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**Technology Enabled Prevention and Care Pilot**

Mosaic Referral Guidance

Author Reference:

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**What is Changing?**

The Technology Enabled Prevention and Care (TEPAC) pilot is being rolled out in phases across the county starting from the 19th February 2024 with the teams in the first phase. Further information about this roll out and which teams are in each phase was sent to practitioners from Practice Development on the 14th February. If any practitioners haven’t received this email please contact Practice.Development@lincolnshire.gov.uk

To enable you to make referrals to the Technology Enabled Prevention and Care (TEPAC) pilot we have made some changes to the existing Telecare referral form on Mosaic. This form has been renamed ‘Adult Telecare and TEPAC referral’ and can now be used to make referrals for either Telecare, the TEPAC pilot or both depending on the person’s circumstances and which service(s) they meet the criteria for. Please only tick the service you are referring the person to as Telecare and TEPAC pilot are different services.

Guidance for the criteria to refer people to these services is available here:

* Telecare guidance - [Telecare (trixonline.co.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flincolnshireadults.trixonline.co.uk%2Fchapter%2Fassistive-technology-and-telecare%3Fsearch%3Dtelecare&data=05%7C02%7Crebecca.Alton%40lincolnshire.gov.uk%7C3c19a5b0f8c3441aa73908dc31391e93%7Cb4e05b92f8ce46b59b2499ba5c11e5e9%7C0%7C0%7C638439368637361492%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=LruogPK5gqrRA0S1MZRAjvwyFuQyiLnBWa7ynOYQvl0%3D&reserved=0)
* TEPAC pilot guidance – Section 11 of the [Local Resource Library (trixonline.co.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flincolnshireadults.trixonline.co.uk%2Fresources%2Flocal-resource-library&data=05%7C02%7Crebecca.Alton%40lincolnshire.gov.uk%7C3c19a5b0f8c3441aa73908dc31391e93%7Cb4e05b92f8ce46b59b2499ba5c11e5e9%7C0%7C0%7C638439368637384492%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=fiQCf49NgAkmY31Z4dynnbe7xNjfCxdcrmsJzCwmct8%3D&reserved=0)

**How can I access the referral form?**

The Adult Telecare and TEPAC referral can be accessed by choosing the action ‘Adult Telecare Referral’ from the following work steps for completion of a **TEPAC or** a **Telecare** referral:

1. Adult Carer Assessment
2. Adult Carer Support Plan
3. Adult My Assessment: Area Team
4. Adult My Assessment: Non-Area Team
5. Adult My Review
6. Adult My Transition Assessment
7. Adult OT Goals and Action Plan
8. Adult Safeguarding Enquiry

For referrals to the **TEPAC pilot only**, you will also be able to access the Adult Telecare and TEPAC referral from the following workflow steps by choosing the action ‘Adult Telecare Referral (TEPAC pilot only)’:

1. Adult Conversation Record
2. Adult Conversation Record Follow up
3. Adult Hospital Discharge Request

The referral form should only be used for TEPAC referrals from these workflow steps. It will allow you to complete the sections for a Telecare referral however because of the requirement in the Telecare eligibility for a person to have been assessed as having eligible needs and Telecare to be included in the support plan if you send a referral from these steps it will be rejected by the Telecare team.

**When will the change take place?**

These changes to the form went live on the 19th February 2024 apart from the availability of the referral form from the Adult Hospital Discharge Request, which went live on the 7th March 2024. The changes to the form are live for all practitioners from the 19th February 2024 however because this is a phased roll out you will only be able to refer to the TEPAC pilot when referrals are being accepted from your team. The pilot team will contact teams to inform them when they are able to make referrals. Any referrals sent through during a period when your team aren’t able to make referrals will not be actioned until your teams referral window is open and you will be informed of this outcome by the internal pilot team.

**What do Practitioners need to know to complete the referral form?**

There is guidance built into the form to help with completion, particularly where new types of question have been added, please click the guidance bubbles in the form to help you with completing the form correctly. In the ‘Referrer Details’ section you will be asked if the referral is for the TEPAC pilot and if the referral is for Telecare, your answer to these questions will influence which sections of the form you will need to complete. The form itself will provide prompts in each section about whether you need to complete sections once you have answered these questions. Please also refer to the TEPAC pilot practitioner guidance in section 11 of the Local Resource library to assist with completion of the form.

