



Technology Enabled Care (TEC) Strategy

**Adult Social Care in Derby
2026 - 2030**



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Foreword

Message from **Andy Smith**

Strategic Director of People Services

Derby is a city built on strong communities, and at the heart of our vision for Adult Social Care is a commitment to ensuring that everyone can live a safe, independent, and fulfilling life. We know that the way people access care and support is changing, and we must evolve to meet these needs.

Our ambition is to create a care system that empowers people to shape their own futures while ensuring they have access to the right support, at the right time, in the right way.

Adult Social Care plays a vital role in supporting people to live well, with dignity, independence, and choice. In Derby, we are committed to delivering high-quality, person-centred care that empowers individuals, strengthens communities, and promotes wellbeing and is underpinned by our Practice Framework, which guides our strength-based, person-centred, and Technology Enabled Care (TEC) led approach.

Adopting a TEC-first mindset, using equipment and innovation to promote independence, extend access, and enhance efficiency while making sure digital solutions are used with care and dignity is a key part of how we will achieve our vision and ambitions for Adult Social Care in Derby.





What is Technology Enabled Care?

Technology Enabled Care (TEC) uses a variety of tools, such as sensors, apps and communication devices, to support people to live independently and manage their health and well-being in their own homes or familiar environments. TEC can include services like telehealth and telecare, providing emergency assistance, helping with daily tasks, promoting independence, preventing hospital admissions, and offering peace of mind for individuals and their families.



As a stand-alone solution or alongside 'hands on' care and support, TEC can be used to help adults of all ages and who may have physical disabilities, sensory impairments, mobility issues or frailty, as well as those with dementia, mental health needs, or learning disability and autism.

But TEC is more than just pieces of equipment. It works better and more proactively when it is integrated with anticipatory interventions such as wellbeing calls and falls response schemes. Also, where it is connected to

sensor activity monitoring this can help detect changes in people's normal patterns of behaviour and so support can be put in earlier to prevent further increases of need and potential admission to hospital and/ or into longer-term care. It can even reduce support where improvements in enablement and independence are evident.

Fundamentally, to embrace TEC is to be proactive and preventative in delaying, reducing or lessening the need for more statutory care and support; promoting independence and fulfilling lives.



Derby's Current TEC Provision

The Council has an internal service, 'Carelink', which has provided a telecare provision predominantly to self-funders who are older people for many years.

The current telecare package includes a community alarm that can notify the Carelink monitoring centre in an emergency, as well as provide regular contact by telephone for daily reassurance and 'safe and well' calls as required. The service also routinely provides a more integrated system that includes detectors and monitors for movement, falls, and home safety including fire and gas, which trigger a warning to the Carelink monitoring centre for immediate response.

Whilst existing telecare equipment and services provided by Carelink are working well for current customers, it is important to embrace new opportunities given the rapid growth of new and emerging TEC solutions which can support a wider range of people with different levels and complexity of need to live their own lives independently and safely.

The Carelink Team, as the inhouse service, is critical to the success of this strategy and has a 12-month development plan, building on strong foundations and a nationally recognised accreditation through TSA (TEC Services Association), to support embedding Derby's Adult Social Care TEC First approach and to realise the full potential of TEC in providing care and support to the city's residents.

Strategic Influencers



People at the Heart of Care
Digitising Social Care Programme (2023)



ADASS
Time to Act
A Roadmap for Reforming Care and Support in England (2024)



TSA 'From Ambition to Action'
State of the Sector' (2024)



ADASS and TSA
Unlocking the Power of Proactive and Preventative Care Services (2025)



Stronger Together Into the Future
Adult Social Care in Derby 2026 onwards...

Strategic Intent

This strategy is underpinned by a core approach called 'TEC First'.

This means that when someone who feels they need social care support approaches the Council for help, or if they already have support from social care and this is being reviewed, we will consider first if a TEC solution can meet all or some of their needs and/or improve their outcomes. Our commissioned care providers will follow the same 'TEC First' approach for supporting customers in their 'at home' settings.

TEC First will begin as a conversation in Derby Direct (the Council's call centre) and through Darcie, our AI (Artificial Intelligence- driven) Digital Helper, where people initially contact the Council to discuss their situation and when TEC will first be offered as the most appropriate and safe solution. Where someone requires a formal assessment of need which results in a care and support plan then, again, TEC will be the first consideration. Other services that people come into contact with for help and support will also be considering if TEC can provide a solution and will contact Carelink directly for advice.

In our communities, TEC will be showcased and widely promoted, and residents engaged about how devices they already use in their daily lives (smart wearables and home devices, and Technology that connects us) as well as new TEC that could potentially be accessed through Carelink, can help them maintain their independence and wellbeing before needing to approach the Council for formal support.



