INDIVIDUALS OVERVIEW & SCRUTINY COMMITTEE

REPORT

1st November 2011

Subject Heading:	**Assistive Technology improving outcomes**
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Policy context:	Adult Services is committed to embracing the opportunity and need to transform the Health and Social Care provision in Havering to meet the challenges of the 21st Century. With demographic changes, limited resources, and increasing levels of dependency, it is imperative to strive for more effective and efficient care options that provide our residents with the right outcome, giving local people the opportunities to remain independent within their own homes.

SUMMARY

The purpose of this report is to provide the Committee with an overview of how assistive technology, i.e. TeleCare and TeleHealth, is being developed through a set of projects as part of the Havering 2014 Adults Transformation programme. The projects have an overarching aim to establish assistive technology as a "default" option when considering provision of care services in Havering through fully exploiting the available technology. This approach will help adult social care services to respond to both the demographic and financial pressures it faces.

RECOMMENDATIONS

Members of the Committee are asked to note the contents of this report.

REPORT DETAIL

BACKGROUND

Assistive technology is the collective term for TeleCare and TeleHealth devices and can be defined as *"any device or system that allows an individual to perform a task that they would otherwise be unable to do, or increases the ease and safety with which the task can be performed."* *(Royal Commission on Long Term Care 1999)*. This includes a wide range of devices from simple 'low tech' items such as mechanical medication reminders and dispensers to more 'high tech' items such as automatic lighting, sensors and tracking devices.

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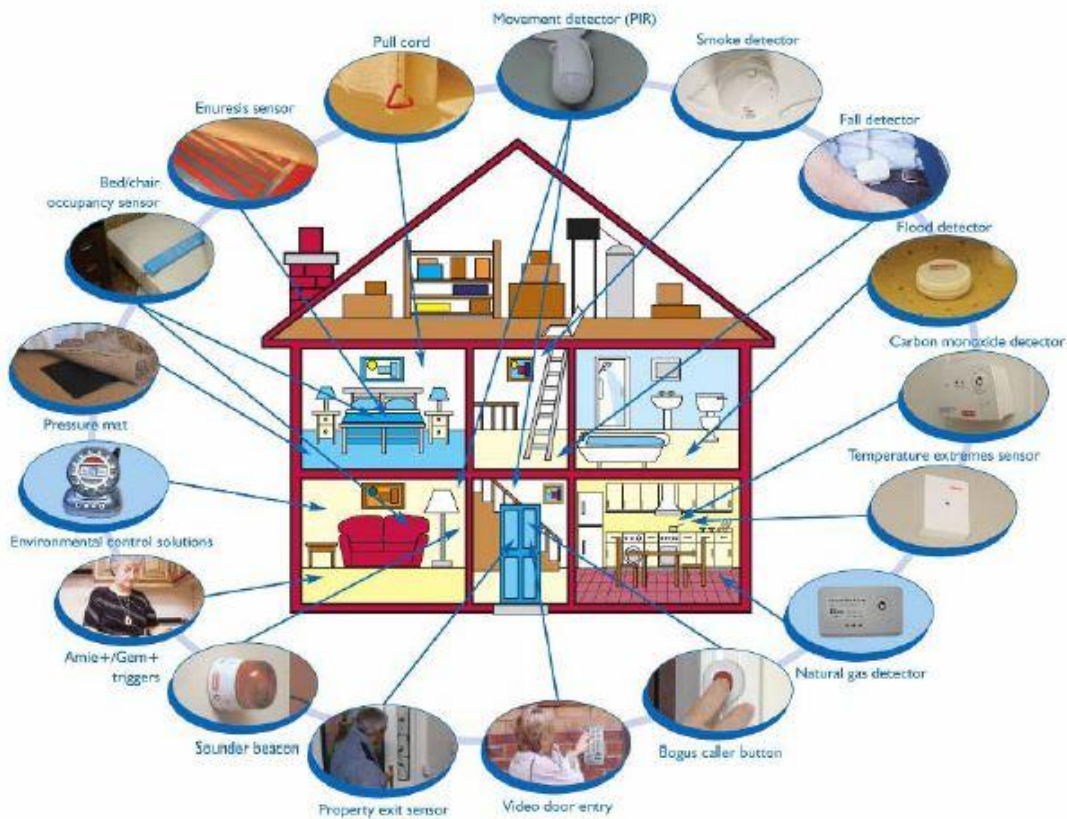
In 2010 the Department of Health set out it's "*Vision for Adult Social Care: Capable Communities and Active Citizens*" with strong emphasis being placed on the

contribution preventative services such as assistive technology make to delivering better outcomes for individuals as well as efficiencies and improved services for local councils.

