



BACKGROUND

TECH housing has ambition to promote the uptake of technology across housing that improves support for people to live safely and independently at home for longer; and to ensure we have a workforce capable of understanding and delivering technology enabled care and support services.

tech Care Technologist Role Profile



CARE TECHNOLOGIST

Specialising in facilitating the interactions between assistive technology, people receiving care, and the wider care team in order to provide meaningful and personalised support.

- Supporting and empowering those who access care and support to actively benefit from appropriate technology-based solutions.

- Advocating for and taking a rights-based ethical approach to the use of technology in care and support.

- Supporting those who access care and support to have choice and control over their interaction with technology.

- Understanding where and how technology can be valuable in the care and support of people living in a care home or accessing care at home.

- Providing an individual assessment of technology matched to the aspirations and needs of the person accessing care and support.

- Identifying and supporting accessibility requirements, learning, or other needs of the service user to ensure the successful adoption of the technology.

- Facilitating the interaction between the service user and technology, including set up and onboarding, and ongoing use for the desired outcomes.

- Awareness of and able to advise service users and the wider care team to understand how personal and non-identifiable data is collected, stored, and shared, by technologies employed.

- Supporting service users with the ongoing use of technology in place, such as where updates and/or upgrades may be required, or replacement of technology with something different as needs change over time.

- Ongoing evaluation of where and how technology can be useful to people accessing care and support, and what tasks are appropriate for technological support in order to maximise care interactions.

- Testing novel technologies and preparing reports/demonstrations on effectiveness and appropriateness within the context of care and support

Person Specification

Qualifications	Qualifications and experience in health and social care or willingness to work towards these	E
	Qualification in a health and social care or technology related discipline	D
	Qualifications or experience in implementing technology to support integrated working in health and social care	D
Knowledge and experience	Experience of front-line practice and/or the realities of people's lives – including of factors that enable or prevent change in such settings	E
	Understanding of a wide range of technologies – wearables, smart assistants, robotics, Virtual Reality (VR), telepresence, telehealth and telecare etc.	D
	Knowledge of relevant policy and practice related to technology and digital in health and social care	D
	Knowledge of the implications for the use of technology and digital within a social care environment or equivalent	E
	Experience of supporting an innovative technology-based project or workplan	D
Skills	Ability to maintain professional and personal credibility across all stakeholder groups	E
	Excellent communication skills and aptitude for building relationships and trust quickly – both in person and virtually or over the phone	E
	Ability to manage time and tasks appropriately and able to prioritise, and problem solve independently	E
	Ability to work independently as well as working within a team	E
	Good ICT skills, including a working knowledge of Microsoft Office, and alternative digital project collaboration tools and apps. Willingness to learn as needed.	E



OUR PROJECT

The main aim for this project is to assess whether the Care Technologist role including its associated activities, qualifications, knowledge, experience, and skills translate positively into the housing sector.

This project looked to answer the following questions:

- Are there core skills and competencies, of the care technologist role, that map across existing housing roles and where do these roles sit?
- Does the existing model work within a housing context?
- What changes/ recommendations could be made to support the housing sector and what training would support this?
- How can the CT's knowledge of the tech landscape be shared to improve confidence and comfort levels of housing staff and customers?



Key activities

- Bring together a reference group of housing professionals to discuss the care technologist proposition and explore ways the model could be adopted within housing, comparing this to existing practices around digital skill building, awareness, and engagement.
- Gather job roles and person specifications from customer facing housing positions. Compare them to the care technologist role and mapping digital skills and job requirements.
- Undertake a series of knowledge exchanges with partners and identified teams/ staff members.
 - Create a series of communications for partners and customers.
 - Conduct interviews of front-line staff and project sponsors.
- Conduct a landscape review of available monitoring technology and environmental sensors.



Approach to spread: Mapping Housing Job Roles

Multiple housing job roles were gathered from Housing reference group and wider.

Inclusion criteria was refined and agreed through HRG.

We then reviewed:

Customer facing / front line roles

Housing/ Local Authority based

Include general needs and specialist housing roles



**Community
support assistant**



**Sheltered Housing
Support Officer**



**Neighborhood
Housing officer**



**Service
Coordinator**



What we learned

There is an appetite in housing for a digitally skilled role that supports digital transformation through tenant and staff engagement

The CT role needs little amendment to become a housing support role.