Strategic Enablers

This document outlines a significant change in the way Derby has supported those with social care needs, and it is acknowledged that we are on a journey. The strategy will cover five key 'ambitions' we want to achieve to successfully embed the 'TEC First' approach into practice and delivery. The themes and actions below, voiced by our own staff, are required to lay the foundation for success in meeting these ambitions.



Digital Skills & Workforce Capability

Toward increased confidence, reduced fear, and a programme of ongoing support, supervision, and sustained new ways of working.



Culture Change & Mindset

Toward TEC becoming culturally accepted, routinely considered, and staff roles evolved as TEC becomes embedded.



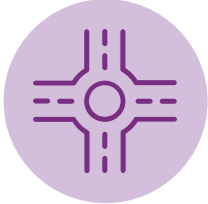
People & Family Engagement

Toward improved trust, understanding, accessibility, and uptake among people and families.



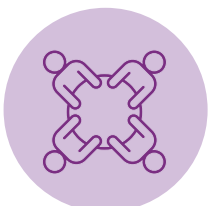
Cost, Funding & Access

Toward reduced financial barriers, clearer, agreed funding pathways, and a fully costed implementation plan.



Integration into Pathways & Practice

Toward TEC being considered at the right time and not as a last resort, through a structured approach to operationalising the prevention pathway.



Inclusion & Suitability

Toward TEC being person-centred, usable and equitable, and inclusive of all levels of need across all age groups.



Safeguarding & Data

Toward safe, trusted and sustainable use of TEC, particularly when considering individual's capacity and DOLS.



Partnerships & Promotion

Toward stronger partnerships and adoption of TEC across health, housing and care, including consistent promotion and application.



Ambition One: **Our Culture**

Drive a cultural shift toward and embed TEC into proactive and preventative practice.





How will we do this and know we're on the road to success?

Develop and implement local mandatory and targeted TEC training and awareness sessions and materials for staff to build confidence and knowledge and dispel common concerns and myths.

Success Measure:

- Phased approach to identify and train staff so that 100% of workforce are TEC trained during 2026/27
- Ongoing training and refresher programme implemented and scheduled in 2026/27
- All new staff receive TEC induction training
- Evaluation Report end of Summer '26

All teams to have a 'TEC Champion' who can advise on and promote TEC within team and build a wider TEC Champion Network for sharing experiences/issues, submitting proposals and being the reference group for TEC.

Success Measure:

- All teams have at least one TEC Champion by Jan '26
- TEC Champion Network established by Jan '26 with Governance and ToR

Produce clear guidance, FAQs and case scenarios for the ASC Resource intranet Library.

Success Measure:

- First set of products for the Library by Jan '26
- Carelink will have ownership of the TEC 'library' by Jan '26
- Schedule for product review and update created
- Train-the-trainer approach outlined in collaboration with WLD (Workforce Learning & Development Team) to support wider ASC workforce in adopting specific devices

As part of the review and improvement of the end-to-end customer journey ensure that the TEC element is effectively built into the operational pathway and supporting case management and system workflow with clear guidance.

Success Measure:

- Illustrative Customer Journey will highlight TEC First approach
- Operational pathway and system workflow will be updated with TEC in referral, assessment, support planning and costs fields
- Embedding the Digital Capabilities for Social Workers practice framework (BASW/ SCIE)
- Staff will be confident and competent in completing system tasks in relation to TEC
- Establishing and operationalising a new Prevention Pathway using the steps of the TSA / ADASS Blueprint.



Image courtesy of Winnicare UK

Ambition Two: Service Development

Build on the current TEC Offer and Service to ensure it is 'fit for future purpose'.





How will we do this and know we're on the road to success?

Increase capacity in the Carelink Team with roles that are focused on service development and the Ambitions in this Strategy.

Success Measure:

- Roles are successfully recruited to by Spring 2026
- Production of a Carelink Service Development Plan by end of 2026/27

Analyse use of current TEC solutions and requests where existing equipment has or has not met need to inform a review of the standard TEC equipment list and supplier provision.

Success Measure:

- Full and up to date TEC Equipment and Services e-catalogue located within the Council's ASC My Care Directory platform by end of 2026
- Robust process for agreeing, managing and updating changes to the e-catalogue
- Review of the TEC DPS (Dynamic Purchasing System) to ensure it is capable of meeting current and future requirements by January 2026

Engage with operational staff to understand what's working and what changes are needed so the Service can effectively respond and provide creative and innovative solutions to support independent living and positive outcomes for our customers.