In Havering our overarching vision for Adult Social Care is "***to live as independent and fulfilling lives as possible based on choices that are important to them***. ***Promoting the independence and quality of life of all adults, but particularly older people and vulnerable adults, are priority outcomes***".

Achieving these visions presents significant challenges but also brings opportunities to reshape services and focus more on prevention, enabling people to live in their own homes and in their own neighbourhoods.

Adult Social Care services are currently engaged in the delivery of the Adults Transformation programme, which is focusing on investing in prevention and enabling people to live in their own homes and in their own neighbourhoods, which is the preferred choice of most older and disabled people. Key to being able to enabling this preferred choice is the provision of high quality, wide ranging and effective assistive technology services which will also support other services such as extra care housing and reablement to deliver better outcomes and business benefits. Four related projects are now underway with the aim of delivering the change from the current position to one which will support the achievement of the Havering vision for adult social care.

THE CURRENT USE OF ASSISTIVE TECHNOLOGY IN HAVERING

The use of assistive technology in Havering was boosted by a project undertaken in 2007/08 which had the dual aims of:

- Establishing a supporting infrastructure of installation, monitoring and response capabilities and
- Promote within the social care community in Havering knowledge and understanding of the devices and services available.

As at 30ᵗʰ September 2011 there are around 3,200 users of assistive technology in Havering:

Service	Users (approx.)	Social care funded since Nov 2010
Careline	**2700**	**45**
Careline plus other devices	**500**	**20**

The TeleCare and Careline service in Havering operates from Royal Jubilee Court providing a 24 hour, 365 days a year monitoring and response service supported by a call centre based in Newham as well as a flexible installation service. Potential users of assistive technology are referred from social care practitioners, hospital staff, GPs, family members or from the individual themselves, their needs are assessed and the appropriate devices identified and installed. There is a need however to increase referral rates and this is being addressed in the projects.

In the 12 months to 31 August 2011 the service responded to 137,257 alarms and in response made 2,549 visits to individuals' homes.
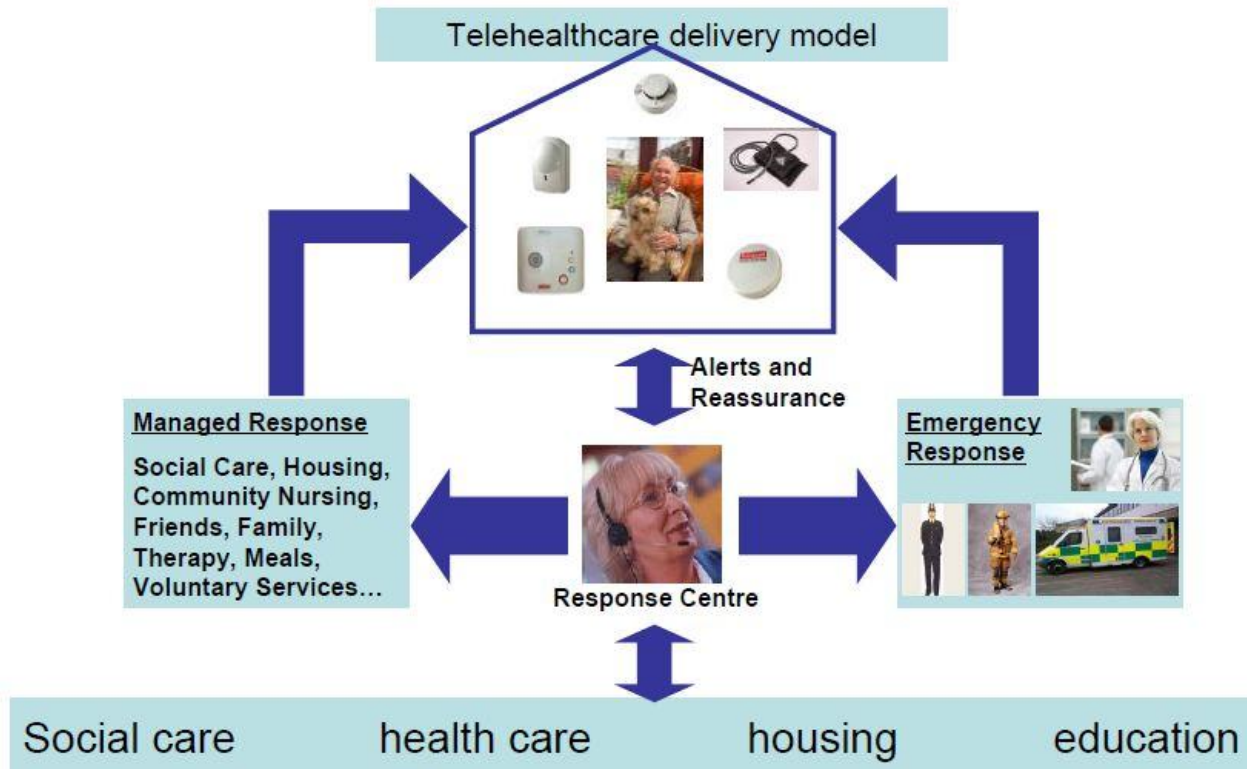
RECENT DEVELOPMENTS

