



ASCH Technology Enabled Care (TEC) Strategy

2025 - 2027

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Foreword

We recognise that living in your own home and feeling safe is linked to overall wellbeing and improved mental health. Living with a disability or long-term condition should not be a barrier to living a full independent life in Derbyshire.

Our residents have a range of needs and priorities: we want to support them to live as independently as possible and ensure there is a choice of appropriate technology enabled care to help people achieve this.

In Derbyshire, we know that people want to live their lives as independently as possible, connected to their community and local resources and doing the things they love.

As a Council, we are committed to providing high-quality, personalised support and we want to meet people's needs and expectations by focusing on

- Prevention and early intervention, rather than waiting until people reach crisis point.
- Helping people recover and regain stability, independence and control following a personal crisis or illness.

Demand for social care is increasing at a rapid rate, and technology plays a critical role in how we will meet this increasing demand over the next five years and beyond. Technology is a huge part of modern-day life and continues to develop and grow rapidly. Adult social care has not always kept pace with these advances, and both people who draw on care and support and professionals are not always aware of what technology enabled care (TEC) solutions are available and the positive outcomes that it can deliver for people.

Over the lifetime of this strategy, we will embed TEC within the Care Act assessment process, so that technology is a core way of supporting improved health and wellbeing outcomes for the people of Derbyshire. This strategy outlines how we will expand our use of TEC and work with partner organisations, for the benefit of people who use health and social care.



Cllr Natalie Hoy, Cabinet Member for Adult Social Care



Simon Stevens, Executive Director for Adult Social Care and Health

What do we mean by Technology Enabled Care (TEC)

Technology enabled care (TEC) means using technology, including digital devices, remote monitoring and even Artificial Intelligence (AI) to support people in a person-centred way to be able to live more independently.

TEC includes things like basic community alarms, everyday devices such as smart watch apps, home consumer devices and voice assistants, through to specialist technologies like fall detectors and intelligent remote home sensor systems.

As stand-alone or alongside more formal care and support, it can be used to help those with physical disabilities, mobility issues or frailty, as well as people with cognitive difficulties such as dementia, mental health needs or learning disability and autism.

But TEC is more than just kit. It works best when it's integrated with anticipatory interventions such as wellbeing calls, falls response schemes and community activities.

Creating a proactive, preventative service and wrapping it around the needs of an individual (with TEC as the 'glue') enables people to manage their own health and live the life they want. It also gives reassurance to families and reduces pressure on the NHS and social services.



"Dad has dementia, and now that mum's not around to take care of him, knowing he has help at the end of a call if he needs it and that we can check to see that he is safe and well has given us the reassurance we need, and allowed him to stay living independently"



"TEC can support some of the most vulnerable people in our society to live good lives in the place they call home" (Ambition to Action : TEC State of the Sector 2024)

Background to TEC Strategy

Prior to April 2024, the Council offered a basic community alarm and telecare service, provided by a range of providers across the eight Derbyshire District and Borough areas.

However, as well as there being many advances in the TEC market, there was also a need for change ...

We have an ageing population – ONS estimates a 21% increase in the number of people aged 65+ by 2030.

There is also a well-documented rising demand for health and social care, particularly since the pandemic and continued challenges within local authority budgets.

All DCC provision across the county was brought together under one provider – Medequip Connect. They are working with us to support the development of the service to meet the needs of a developing demographic and to implement this strategy. They are working with us to provide information and advice to the public and our internal teams as well as supporting a more integrated system-wide approach.

Technology enabled care plays a vital role in maximising the support we can provide, from preventing, reducing and delaying needs, to ensuring any formal care offered is the right fit and the least restrictive to someone's independence.

TEC is evolving; this allows us the opportunity to support people across a much wider age range, with technologies that support both younger and older people with diverse needs, including people with a learning disability, autistic people and those with a mental health condition.