Some of the questions within the existing sections of the referral have been changed slightly so that the information in these questions can be used for either a Telecare or TEPAC referral to save the need for duplication where both types of referrals are needed. Some additional questions have also been added to these sections which are relevant to both Telecare and TEPAC referrals. One of these additional questions relates to the persons fire risk and ability to keep themselves safe in the event of a fire. Lincolnshire Fire and Rescue have asked for this to be included to increase their ability to keep people safe in an emergency. This information will be shared with the fire service so you will need to make the person aware of this. The questions will not automatically trigger a fire service safe and well check but will act as a prompt for practitioners to also consider a referral for this and a link to the fire service referral form has been included.

An additional section has been added to the form titled ‘Technology Enabled Prevention and Care Pilot’ which contains information needed by the internal pilot team to determine suitability for the pilot and by NRS to inform their Technology Assessment. Some of the information in this section of the form will be information you may not routinely ask a person about, so we recommend familiarising yourself with the form before discussing a referral with a person you are working with.

**Determining the outcomes and benefits of the referral**

Within the ‘Technology Enabled Prevention and Care Pilot’ section of the referral form you will be asked to record what the main outcome and benefit are that you predict the person will get from the referral to the pilot. You can only record one outcome and one benefit so please choose the option that is most relevant to the person. These questions are included to help with evaluations of the TEPAC service and will enable us and the University of Lincoln to compare expected outcomes and benefits with actual outcomes and benefits.

When recording the outcome you will need to think about what you and the person are hoping they will achieve through the referral. When recording the benefit you will need to think about how the pilot is going to enable the person to be more independent. What service would the person have needed to achieve their outcome if you weren’t referring to the TEPAC pilot? What other service are you hoping the TEC is going to be used instead of or delay the need for? You will need to use your professional judgement when working this out based on the person and their situation.

**Examples:**

Example No.1

If the person is going to have an item with GPS and without this we would have put into place home support/1:1 support to access the community for 1 hour a day Monday - Friday then you would choose the benefit of ‘Home support/1:1 support’ and record 5 hours weekly.

Example No.2

If a person has cognitive difficulties which mean they can’t accurately report their abilities and needs at home and is going to be having a lifestyle monitoring system (system with sensors to monitor their movement and use of appliances at home) to accurately determine their needs and enable family to monitor safety and if we didn’t provide this the risks are high enough that we would be arranging residential care then you would record a benefit of ‘Prevent/delay admission into a care home’  and estimate the number of weeks that the admission will be delayed by.

This question will be answered again by NRS after they complete the technology assessment and will be adjusted if the technology isn’t appropriate, or the benefits change so you only need to record what you expect the benefit to be at the point of this referral. For those people who participate in the University of Lincoln evaluation they will also be asked for their views of the outcomes and benefits for them of the service.

**Who to contact if you have any problems using the updated form**

1. If you have any questions or queries about processes or practice in relation to the TEPAC pilot or Telecare please contact Practice.Development@lincolnshire.gov.uk
2. If you have any questions or queries in relation to the TEPAC pilot care technology assessment completed by NRS or the equipment available through the pilot, please contact NRS by telephone on 01476 852492 or by email at tecpilot@lincoln.nrs-uk.net
3. If you have any technical or Mosaic issues with using the updated form please submit a How DO I using the following link [Helpdesk : . (freshservice.com)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flincolnshirecc.freshservice.com%2Fsupport%2Fcatalog%2Fitems%2F92&data=05%7C02%7Crebecca.Alton%40lincolnshire.gov.uk%7C3c19a5b0f8c3441aa73908dc31391e93%7Cb4e05b92f8ce46b59b2499ba5c11e5e9%7C0%7C0%7C638439368637402765%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Uxr5Si2rBrPin9LWmCn3dFYxOkUacLwAEunpUvoUdQw%3D&reserved=0)