention: Use TEC to prevent needs from escalating.
- Collaboration: Foster cross-sector collaboration.
- Digital Inclusion: Bridge the digital divide by providing access to skills and connectivity.
- Evidence-Based Practice: Implement technologies with a strong evidence base.
- Continuous Improvement: Measure and evaluate TEC interventions routinely.
- Strategic alignment with other plans and strategies both locally and nationally.

4.6 A proportionate engagement and consultation process will be followed in line with our approach in South Ayrshire commencing in Spring 2025. A full engagement plan is being developed and will include staff, partners, communities and the third and independent sector. Initial engagement is underway.

4.7 There is a lot of learning from previous engagement exercises that will help us to form the draft Plan. This includes consultation from a range of activities in 2024 including the Digital Strategy, Ageing Well Strategy, the IJB Strategic Plan and our new Dementia and Mental Health Strategies. We are also able to join up some elements of engagement with the new Adult Carers Strategy which is in development currently.

4.8 An Integrated Impact Assessment (IIA) has been started for this Plan and will be reviewed at various stages of the Plan development. A final draft of the IIA will be presented to the IJB in June alongside the Plan and other accompanying documents.

4.9 The objectives of the new South Ayrshire TEC Plan are details below into short-medium and longer-term objectives which will be captured within the plan and form the basis of our engagement with stakeholders.

Short-term objectives of the TEC Plan

- Establish a TEC Strategy Board: Form a diverse board with representatives from health, social care, housing, third sector, and service users. Key activities will include identifying and inviting key stakeholders from relevant sectors, defining the boards Terms of Reference including governance structure.
- Develop a Comprehensive Training Programme: Train staff on the TEC First approach, emphasising TEC solutions in care planning. This will allow

us to assess current staff knowledge and skills related to TEC. Create training modules covering TEC solutions, assessment processes, and referral pathways and deliver training sessions to internal and external staff.

- **Create a Level 0 Information Resource:** Provide accessible information to the public on available TEC solutions. Key activities include developing a user-friendly website or portal with information on TEC. Producing brochures and leaflets outlining TEC benefits and options and dissemination of information through community channels.
- **Review and Update Referral Pathways:** Streamline referral processes for timely TEC assessments and implementation. Key activities include mapping existing referral pathways for TEC services. Identify bottlenecks and areas for improvement. Develop a streamlined referral process with clear eligibility criteria.
- **Identify and Pilot Artificial Intelligence (AI) Tools:** Explore AI applications to improve care delivery and enable proactive interventions. Key activities include research and identify potential AI tools for predictive analytics and remote monitoring. Select pilot sites and define evaluation criteria. Implement AI tools and monitor their effectiveness.

#### Medium Term Objectives of the TEC Plan

- **Deliver TEC Training:** Equip internal and external staff with TEC implementation skills. This will include training sessions for various staff groups. Monitoring staff engagement and feedback for improvement and providing ongoing support and resources for trained staff.
- **Implement a New Digital TEC Service:** Establish a modern TEC service leveraging cloud technology. Key activities include selecting a cloud-based platform for TEC service delivery. Development of digital interfaces and integrate with existing systems. Migration of existing TEC users to the new platform.
- **Establish Partnerships with Local Colleges:** Enhance digital literacy through educational initiatives. Key activities include engaging with local colleges to co-design digital skills course, promote courses to service users and wider community and provide resources and support for course delivery.
- **Expand TEC Equipment Range:** Diversify TEC offerings to meet various needs. Key activities include assessing the needs and preferences of service users and procure a range of TEC equipment, including GPS tracking and smart home devices and provide demonstration/trials of the new equipment.
- **Upgrade to Digital Telecare Hubs:** Transition all telecare customers to digital hubs. Key activities include assessing existing telecare infrastructure and identifying upgrade requirements. Develop a migration plan and

timeline. Communicate changes to service users and provide support during the transition.