Underpinning this strategy are some overarching principles, which align with the aims and objectives of the service, industry guidance and other Council strategies:

Reactive and preventative offer

Strengths-based and person-centred approach

Empowered workforce to drive use of TEC

Effective, adaptable and value for money service

Supporting carers

Promote and support Digital inclusion



“Everyone in Derbyshire will be able to live their lives well, safely and comfortably, wherever possible in their own home, in their local community.” (Best Life Derbyshire : Adult Social Care Strategy 2022 – 2025)

Strategic Approach

Our strategic approach to TEC is aligned to the principles set out in many important national and local policies, documents and [ASC strategies](#) including:

People at the Heart of Care – Adult Social Care Reform White Paper 2021

- Choice, control and support to live independent lives
- Access to outstanding quality & tailored care and support
- Person-centred care
- Prevention

Best Life Derbyshire - Adult Social Care Strategy (2022 – 2025)

- Strengths-based working
- Knowledgeable, informed, innovative, creative staff
- Outcomes-focused
- Importance of the role of prevention and carers

ASC Digital Strategy

- Empower and support staff to be digitally confident
- Have a "digital first" approach
- Make use of technologies
- Have access to a wider choice of digital tools and technologies

Technology Enabled Care (TEC) Strategy

Council Plan Refresh 2023 – 25

- Access to a wide choice of digital aids and technologies
- Spend money wisely, making the best use of resources
- Be aspirational about our vision for the future
- Happy, safe and healthy people

Ambition to Action – State of the Sector Report 2024 (TEC Services Association)

- Support carers
- Right-sized care and support
- Move towards greater independence, choice and control
- Prevention focus

Carers Strategy

- Use of technology to support carers in their role
- Carers able to easily find information, advice and support they need

"The overriding ambition of Derbyshire County Council is that "we will work together with our partners and communities to be an enterprising council, delivering value for money and enabling local people and places to thrive" (Council Plan Refresh 2023 – 25)

The evidence for Technology Enabled Care

Ambition to Action – TEC : state of the sector 2024

Councils in England are spending between £170m and £200m on TEC services – equating, on average, to 0.8 - 1.1% of adult social care budgets. The financial benefit that could be achieved through TEC is estimated at £0.4 - 0.6bn over five years – a return on investment of 60%

Analysis commissioned by Health TEC company Lilli

Their report found that adopting monitoring technology now would save councils £3bn by 2035 by supporting people to live independently at home for longer and preventing thousands of people entering more expensive care settings, such as residential care.

[Remote monitoring tech could save councils £3bn by preventing people going into care settings - AT Today - Assistive Technology](#)

Proactive & Preventative Technology Enabled Care in London Borough of Sutton

- Right-sized care packages = Social care saving £241K
- 45-minute responder service and escalation pathway to NHS Urgent Community Response has saved lives and already avoided 400 ambulances = Health saving £148K

Ambition to Action – TEC : State of the sector 2024

Councils have told the TSA that they see TEC as part of their response to the crisis in social care, with 97% of adult social care leaders agreeing that TEC is an important part of the way councils are planning to respond to the tidal wave of demand and complexity.

"TEC offers solutions that can help shift the focus towards prevention – reducing the cost of care and driving better outcomes"

(Ambition to action TEC: State of the sector 2024)

Care and Support in Derbyshire

Derbyshire has an older age profile with people aged 65+ representing 23% of the county's population - higher than the England average of 19%

Derbyshire has an increasingly ageing population with the 85+ population set to double by 2043.

In 2023 0.9% of the population of Derbyshire was made up of very elderly residents (90+) this is an increase of 61.8% since 2001

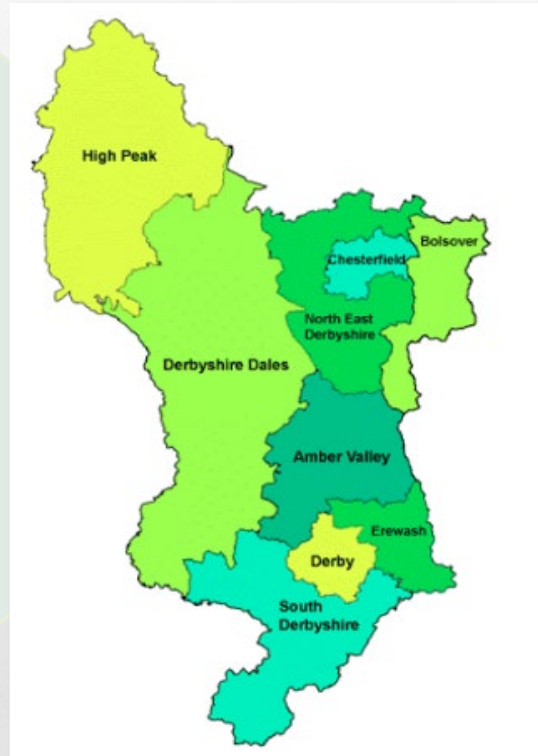
20.1% of the county's population are classified as disabled, higher than the England average of 17.3%

Of the 14.6 million people living with a significant disability, over 7.7 million are of working age.