There is also benefits recognised within housing services.(tenancy sustainment, ASB etc)

The biggest benefit of CT to housing comes in the form of: Staff upskilling and knowledge of the landscape

All Housing professionals would welcome this role within their organization. (although exact uses differed)



RECOMMENDATIONS

Recommendation

1

Housing Organisations with support and care responsibilities should look to adopt the CT model for housing support services to improve person centred services and their design.

We also recommend using this role profile to update existing job spec for housing staff

Recommendation

2

To improve Staff and tenant buy in organisations should establish a non-IT TECH Group to ensure changes through digital are understood and scrutinized by the people using the tech

Recommendation

3

To improve understanding and awareness of the tech landscape. Manager should look to undertake the Technology enables care PDA

And we recommend all front-line staff at least attend the introductory TECH training

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Demonstrating Impact

Good Practice Guide

How to introduce remote monitoring as an effective tool to help support people to achieve their goals in life and live well at home



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ScottishCare
Voice of the independent care sector

sfha
Scottish Federation of
Housing Associations
We are housing Scotland

Good Practice Guide

How to Create & Cultivate Digital Culture in your Organization

tech

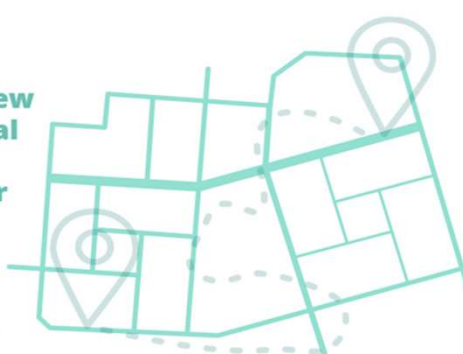
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Landscape Review of Environmental Monitoring Technologies for Housing

February 2024

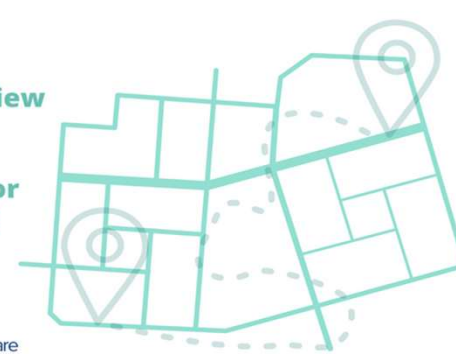
ScottishCare tech sfha
Voice of the independent care sector We are housing Scotland



Landscape Review of Remote Monitoring Technologies for Social Care and Housing

February 2024

tech ScottishCare
Voice of the independent care sector



Overview

The Technology Enabled Care in Housing programme is funded by the Scottish Government's Directorate for Health and Social Care Finance, Digital and Governance (DHAC) and hosted by the Scottish Federation of Housing Associations (SFHA), to support housing providers, tenants, and customers, to explore, test and embed tech innovation opportunities.

The evaluation focuses assessment across three pilot TEC programmes which highlight a cross section of the benefits and business case that can be driven by an effective tech enabled care approach seen as:

- Primary Social Value - Benefit to Individual
- Secondary Social Value – Benefit to Society
- Efficiency Savings – Benefit to Organisations

Golden Thread of Social Value

HACT believes that real social value is only delivered when impact is achieved where outcomes meet local needs. Therefore, aligning the activities and social impact aims to ensure that stakeholder needs and involvement play a key role in the theory of change that is being implemented, but also to learn more about decision making, budgeting and delivering of new services.

The key needs that were highlighted were the following:

- To save money
- To control my heating more easily
- To give reassurance to tenant and their family

Projects

Rural Connectivity

The aim of this pilot was to provide digital access for tenants in a rural setting to enable better health and wellbeing outcomes. Given the promotion of Near Me technology the ability to access housing related services, remote housing visits or repairs diagnostics still considered the impact of improved housing and landlord relationships as part of the connectivity benefits.

Total social value - £91,406

Social Return on Investment > 1:5 (more than £5 of social value for every £1 spent)

Healthier Homes

Sensor technology in homes to monitor indoor air quality and energy use, will not only help inform future design and specification but will also allow for better engagement with tenants to help them maximise the benefits of their new home, including reducing energy wastage.

