



#### Transcript:

Jonathan Hayes: My name is Jonathan Hayes, I'm a tetraplegic, which means I'm paralysed from the shoulders down. I've been disabled for twenty two years and throughout that time I've managed to stay alive and managed to maintain my sanity. Partly because of the use of Assistive Technology.

Narrator: Jonathan is one of a growing number of people across the country who use Assistive Technology and Telecare to improve their lives. What is meant by Assistive Technology and Telecare, otherwise known as AT&T? Assistive Technology is any product or system designed to enable independence for disabled or older people. And Telehealth helps people manage their long term health conditions in their own home. In this programme we follow various users of the Assistive Technologies and see the impact it has on their lives. The technologies range from the relatively simple like curtain closers or door sensors to sophisticated electronic gadgetry, which allows help to be summoned quickly in the event of a problem. In a companion programme on Social Care TV we'll also look at some of the ethical questions which surround the technologies. Jonathan has a variety of Assistive Technologies that help him maintain some independence and reduce demand on his fulltime carers.

Jonathan Hayes: I can't really do anything without Assistive Technology. It allows me to control my environment in terms of heat, light, it allows me to choose my entertainment in terms of using the television, radio ... and generally it assists my carers to look after me because I can call my carers when I need them. I can ... I can help my health in that I control the angles that my bed's at and stuff like that and it allows me to open and close curtains and do all that sort of thing. It allows me to control my environment without having to involve other people, which is great because otherwise I would I would be even

more of a pain in the neck than I can be even with Assistive Technology.

"Hello it's Jonathan ..."

Female Speaker: "Hello Jonathan, how are you feeling today?"

Jonathan Hayes: "I'm fine thank you very much."

Ditte Borup: Well it makes him more independent and I think that's quite important to him for ... because he's ... it depends so much on a lot of other things, because he can do them himself. In the night, if he needs to sit up in bed he doesn't have to call me because he can just do it himself, if he needs to turn the fan on he can just do it himself. He would be calling me so many times in the night if he hadn't had the system.

Jonathan Hayes: It must have been dreadful before any of this technology was available, but the person that would have suffered wouldn't have been the carers, it would have been the disabled person because they would sense and feel unhappy about asking people to help them when they really needed them.

Narrator: Telecare devices linked up to a twenty four hour monitoring centre are increasingly being used to enable the elderly to remain within their homes. At seventy six years of age, AT&T has helped Edith live independently. Her niece, Linda, lives nearby and is on hand to offer support if required. Having used a variety of equipment supply by the local authority for over a year, Edith is paid a visit by Telecare manager, Andrew Lomax to check on how it's going.

Andrew Lomax: "What I'd like to talk about today is some of the equipment we've fitted in here and how you've ... have you found it useful at all, okay? So I notice that you're wearing your pendant around here ..."

Edith: "My pendant, yes."

Andrew Lomax: "... okay."

Edith: "I wear that all the time. I put it at the time of me when I go to bed."

Andrew Lomax: "Okay. And I notice just behind you there, you've got the carbon monoxide detector."

Edith: "Oh yes."

Andrew Lomax: "Has that ever gone off at all?"

Edith: "No."

Andrew Lomax: "Phew, that's good then." (laughter)

Edith: "That's good ... good work, yes."

Andrew Lomax: "Yeah."

Edith's had the Home Safety Package now for about fourteen months and that was following deterioration in her health and a period in hospital. Edith was telling us that she'd really lost a lot of confidence in her mobility while she was in hospital, and she was quite afraid about returning home as well, because of that she thought about getting herself on the sheltered housing list, but she decided it really wasn't for her, so having this equipment has helped keep Edith at home and more independent.

"You've got the bogus caller button by your front door ..."

Edith: "Yes."

Andrew Lomax: "... and I know before you have the equipment fitted, you had some problems?"

Edith: "Well it was about nine o'clock at night and the bell went, and I shouts through ...who was it."

Andrew Lomax: "Mm."

Edith: "They kept saying ... but they just mumbled. So I said "You've got the wrong address." "No I haven't, I've got the right ... " "I said

you've got the wrong address." We kept going on and on. Of course I started getting a bit nervous ..."

Andrew Lomax: "Yeah."