In 2023 the population in Derbyshire requiring a level of support was 39.3% of which is higher than the 37.1% for England as a whole.

There has been a 1.8% increase since 2013 which is higher than the England average of 1.0% increase.

Derbyshire is a largely rural county with many sparsely populated areas alongside larger built-up urban conurbations.



Derbyshire County Council supports around 18,939 people.

There are increasing numbers of people who want to use technology as part of their care and support.

Increasingly, people who receive a service from Adult Care have more than one long term condition that effects their day to day lives.

Derbyshire County Council supports approximately 2,340 people with a learning Disability.

Recruitment of quality care staff is an ongoing challenge and there is a high level of vacancies, especially in the more rural parts of Derbyshire and there is an opportunity to utilise technology to maximise the workforce deployment.



- Information taken from the JSNA (available via the [Derbyshire Observatory](#)) and the Council plan 2025 – 29

"Derbyshire's population is expected to increase by 13% by 2043. Across the county population growth varies from just 5% projected in Derbyshire Dales to 30% in South Derbyshire " (Council Plan Refresh 2023 – 25)

Common Themes underpinning all Ambitions



Promote independence, choice and control



Support people to remain in their own home and to access activities in their local community



Prevent, reduce or delay the need for formal care and support



Better inform people who draw on care and support and the wider local community on the benefits of TEC, its use and what is available



Use of a strengths-based and person-centered approach



Use data collected from TEC more effectively to inform decisions around support



Identify opportunities to support wider areas of council provision



Co-produce with people who draw on care and support, their families and carers, practitioners and external organisations

These themes underpin all of our ambitions and inform the work that we do and the decisions that we make

Ambition 1 – Develop a ‘TEC first’ culture

Summary

Upskilling and empowering our workforce, embedding TEC within assessment and reviews, improving the information we give to people who draw on care and support, and using data more effectively will be key to ensuring a technology first culture.



What we aim to do

- Upskill and empower our staff with clear access to information and training.
- Embed the consideration of TEC in assessment and reviews.
- Develop the TEC Champions network.
- Create a dedicated role to support staff to understand the TEC offer and make confident decisions when planning and reviewing care.
- Continue to improve our mandatory training offer to staff and allow access to external professionals and organisations.
- Link in with other commissioned services to ensure they understand the support provided by the TEC Service.
- Ensure that any professionals who refer to the TEC service understand the range of our offer, e.g. support for younger people.
- Provide our practitioners and communities with information that allows them to understand what digital assets they already have or are able to access easily e.g. mobile phones/apps, or consumer technologies.

How we will measure success:

- We will see a 30% increase in the number of people having all or some of their outcomes met by TEC, to around 2300 Derbyshire residents.
- We will see increased completion rates to our comprehensive training offer – all frontline staff will have completed this by 2026.
- By the end of 2025 there will be a steadily increased internal membership of TEC Champions network, with each team having a Champion.
- By the end of 2025, the consideration of TEC will be embedded into assessment and review paperwork.
- TEC will be being used across wider areas of council provision, including mental health and learning disability.
- Opportunities will have been provided for local community to learn about TEC and how they can access it themselves. This will include a TEC Week in September 2025.
- Confidence will have grown amongst other commissioned services and regular collaboration will be taking place.
- We will see an increase in the number of referrals from external professionals.



“Sustained culture change is achieved when the workforce confidently advocates for TEC within care packages because they believe it enables people to live the lives they want” (From Ambition to Action TEC: state of the sector 2024)

Ambition 2 – Improved and adaptive service offer

Summary

Developing our current reactive equipment offer towards a more proactive and preventative approach and a wider offer. This will include consideration of new responses to TEC which will allow us to provide more innovative and person-centered, strengths-based solutions for the people we support across all areas of Adult Social Care.

What we aim to do

- Work collaboratively with our service provider, Medequip Connect, to increase the range of equipment available.
- Right-size care packages through the use of innovative technology solutions.
- Utilise membership of the TEC Services Association (TSA), the UK's industry body, to ensure we are keeping up to date with new TEC advances.
- Work with our internal teams, external professionals and families and carers to tailor our catalogue to support specific identified issues as well as more common TEC. This will include ensuring those working with younger people are aware of the diversity of TEC available.
- Offer reassurance to families / carers and involving them more in their loved ones' care by giving them access to data via apps and alerts.
- Pilot the use of data-driven proactive and preventative TEC, using AI technology to measure patterns of activity and identify emerging needs and difficulties.
- Develop pathways, including work with the NHS Urgent Community Response teams, to ensure needs that are identified are addressed.
- Pilot the use of a targeted community-based responder service to work alongside TEC where changes in activity are identified.

