SCIE Roundtable

Technology changing lives:
How technology can support the goals of the Care Act

#SCIERoundtable
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Technology changing lives

Lord Michael Bichard
Chair, SCIE

#SCIEroundtable
Why is it important to Adult Social Care to go digital?

Our health and care system is undergoing significant change

- Increasing demand on services and user expectations

- Ambitious reform agenda:
  - Care Act
  - Service integration
  - Personalisation
  - Quality
  - Prevention

- Financial pressures
Technology more accessible and cheaper

• 59% of UK citizens have a smartphone
• 84% of adults use the internet

But only 2% of population transact digitally with the NHS. 38% LA use digital transactions across all sectors.

Currently Digital technologies estimated national savings of £322m across local authorities –potential to reach £500m as a sector.
ASC Digital solutions to improve user experience, make savings and deal with increase in demand. Examples include:

- Providing online information and advice
- Self assessments, care plans, reviews, feedback
- Personal budgets
- Carer’s assessments & support plans
- Care accounts
- Assisted technology-telecare etc.
Service user online

MyLife is a portal which allows citizens to self-serve and find online information, advice and assessments. It delivers the only end-to-end online solution in the market that can meet all of the Personalisation requirements.

MyLife delivers:

- Information and Advice: Signposting citizens to relevant local information and providers
- Self-Assessment: Automatically calculating against your chosen Resource Allocation System and integrated with your back office system
- Citizen Account: Allowing citizens to control their interactions with the council

MyLife is live and delivering real benefits to citizens throughout the UK. For more information on the MyLife Portal, including a short video demonstration please click here.
Societal Health and Care challenges

- Mental illness
- Dementia
- Loneliness
- Ageing population
- Obesity
Mental Illness

- One person in five in England has at least one mental illness and set to increase.
- Mental health problems in children can be long-lasting and go untreated.
- 50% of mental illness in adult life (excluding dementia) starts before age 15 and 75% by age 18.
The cost to society of mental illness

- The estimated **total cost of mental ill-health** in England (excluding dementia) was **£105.2 billion** in 2009/10.
  - £21.3 billion in health and social care costs
  - £30.3 billion in lost economic output
  - £53.6 billion in quality of life costs.

- Nearly a third of all people with long-term physical conditions have a co-morbid mental illness. **Untreated mental illness** is costing the NHS about £13 billion a year in extra physical health care costs.

- The **total cost of crime** attributable to adults who had conduct disorder in childhood is estimated at £22.5 billion a year.
Tools online to support Mental Illness
Tackling loneliness

More than half of all 75 year olds in the UK live alone and one in ten suffers “intense” loneliness.

“a chat on the phone” is the most helpful solution when they feel lonely but 1 in 4 older people say they never or seldom have someone to chat to on the phone.

training older people to use computers, and specifically social media, can promote social interactions, increase feelings of competence, and contribute to positive health outcomes.
Dementia

• In England, around 683,000 people have dementia and this number is set to double in the next 30 years.
• Dementia is now one of the top five underlying causes of death
• There are 540,000 carers of people with dementia in England.
• It is estimated that dementia costs society £26 billion a year (UK), more than cancer, heart disease or stroke.
• It is estimated that a disease modifying treatment that delayed the onset of dementia by five years from 2020 would result in 666,000 fewer people living with dementia, 556,000 fewer carers and savings to the economy of £21.2 billion.
Apps & Social networks supporting Dementia

My House of Memories app
Video about My House of Memories app

Talking Point

Dementia

Reminisce

Talking Point

Premier League clubs to kick off with Sporting Memories
SUPPORTED BY

Citic
New for 2015 - National projects uniting generations
Supporting people to live independent lives

Monitoring in the home

Smarter home design

Smart TVs to reach out
Technology Managing LTCs

15 million people in England have a LTC and set to rise
Digital Nation?

Digital inclusion is potentially worth £63bn a year to UK GDP.
Providing support to go digital
Transparency of Services online to improve standards and quality
Rise of the Machines?

