Sandwell Technology Enabled Care (TEC) Strategy 2024-2028

Contents

The right support, at the right time and the right place, to maximise independence and empower people to remain safe and healthy.

1. Introduction

The successful implementation of the Technology Enabled Care (TEC) Strategy relies on the collective effort of local government, health and social care providers, voluntary and community organisations, and technology partners working together to support Sandwell's residents.

This strategy is designed to create a digitally inclusive Sandwell where technology enhances the quality of life, supports independent living, and ensures equitable access to care and support services.

By embracing collaboration and co-production, this strategy aligns with Sandwell's Vision 2030, national frameworks such as "what good looks like" (WGLL) and the Sandwell Co-Production Charter, ensuring that TEC solutions are developed with and for the people of Sandwell. It reflects a shared commitment to modernising care, reducing health inequalities, and supporting environmental sustainability through innovative digital solutions.

The TEC Strategy is more than a technological shift—it is about empowering communities, enhancing workforce capabilities, and strengthening partnerships across sectors. Whether through remote monitoring, digital inclusion initiatives, or co-produced services, this strategy will ensure that all residents—regardless of digital literacy or socioeconomic status—can benefit from technology-enabled care.

Through strong governance, clear accountability, and continuous engagement with communities, Sandwell aims to embed TEC as a core part of service delivery, making digital transformation a shared success across health, social care, public services, and the wider community.

Why a Technology Enabled Care (TEC) Strategy?

The demand for care services continues to rise, especially with an ageing population. The TEC strategy responds to this demand by offering practical solutions that improve care quality and efficiency. It focuses on:

- **Rising Care Needs**: TEC supports the growing number of residents requiring long-term care by enabling them to stay independent longer through remote monitoring and assistive technologies.
- **Preventive Care**: Continuous monitoring allows early intervention, reducing hospital visits, hospital readmissions and helping manage long-term health and social care costs.

- **Empowerment and Access**: The strategy addresses the digital divide, ensuring that everyone, including those with limited access or skills, can benefit from technology.
- **Operational Efficiency**: By integrating TEC into care pathways, the burden on care workers is reduced, enabling them to focus on delivering person-centered care.
- **Collaboration**: Successful implementation requires partnerships with healthcare providers, community organisations, and technology suppliers to ensure solutions are relevant and sustainable.

The summary of findings and opportunities

The current position of Technology Enabled Care (TEC) in Sandwell is one of limited adoption, despite the existing infrastructure and available services. Some key points include:

Limited Adoption of TEC:

Approximately 20% of adult social care packages incorporate TEC, despite the service supporting over 3,500 people. This highlights a gap in broader integration and the need for more widespread use of TEC in care delivery.

Existing Services:

The Community Alarms service is a long-standing, certified system that provides a 24/7 emergency response for vulnerable residents. This service includes fall alarms and emergency buttons that connect residents to assistance. There are other examples within other teams' teams of some technology being adopted. However, only a small percentage of community-based services make use of this technology.

Challenges and Data Gaps:

There are limited data and intelligence on TEC use across social care, particularly for referrals outside of the council's Liquidlogic system. This lack of data clarity on referrals hampers understanding of TEC's overall impact and areas of expansion

The cost of TEC, which is currently billed to residents, poses a barrier, particularly in the context of the council's prevention agenda. Reviewing the charging model would be an important part of the plan going forward.

Opportunities for Improvement:

There are clear opportunities to enhance the TEC offering by moving toward a fully digital, integrated approach that embeds TEC into more care pathways. Initiatives are being recommended and currently being implemented to increase the use of TEC in care packages and integrate TEC more systematically across all social care assessments.

Current Adoption:

Approximately 20% of social care packages incorporate TEC. This number is targeted to grow to 70% by the end of the 2027/28 fiscal year, with a projected net growth of 1,404 TEC users

TEC Targets:

The goal is to embed TEC across 70% of care packages by 2027/28, driven by yearly adoption increases of 10%. This could result in substantial cost savings through a reduction in care hours.

The potential yearly cost benefit for TEC-enabled packages is £1,226 per package, with total indicative savings of £1.38 million if the 70% is achieved.

Savings and Return on Investment (ROI):

TEC adoption has the potential to generate significant cost savings by reducing the escalation of care needs, reduced care packages and face to face hours, hospital readmissions and hospital discharge improvement. The TEC-first approach has the potential to save approximately £380,000 per 10% increase achieved. This relates to the saving for Adult Social Care in Sandwell. We anticipate this could increase by working with our partners to increase the use of TEC as a solution.

Digital Infrastructure:

A key focus would be the integration of digital solutions such as remote monitoring, Self-assessments, self-referrals, TEC tools like Ethel and directories, which are expected to improve a range of issues, including efficiency gains, quality enhancement and partnership working.

Scope of the Strategy

The TEC Strategy 2024-2028 covers:

- **Residents**: Primarily older adults and vulnerable groups who need long-term care.
- Care Workforce: Health and social care staff who will use TEC tools to improve service delivery.
- **Partnerships**: Engaging with healthcare providers, technology suppliers, and community organisations.
- **Technology**: Tools such as telecare, smart home devices, and remote monitoring systems that enable a proactive approach to care.