From our research, one thing is clear: there is huge potential for TEC to transform the lives of people of all ages but it is currently underutilised (From Ambition to action TEC: State of the Sector 2024)

How we will measure success

By 2026 -

- We will have a catalogue offering a wide range of innovative solutions and mechanisms in place to ensure practitioners and other professionals can seek support where they can't find a solution to meet the person's needs.
- We will have a clear understanding of our service development needs and future direction. This will have been identified through effective engagement and evidenced by use of data.
- Our pilots for new proactive and preventative TEC and corresponding responder services will have offered clear rationale for future development.
- We will have strong working pathways with health services, particularly UCR.
- Our TEC Service will have equipment to support a wider range of needs, including those supported by our mental health and Learning Disability services.
- Opportunities provided for local community to learn about TEC and how to access.



Case Study 1 – Fred’s Story



Fred is a 70-year-old gentleman who lives alone and has a medical condition that causes him to occasionally become unconscious and fall. This has happened a couple of times whilst he has been out and has made him feel unable to leave the house alone.

He has some informal support from family but would like to be able to leave the house alone to access the community, regaining his independence.

The referral was received by the AT (TEC) team, and it was identified that a GPS device with a fall detector would be the most suitable option. Upon discussion with Fred and his family it was decided that a wrist-worn device would be more appropriate than a pendant or pager style. We didn't have a suitable piece of equipment in our current catalogue. The AT (TEC) team spoke to the service provider, Medequip Connect, and they sourced a suitable option.

An appropriate wrist-worn GPS and falls detector was identified and supplied to Fred.

Fred and his family are now much more confident around him being able to go out into the community alone safely, with the reassurance that someone is there to help if he falls and to locate him easily if needed.

"We should support people to increase their independence regardless of their condition or disability"
(Best Life Derbyshire – Adult Social Care Strategy 2022 – 2025)

Ambition 3 - Consideration of TEC in overnight and 1 to 1 care

Summary

The use of appropriate TEC for those in supported living and Extra Care settings can reduce the need for in-person overnight and 1 to1 care, increasing people's independence, especially for younger adults moving into Adult Care services, reducing ongoing reliance on care and reducing the cost of care. Increased independence gives people greater control over their daily life and daily decisions, maintaining their dignity and increasing their confidence, supporting an improved quality of life.

What we aim to do

- Identify appropriate TEC solutions to reduce reliance on overnight in-person support, and innovative TEC to reduce reliance on 1 to 1 care.
- Work collaboratively with people who draw on care and support, their families, practitioners, providers and external organisations to look for safe and effective solutions that rely less on the constant presence of staff.
- Work with people to provide 'just enough' support rather than 'just in case' support, giving people the reassurance of support when needed alongside appropriate levels of independence.
- Consider pathways where a problem is identified via our TEC solutions, for example an in-person response to provide reassurance of 'on call' type support.
- Reduce the number / cost of costly care packages.



How we will measure success

- By 2027, we will see a decrease in the number of people in supported living settings who rely on 1 to 1 overnight support.
- We will see regular case studies of people managing their own lives more independently rather than needing more frequent supervision and support.
- Reduction in spend on high-cost packages through right sizing of support packages
- Inclusion in catalogue of appropriate tech solutions
- Tech data used to evidence choice of support to meet needs.

"TEC solutions can also be used to reduce or entirely remove the requirement for overnight support"
(From Ambition to Action TEC: State of the Sector Report 2024)

Ambition 4 – Use of TEC to prevent crisis and inform decisions

Summary

By identifying and utilising appropriate TEC solutions, and through the analysis of the data generated from their use, we can make evidenced decisions on the support provided to people. This means the care they receive is cost-effective, right-sized and least restrictive to someone's independence. Having access to TEC at the point of crisis can also support people to remain at home for longer and get the support they need to remain well.

What we aim to do

- We will embed questions about TEC considerations into assessment and reviews to make sure our practitioners consider it as part of their ongoing solutions and that we have given them the tools to understand the offer.
- Following a pilot, we will use activity monitoring software as a regular part of our decision-making processes to offer reassurance to families and ensure care needs are evidenced.
- We will ensure practitioner's have easy access to data taken from TEC and can use it to support ongoing review.
- We will offer quick-to-install TEC solutions to prevent hospital/emergency care admissions and temporary solutions to support hospital discharge.
- We will invest time in developing effective joined-up working with the NHS and wider system colleagues, ensuring support is coordinated and data is shared.