Total social value - £156,058

Social Return on Investment > 1:2 (more than £2 of social value for every £1 spent)

Smart Monitoring

This element focuses on people living within their own homes, implementing tech system, training, support for relevant staff and the set up and installation of the equipment. These discreet sensors monitor the behaviours and activities within homes using machine learning from data collected to create behavioural understanding and insight that can be used to support and inform a service user's needs.

Looking at case study examples, social value outcomes such as improvements to general health, and improved confidence of both tenant and family members were evidenced.

Indicative Total Social value - £5,046

SROI > 1:3 (more than £3 of social value for every £1 spent)

Impact

From the tenant survey, stakeholder engagement and existing reports collected from the pilot programmes it is clear there is significant impact to individuals and wider society.

The social impact evidenced across the wider portfolio of the TECH programme delivers an indicative **social return on investment (SROI) of over 3:1**.

This provides **£3.23 social value created for every £1 spent**.

Our social impact calculations demonstrate that social housing organisations have delivered significant social value in key areas outlined by Prevention framework, National Performance Framework, and that align to Scottish Government's Digital Health and Care strategy priorities.



Financial Inclusion

Link Housing

Registered Social Landlord

- Established 1962
- 12,000 tenants
- 23 local authority areas
- 135 staff
- Housing management, advice services, intensive housing support

About Lightning Reach

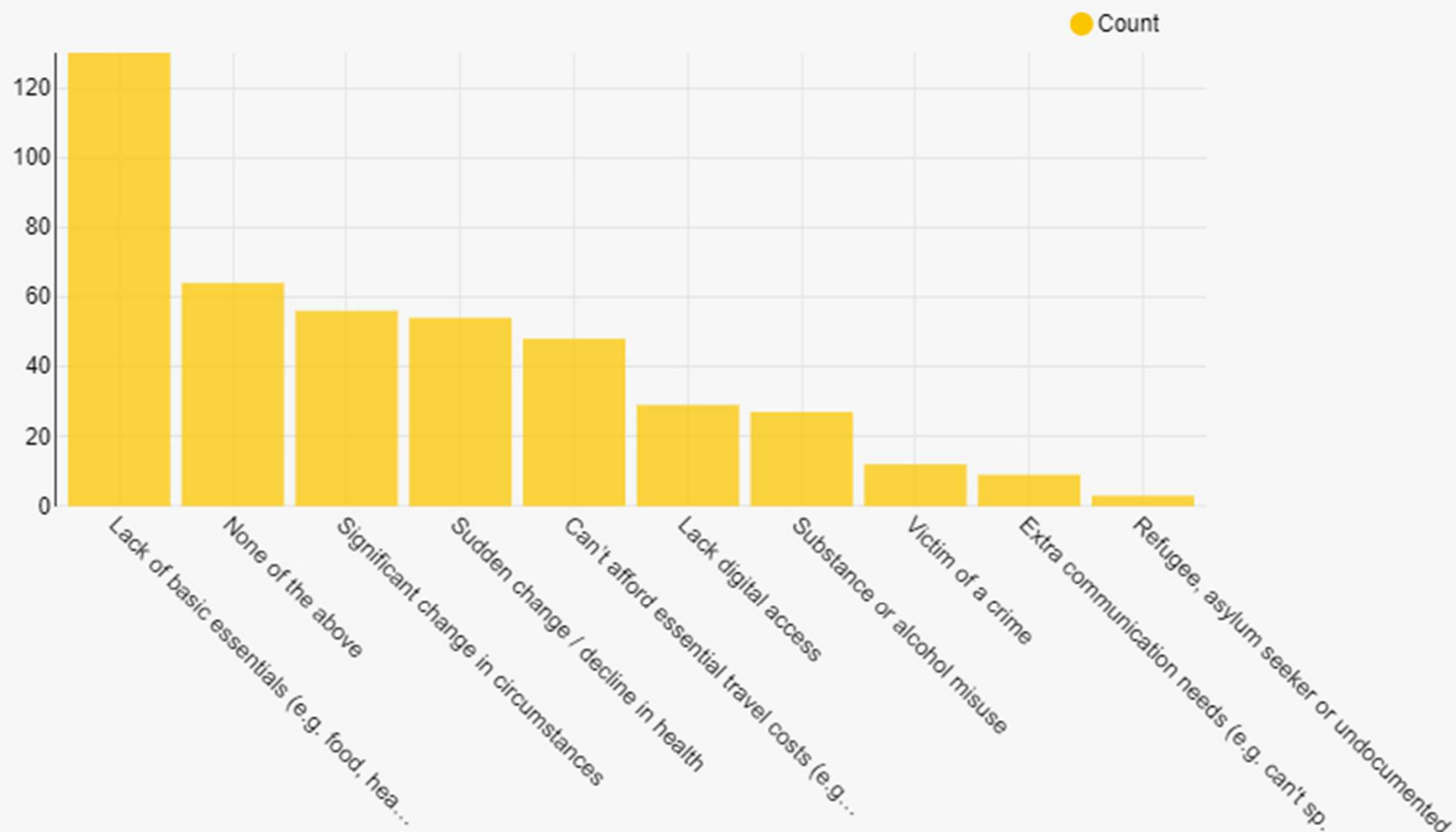
- **Financial support portal** making it easy for people to access a wide range of personalised support in one place (e.g. grants, help with bills, benefits)
- Working with leading partner organisations to **reach and support vulnerable clients** more quickly and effectively through innovative, streamlined platform
- Facilitated **>£15m** in grants to individuals, with **>130,000** users registered over the last 2 years