2. Executive Summary

At the heart of the Digital and Technology Enabled Care (TEC) for Sandwell (2024 – 2028) strategy is a commitment to collaboration, with a focus on co-production and inclusivity, ensuring that residents, frontline professionals, and key stakeholders play an active role in shaping digital solutions. By aligning with national frameworks such as "What Good Looks Like" and Sandwell's Vision 2030, this strategy sets a clear roadmap for delivering sustainable, accessible, and forward-thinking care solutions that respond to local priorities and evolving needs.

Our goal is to make TEC an integral part of care services, with a focus on inclusion, proactive care, and collaboration across sectors, ensuring residents can live independently and safely for as long as possible. This strategy outlines the roadmap for achieving 70% TEC integration in care packages by 2028, supported by ongoing digital literacy efforts, partnership-building, and a clear governance framework.

The Strategy has been designed to align with the national "What Good Looks Like" (WGLL) framework. This framework sets the standard for the use of digital technologies in health and social care, ensuring that services are modern, efficient, and accessible to all. By adopting the principles of WGLL, this strategy focuses on providing high-quality, digitally enabled care that enhances independence, promotes proactive health management, and ensures that residents can access the support they need when they need it.

The TEC strategy draws on WGLL's key priorities to ensure that technology is embedded into care in a way that improves outcomes, supports care workers, and encourages collaboration between different sectors. This alignment guarantees that the strategy not only meets local goals but also reflects national best practices, positioning Sandwell as a forward-thinking council committed to delivering sustainable, inclusive care services.

The appendix of this document also provides important supporting materials that detail the planning, strategies, and current initiatives related to the Technology Enabled Care (TEC) strategy. Here is as example of the appendices, that have been included as part of the Strategy.

- **High-Level Project Plan:** Outlines the strategic roadmap for the TEC strategy, including timelines and key milestones for the implementation of technology in care services across Sandwell.
- **Digital Inclusion Strategy:** This draft plan highlights the council's commitment to ensuring that all residents, particularly vulnerable groups, have access to the digital tools necessary to benefit from TEC. It focuses on promoting digital literacy and reducing the digital divide.
- **Business Cases for Current TEC Projects:** Several TEC initiatives are underway, each with its own business plan. These include:

- A remote monitoring system to help residents manage their health from home.
- Virtual support and assistive technology aimed at reducing the need for in-person care visits.
- Telehealth systems designed to improve access to healthcare services for those with limited mobility.

3. Vision and Strategic roadmap

Vision

We envision a future where technology supports independent, healthy, and safer lives for all residents. Our goal is to create a digitally inclusive community where TEC is embedded in all care services, allowing residents to manage their health independently. This strategy emphasises digital inclusion, proactive care, and co-production with service users to ensure solutions are tailored to residents' needs.

Key elements of the vision include:

- **Inclusive Access:** TEC tools should be accessible to all, regardless of digital literacy or socioeconomic status.
- **Personalised and Preventative Care:** Using real-time data and monitoring to predict and address issues before they escalate.
- **Resident Empowerment:** Enabling individuals to take a proactive role in their health management through digital tools.
- **Environmental Sustainability:** Reducing the carbon footprint by leveraging remote care options and energy-efficient technologies.
- **Health Integration:** TEC should be fully integrated into existing healthcare services to provide seamless care experiences.

Strategic Roadmap

The TEC strategy outlines a phased roadmap for implementation from 2024 to 2028, with key milestones that include:

2024/2025:
Establish a governance framework, identify TEC leadership, and ensure stakeholder engagement across health and care services. The introduction of a TEC champions group.

2025:
Drive cultural shifts and provide staff training to promote TEC adoption across care assessments and digital platforms.

2026:
Complete the switchover to fully digital TEC solutions, ensuring robust and scalable infrastructure.

2027/28:
Achieve 70% integration of TEC into care packages, supported by continuous review, evaluation, and refinement of the programme.

4. Governance

Governance Framework

Effective governance ensures the successful delivery of the Digital and Technology Enabled care strategy, providing accountability, transparency, and measurable progress. Sandwell health and care partnership (on behalf of partners/council) will establish a governance framework that fosters collaboration and aligns with local and national priorities, guided by Sandwell Co-production charter (link to charter), this approach ensures TEC solutions are inclusive, co-produced, and meet the needs of residents and professionals.

Governance Structure

The governance of the TEC Strategy will be led through a partnership approach, with the TEC leadership committee comprising senior representatives from health, social care, technology partners, and community organisations. This committee will oversee progress, support decision-making, and ensure the strategy remains responsive to evolving needs.

Key roles within the governance framework will include:

- **TEC Programme Sponsor**: A senior leader responsible for the overall delivery and accountability of the strategy.
- **TEC Leadership Committee**: The body responsible for strategic oversight, risk management, and stakeholder engagement.
- **TEC Champions**: Designated personnel across departments and care teams who will promote TEC adoption, monitor its implementation, and support colleagues in embedding TEC into care pathways.
- **TEC Co-Production:** A newly established entity that ensures the active participation of residents, carers, and professionals in shaping TEC solutions, aligning with

Sandwell's Co-Production Charter.