How we will measure success

By the end of 2025 -

- TEC will be embedded into assessment and review paperwork.
- The use of activity monitoring software will be commonplace, reportable and used against clear guidelines, including data on care outcomes and cost effectiveness.
- Our TEC catalogue offer will include options of quick to install / temporary solutions.
- Clear processes will be in place for all those supporting people in crisis, at risk of admission or returning home for quick access/temporary TEC and data will demonstrate its use and effectiveness.
- People will see much more effective and joined-up care.



“Use TEC to assess levels of independence so that care and support can be right-sized”
(From Ambition to Action TEC : State of the sector report 2024)

Case study 2 – Albert's story



Albert is a 78-year-old gentleman. He has been diagnosed with Alzheimer's Disease.

After a fall at home, where Albert was on his bathroom floor for 11 hours, he was admitted to hospital due to his injuries. He was later discharged to an assessment bed within a residential placement. Throughout his stay Albert was determined to return home, but the staff, social worker and Albert's family were worried that he may struggle or be unsafe, due to his increased support needs, frailty and confusion and wanted therefore wanted him to consider permanent residential care.

Albert went home with the same package of care he had had previously. Alongside a fall detector pendant, and with Albert's consent, the social worker used a Canary kit, which monitored Albert's movement and activity around the home over the next few weeks and gave a really clear picture of how he was managing. His family were also able to access the data throughout and were reassured throughout the trial period.

Feedback from the practitioner

"I just want to say from a practitioner perspective using both the Canary kit and fall detector for this discharge back home was what made all the difference and reassured family, Albert and me, and allowed us all to have some confidence to give this gentleman the trial of being back home!

The technology allowed us to mitigate the risks and concerns that the residential placement (assessment bed) had been raising at MDT's and allowed for an outcome that was least restrictive but ultimately what Albert wanted.

He has returned home with the same package of care he had prior to residential placement, and I have to say the technology was what got us there- and his determination himself! He is now back to living independently, just as he'd wanted!

*"We want everyone in Derbyshire to be able to live independently and have control and choice over decisions that affect their care and support."
(Best Life Derbyshire - Adult Social Care Strategy 2022 – 2025)*

Ambition 5 - Partnership working

Summary

By adopting a collaborative approach, we can enhance the effectiveness of TEC by ensuring it is integrated, person-centered and sustainable, and can avoid unnecessary duplication. This would include working with various stakeholders including NHS, other external organisations, people who draw on care and support and their families and carers.



What we aim to do

- We will ensure a unified and collective approach to proactive and preventative services and in-person responder services with Urgent Community Response, taking into account local falls recovery services.
- We will establish connections with other commissioned services and external organisations to improve their understanding of TEC, allowing us all to offer comprehensive support for people in our communities, in particular carers, those with dementia and sensory impairment.
- We will work with our provider to develop ways in which those that draw on care and support can have a voice in the service we provide.
- We will invite external organisations to join our TEC Champions network.
- We will share knowledge and learning to improve our offer and the support we can give



How we will measure success

- By 2027, there will be strong pathways between Adult Care, our provider Medequip Connect and Urgent Community Response, both in and out of the TEC Service. Data and resources will be shared where appropriate and people using TEC will see a joined-up approach to their care and support.
- By 2027, all our commissioned services and other local providers will be confident at talking to people they support about our TEC offer and understand how to access help and advice.
- By 2026, the TEC Champions network will have regular attendance from external providers.

"To be successful there needs to be a strong partnership between the people who work as part of the system and our residents if we are to deliver the best outcomes for everyone" (Best Life Derbyshire Adult Social Care Strategy 2022 – 2025)

VISION

To enable people who draw on care and support to remain as independent as possible for as long as possible using TEC delivered by an effective, adaptive and innovative offer

STRATEGIC PRINCIPLES

Reactive and preventative offers

Strengths-based, person-centered approach

Empowered workforce to drive use of TEC

Effective, adaptable and value for money service

Support for Carers

Promote and support Digital Inclusion

AMBITIONS

TEC first culture

Improved and adaptive service offer

Use of TEC to transform 1:1 and overnight care

Use of TEC to prevent crisis and inform decisions

Strengthen partnership working

Updating and reviewing this document

This document will be reviewed and updated on a regular basis to reflect completed actions and any additional actions that arise from a changing policy landscape and the latest demographic trend modelling.

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