DCC Adult and Health Services

Supporting the Provider Market (STPM) Project

Technology Improvement and Innovation Fund 2022 – Information for Providers

Background

Supporting the Provider Market (STPM) is a Council led programme within the County Durham Care Partnership. The STPM team's vision is to work closely with partners across the health and social care system, including adult social care providers, to improve services and support and promote market stability and sustainability.

The main areas of STPM work include supporting providers with:

- Recruitment and retention
- Training and development
- Proactive interventions
- Technology and innovation
- Their interfaces with the social care and health system

The STPM team has already achieved technological advancements with providers including the roll-out of the Health Call IT system in older people's care homes and extra care sites across the County. Health Call Digital Care Home enables care home staff to electronically send referrals including information such as blood pressure readings for their residents to local NHS staff for a clinical decision on any medical intervention required.

STPM has also been supporting providers with use of the NHS Capacity Tracker, completing their NHS Data Security and Protection Toolkit (DSPT), NHS mail set up and use and working with CCG colleagues supporting care home providers with mobile phones and remote support on video consultations.

In 2020, STPM launched the first TIIF and, due to its success and positive feedback from providers, we are now able to offer a further opportunity to apply for round two. Like the first TIIF this is a short-term funding opportunity linked to non-recurrent monies secured by STPM. Further information about the first TIIF and its outcomes can be found here.

The Technology Improvement and Innovation Fund (TIIF) 2022

As with the first round, TIIF 2 is a digital initiative within the STPM's "Technology and Innovation" aim which intends to:

> *"… support providers to explore innovative options and initiatives for service development that will create efficiencies, improve service delivery and utilise the latest technologies/digital solutions and approaches. We want innovative solutions which benefit those people who use our services, leading to improved health and care services and better outcomes."*

TIIF 2 is a one-off fund to facilitate the development and implementation of ideas using information technology to improve the efficacy of service provision, assist in the provision of high-quality services and improve market sustainability. It will not replace any existing or previous funding and is a non-recurrent funding opportunity.

The overall aim of the fund is to enable providers to initiate improvements and/or innovation within their service provision using information technology solutions that currently might otherwise not have been possible.

The 2022 fund is broken down into three sections. Providers can apply for one, two or all three sections of the fund. Each section of the fund will be considered and awarded individually so a provider may be successful in one section and not another.

The funding that can be awarded to providers will be limited by the amount of budget available, therefore, this will be a competitive process and applications assessed by a panel of commissioning staff.

Section 1 – Connectivity

This section of the fund will offer up to £1,000 to successful bids to improve broadband connectivity.

Examples that would be considered include

- Fast broadband connection
- Wi-Fi boosters or other equipment to improve broadband signal

Section 2 – Technology

This section of the fund will contribute 50% of the total cost of technology, match-funded with the provider, which would have a positive impact on the running of the business and in turn improve outcomes for service users. The STPM contribution for successful applications will be non-recurrent.

Examples of technology that would be considered by the fund are included below but this list is not exhaustive, and all improvements and innovative approaches will be looked upon favourably. In addition, technology can be new, upgraded or offer additional functionality to a system already in place.

- Smartphones with useful functionality, e.g., camera for video conferencing and data contracts
- Lap-tops and tablets with useful functionality, e.g., camera for video conferencing
- Hand-held devices with voice-to-text software
- Software packages, for example:
    - Microsoft / Office 365
    - care planning/electronic care records
    - rota management
    - staff management
    - medicine management
    - logging of events, e.g., safeguarding incidents, falls, and complaints
    - those that could be used for service user activities
    - Anti-virus for data security and protection
- Digital locking systems for buildings

- Solutions to reduce social isolation / improve independence (e.g., Facebook portal, Alexa etc)
- Digital dependency tool, helping you to evidence and focus on safe staffing levels
- Digital care records
- Smart Internet Protocol (IP) nurse call system
- Digital sign in for your care home
- Virtual reality goggles

NB: If providers are considering digital care records, masterclass sessions facilitated by Digital Social Care partnering with NHSX are available here

Section 3 – Falls Prevention

This section of the fund focuses on technology with the aim of preventing falls.

It does not include maintenance costs of existing equipment or technology that is available through the health and social care system e.g., telecare, telehealth and telemedicine. However, hardware to support the more effective use of such systems will be acceptable.

Examples that would be considered are shown below but this list is not exhaustive and all technology that could prevent falls will be considered favourably.