Robots in the home

Avatars to bring new experiences
Informatics challenges

- Systems and processes across health and care – variations in maturity and a different development history
- Providers in social care - Reaching out beyond to care homes, voluntary services, charities etc.
- Bridge culture of working differently (i.e. mobile working)
- Workforce capacity and resources to implement change
- Digital divide – skilling-up of service users, carers, professionals
- Technology fit for purpose and ease of use
- Secure and trusted
Personalised Health and Care 2020 considers what progress the health and care system has already made and what can be learnt from other industries and the wider economy.

It is a framework for action that will support frontline staff, patients and citizens to take better advantage of the digital opportunity.
## NIB Work streams

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<tr>
<td>1.1</td>
<td>enable me to make the right health and care choices: providing patients and the public with digital access to health and care information and transactions</td>
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<tr>
<td>1.2</td>
<td>enable me to make the right health and care choices: providing citizens with access to an accredited set of NHS and social care ‘apps’</td>
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<td>2.1</td>
<td>give care professionals and carers access to all the data they need: setting the commissioning and regulatory roadmap for implementation of digital data standards by 2018/2020 (including agreement on the standards)</td>
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<td>2.2</td>
<td>give care professionals and carers access to all the data they need: roadmap for comprehensive data on outcomes and value of services now – ensuring the business intelligence requirements of health and care are met</td>
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<td>3</td>
<td>Make the quality of care transparent: roadmap for publication of comparative data</td>
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<td>4</td>
<td>build and sustain public trust: deliver roadmap to consent based information sharing and assurance of safeguards in the interim</td>
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<td>5</td>
<td>bring forward life saving treatments and support innovation and growth</td>
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<td>6</td>
<td>support care professionals to make the best use of data and technology</td>
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<td>7</td>
<td>assure best value for taxpayers from existing programmes</td>
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<td>8</td>
<td>Information standards, providing a standard setting service to underpin all other work streams</td>
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Having a Digital Front Door-Primary Care
SCIE Roundtable
How technology can make a difference

Keith Spink
Senior Digital Developer
and a carer for my dad

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A phone call I will never forget…

“Keith, help, I can’t find the toilet”

Dad - February 2013

This started the long journey to a mild to moderate vascular dementia diagnosis.
Before vascular dementia

- All family **visually impaired** from birth
- Dad went totally blind in 1970’s
- Blindness is not a barrier to life…
- Pre ’94 retirement Dad independent
- Mum passed away in 2010
- Dad: Totally blind / partly deaf / T2 dietetic and mild/moderate vascular dementia
Dad’s support network...

- Me...
- Geek...
- Website developer
- BSc H Computing degree
- Visual impairment is not a barrier to life
- Typical man – try to avoid shopping in high street stores
Options and preferences...

- What are the options for someone who is totally blind, who has Dementia?
  - Blind + Dementia = Care Home (internet forum)
- Dad to continue to live at home by himself...
  - Cheaper / More familiar environment / Pick services we want / Happiness is at home
  - Organised 3 x 1 hour care visits each day
  - Implemented micro environment
But problems remained

It was 2013
Technology MUST be able to help with this?
Finding technology to help…

- Browsed specialist online web stores looking for gadgets to help…

- But nothing useful seemed to be jumping out at me…

RNIB  Alzheimer’s Society  RNID

social care institute for excellence
Where do I usually shop...
What am I trying to buy?

- Amazon sells a lot…
- Google can find me anything…
- But…

What problem am I trying to solve?
Dad couldn’t find the toilet

Solution:
- Talking motion sensors
- Personalised recorded message calls Dad to toilet, to radio, to front door.
- Purchased 4 different types to work out which ones were most reliable
- Purchased from Amazon
Dad didn’t understand day/night

Solution:

- Timer plug with mains-powered talking motion sensor
- Personalised recorded message tells Dad to go back to bed if he tries to walk around during the night
- Purchased from Amazon

social care institute for excellence
Dad called saying I’m lost

Solution:

- 4 audio/video camera covering living area
- Can monitor footage from mobile/PC
- Can respond to problems
- Purchased from Amazon
- Less than £300 for ‘telecare’
Dad told something, but what?