### Longer-term Goals

- Provide TEC Services to 70% of Social Care Recipients by increasing the TEC reach.  
Key activities include the integration of TEC assessments into standard social care assessments. Raise awareness of TEC among social care staff and service users. Monitor and report on TEC coverage rates.
- Achieve a 20% Reduction in Residential Care Admissions: Enable people to remain at home. Key activities include targeting TEC interventions for individuals at risk of residential care, monitoring of residential care admission rates and evaluation of the impact of TEC on reducing admissions.
- Support for Carers: Provide targeted support via TEC solutions.  
Key Activities include the identification of carers who can be supported in their caring role by TEC and offer TEC solutions such as remote monitoring and support groups. Measure the impact of TEC on carer well-being.
- Reduce Care Cost Pressures by 20%: Increase efficiency via strategic TEC use. Key activities would include an analysis of care costs and identify areas where TEC can reduce expenses. Implement TEC solutions to streamline care delivery and monitor and report on cost savings.
- Implement AI-Driven Decision Support Tools: Enhance clinical decision-making. Key activities include the development and validation of AI algorithms for clinical pathways. Integration of AI tools into electronic health record systems. Training clinicians on using AI tools.
- Establish Integrated Digital Health and Social Care Record System: Create seamless data-sharing. Develop data standards and protocols for interoperability. Implement a secure data-sharing platform. Ensure compliance with data protection regulations.
- Scale Up Hospital at Home and Virtual Ward Services: Expand tech-enabled home care. Develop protocols and guidelines for hospital at home services. Equip patients with remote monitoring devices. Provide 24/7 virtual support and monitoring.
- Achieve Widespread Adoption of AI: Integrate AI into diagnostics and therapeutics. Conduct clinical trials to validate AI tools. Develop training programmes for healthcare professionals. Incentivise the use of AI tools.
- Develop a Sustainable Funding Model: Ensure long-term financial viability. Diversify funding streams, including government grants and private

investment. Establish transparent charging policies for TEC services. Demonstrate the cost-effectiveness of TEC to secure funding.

- Establish South Ayrshire as a TEC Leader: Position South Ayrshire as a hub for TEC. Promote TEC initiatives nationally and internationally. Host conferences and workshops on TEC. Foster collaboration between researchers, developers, and healthcare providers.
- Develop a TEC Innovation Hub: Foster collaboration to create cutting-edge solutions. Establish a physical or virtual hub for TEC innovation. Recruit researchers, developers, and frontline staff. Provide funding and resources for TEC projects.

## **5. STRATEGIC CONTEXT**

5.1 The development of a TEC Plan is fundamental to our work in progressing the Digital Strategy, whilst also contributing to a range of strategic outcomes. The successful delivery of the strategy will contribute to the following IJB Strategic Plan 2021-31 Objectives in particular:

- We are an ambitious and effective Partnership,
- We are transparent and listen to you.

## **6. IMPLICATIONS**

### **6.1 Financial Implications**

6.1.1 There are no financial resources to agreeing this report.

### **6.2 Human Resource Implications**

6.2.1 There are no HR implications to agreeing this report.

### **6.3 Legal Implications**

6.3.1 There are no legal implications to agreeing this report.

### **6.4 Equalities implications**

6.4.1 An Integrated Impact Assessment will be completed as part of this plan being developed.

### **6.5 Sustainability implications**

6.5.1 There are no sustainability implications to agreeing this report.

### **6.6 Clinical/professional assessment**

6.6.1 There are no implications to agreeing this report.

## **7. CONSULTATION AND PARTNERSHIP WORKING**

7.1 There was extensive partnership work and engagement involved in the development of the Digital Strategy. Any further consultation for the TEC Plan



will take this engagement into account and be proportionate to the scale of the TEC Plan.

## **8. RISK ASSESSMENT**

8.1 There is no risk associated with this progress report.

### **APPENDICES**

#### **BACKGROUND PAPERS**

[South Ayrshire Digital Strategy 2024-29.](#)

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**Date of Report: 25 February 2025**