Embedding Co-Production in TEC Governance

TEC must be co-produced, inclusive, and **integrated** into health and social care. Aligning with Sandwell's Co-Production Charter, the governance framework will ensure:

- **Residents and professionals shape TEC solutions:** A TEC User Panel will be created to co-design solutions, providing continuous feedback on TEC adoption and improvements.
- **Accessibility and inclusion at every stage:** TEC solutions will be designed with diverse user needs in mind, ensuring accessibility for all residents.
- **Collaboration across health, social care, and communities:** Integrated care pathways will be developed through partnerships with the NHS, social care providers, and community organisations.
- **A culture of shared decision-making and transparency:** TEC governance will ensure that decisions are made openly, with clear evaluation criteria and defined performance indicators.

Governance Responsibilities

The TEC Leadership Committee will be responsible for:

- **Strategy Oversight**: Ensuring the TEC strategy aligns with broader Health and care partnership objectives, including environmental sustainability and Sandwell's Vision 2030.
- **Risk Management**: Identifying and mitigating risks related to TEC adoption, such as digital literacy gaps, data security concerns, and financial barriers.
- **Performance Monitoring**: Establishing key performance indicators (KPIs) to track progress, including TEC adoption rates, cost savings, resident engagement, and environmental impact.
- **Stakeholder Engagement**: Facilitating partnerships with health and social care providers, community organisations, and technology suppliers to ensure the solutions are co-produced and sustainable.
- **Risk and Compliance**: Regular audits and compliance checks against the strategy and implementation plan will be conducted.
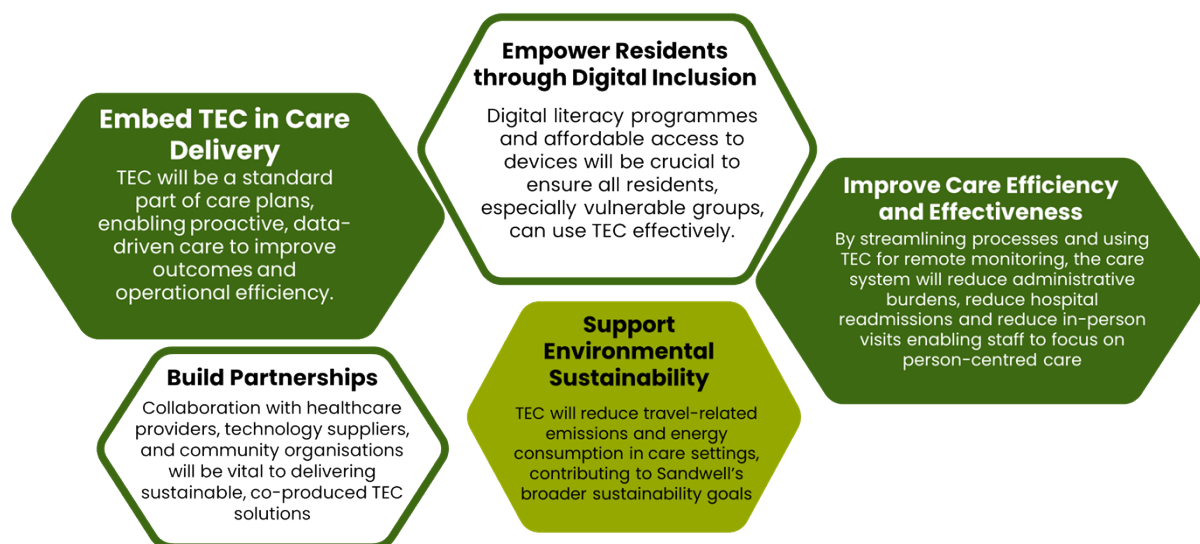
Governance - Managing Barriers and Risks

Implementing TEC across Sandwell presents challenges that require a coordinated response. Key barriers include **digital exclusion, workforce capacity, funding constraints, and interoperability of systems**. To overcome these, the governance framework should:

- **Collaborate Across Sectors:** Bringing together health, social care, voluntary organisations, and technology providers to share knowledge, resources, and best practices.
- **Establish Clear Funding Pathways:** Identifying and leveraging available funding streams, including government grants, private sector partnerships, and community investment. Seeking to pool together, at present separate pots.
- **Support Workforce Development:** Providing structured training to ensure all staff and carers are confident in using TEC solutions.
- **Ensure Digital Inclusion:** Expanding access to technology and connectivity, with targeted support for digitally excluded residents.
- **Monitor and Adapt:** Using real-time data and feedback loops to continuously refine and improve TEC adoption.

5. Strategic Objectives

Embed TEC in Care Delivery
TEC will be a standard part of care plans, enabling proactive, data-driven care to improve outcomes and operational efficiency.