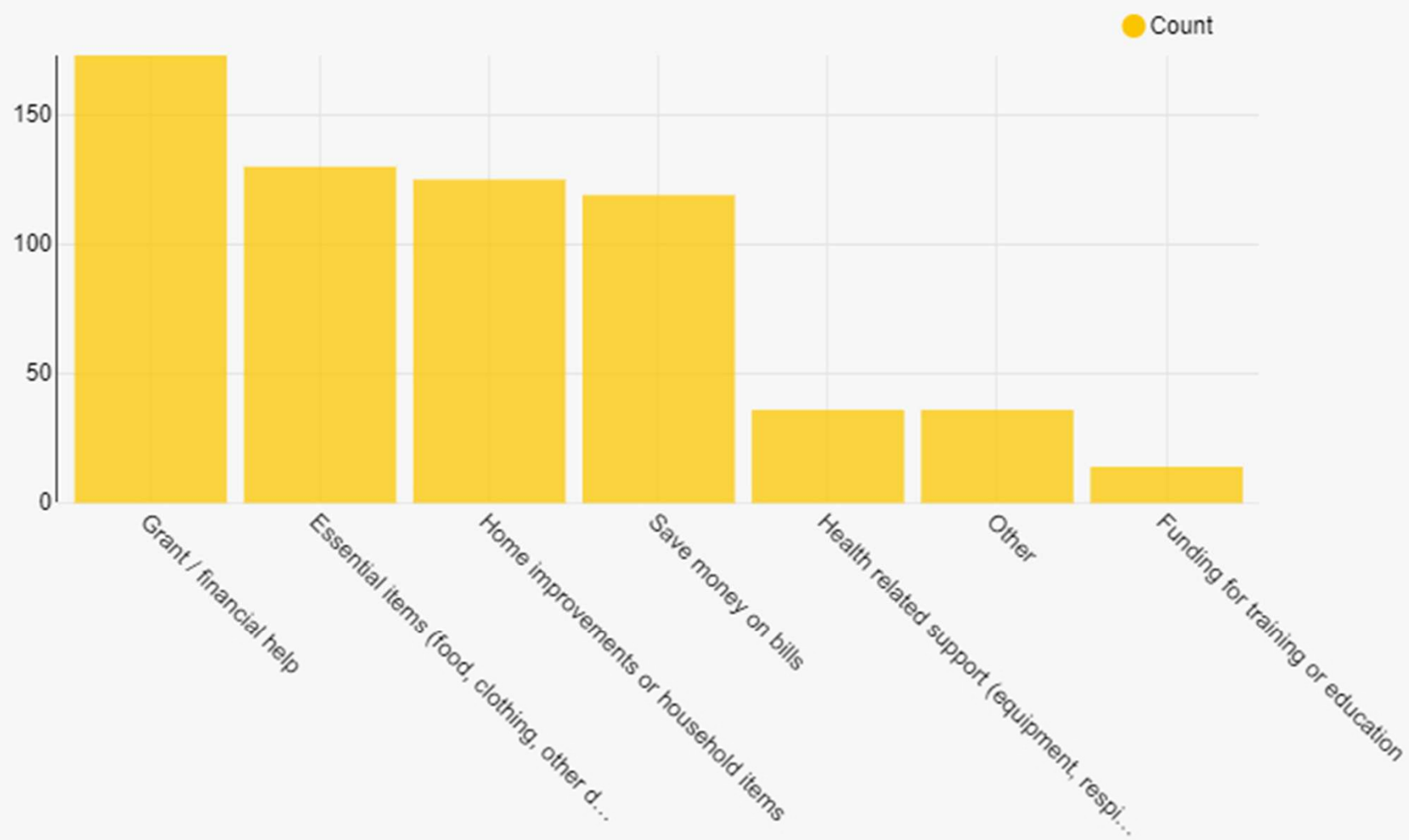
Financial Inclusion – Why?

