

East Ayrshire HSCP

Smart Supports Team

Briefing Note

Dec 2021

Smart Supports Team

Descriptor

The Smart Supports Team sits within the Thinking Differently Team at East Ayrshire HSCP. They support individuals and their colleagues to understand and use technology solutions where the standard or enhanced telecare offer may not be suitable.

The team researches and develops new solutions and works with manufacturers of products to try to influence their design to give better outcomes for the people being supported. They also train and mentor colleagues in services working alongside their own to promote understanding and uptake of “smart” solutions.

Features

- Works alongside the telecare and community alarm services offering specialist support and interventions
- Provides training and support to colleagues to promote the use of technology as an alternative to traditional support offering, but also to understand when it is appropriate.

Benefits

- A specialist team with a deep knowledge and understanding of the vast array of technology offerings that exist in the consumer marketplace, able to guide their colleagues and individuals to a bespoke solution for their needs.
- Family input can provide support for these products, not necessarily services, so the individual can retain choice and control in their support and may not need a formal arrangement.
- Colleagues have a route to find out about other options where traditional support might not be effective.

Impact

- Provides options for more bespoke intervention, meeting complex needs of individuals where traditional offerings don't.
- Working closely with colleagues in the SDS function of the team has allowed people to purchase items using their SDS budget to great effect.

Considerations

- Use of SDS is a significant benefit in meeting the outcomes of the individuals supported by the team. Technology purchases must be recognised as valid and supported.
- The team needs time and space to continue to research new products coming to market so there should be capacity to allow for that.
- Working closely with colleagues and having a training programme helps to embed the service and extends its reach.
- Procurement of non-standard devices must be considered and the ability for things to be purchased on subscription as well as one-off costs.

Potential Costs

- Approximately £50,000 per annum per post, including on costs.
- Equipment budget to purchase and trial new devices as they become available.
- Resources to develop a training and development programme for teams working in the field.