- Night lights
- Infrared light alarms
- Home Hubs e.g., Amazon, Alexa, Google Home
- Alarm mats for chairs and floors
- Bed Sensors
- Falls detectors
- Preventative technology using predictive analytics including the use of wearables (e.g., smartwatch)
- Interactive systems including games, activities etc
- Portable devices for staff linked up to sensors

Criteria

Funding is available to providers of residential and nursing care and domiciliary care services that contract with Durham County Council and are locally registered with CQC.

The funding is non-recurrent. Spend must be initiated and any technology installed within an agreed defined timescale.

Submissions may only be made for initiatives in County Durham services.

Submissions must demonstrate and will be evaluated on the following criteria:

Innovation

- An improvement in current technology used within the service and/or
- Incorporation of new technology to increase efficiency of service provision
- Achieve longer term efficiencies through the re-engineering of current approaches
- Use of technology to address social care issues differently

Benefits and outcomes for service users

- Achievement of positive outcomes for service users

Sustain the market and support efficient services

- Measure the benefits, share learning and practice to promote and encourage further efficiency and sustainability

Value for Money

- Good value for money demonstrating added value where possible
- Identification of match funding where possible/if required

Deliverability

- Evidence that the technology can be in use within a defined timescale
- Clear implementation plans which detail how and when the technology will be implemented
- Evidence that learning from the technology can be fed back at the end of a defined period
- Evidence of establishment of goals and targets for the project and means by which progress will be monitored
- Evidence that the resources (time, people etc) required to implement and manage the technology are available

Sustainability

- Clear exit strategy or sustainability plan Identification of future funding from the Provider

Expected Outcomes across all three sections

- Improved connectivity/ faster broadband
- More staff time available for front-line care
- Increased quality of care and safety for service users
- Improved quality of life and overall health and wellbeing for service users
- More efficient and effective services
- Savings effected by efficiencies in provision
- Change stimulated to support future service sustainability and more flexible services
- A foundation for further digital developments for the provider / sector
- Reduction in falls

Please Note: Providers must be prepared to complete and submit outcome information and be willing to share outcomes from their initiative as a condition of funding being received. Information, however, can be anonymised where required. Durham County Council reserves the right to claim back funding if providers do not comply with this condition.

Application and Evaluation

Applications must be submitted, and will be assessed, on the application form provided and completed by providers. Submissions received after the deadline may not be assessed. Further information can be sought, at any point in the process, by emailing the STPM Team (contact details below). Submissions will be assessed by the Commissioning Evaluation Panel consisting of at least three members of the Integrated Strategic Commissioning Team including one at Strategic Commissioning Manager level or higher.

Submissions will need to describe (proportionately) what the bid will achieve in terms of outputs, outcomes, and impacts (using the following definitions) and how these will be monitored. Number of service users affected may also be considered.

- **Outputs** - the immediate results arising from the bid ("facts and figures", direct and tangible products, goods or services produced by the organisation and used by others)
- **Outcomes** - the changes achieved by the bid, specifically to service users

- **Impacts** - the long-term improvements resulting from the bid; 'big-picture' changes in the wider market

Submissions will be considered against the criteria above by the Commissioning Evaluation Panel and a proposal of successful bids forwarded to Commissioning Management Team for sign-off.

To ensure the maximum number of providers benefit from the fund, the Commissioning Evaluation Panel reserves the right to fund only part of a bid if there are no interdependencies between components which would be affected.

Feedback will be given to all providers on the outcome of their submission.

Providers will be able to appeal a decision by emailing any representations to the STPM Team (contact details below) within 14 days of receipt of feedback.

Funding will be paid on submission of invoice(s) with proof of purchase.

Timeline

Action	Date From	Date To
Flyer out to providers	01/02/22	01/02/22
Submissions to be returned	01/02/22	10/03/22
Evaluation of bids	11/03/22	14/03/22
Feedback and unsuccessful letters out to providers	14/03/22	18/03/22
Feedback and successful letters out to providers	14/03/22	18/03/22
Provider Appeals	18/03/22	01/04/22
Contact with successful providers to arrange individual project timescales	18/03/22	01/04/22

Contacts:

Diane Moore
Commissioning Officer - Supporting the Provider Market
Durham County Council Commissioning Service
Email: AHSSupportingProviders@durham.gov.uk

Melanie MacDougall

Project Co-Ordinator – Supporting the Provider Market
Durham County Council Commissioning Service
Email: AHSSupportingProviders@durham.gov.uk