Empower Residents through Digital Inclusion
Digital literacy programmes and affordable access to devices will be crucial to ensure all residents, especially vulnerable groups, can use TEC effectively.

Improve Care Efficiency and Effectiveness
By streamlining processes and using TEC for remote monitoring, the care system will reduce administrative burdens, reduce hospital readmissions and reduce in-person visits enabling staff to focus on person-centred care

Build Partnerships
Collaboration with healthcare providers, technology suppliers, and community organisations will be vital to delivering sustainable, co-produced TEC solutions

Support Environmental Sustainability
TEC will reduce travel-related emissions and energy consumption in care settings, contributing to Sandwell's broader sustainability goals

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Objectives in detail

Objective 1: Embed TEC in Care Delivery

This objective focuses on making Technology Enabled Care (TEC) a key part of how Sandwell delivers care. With increasing demand from an ageing population, Sandwell must shift to a more efficient, proactive, and personalised approach. TEC will be central to modernising care, improving outcomes, and enhancing the independence of residents.
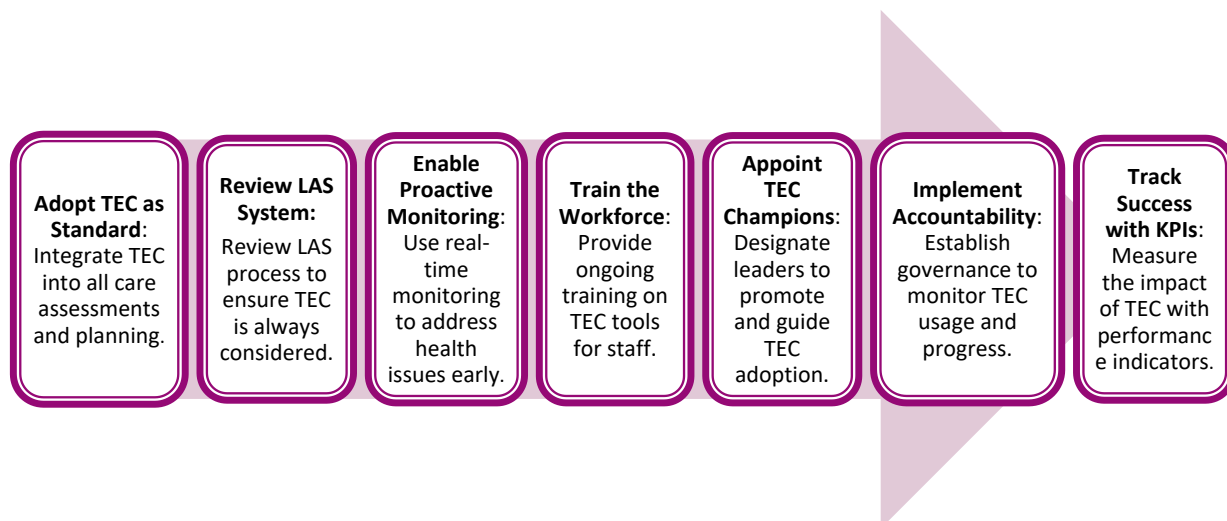
Key Elements of Embedding TEC in Care Delivery:

- **TEC as a Standard in Care Plans**: TEC will become the default option in all care assessments, ensuring that tools like remote monitoring and telecare are integrated into every care package where appropriate.
- **Proactive Care Delivery**: By enabling real-time health monitoring, TEC will allow early intervention to prevent health issues from escalating, reducing the need for emergency care and improving overall outcomes.
- **Workforce Training and Support**: The care workforce will receive training on how to use TEC tools effectively, ensuring that they can incorporate digital solutions into their daily tasks seamlessly.
- **TEC Champions**: Designated staff members will take on the role of TEC Champions, helping lead the adoption of new technologies and supporting their colleagues in integrating TEC into their work.
- **Integration with Existing Systems**: TEC solutions will be linked with current care systems (e.g., Liquid Logic) to ensure smooth data sharing between care teams and healthcare providers, allowing for better-coordinated care**.**
- **Process redesign:** Adaptation of process in line with changes to systems and operational functions where required.
- **Shared Care Records**: Real-time access to digital care records will enhance communication between teams, making it easier to provide consistent, high-quality care across services.
- **Accountability and Governance:** A governance framework will be established to track the implementation of TEC, ensuring that measurable progress is made and that care teams are accountable for integrating technology into their care delivery.
- **Measuring Success:** Key performance indicators (KPIs) will be put in place to monitor the effectiveness of TEC, including the percentage of care packages using TEC and the impact on reducing hospital admissions.

Key Steps:

| Adopt TEC as Standard: Integrate TEC into all care assessments and planning. | Review LAS System: Review LAS process to ensure TEC is always considered. | Enable Proactive Monitoring: Use real-time monitoring to address health issues early. | Train the Workforce: Provide ongoing training on TEC tools for staff. | Appoint TEC Champions: Designate leaders to promote and guide TEC adoption. | Implement Accountability: Establish governance to monitor TEC usage and progress. | Track Success with KPIs: Measure the impact of TEC with performance indicators. |

Objective 2: Empower Residents through Digital Inclusion

The success of Technology Enabled Care (TEC) in Sandwell relies on ensuring that all residents, regardless of their digital skills or background, can access and benefit from the technology. This objective focuses on improving digital literacy, making TEC tools accessible, and providing the necessary support for residents to take control of their health and wellbeing.

