MATCH
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THE CHALLENGES AND
THE CHAMPIONS

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ROLE OF TECHNOLOGY/TELECARE

- Provides facilities to self-manage care at home for those with chronic diseases.

- Provides facilities to allow people to remain at home for longer with increasing degrees of frailty.

- Increases home safety and security for those with disabilities.

POTENTIAL BENEFITS OF USE

- Individual – Quality of life. Access to care in the location of choice. Reduction in anxiety, reassurance, sustaining independence.

- Informal Carer - Quality of life. Reduction in anxiety and stress, reassurance.

- Professional Carer – Additional options for care, information on progress and outcomes, reductions in volume of inappropriate work.

- Statutory Services – Better resource management.

Not to mention new market opportunities for manufacturers and industry!

USE OF TECHNOLOGY AS PART OF A CARE PACKAGE IS NOT NEW

- Passive/Assistive alarm in use in Falkirk Area since 1992.

- Mainly to support people with Dementia to remain in their own homes.

- Foresight of Douglas McNaughton and Rosas Mitchell.

- An answer to risk management for people unable to recognise risks or unable to summon assistance.

THE CHALLENGES

- To know what is available
    - Astrid Guide etc
    - NHS PASA

- To know what it can do.

- To know what it is compatible with.

- To provide efficient installation/de-installation/maintenance.

- To provide appropriate responses to its activation.

- To convince the public that use of technology is a valid part of support service delivery.

AND?

- To educate/inform practitioners about its possibilities

WHO?

- Hospital Consultants
- Social Work Professionals
- General Practitioners
- Occupational Therapists
- Physiotherapists
- Nurses
- Health Visitors
- Community Psychiatric Nurses
- Housing Providers

THINKING ABOUT TECHNOLOGY HAS PICKED UP A PACE IN THE LAST 7 YEARS – SLOWLY!

- Beginning of Research published:

  - 2000 - Astrid
  - 2000 - British Society of Rehabilitation Medicine Report
  - 2001 - Research & development work relating to assistive technology
  - 2002 - House of Commons Health Committee Report on delayed discharges
  - 2004 - Audit Commission Report Independence and Well-being.

- Experience of ASAP Conference 2003 v Experience of TSA Conference 2006

- What a difference £80M makes!

- Welsh Assembly Funding of £9M.

- Scottish Funding of £8M.

PROJECT EXAMPLES

- Nottingham Safe at Home

- North Cumbria Community Alarms Consortium

- West Lothian Opening Door

- Durham People at Home and In Touch

"Few projects are built upon lessons from Projects in other locations. Cross-referencing between Projects is quite limited. Most of these and other Projects have had to devise training and awareness schemes as part of their implementation. There should be joint education and training of health and social care professionals".

Dr R.G. Curry

October 2002

THE TRAINING DILEMMA

- Current Practitioners knowledge base is sketchy.
- Technological advances are not generally kept apace with.
- Staff changes make awareness-raising an uphill struggle.
- University/College/Professional Training Inputs rarely mention technology:

  St Andrews – No

  Dundee – No

  Paisley – No

  Aberdeen – No (Telemedicine)

  Glasgow – No

  Edinburgh – No

  Heriot Watt – No

  Stirling – No

  Caledonian – Yes!

USE OF TECHNOLOGY MUST:-

■ Be part of the mindset

■ Be part of the practitioner toolkit

■ Be de-sensationalised/de-mystified for users and carers

■ Include consideration of:
  - Need
  - Risks
  - Attitude
  - Wishes
  - Choice

■ Use of technology without due ethical consideration is not a good example – it's a horrible warning to us all

CONSIDER:-

- The level of acceptance
- The level of monitoring required
- The level of intrusion
- CONSENT!!!   Based on:-
    - Risks
    - Understanding
    - Knowledge of alternatives
    - Choice
    - Human rights
    - Potential restrictions it may impose

  Remember – we are dealing with human beings

ASSESSMENT DILEMMAS

- How many assessment processes and recording systems have no mention of technology?
- In few locations in Scotland has it become integral in care planning
  -         West Lothian

- Wholesale thinking shifts are necessary.

ADVANTAGES

- Monitoring of risk – home safety.
- Prevention of admissions to hospital/care.
- Facilitation of earlier discharges.
- Feelings of security/well being.
- Relief of carer/relative anxiety.
- Contribution to ongoing assessment.
- Promotion and maintenance of maximum levels of independence.

THE CHAMPIONS

- Those who believe effective use of technology is possible as part of a care package.

- Those who keep apace with technological advance.

- Those who keep others informed – the disciples who help create banks of local knowledge resource.

- Those who make it happen.

QUOTE

The Audit Commission Report 2004

"To be able to offer a telecare service to people all Community Care workers need to be aware of its existence and capabilities and how to refer potential users to it.

Multi-disciplinary assessment will have to cover their health, housing and social care needs".

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ARE _YOU_ PART OF THE CHALLENGE OR PART OF THE SOLUTION?

BE A CHAMPION!