Solution:

- 2 audio/video motion detection cameras covering vital areas
- Captures motion and stores for 7 days encase I need to review
- Now can replay what someone (e.g. nurse) says, if Dad later questions me
Dad kept hitting head on corners

Solution:

- Again Google / Amazon to rescue
- “Table Edge Guard” – normally purchased to protect toddlers
- Applied to problem corners / walls / edges
- Less than £10 to solve major health & safety issue
Dad is bored, he wants more than DAB radio

Solution:
- Internet audio player from British Wireless for the Blind Fund
- Dad loves it
- He can listen to a range of podcasts, worldwide radio stations, etc
Dad depressed due to his hearing

- New hearing aids...
- Wow, what a difference to Dad’s general happiness
- Use UV technology to keep them clean – more gadgets from Amazon
Giving Dad reassurance

- Talking memory pendant
- It is programmed with a number of personalised voice messages
- When pressed it plays a message, based on day/time
- Terrible audio quality, and poor programmable controls
Dad not hearing doorbell / getting to front door in time

- Considered mobile phone (GSM) controlled video door entry system
- But, expensive and wouldn’t be used often enough
- Idea still under review as new technology released
- Using key safe instead
Carers leaving heating / hot water on full overnight

- Considering getting a mobile phone central heating control system installed, like Nest or Hive
Can technology help?

- Yes, technology can have a massive impact
- Mass-market technology can be used to solve problems. It shouldn’t cost a fortune.
- Think logically
- Identify the problems
- Find the solutions
- Think outside the box
- Experiment and experiment some more
Problem → Solution

Technology is a vehicle to improved well-being and independence.

Use it.
Thank you

- Keith Spink
- Carer for my Dad +
- Senior Digital Developer
- email keith.spink@scie.org.uk
Table discussions

Opportunities and challenges

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Technology and social care
Baroness Martha Lane-Fox
Crossbench Peer, House of Lords

#SCIEroundtable

Sharing knowledge, improving lives
Supporting the workforce

Jim Thomas
Programme Head for Workforce Innovation
Skills for Care

#SCIERoundtable
Digital capabilities of the adult social care workforce

We recently conducted a survey of staff and managers. These are some of the results.

**Perception of skills**
- Staff have confidence in their own basic online skills with over 90% feeling confident or very confident.
- But 52% of managers feel staff do not have sufficient basic online skills.

**95% of participants use digital technology for at least one work related activity**

| 45% have a tablet device at home compared with 8% having a work tablet. 9% use their personal tablet for work. |

Managers and most staff see the benefits of digital technology in:
- Improving efficiency
- Improving the quality of care services
- Offering benefits to people they support

**What is digital technology used for?**
- **Use digital technology to record/manage delivery of care**: 75%
- **Use digital technology with people they support**: 50%

**74% of staff have a personal smartphone.**

**20% of staff use their personal phone for work purposes.**

What current learning opportunities are there for digital technology?
- Staff have had the following regularly or occasionally:
  - Coaching / help from peers: 78%
  - Formal IT training: 76%
  - Self guided learning: 69%
  - Accredited qualifications: 30%
  - External guidance: 47%

**Attitudes to using digital technology**
- Staff are keen to use digital technology
- 60% of managers encourage staff to think about digital technology in all they do

For more information or to download the full report visit [www.skillsforcare.org.uk/research](http://www.skillsforcare.org.uk/research)
Making it ‘app-en’ - Jointly and how it works for unpaid carers

Madeleine Starr
Director of Business Development and Innovation
Carers UK
There are **6.5 million carers** in the UK today. That’s 1 in 8 adults.

**3 million carers** combine paid work with care.

That’s 1 in 9 people in any workplace.
That’s you and me...
45% of us have given up work to care

Many more are stretched to breaking point trying to juggle work and family life...

61% of us have faced depression because of our caring role

Many are on duty around the clock, unable to maintain a life of our own.

49% of us are struggling financially because of our caring role

Many of us live with constant worries about money, as well as the person we’re looking after.
That’s you and me...
18 local authorities when asked said that technology would play a key role in delivering the Care Act.
Technology used by you and me...
Jointly is an innovative mobile and online app that makes sharing care with others easier, less stressful and a lot more organised.

