

# Developing a Proactive Technology Enabled Care Pathway in Moray

## From Reactive Telecare to Predictive Support

### Introduction

Technology Enabled Care (TEC) services play a vital role in supporting individuals to live safely and independently at home. In Moray, the Lifeline Service currently provides predominantly reactive telecare, responding to events such as falls to trigger support. With the planned analogue phone line switch-off by 2027, there is a statutory requirement to transition to digital systems. This transition creates an opportunity not only to modernise infrastructure but to explore a more proactive, data-informed model of care.

Workstream 4A of the Smart Housing programme is supporting the early development and testing of an integrated TEC pathway. This pathway aims to move beyond reactive alerts towards continuous proactive/preventative monitoring, which enables early intervention, improving outcomes for citizens, those who support them, and health & care service efficiencies.



### Emerging Insights

- Current TEC services are largely reactive, responding to incidents rather than preventing them
- Analogue to digital switch of telecare infrastructure poses additional challenges, particularly in rural communities with limited connectivity
- There is opportunity to use digital technologies to monitor changes in health, wellbeing and function over time to alert to early signs of change
- Stakeholder engagement highlights strong support for a more proactive, preventative model
- Integration of health, care, housing, and technology systems remains a key challenge
- Early design work suggests value in combining data from multiple devices with personalised baselines
- Workforce will require new skills to assess, prescribe, and manage TEC solutions
- Citizens would benefit from improved access to information, self-management tools, and earlier support

### Proposed Approach

- Develop a proactive TEC pathway incorporating prevention, early intervention, and proactive support
- Integrate telecare, telehealth, environmental and activity monitoring devices into a single platform for personalised prescribing
- Introduce AI-enabled analytics to identify and alert to early indicators of change or increased risk
- Explore interoperability models with national platforms such as Skyresponse

### Conclusions

This work is currently in the early testing phase, but it demonstrates strong potential to transform how Technology Enabled Care is delivered.

By shifting from a reactive to a proactive model, the pathway aims to support earlier identification of risk, improved self-management, and more efficient use of health and care resources. The project will generate robust evidence to inform future service models and investment decisions.

Ongoing evaluation will be critical to understanding the safety, effectiveness, and scalability of this approach within rural communities and beyond.

### Method

The pathway has been developed through a co-design approach, involving stakeholders from health, social care, housing, and the third sector, alongside citizen input.

Workshops and engagement activity informed both the identification of current system challenges and the design of a future-state model. The current phase focuses on real-world testing of technologies, alongside iterative development based on feedback and learning.



### Further Information

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