- There are rising numbers of tenants falling into financial hardship and struggling with rising costs, with these numbers increasing amidst the cost of living and housing crisis.
- It is becoming harder for Housing Association's to sustain the levels of demand, with staff becoming increasingly burdened with the level of administrative tasks.
- Frontline staff have reducing capacity for other responsibilities, increasing stress and reducing the overall quality of the interaction.

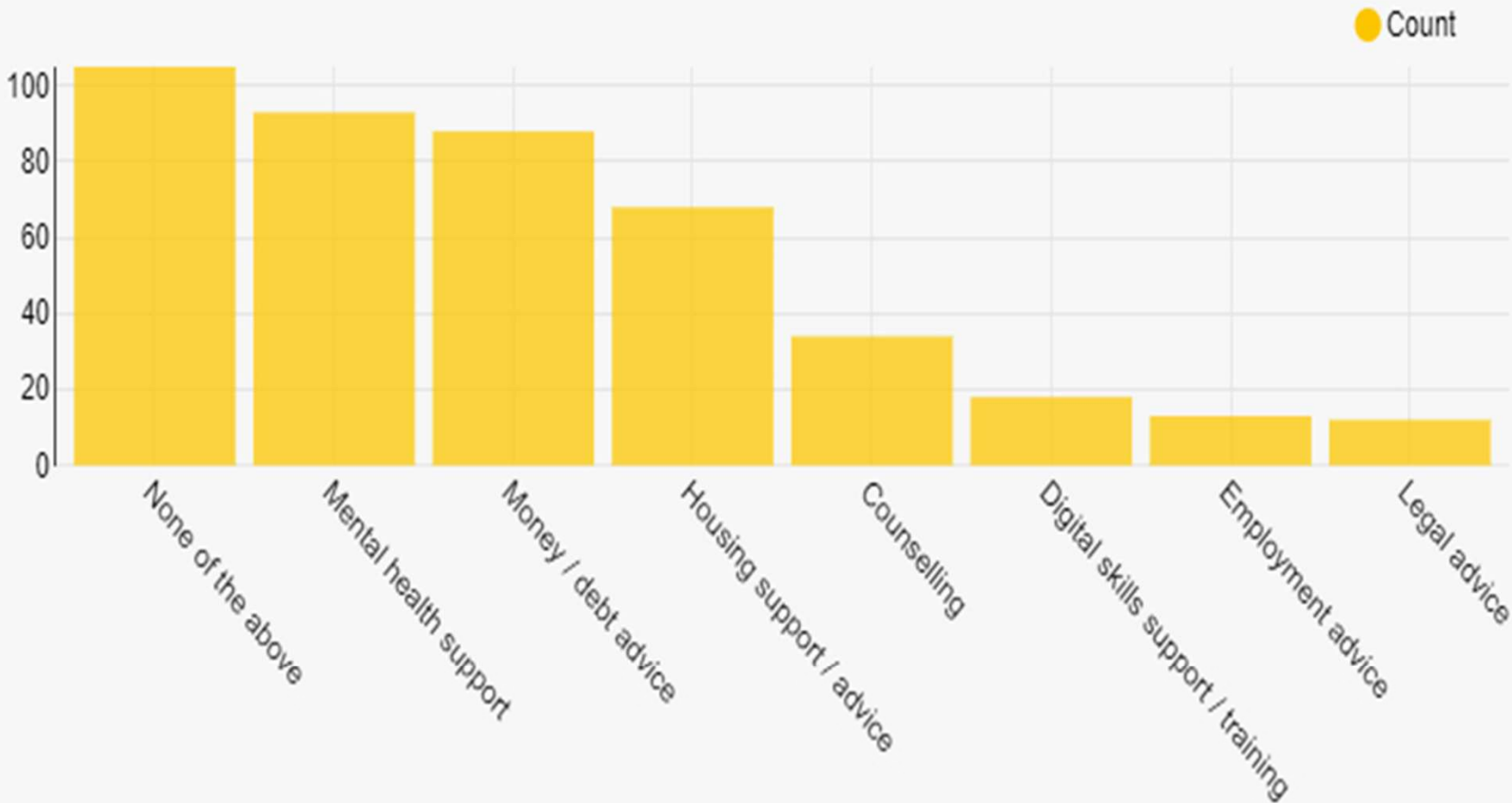
Users description of household circumstances

