

East Dunbartonshire Assistive Technology Strategy 2018 - 2023



The Vision:

The use of digital technology is central to East Dunbartonshire Health and Social Care Partnership's (HSCP) vision for supporting people, of all ages and disabilities, to remain living independently at home or in a homely setting.

Technology continues to have an increasing role in promoting independence and this Strategy sets out the HSCP's intentions to further develop and provide opportunities for technology to be delivered across all service user groups.

The Purpose:

The ageing population, both nationally and locally, will put increased pressure on community health and social care services resulting in increased need for care and support. Assistive technology continues to play an integral role in alleviating some of these pressures. It has the capacity to provide ongoing monitoring and supervision as well as alerting to emergency situations which can assist the HSCP to free up scarce resources to be deployed where they are most needed.

This Strategy sets out the HSCP's commitment to continue to build on the well-established community alarm and telecare programme within East Dunbartonshire, ensuring its further development, expansion and contribution towards achieving local priorities as outlined in the HSCP's Strategic Plan and East Dunbartonshire Council's Local Outcome Improvement Plan.

The Strategy sets out details of the outcomes that the HSCP want to achieve in delivering the assistive technology programme and identifies actions that will contribute towards these outcomes. If equipment is used appropriately, it can support individuals to live independently within their own communities.

The National Context:

The Scottish Government has set out a "triple win" expected by 2020 from delivering telehealth and telecare in Scotland:

- Enhanced wellbeing and quality of life;
- Improved sustainability of care;
- Increased economic growth in Scotland

The Scottish Centre for Telehealth and Telecare (SCTT) assumes the lead role in delivering the Scottish Government's Technology Enabled Care Programme. The SCTT are involved in supporting the development and expansion of technology enabled health and social care services in Scotland. The Centre works with various stakeholders including industry; academia; councils; NHS Boards; HSCPs and the Third Sector.

The SCTT supports the national Telecare Development Programme by exploring:

- service improvement through telecare data collection and analysis;
- the embedding of telecare within care pathway redesign programmes for dementia, falls and overnight support services;
- the move from analogue to digital telecare programmes;
- the expansion of telecare;
- the development of on-line telecare self check and signposting tools to support awareness raising and expansion.

The Local Context:

Assistive technology contributes towards the national health and wellbeing outcomes that are set out in the HSCP's Strategic Plan and the local outcomes contained within East Dunbartonshire Council's Local Outcome Improvement Plan:

Health and Wellbeing National Outcomes:

Outcome 2: People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.

Outcome 3: People who use health and social care services have positive experiences of those services, and have their dignity respected.

Outcome 4: Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.

Outcome 9: Resources are used effectively and efficiently in the provision of health and social care services.

Local Outcome Improvement Plan:

Local Outcome 6: Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services

The Local Demographic Picture:

In 2015 the population of East Dunbartonshire was 106,960, which is an increase of 0.2% since 2014. East Dunbartonshire's population accounts for 2% of the total population of Scotland.

Persons aged 60 years and over make up 28% of East Dunbartonshire's population which is higher than the Scottish average of 24.2%. In comparison to Scotland over the period 2012 to 2014 East Dunbartonshire had a lower death rate. Over that same period more people entered East Dunbartonshire to live than the number of those who left the area.

The life expectancy for females (83.9 years) and males (80.7 years) in East Dunbartonshire are both greater than the Scottish average. Over a 25 year period the age group that is projected to increase the most in size, in East Dunbartonshire, is the 75 years plus age group.

(National Records of Scotland – June 2016)

What is Telecare and Telehealth?

‘Telecare’ is

“the provision of care services at a distance using a range of analogue, digital and mobile technologies. These range from simple personal alarms, devices and sensors in the home, through to more complex technologies such as those which monitor daily activity patterns, home care activity, enable ‘safer walking’ in the community for people with cognitive impairments/physical frailties, detect falls and epilepsy seizures, facilitate medication prompting, and provide enhanced environmental safety”

(A National Telehealth and Telecare Delivery Plan for Scotland to 2015)

Telecare equipment and devices can be activated by the service user or can be initiated in a passive manner. The equipment could include: falls sensors, smoke sensors, medication reminders, environmental monitoring and gps monitoring systems etc.

‘Telehealth’ is

“the provision of health services at a distance using a range of digital and mobile technologies. This includes the capture and relay of physiological measurements from the home/community for clinical review and early intervention, often in support of self management; and “teleconsultations” where technology such as email, telephone, telemetry, video conferencing, digital imaging, web and digital television are used to support consultations between professional to professional, clinicians and patients, or between groups of clinicians.”