London Assistive Technology Programme
In 2010 Havering joined the London Assistive Technology Programme which aims to place TeleCare and TeleHealth at the centre of care provision through cross borough working to share best practise and develop new initiatives. Havering has actively participated in this programme and a wide ranging project has been underway to implement the outputs of the London Programme locally including:

- Reorganisation of the TeleCare and Careline service to improve focus on service standards, such as responding to alarms, and a wider range of equipment is being used across a growing number of customers.
- Adult Social Care staff and colleagues working in health have been involved in workshop events to improve their understanding of the benefits assistive technology can provide and their confidence in including equipment in care packages. Assistive technology is now being incorporated in the adult social care training programme.
- A demonstration facility has been set up at Yew Tree Resource Centre for both the public and staff to use to gain an improved understanding of assistive technology devices.
- A marketing campaign to raise awareness and interest from the public.

This project will continue to develop the infrastructure to support increased and effective provision of assistive technology in Havering.

NHS Support for Social Care Projects

Earlier this year bids were made for funding to NHS Havering under the NHS support for social care programme to support 3 additional projects with the overarching objective of driving forward specific initiatives to improve outcomes and deliver efficiencies across both social care and health. These projects are:

- **Purposeful walking, supporting people with dementia** will use TeleCare and GPS (Global Positioning Satellite) devices to enable participants diagnosed with dementia to safely leave and return to their home environment. Greater independence will be maintained and improve health and wellbeing, increase activity levels and better social inclusion as a result. It aims to reduce the impact and stress to carers of those diagnosed with dementia who may be prone to wandering. This will improve the health and wellbeing of the carer and support access to/retention of employment.

- **Supporting long term and complex conditions** will use Assistive Technology solutions for people with long term conditions; high support needs and/or people with learning difficulties. It would target the application of a range of TeleCare/TeleHealth solutions to enable people to be maintained in less institutional settings in the community and reduce levels of support needed. The ultimate aim of this project is to provide less intrusive support to individuals and to help promote prevention and dependence, whilst realising significant financial savings.

- **Rapid response installation team** will establish a specialist team able to install a range of TeleCare/TeleHealth solutions, designed to support elderly or disabled people, being discharged from hospital or identified as 'at risk' in their own home, within a 12 hour target following assessment and referral. The project will have a particular emphasis on addressing the issues around rapid support and crisis intervention for dementia patients where the condition impacts on the individual's ability to remain supported and safe within their own home environment or where the family carers are becoming overburdened.

Project Milestones:

Purposeful Walking - Supporting People with Dementia	
• Project Initiated	June 2011
• Ongoing installation and monitoring of equipment	November 2011 to November 2012
• Ongoing review process and data gathering to inform evaluation	November 2011 to November 2012
• Interim evaluation report (covering first 6 months	June 2012
• Final evaluation report	February 2013
• Project closed and service mainstreamed having demonstrated benefits	**March 2013**