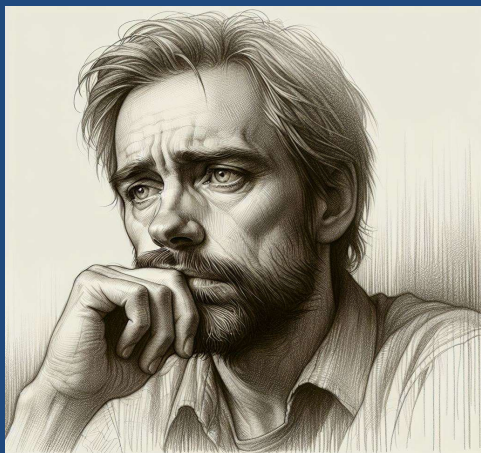


Areas where user has requested financial support



Areas where users asked for support and advice





John - 'the guy next door'

Age: 40-50 years old
Ethnicity: White
Lives: Edinburgh
Housing: Social rented
Children: No children

Employment Status:

Unable to work due to disability or health condition, likely related to mental health.

Circumstances:

- Lacks basic essentials (food, heat)
- Experiencing isolation/ loneliness
- Needs furniture or home improvements

Income: £0, receives benefits

Household Debts: Yes

Financial Support Requests: Has requested financial help

John's needs

Stable financial Support

Access to health service (mental and physical)

Social connection and support networks

Furniture and home improvements assistance

Guidance on Debt management and financial literacy

Pain Points

Financial instability

Mental health challenges and loneliness

Lack of essential resources

Navigational Barriers in accessing help

Opportunities

Streamline access to financial assistance

Introduce peer support/ community group

Provide holistic case management

Develop partnerships for essential resources



Aisha - 'the lady on the school run'

Age: 25-30 years old
Ethnicity: Asian/ Asian British
Lives: East Ayrshire
Housing: At risk of homelessness
Children: Has children

Employment Status:

Employed

Circumstances:

- Significant change in circumstances
- Experiencing relationship breakdown
- Requires support to stay in home

Income: £1001-1500

Benefits: Receives no benefits

Household Debts: No

Financial Support Requests: Essential items like food and clothing

Aisha's needs

Support to secure tenancy

Support to navigate financial assistance landscape

Financial support to meet her and her children's basic nutritional and clothing needs

Pain Points

Stressful circumstances – mental health and wellbeing impact

Transitioning from a dual-income to a single-income household

Monthly outgoings affordability concerns

Navigating financial assistance- no previous experience

Opportunities

Streamline access to financial assistance

Support to maintain tenancy as sole occupier with dependents

Develop partnerships for essential resources

*Unlocking Unclaimed Aid:
A Digital Response to Economic Hardship*

*Digi Fest 2024 **WINNER**
(service development)*