



## Becoming a County Council and NHS TECS Development Partner during 2020: the first 6 months

UKTHC Digital MarketPlace: 26<sup>th</sup> January 2021

# Becoming a TEC Development Partner

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- Introductions
- West Sussex Technology Enabled Care Service – an overview
- Mobilising the new service during a pandemic
- The first 6 months – challenges and solutions
- Some reflections
- Q&A

# Your presenters today



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West Sussex County  
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# TEC SERVICE OVERVIEW

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The new West Sussex TEC Service

# The service West Sussex County Council and NHS CCGs commissioned – NRS as Development Partner

## Innovation and Development

- Technology projects and development
- Digital from day one
- Data driven care
- TEC Innovation groups and other partnership working
- Return on Investment modelling and collection

## “Technology First” Culture Change

- Deliver learning and development programmes
- Communication and engagement activities

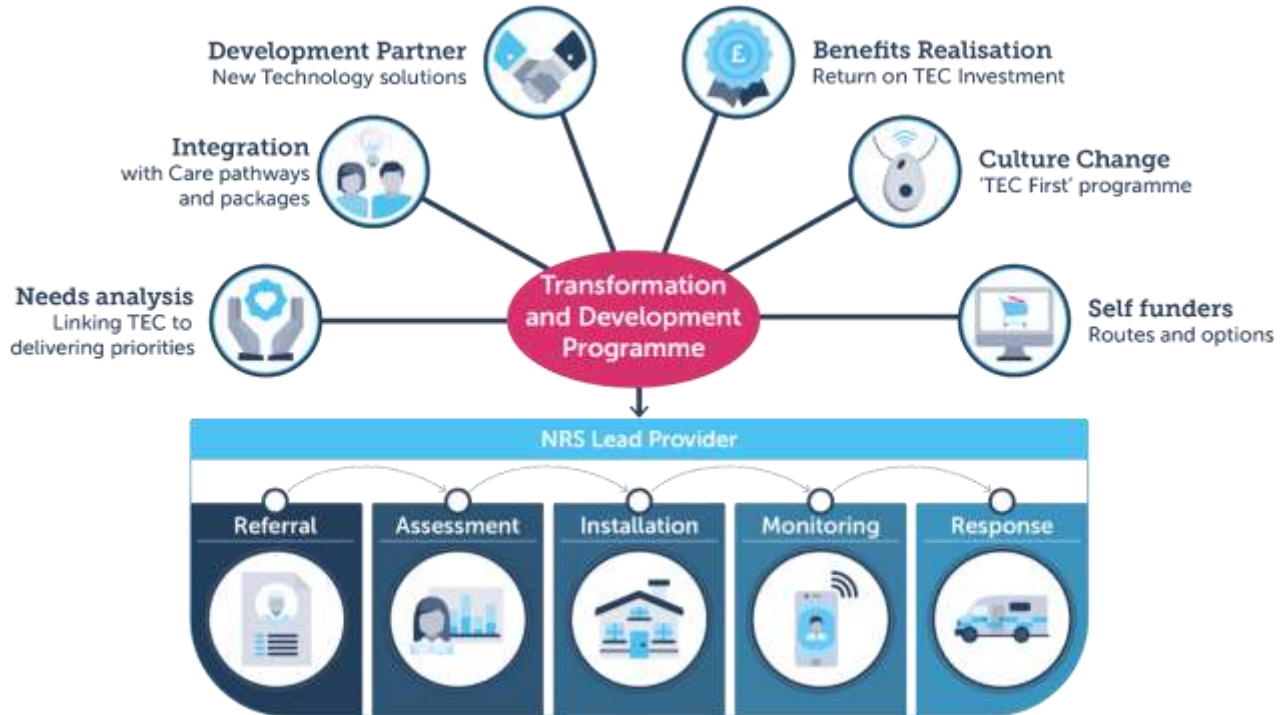
## Supply, set up and monitoring TEC Services

- All age, person centred service
- Strength based assessments
- Short term need and long term need customers
- Help people use their own technology
- Public funded and private offer



# NRS Healthcare TEC Services

## NRS Delivery and Transformation of Technology Enabled Care (TEC) Services





# MOBILISING THE NEW SERVICE

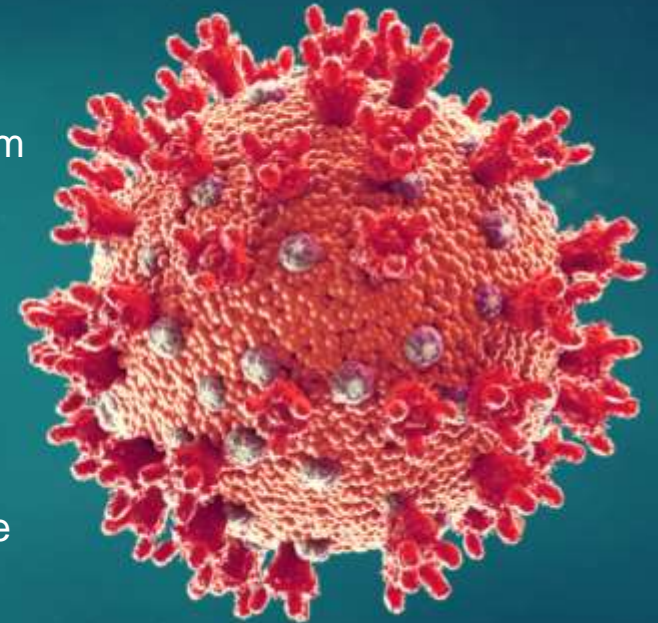
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Challenges and Solutions during a pandemic



