Section A - EQUALITY ANALYSIS TEMPLATE

You must complete this in conjunction with reading Equality Analysis Guidance

Name of Policy/Decision/Project/Activity: Improved use of technology enabled care

Date: 11th January 2021

Version Number:

Equality Analysis completed by:

Name: Emma Anderson

Job title: Head of Therapy / DCCO (SCAS)

Responsible Officer or Group:

Name: Fiona Brown, Executive Director of Neighbourhoods

Is the Activity:

New/Proposed   ( )   Changing/Being Reviewed   (x)   Other   ( )

Part 1. Purpose and Scope

The provision of technology to enable social care has been explored in Sunderland for two years, with the commencement of a formal roll out during 2020 and 2021.

The intended benefits include increased personal independence over longer time, resulting in the necessity to access formal services arising later in the journey for people who have a disability and long term health condition. The initiative offers a valuable opportunity to modernise the way in which care is delivered and may result in the withdrawal of more traditional forms of care and support if it is possible to provide care effectively in a different way.

Services can be offered to people of all ages, backgrounds and communities.

Moving forward, there is a drive towards

- Using technology to develop personalised packages of care for people who are less able to articulate or recall how they spend their time or execute activities of daily living
- Using technology to predict care needs as well as support care needs, monitoring patterns of behaviour and identifying proactively where someone appears to have changed their behaviours in a way that indicates cause for concern over a period of time
- Promoting the assisted technology (AT) offer to children and families of children with disabilities and long term health conditions
- Exploring opportunities to support those people who do not have access to broadband

Intelligence and Analysis

Information sources include

- Referral rates and assessment outcomes
- Financial implications of for customers and the local authority

- Views of customers and staff engaged in the provision of the service

Customers and their families are involved in assessments and reviews are conducted following provision in order to ensure that the equipment is delivering the intended results and consider the potential to reduce any existing care package.

The impact of using AT has delivered

- A total or significant reduction in the amount of traditional home care services for people who opt to receive technology enabled care as a preferred solution, and where the provision of this service would appropriately meet the need
- The development of care plans that combine a blend of planned face to face and remote technology enabled care for some but not all customers
- A shift in the delivery of monitoring and face to face response provided by SCAS/the council to families and informal care networks for some but not all customers

These three factors realise a cost saving to the council, however there are some customers for whom the devliery of traditional, face to face care and support is the only appropriate way to meet their care needs. Nevertheless, some of these customers may still have their quality of life improved with the introduction of some technology or AT devices, which has a significant impact on their personal wellbeing.

Positive outcomes described by families and customers who have moved to technology based solutions include

- Minimised intrusion where care visits can be reduced and greater monitoring achieved by families through technology
- Peace of mind for families where they are concerned that their loved one may be at risk or on the borderline of care

- Customers report feeling safe and secure in the knowledge that the technology in their home is continually monitoring their wellbeing, linking back to their family who will respond if they need assistance, and the confidence that arises from this is more likely to lead to continued community living
- Delay in admission to care and examples of people leaving care and returning home where this has been their wish, with support from assistive technology
- Reduction in social isolation and an improved ability to remain connected to family and friends
- Reduced cost to those families who are required to fully fund traditional home care services where technology enabled care can provide a safe alternative

The data indicates that

- all age groups are able to benefit from the implementation of AT in care planning, however there is less prevelance in care planning for children than adults. This is likely because initial pilot projects focussed on adults rather than children
- where technology is deployed, there is a heavy reliance on more traditional telecare solutions that do not involve use of broadband to

support people who are over 80 years old than those adults who are under 80 years old. This is likely because less older people than younger people are found to already have access to wifi

Gaps in intelligence and information

There is a general requirement to learn more about the impact of AT on the delivery of care, however as the number of people in receipt of the offer remains small by comparison to the overall user group, the continued roll out of the concept will address this by gathering more data over time.

Used correctly, technology enabled care should create a sense of continual connectivity to family and friends which in turn promotes wellbeing, however it is essential that providing care in this way does not indirectly lead to a sense of isolation for those people who may not have access to a wider circle of social contacts.

Over time, and through customer engagement, the service will consider the full impact of delivering care in this way in order to explore this further.

There is also a lack of data in respect of the specific benefits for children who have not yet been targeted for service provision and older people over 80 years old who are less likely to have access to wifi in their home, however this is addressed in the action plan.

Additional Impacts

The data indicates people with less income may be less likely to have broadband and therefore be unable to afford the infrastructure costs of AT solutions, despite these being less than the cost of traditional care and support.

Part 2. Analysis of Impact on People

Characteristic	List of Impacts		
	Positive	**Neutral**	**Negative**
Age	There will be a positive impact on older people through provision of a more personalised and responsive package of care. This can ultimately result in more time in the home through delayed admissions.	More understanding of the impact of AT is needed, particularly for those who are receiving less face to face contact.	
Disability	As above	As above	
Gender/Sex		Highly personalised care plans are still in place that take account of all aspects of an individual.	
Marriage & Civil Partnership		As above	
Pregnancy and maternity		As above	
Race/Ethnicity		As above	
Religion/belief		As above	
Sexual Orientation		As above	
Gender identity		As above	
Other			There is more difficulty in implementing the approach if a service user doesn't have access to/can't afford the infrastructure (broadband). Alternative solutions are being considered to mitigate this impact.

Part 3. Response to Analysis, Action Plan and Monitoring

In this section please outline what actions you propose to take to minimise the negative, and maximise the positive, impacts that have been identified through the analysis. By considering and implementing these actions the policy or action can be refined to make sure that the greatest benefits are achieved for the people of Sunderland. The performance monitoring process should also be set out to explain how ongoing progress is going to be followed to make sure that the aims are met.

From the analysis four broad approaches can be taken, (No major change; continue with the policy/action despite negative implications; adjust the policy/decision/action; or stop the policy/action). Please indicate, using the list below, which is proposed.

No Major Change   (**x**)

Continue Despite Negative Implications   (   )

Adjust the Policy/Decision/Project/Activity   (   )

Stop   (   )

Action Plan

ACTION	WHO	WHEN	MONITORING ARRAGEMENTS
To explore AT solutions that do not require the user to have access to Broadband	SCAS	Jan 2021 – Dec 2021	Reviewed via the SCAS contract monitoring arrangements and internal delivery plans.
To promote the use of AT to support children and young people who have a disability or long term condition	SCAS Community Therapy Service, Neighbourhoods	Jan 2021 – Dec 2021	Reviewed via the SCAS contract monitoring arrangements and internal delivery plans.
To use technology to develop personalised packages of care for people who are less able to articulate or recall how they spend their time or execute activities of daily living	Adult Social Care Teams, Neighbourhoods	Jan 2021 – Dec 2021	Reviewed via performance management structures within ASC
Using technology to predict care	Adult Social Care Teams,	Jan 2021 – Dec 2021	Reviewed via performance

needs as well as support care needs, monitoring patterns of behaviour and identifying proactively where someone appears to have changed their behaviours in a way that indicates cause for concern over a period of time	Neighbourhoods		management structures within ASC
To undertake further research into the impact of providing technology enabled care on the individual and their family as increased numbers of users opt to receive this kind of support	SCAS Community Therapy Service, Neighbourhoods	Jan 2021 – Dec 2021	Reviewed through performance management structures an user engagement within ASC and SCAS