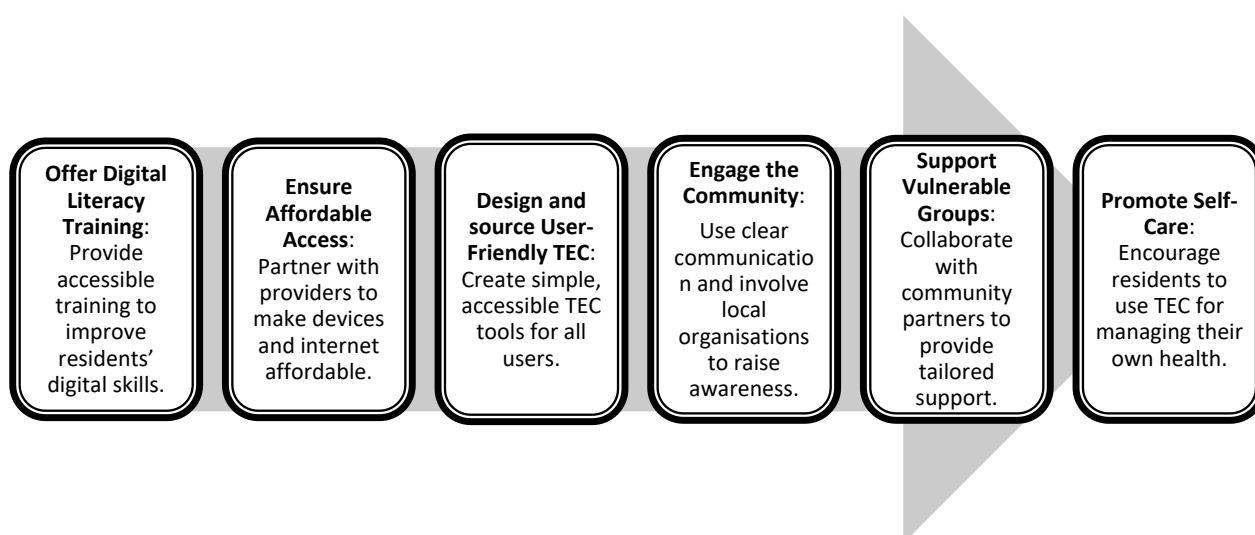**Key Elements of Empowering Residents through Digital Inclusion**:

- **Tailored Digital Literacy Programs**: Accessible and practical digital literacy training will be offered, focusing on the specific needs of Sandwell's population, particularly older adults, those with disabilities, and individuals from disadvantaged backgrounds. The training will help ensure everyone can confidently use TEC tools to manage their health.
- **Affordable Access to Technology**: Collaborations with technology providers will ensure that residents have access to affordable devices and internet connectivity, especially for vulnerable populations who may struggle with the costs of digital tools.
- **Accessible and User-Friendly TEC Solutions**: TEC tools will be designed to be easy to use, with simple interfaces, voice control features, and compatibility with assistive technologies, ensuring they can be accessed by all residents, including those with limited digital skills or physical challenges.

- **Community Awareness and Engagement**: A comprehensive communication strategy will raise awareness about TEC solutions, using simplified messaging and visuals to make the information accessible to everyone, including those with lower literacy levels. Community organisations will help disseminate information and engage with harder-to-reach groups.
- **Encouraging Self-Management**: TEC will be used to encourage residents to take a more active role in managing their own health i.e., self-assessment and self-referral tools. By using remote monitoring and self-care tools, residents will have greater control over their health, reducing the need for frequent in-person care visits.

Key Steps:

| Offer Digital Literacy Training: Provide accessible training to improve residents' digital skills. | Ensure Affordable Access: Partner with providers to make devices and internet affordable. | Design and source User-Friendly TEC: Create simple, accessible TEC tools for all users. | Engage the Community: Use clear communication and involve local organisations to raise awareness. | Support Vulnerable Groups: Collaborate with community partners to provide tailored support. | Promote Self-Care: Encourage residents to use TEC for managing their own health. |