Supporting People with Learning Disabilities, Complex Needs and/or Long Term Conditions	
• Project initiated	June 2011
• Support and risk assessment of identified service	November 2011 to

users to agree tailored solutions	December 2012
• Programme of meetings with identified service users and carers	November 2011 to December 2012
• Implementation of Assistive Technology solutions to identified service users	November 2011 to December 2012
• Interim Evaluation Report (covering first 6 months)	July 2012
• Final Evaluation Report	February 2013
• Project closed and service mainstreamed	**March 2013**

Rapid Response Installation Team	
• Project initiated	June 2011
• Telecare equipment, vehicle and specialist rapid response team in place	November 2011
• Service "soft" launch	November 2011
• Ongoing assessment and referral of service users to receive the telecare	December 2011 to December 2012
• Ongoing installation and monitoring of equipment	December 2011 to December 2012
• Ongoing review process and data gathering to inform evaluation	December 2011 to December 2012
• Interim evaluation report (covering first 6 months)	July 2012
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ANTICPATED BENEFITS FROM INCREASED USE OF ASSISTIVE TECHNOLOGY

The key business benefit that increased use of assistive technology to provide increasing levels of care will be to reduce the demand for more "traditional" forms of care. In addition there will be a range of "softer" benefits around improved quality of life for users, their carers and families.

Purposeful Walking, supporting people with Dementia	
What "success" will look like	**Business benefits**
- People with dementia and their carers enjoying **an improved quality of life**, extending the time they enjoy living safely in their own home. **Positive impact on quality of life** of user and the carer **Reduced stress** of worry on both the user and the carer **Significant savings** have been achieved by avoiding admission to hospital and residential care and a reduction in the use of emergency services	**Reduced admission to nursing/residential care homes Reduced** need for carers **respite** **Reduced** hospital **admission** **Positive impact** on other public services through: **Reduced police call-outs** **Reduced need for carer and family call outs** - Reduced community alarm responses

Assistive Technologies to Support People with Learning Disabilities or Complex Needs	
What "success" will look like	**Business benefits**
- A **proactive approach to managing the changing needs of individuals** is embedded. - Significant savings have been achieved by **reduced domiciliary hours or sitting services for sleep-ins or waking cover** - A significant number of people with long term conditions report **improved well-being** which has enabled them to continue to live independently and feel safe and secure in their own homes. - They **continue to live within their preferred community,** maintain friendships and access wider community support networks. - The families and carers of these vulnerable people have **peace of**	**Reduced** levels of **domiciliary care** in high cost care packages **Reduce** the amount of **domiciliary hours or sitting services** for sleep-ins or waking cover **Reduce admissions** to residential and nursing care **Reduction in hospital admissions** - Assist in **reducing the number of inappropriate readmissions** to hospital **Enable a proactive approach** to managing the changing needs of individuals - Provide an **holistic approach to care and support** through links with statutory/specialist services **Increased awareness** and

	understanding of assistive technologies
mind knowing that technology is there when they can't be.	
• Technology will support larger numbers of people with medium or moderate needs to maintain or increase their independence.	

Rapid Response Telecare Installation Team	
What "success" will look like	**Business benefits**
• **A specialised "Rapid Response TeleCare Team"** to seamlessly support persons who are to be discharged from hospital or are identified as at risk within their own home, within a target of 12 hours	• **Reduction in the need for emergency Respite Care provision** and crisis interventions
• **Significant savings** by avoiding preventable admissions to hospital, facilitating earlier discharge, and enabling people to live safely and independently at home	• **Reduced number of people with Dementia moving into residential and nursing care homes.**
• **Significant self-reported improvements** in wellbeing of service users and carers	• Dementia patients **remain supported and safe within their own home environment**
• **Reduced impact and stress to carers** of those diagnosed with Dementia who require support to live independently within their home	• **Reduction in hospital admissions** due to falls
• **Increased opportunities for timely and supported discharge from hospital**	• **Increased awareness** and understanding of assistive technologies
	• Support the development of **closer collaborative working** between the council and health services
	• **Joint development of new hospital discharge pathway** to facilitate hospital discharges through use of TeleCare
	• Introduction of **new technologies**

SUMMARY

The four assistive technology projects will enable the process of change from a position where assistive technology is under-used to one where it becomes the default option for care provision. The establishment of a sound infrastructure through re-engineering all the related business and data recording processes will enable the three targeted projects to address specific issues around hospital discharge, supporting those with complex and longer term needs and supporting dementia sufferers and deliver significant benefits to users of services, their families and carers and to the Council through reducing demand for more complex and costly services.