(A National Telehealth and Telecare Delivery Plan for Scotland to 2015)

Telehealth equipment can send information to staff based within hospital or community settings. It could include monitoring blood pressure from a service user’s home, using a blood pressure cuff and telephone line device, or could send medical information to a Consultant within a hospital setting from a remote location.

‘Telehealthcare’ is a term that can be used interchangeably with the terms ‘telecare’ and ‘telehealth’. The term relates to the joining together of the two to provide an

integrated approach when using technology to deliver high quality health and social care services.

The Ethical and Legal Considerations:

Assistive technology has the potential to threaten individuals' privacy and control. Social care and health professionals need to consider a range of ethical issues when supporting a service user in deciding whether to use these types of technology. These issues need to be considered before, during and after the installation of sensors.

The Achievements:

There is a range of assistive technology equipment available to support people to remain independent in their own homes including personal alarms, falls monitors, activity monitors and property exit sensors. The HSCP has created a dedicated post to promote assistive technology solutions and establish further recording systems to provide the HSCP with an accurate reflection of users within the area. A current report shows that East Dunbartonshire have 2053 individuals using community alarms / telecare services. (East Dunbartonshire HSCP Annual Report 2017)

The following developments have taken place over the last six months:

- Utilisation of the Assisted Living Show Flat to enhance service users and families' knowledge about assistive technology and its benefits;
- Increased visits by Social Work and Health practitioners to the Assisted Living Show Flat to increase knowledge and confidence about the equipment;
- Introduction of feedback form to further develop stakeholders' experience of the Assisted Living Show Flat;
- Exploring and increasing use of new and up to date technology that will further benefit service users and help achieve their outcomes.

The Learning Experience:

A consultation exercise with social work and health practitioners took place in September 2017 with a variety of teams providing responses including: Older People; Joint Learning Disability; Adult Intake; Care at Home; Occupational Therapy; District Nursing; Community Mental Health and Community Rehab Teams.

Only 56% of the respondents are confident about explaining the community alarm service to service users; reducing to 33% in relation to explaining about telecare. While 67% of respondents felt that they had some knowledge about telecare; 50% felt that there was little information about telecare with another 33% unaware of where to access information. 61% of the respondents has never received training or information awareness sessions about telecare with 28% unfamiliar with how to make a referral.

27% of the respondents were unaware that the HSCP hosts an assisted living show flat with 56% never having visited the flat. 44% of respondents advise having limited discussion regarding the ethical issues that arise from the use of telecare with 17% unfamiliar about the ethical issues.

43% of respondents had received positive comments only about telecare equipment, however 57% had received both positive and negative comments. Examples of the positive and negative comments were:

“Provides reassurance for service users and their families”;

“Helps to improve the safety of those who are known to leave their homes”

“Supports people with many different options dependent on their illness”.

“Some people refuse telecare because they feel that the cost is too high”

“Some people find that the falls sensor is very sensitive, going off when the person bends down”.

The consultation asked practitioners what would help them, in their roles, to consider and encourage more use of telecare for service users. Examples of the suggestions included:

“Better feedback from service about implementation and service user experience”

“More information on ethical considerations”

“Training to gather full knowledge”

“More information about the equipment that is available for service users”

The results of the consultation has been instrumental in determining the future actions required to progress the development of assistive technology in East Dunbartonshire.

The next steps:

This Strategy, which covers a five year period, builds on an already established community alarm and telecare support service but recognises that much more development, creativity and innovation still needs to be accomplished to ensure that assistive technology is utilised to its full extent. East Dunbartonshire HSCP is committed to driving forward the key outcomes within the timescale of the Strategy. An action plan has been developed that covers a range of these objectives and sets out clear timescales for each. The Strategy will be monitored through the Older People’s Planning Group.

The Key Outcomes:

- To support service users of all ages and disabilities to remain independent at home or in a homely setting;
- To support the reduction in unnecessary hospital admissions and provide support to assist people to be discharged from hospital timeously;
- To contribute to service users' assessment of need and achievement of individual outcomes;
- To form a low cost element of a fuller support package that contributes towards individual assessed needs and outcomes;
- To contribute towards the personalisation and self-directed support agenda where service users manage their care and support needs utilising a variety of available options;
- To support a more consistent approach to falls prevention and management and in doing so improve experiences and outcomes for older people, their families and carers;
- To accelerate the pace of implementing local integrated falls and fragility fracture pathways.