Objective 3: Improve Care Efficiency, Quality and Effectiveness

This objective focuses on how Technology Enabled Care (TEC) can streamline care delivery in Sandwell, reducing administrative burdens and improving the overall quality of care. By using digital tools, care can be provided more efficiently, allowing staff to spend more time with residents and less time on paperwork.
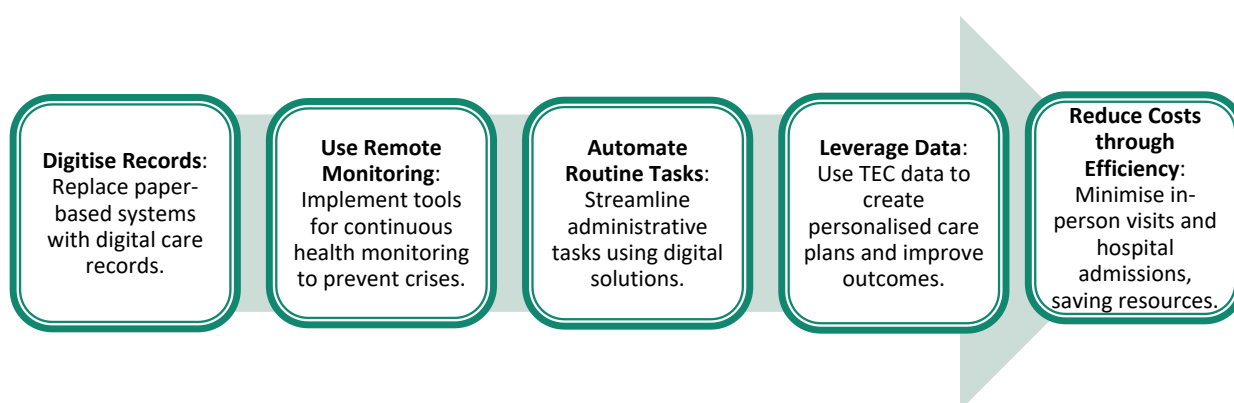
Key Elements of Enhancing Care Efficiency:

- **Streamlining Administrative Tasks**: By digitisng documentation and care records, staff can access information faster, reducing the time spent on paperwork and improving decision-making processes. Real-time access to digital care plans will ensure that care workers and health professionals are always up to date with the latest information.
- **Remote Monitoring and Preventive Care**: Real-time health monitoring tools will allow care staff to proactively address residents' health issues before they escalate, preventing unnecessary hospital admissions. This proactive approach will improve care outcomes and reduce strain on health services.
- **Boosting Workforce Productivity**: Automating routine tasks, such as medication reminders and administration, will allow care staff to focus on more direct and personalised care for residents. By using digital tools, the workforce can work more effectively and prioritise higher-value activities.
- **Data-Driven Decision Making**: The use of TEC will allow the collection and analysis of data to help identify trends, predict potential issues, and tailor care to the needs of individual residents. This data will help care providers respond quickly and appropriately to residents' needs.
- **Cost Efficiency**: TEC solutions can help reduce operational costs by minimising the need for in-person visits, readmissions, and hospitalisations. These cost savings can be reinvested into improving care services and supporting residents in a more sustainable way

Key Steps:

| Digitise Records: Replace paper-based systems with digital care records. | Use Remote Monitoring: Implement tools for continuous health monitoring to prevent crises. | Automate Routine Tasks: Streamline administrative tasks using digital solutions. | Leverage Data: Use TEC data to create personalised care plans and improve outcomes. | Reduce Costs through Efficiency: Minimise in-person visits and hospital admissions, saving resources. |

Objective 4: Build Strong Partnerships with Health and Social Care Sectors

Successful implementation of Technology Enabled Care (TEC) in Sandwell requires strong collaboration between the council, healthcare providers, community organisations, and technology partners. This objective focuses on establishing and nurturing partnerships that will ensure TEC is integrated across all care services, providing a more coordinated, person-centered approach to care.
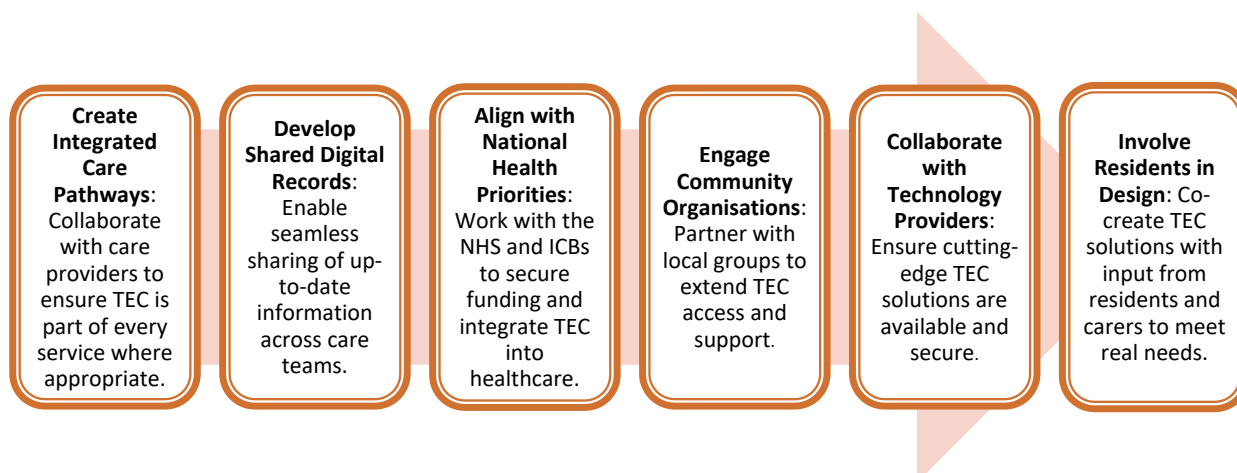
Key Elements of Strengthening Partnerships:

- **Integrated Care Pathways**: Collaboration with health and social care providers will ensure that TEC is embedded at every stage of care delivery. By working together, we can create seamless care pathways that allow for smooth transitions between services and better communication among care teams.
- **Shared Digital Records**: By creating shared digital records, healthcare and social care providers will have access to up-to-date information about each resident. This will improve the coordination of care, allowing all teams involved to make informed decisions quickly and efficiently.
- **Collaboration with the NHS and Integrated Care Boards (ICBs)**: Partnering with the NHS and local Integrated Care Boards (ICBs) will help align Sandwell's TEC strategy with national healthcare priorities. This collaboration will also open opportunities for joint funding and allow for the integration of TEC solutions into clinical services, such as remote consultations and digital health monitoring.
- **Engagement with Community and Voluntary Sectors**: Community organisations play a key role in reaching vulnerable groups and promoting digital inclusion. By working closely with these organisations, Sandwell can deliver community-based TEC services and ensure that residents have the support they need to adopt and use digital tools. The development of an effective and co-produced community directory would also assist within this process.
- **Partnerships with Technology Providers**: Collaborating with technology suppliers ensures that Sandwell has access to the latest TEC solutions. These partnerships will help co-design TEC tools that meet the specific needs of residents while adhering to the highest standards of privacy and data security.
- **Co-Production with Residents and Carers**: Involving residents and their carer's in the design and implementation of TEC solutions ensures that these tools are practical, accessible, and relevant to real-world needs. Regular feedback from service users will allow TEC solutions to evolve based on actual experiences. Further focus on a carer's directory would assist in this process.

Key Steps:

Create Integrated Care Pathways: Collaborate with care providers to ensure TEC is part of every service where appropriate.	Develop Shared Digital Records: Enable seamless sharing of up-to-date information across care teams.	Align with National Health Priorities: Work with the NHS and ICBs to secure funding and integrate TEC into healthcare.	Engage Community Organisations: Partner with local groups to extend TEC access and support.	Collaborate with Technology Providers: Ensure cutting-edge TEC solutions are available and secure.	Involve Residents in Design: Co-create TEC solutions with input from residents and carers to meet real needs.

Objective 5: Contribute to Environmental Sustainability and Reduce Carbon Footprint

This objective focuses on aligning Sandwell's Technology Enabled Care (TEC) strategy with broader environmental goals. By integrating TEC solutions, the council can reduce the carbon footprint of care services, minimise waste, and promote more sustainable practices. The use of technology will not only make care more efficient but also more eco-friendly.

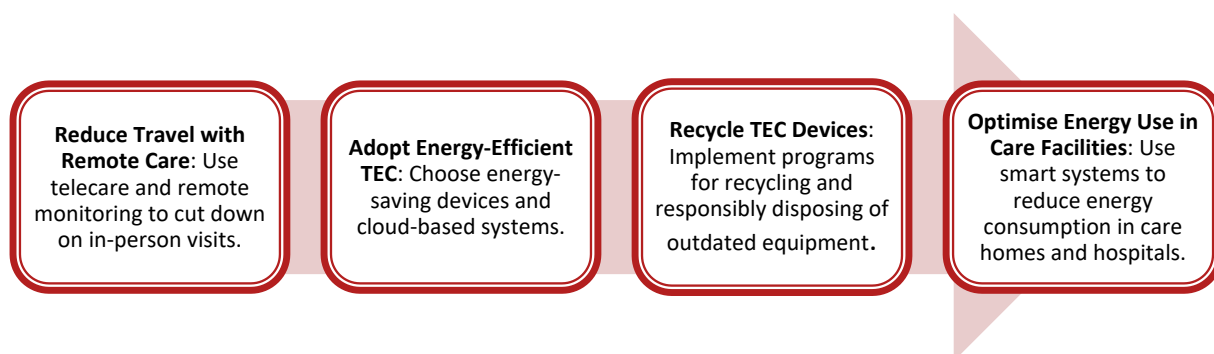**Key Elements of Promoting Environmental Sustainability**:

- **Reducing Travel-Related Emissions**: TEC tools like remote monitoring, telehealth, and telecare will reduce the need for frequent in-person visits and hospital admissions, cutting down on travel-related carbon emissions. Residents will receive care from the comfort of their homes, reducing the environmental impact associated with transport.
- **Energy-Efficient TEC Solutions**: Sandwell will prioritise using energy-efficient TEC devices and cloud-based systems, reducing overall energy consumption. This includes selecting equipment that requires less power and ensuring that digital tools are optimised for sustainability.
- **Digital Documentation:** By replacing paper-based care records with digital systems, Sandwell can significantly reduce its use of paper, helping cut waste and promote a greener approach to data management. Digital records will streamline processes and make information sharing more efficient, further reducing administrative burdens.