Success Measure:

- 12 month Service development and improvement plan that has been co-produced with TEC Champions representing and feeding back from team colleagues
- Achievement of Service development and improvement plan deliverables by end of 2026
- Ongoing Annual Service Review schedule in place to ensure it remains fit for current and future purpose

Partner with key organisations such as the TEC Services Association (TSA), ADASS (Association of Directors of Adult Social Services), TEC providers and local universities for continuous learning, updates, collaboration opportunities and sector development.

Success Measure:

- Introduction of TEC into current and future workforce training and development, and qualification routes.



Ambition Three: **People We Support**

Extend TEC to more people who could benefit in adulthood, both at or before the Council's front door.





How will we do this and know we're on the road to success?

Ensuring that the improved 'end to end' customer journey includes the 'TEC first' discussion for all people having an assessment or review.

Success Measure:

- Case Management reporting evidences TEC-first discussion and outcome – implemented by 2027/28

Staff are trained and have access to advice to recognise where TEC can support customers with different and varying levels of need.

Success Measure:

- More staff are confidently referring to the Carelink Service
- Staff have access to regular updates on TEC and a sustainable programme of training/briefings to remain skilled in this area

Customers are enabled to use TEC and there is a solution focused approach to overcome barriers to digital inclusion.

Success Measure:

- The number of customers receiving a Carelink Service and appropriate TEC within ASC demonstrates increasing trend over the first 12 months and lifetime thereafter of this strategy

From TSA recommendations look to focus on those with a Learning Disability, risk of or experiencing social isolation and informal carers.

Success Measure:

- Reporting shows an increase in TEC take-up for the identified groups
- Feedback from customers shows increased satisfaction with the Carelink Service and from ASC in having a conversation about TEC
- TEC that has been provided to people is meeting their needs and outcomes – delaying, reducing, or lessening overall packages of care.



Ambition Four: **Scaling Up**

Use proof-of-concept approaches to trial TEC solutions and inform 'roll out/ scaling up' to the Service Offer.





How will we do this and know we're on the road to success?

We will identify areas where it would be beneficial and feasible to pilot so that learning can inform decisions on further roll out/scaling up.

Proof-of-concept trials already in train or being considered are:

- Overnight care in Supported Living
- Free 'TEC first' assessment and Trial/try b4 you buy
- Enablement/ Reablement through Community First

Success Measure:

- 6 months of pilot monitoring and reporting will provide sufficient evidence against its evaluation criteria to inform the decision to progress to business case or withdraw
- The pilot will need to demonstrate cost avoidance or reduction/savings to enable resources to be re-directed or re-invested
- The pilot will need to demonstrate that the customer's outcomes have been maintained or improved.
- An invest-to-save proposition is established and a fully costed implementation plan and associated funding in order to scale-up provision is agreed.





Ambition Five: **Co-Production**

Bring customers, carers, care and support providers, and partners on our TEC journey through co-production and engagement.





How will we do this and know we're on the road to success?

Develop and implement a TEC Communication Strategy to ensure all who need to be and are interested are kept up to date and aware of opportunities to get involved.

Success Measure:

- TEC Communication Strategy in place by December 2026

Ensure that there are different mechanisms for people to get involved and that their input continually informs development and improvement of our TEC and Service Offer and access to it.

Success Measure:

- TEC Customer Forum in place during 2026/27 with Customer TEC Champions identified to work independently but also in collaboration with ASC TEC Champions
- TEC is a regular item on the DeCA (Derby Care Association) Forum where opportunities for co-production/engagement activities and sign up are promoted
- Specific TEC work has co-production/ engagement embedded in the workplan
- A mechanism to capture input from people and partners and evidence that it has been used to inform developments/ improvements

Working with partner agencies, providers and services to improve a collaborative and holistic approach where TEC is already being used and where there is potential for TEC to support Derby residents.

Success Measure:

- Increase in the number of partner agencies and service contacts to Carelink, including developing joint operational plans
- Increase in the number of referrals from partner agencies and services to Carelink
- Commissioned providers are regularly reporting on TEC through their contract management arrangements
- Benefits and outcomes-reporting evidences that TEC has worked as a whole or part solution to meet needs.

We can give you this information in any other way,
style or language that will help you access it.

Please contact us on 01332 640825 or
derby.gov.uk/signing-service

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਇੱਥੇ ਸੰਪਰਕ ਕਰੋ: **01332 640825**
ਜਾਂ derby.gov.uk/signing-service

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku. Prosimy o kontakt:
01332 640825 lub derby.gov.uk/signing-service

Slovak

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Prosím, kontaktujte nás na tel. č.: **01332 640825** alebo na stránke
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Urdu

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پر ہم سے رابطہ کریں derby.gov.uk/signing-service