# Mobilising the new TEC service

- Take yourself back to February 2020. Would COVID-19 impact the new service going live?
- We were still learning about the new normal – working from home, video calls weren't the norm, lots of uncertainty
- BUT we still needed to
  - Recruit and train a new team
  - Find a work base & logistics set up
  - Buy in stock and set up sub-contracts
  - Co-design new systems and processes
  - Engage stakeholders and educate about new service
  - Initial referrer training
  - Be ready for Go-Live on 19<sup>th</sup> May 2020





# THE FIRST 6 MONTHS (OR SO)

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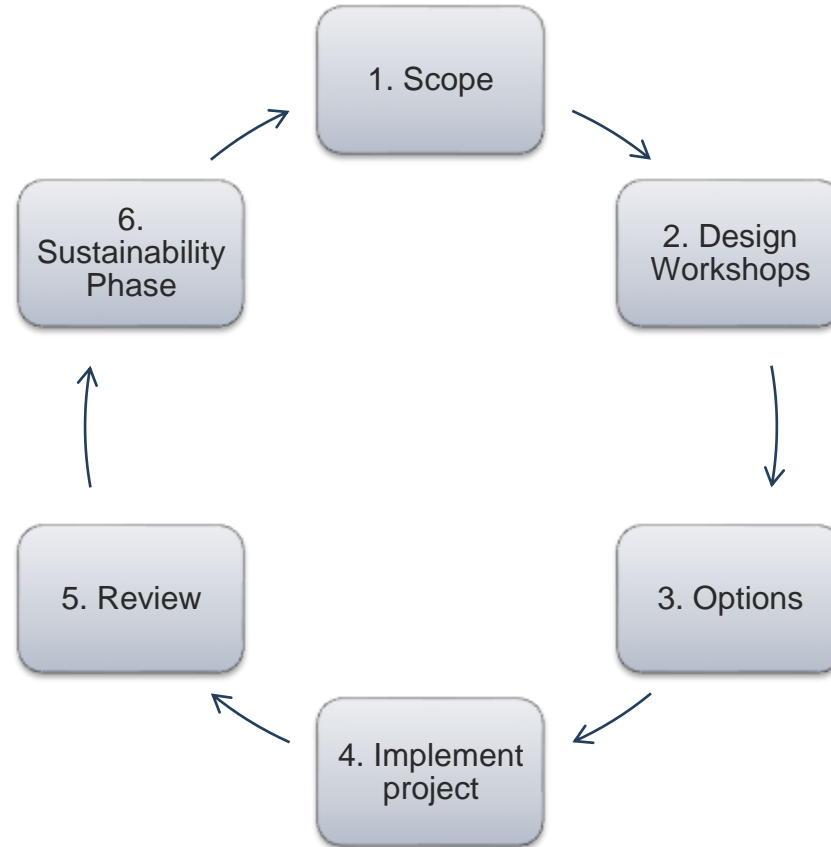
Challenges and Solutions

# Innovation and Development

- Worked with TEC champions across WSCC and NRS to identify gaps
- Worked with suppliers to identify the right TEC
- Completed an options appraisal
- Launching new COVID response packs over next few weeks with over 800 referrers
- Adding the highest scoring potential solution to our normal contract line and embedding as BAU
- Working with teams to improve pathways and change culture to include TEC solutions from early stages.



# Innovation and Development



# “Technology First” Culture Change

- Initial Accelerated training over 800 staff
- Over 100 TEC champions
- Shared resources – FAQ’s guidance, videos etc.
- TTT (TEC Top Tip)
- Work with WSFR
- Working with TEC champions
- Adapting service based on feedback received
- Weekly catch up calls with WSCC
- Improving communication with 4 key hospitals
- Newsletter
- NHS ‘drop in’ sessions
- Social Media –coming soon



# Supply, set up, monitoring and response services



Partnership working between referring staff from WSCC and NHS, NRS, Appello, and BDS



Accurate Information is key

Ensuring all understand the part each play

# Reflections

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- Setting up a new service during a pandemic is hard work, but satisfying when it all comes together
- Being in a new relationship takes effort for both partners
  - Have shared goals and aspirations
  - Keep your promises to each other
  - Be equal partners
  - Communicate openly, honestly and with depth
  - Have fun and find some exciting things to do together
  - Be prepared to compromise if you need to
  - Enjoy the fruits of a long and successful relationship



# QUESTIONS?

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For further information:

[www.nrshealthcare.com/telecare](http://www.nrshealthcare.com/telecare) or email [clinicalservices@nrs-uk.co.uk](mailto:clinicalservices@nrs-uk.co.uk)