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- **Responsible Disposal and Recycling of TEC Devices**: Sandwell will establish recycling programs to manage outdated TEC equipment responsibly, minimising electronic waste. Partnering with technology providers will ensure that any devices replaced during system upgrades are either repurposed or disposed of in an environmentally friendly way.
- **Sustainable Care Settings**: TEC can help reduce energy consumption in care settings by using smart systems that adjust heating, lighting, and water usage based on occupancy. This will improve energy efficiency in care homes and hospitals, contributing to Sandwell's sustainability goals.

Key Steps:

| Reduce Travel with Remote Care: Use telecare and remote monitoring to cut down on in-person visits. | Adopt Energy-Efficient TEC: Choose energy-saving devices and cloud-based systems. | Recycle TEC Devices: Implement programs for recycling and responsibly disposing of outdated equipment. | Optimise Energy Use in Care Facilities: Use smart systems to reduce energy consumption in care homes and hospitals. |

6. Implementation methodology recommendation

Test and Learn Approach

The Sandwell health and care partnership (on behalf of partners/council) will use a Test and Learn approach to implement and refine Technology Enabled Care (TEC) services, aligned with the What Good Looks Like (WGLL) framework. This method involves piloting TEC solutions, collecting feedback, and making evidence-based adjustments before scaling up. The approach focuses on improving care delivery while ensuring operational efficiency. TEC Champions will play a crucial role in supporting this process by guiding users and ensuring the technology drives measurable efficiency gains.

Pilot Testing for Early Efficiency Gains

TEC solutions will first be trialled on a small scale, allowing early identification of usability and efficiency improvements. Sandwell will assist users, ensuring the technology simplifies rather than complicates care processes. Early findings show that automating tasks like health monitoring and medication reminders can significantly reduce routine workloads.

Real-Time Feedback to Enhance Efficiency

Sandwell will gather real-time feedback from residents and care staff to assess how the technology improves the reduction of in person care visits, changes to workflow, improvement in the reduction of re-admissions, falls, prevention and eventually the ability to help our partners speed up discharges. Early feedback highlights time saved on administrative tasks and better use of staff resources, allowing more focus on direct care.

Data-Driven Decision-Making for Efficiency

Sandwell will support data collection and analysis, providing insights into how the technology improves operational efficiency.

Continuous Improvement

TEC solutions will be refined based on pilot feedback, with Sandwell identifying areas where processes can be streamlined further. Continuous refinement ensures that the technology evolves to remain efficient and user-friendly.

Scaling Efficient Solutions

Once proven efficient, TEC solutions will be rolled out more broadly. Sandwell will ensure that efficiency gains are maintained by training staff and supporting the transition. Initial results show that clear guidance and training help ensure a smooth rollout and sustained efficiency improvements.

Ongoing Monitoring for Sustained Efficiency

Even after implementation, Sandwell and TEC Champions will monitor the technology to ensure that efficiency gains continue. They will track key performance indicators such as time saved and improved communication and adapt solutions to meet evolving needs.

The Role of TEC Champions

- **Faster adoption**: TEC Champions help users adapt quickly, maximising efficiency from the outset.
- **Reduced workload**: Automation of routine tasks frees up staff time for more personalised care.
- **Continuous refinement**: Champions ensure ongoing improvements to maintain simplicity and efficiency.
- **Scalable solutions**: Champions guide the scaling process to ensure efficiency gains are replicated.
- **Sustained efficiency**: Continuous monitoring by TEC Champions ensures long-term efficiency benefits.

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7. Appendices

Appendix 1 – Supporting strategy documents and plans

- High Level project plan - [High level project plan.docx (sharepoint.com)](#)
- Governance Strategy - [GovernanceplanMF.docx (sharepoint.com)](#)
- Communication Strategy - [CommunicationstrategyMF.docx (sharepoint.com)](#)
- Training Strategy - [TrainingmanualMF.docx (sharepoint.com)](#)
- Co-production Strategy – [coproductionstrategy.docx (sharepoint.com)](#)
- Strategy Summary - [Strategy summary.docx (sharepoint.com)](#)
- Data and financial Analysis - [Financial analysis.docx (sharepoint.com)](#)
- [Sandwell co-production charter](#)

Appendix 2 – Digital Hub Strategy – as part of Digital inclusion (to be updated)

[Digital Health Hub Draft v3 - BS Additions re carers.docx (sharepoint.com)](#)

Appendix 3 – Current and proposed TEC projects underway (business plans)

[COMF FUNDING REQUEST Ask Sara.docx (sharepoint.com)](#)
[BCF FUNDING REQUEST magicnotes REVISED.docx (sharepoint.com)](#)
[COMF FUNDING REQUEST OT CLINICS (002) JH.docx (sharepoint.com)](#)
[COMF FUNDING REQUEST Virtual house.docx (sharepoint.com)](#)
[BCF FUNDING REQUEST Remote Monitoring Telehealth systems.docx (sharepoint.com)](#)

Notable Reference Documents

- What good looks like framework (WGLL)
- National Digitising Adult Social Care initiative (NHSIE)
- Digital hub draft plan
- Sandwell Vision 2030