Edith: "... and I came back in and I must have been sat, oh a good hour before they stopped knocking at the door."

Andrew Lomax: "Really?"

Edith: "Yeah. I was going to ring the police, you know, if, you know if [unclear 00:05:38] but I thought by the time the police come, they could have gone."

Andrew Lomax: "Yeah."

Edith: "And it makes me look silly."

Andrew Lomax: "Yeah."

Edith: "So ... but as I say now, I'm not frightened because all I've got to do is press that button."

Andrew Lomax: "Yeah. And you know that when you've pressed that button it will dial out silently and that our staff will listen in?"

Edith: "They'll listen in?"

Andrew Lomax: "Yeah."

Edith: "Yes."

Andrew Lomax: "And if there's any danger, whatsoever they will phone the police and the police will attend."

Edith: "That's right, yes."

Andrew Lomax: "That's good."

Keren Down: There's no magic formula which means that you've got this piece of kit or it will fit this group of people. It doesn't work like this. I think what people are beginning to recognise is what we need to start

doing from a commissioner's point of view is start commissioning services according to outcomes. Those outcomes are the normal social care outcomes enabling people's independence, enabling them to achieve life goals and so on. We are not commissioning bits of kit. Bits of kit are about one quarter of the costs, it's all the back end services and the review and so on that actually cost you money. So you're buying a service and that's what you've got to think about and do it by outcomes and not by front end costs on a white box that you stick on the wall.

Linda: She's got help at the end of the line there or even around her neck. She just presses it and obviously she's got the help. So it gives you peace of mind to leave her within her own home. If she falls it's round her neck and she can just press it.

Edith: I couldn't be without it now. Definitely couldn't be without it. I've got confidence ... before I used to just sit around, but now I know that there's some help just by pressing a button, that I've got someone that will help me. So I'm very confident with it. I won't be without it."

Narrator: Assistive Technology and Telecare can also benefit people like Alan who live in supported accommodation. Alan has a learning disability but uses a variety of technology to be as independent as possible.

Deanne Aris: Alan's always been one for going out and about ... catches a bus into town. When he'd had a few falls it unnerved him and he wasn't as keen to go off on his own without staff. My then manager had looked into how we could support him to carry on living his life and she came up with a mobile phone. And by having that mobile phone it's reassured him that, yes he's on his own, but we are a phone call away and thank goodness he hasn't had any more falls, but he has got the safety blanket of that phone, and it's enabled him to go out and carry on his life as before with the confidence that we ... the staff are supporting him albeit through a phone call.

Narrator: The mobile phone is specifically designed for easy use.

Alan: I've got this for emergencies, in case I fall over and hurt myself. I can phone up and to ask them somebody can come and get me. It feels comfortable at the moment ... it feels comfortable. I want to be independent.

Narrator: As well as the mobile phone Alan and the other residents use a fingerprint entry system.

Deanne Aris: The keypad was installed, possibly six months to a year ago, and the idea it gives independence for all the guys that live here, they can come and go and don't have the worry of a key, because we have had quite a few keys lost over the years. They don't have to ring the doorbell ... it's such an empowering thing not to have to ring that doorbell to get into your own house. The benefits to Alan, by having this technology ... it definitely improved his confidence, he's happy with his life, he's happy to go into town and it's made him feel that he's no different to you or I, he's not confined here, he's just a normal regular guy going out and about and living his life and that means an awful lot to Alan.

Narrator: As demand for the technologies increases, what will the challenges be?

Keren Down: If we don't get this right, if we don't get an integrated solution, we will get private market developing that doesn't really deliver some of some of the social care outcomes and health outcomes that we need it to deliver and integrate that kind of information flow. But what's needed is enormous political buy-in to this and a real deep breath and going, you know we have a demographic challenge which is great, a lot more older people contributing to society, but actually we need to really think hard about how we manage that in relation to technology services and so we need some bravery.

Jonathan Hayes: It makes a huge difference to ones life, and as I said before it keeps a degree of sanity, because otherwise you'd have people with you every moment of the day virtually, and you'd be having to ask them to do the most mundane things. And there's a lot of stuff you have

to ask them to do, which is mundane. Anything that minimises it, that's great.

[End of Recording]