Appendix 1

East Dunbartonshire Health and Social Care Partnership: Assistive Technology Strategy Action Programme 2018 - 2023

Issue	'Smart' Output	Actions Required	Lead Officer	Timescale
Develop a strategic direction for the continued development of Assistive Technology	Produce an Assistive Technology Strategy to cover next five years	Review current Telecare Strategy.	Adults and Community Care Support Worker/Home Care Organiser (Telecare)	March 2018
Practitioners are required to think about the ethical considerations for use of assistive technology equipment	Produce a 'Good Practice Guide' for Social Work and Health Practitioners.	Benchmark other HSCPs use of guides re ethical considerations.	Adults and Community Care Support Worker	August 2018
		Research ethical considerations.	Adults and Community Care Support Worker	September 2018
		Write a 'Good Practice' guide for discussion amongst the Assistive Technology Strategy Action Group.	Adults and Community Care Support Worker	October 2018
Ensure relevant and current information is available for service users, practitioners and other stakeholders regarding assistive technology	Develop easy read, jargon free, information materials in different formats.	Review Website content	Home Care Organiser (Telecare)	Summer 2018
		Review public information leaflets	Home Care Organiser (Telecare)	Summer 2018
		Increase number of awareness sessions with service user and carer forums/groups by 10% each year.	Home Care Organiser (Telecare)	During length of strategy
		Raise awareness with GPs and Allied Health Professionals.	Change Project Lead	During length of strategy
		Increase number of awareness sessions with third sector organisations by 10% each year.	Home Care Organiser (Telecare)	During length of strategy
		Increase number of visits to the Assisted Living Show Flat by 10% each year.	Home Care Organiser (Telecare)	During length of strategy

<p>Ensure that there is a knowledgeable and confident workforce.</p>	<p>Develop relevant training materials in different formats.</p>	<p>Increase the number of assistive technology training sessions for health and social work practitioners by 10% each year.</p> <p>Explore the development of an assistive technology e-module learning module for induction purposes and refresher training.</p> <p>Ongoing assistive technology development for Telecare Technicians and Home Care Organiser (Telecare).</p> <p>Review of staffing complement and response model within Community Alarm and Telecare Response Team</p>	<p>Home Care Organiser (Telecare)</p> <p>Adults and Community Care Support Worker/Home Care Organiser (Telecare)</p> <p>Home Care Organiser (Telecare)</p> <p>Team Manager (Care at Home Services)/Joint Services Manager – Older People</p>	<p>During length of Strategy</p> <p>2019 – 2020</p> <p>During length of Strategy</p> <p>2021 - 2023</p>
<p>Ensure that the service explores and delivers new technology.</p>	<p>Explore, benchmark and research different types of assistive technology equipment to meet a variety of needs and outcomes.</p>	<p>Liaising with Assistive Technology Suppliers/Industry</p> <p>Attending relevant Assistive Technology events</p> <p>Liaising with Scottish Centre for Telehealth and Telecare</p> <p>Participation at Scotland Excel User Intelligence Group</p> <p>Exploration of Scotland Excel Telecare Framework</p>	<p>Home Care Organiser (Telecare)</p> <p>Home Care Organiser (Telecare)</p> <p>Home Care Organiser (Telecare)</p> <p>Home Care Organiser (Telecare)</p> <p>Home Care Organiser (Telecare)</p>	<p>During length of Strategy</p> <p>During length of Strategy</p> <p>During length of Strategy</p> <p>During length of Strategy</p> <p>2019 - 2020</p>

Ensure that the development and provision of assistive technology equipment meets the needs of service users and other stakeholders.	Liaise with service users and stakeholders regarding the use of assistive technology equipment.	Undertake bi-annual quality assurance activities with stakeholders.	Home Care Organiser (Telecare)	During length of Strategy
Ensure that the development and provision of assistive technology is reflected in performance management activities.	Develop a system for recording and reporting on assistive technology services and supports.	Liaise with Performance Management Team regarding recording of equipment.	Adults and Community Care Support Worker/Home Care Organiser (Telecare)	February 2018
		Establishing a system for recording and reporting on types of equipment being utilised by service users.	Adults and Community Care Support Worker/Home Care Organiser (Telecare)	March 2018
		Monitoring and reporting on statistics related to equipment referrals, including service user groups; age ranges; geographical area; sources of referrals.	Home Care Organiser (Telecare)	During length of Strategy
		Monitoring and reporting on outcomes achieved through the use of assistive technology equipment.	Home Care Organiser (Telecare)	During length of Strategy

The Assistive Technology Strategy will be available on the East Dunbartonshire Health and Social Care Partnership website pages at www.eastdunbarton.gov.uk.

If you would like additional information or clarification on the content of this Strategy please contact:

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Other Formats:

This document can be provided in large print; Braille, or an audio cassette and can be translated into other community languages.

Please contact the Council's Corporate Communications Team at:

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