Working across different devices, Jointly is a central place for carers to store and share important information about the person they are looking after.
‘Looking after someone can be so complicated. Jointly helps me stay on top of things and share information easily with everyone involved in my son’s care.’

‘I'm a junior doctor who has just started using your excellent app for the care of my grandfather, and it's been a really useful tool.’

‘I think it's a great idea as we use self-directed support and this app is a great way of sharing information with the people I choose. If something happens to me then everything being in my head is no good to anyone! This app enables me to keep everyone in the loop. Thank you!’

‘I love the app! It is a real step forward!’

‘We’ve started to really rely on it – such a useful app.”
Paid for by you and me…

Or available from your local authority, employer or (one day!) GP
Contact:
madeleine.starr@carersuk.org

Visit:
www.carersuk.org
www.jointlyapp.com
How technology can support the goals of the Care Act

‘Making in happen in Local Authorities’

Charlotte Black
Director: Older People and Mental Health
Cambridgeshire County Council
Care Act and technical solutions

• Access to good quality information and advice
• Access to preventative services
• Self assessment
• Care records, care account and progress towards care cap
• Integrated assessment and services
• Shared and transferrable care records
The Transforming Lives Model

Help To Help Yourself
Accessible, friendly, quick, information, advice, advocacy, support to carers and families, universal services to the whole community, prevention, early identification and early intervention

Help When You Need It
Immediate short-term help, time limited, reablement, rehabilitation, intense support to help regain independence, minimal delays, no presumption about long term support, goal-focused, integrated support

On-going Support for Those Who Need It
Self-directed, personal budget based, choice and control, highly individualised, integrated support, strengths based
10 features of an integrated system

1. Series of planned programmes and support that help people to age healthily
2. A recognised set of triggers of vulnerability which generate a planned response
3. A coherent network of high quality information and advice
4. An aligned set of outcomes
10 features of an integrated system

5. Shared assessment process, information sharing between key partners
6. An integrated front door with an agreed principle of ‘no wrong front door’
7. Common language
8. Multidisciplinary team approach
9. Co-located staff
10. Joint commissioning and aligned financial incentives
How technology could help

Tier 1 – Help to help yourself

• Information and advice channels – tools for independence and wellbeing on line
• Use of data and intelligence to identify increased vulnerability
• Knowing who is lonely and isolated, where, what their skills are and how to meet or make contact
• Assistive technology built into new homes and communities as the norm
How technology could help

Tier 1 – Help to help yourself

• Information and advice channels – tools for independence and wellbeing on line
• Use of data and intelligence to identify increased vulnerability
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• Assistive technology built into new homes and communities as the norm
How technology could help

Tier 2 – Help when you need it

• On line self assessment
• Smart and expert customer services – resolve issues on first contact
• Joint tool for assessing need prior to statutory intervention
• Assistive technology in the home as the norm
How technology could help us deliver this?

Tier 2 – Help when you need it

• One shared database across health and social care showing who is vulnerable/at risk of becoming vulnerable to include care providers and the voluntary sector – updated by the lead professional
How technology could help us deliver this?

Tier 3 – Ongoing care and support

• Supported mobile working for front line staff
• Self directed support and online access to personal support plan and care account
• Direct payments and flexible care and support arrangements as needs fluctuate
• Single health and social care record
Barriers and challenges

1 CCG, 2 LAs, 5 District Councils, 5 LCGs, 4 acute hospitals, 200+ GP practices ……

- Lack of sense of national ambition or commonality in approach
- Knowing what is possible and raising the bar in terms of expectations
- Conflicting agendas – ‘Digital Maturity’ or Care Act and Better Care Fund
- Sensitivities about information sharing – guidance versus interpretation
Barriers and challenges

- Lack of a single Public Service Network and Information Governance
- The gap between technology development and operational delivery
- Limited ‘evidence base’ - need to make the case for investment
- Product development – system developers and supplier response
- A social care and health system under huge pressure – creating the space to think and work differently
Technology may be the key that will enable us to address one of the most significant challenges facing the modern public sector.
Table discussions

How technology can support implementation of the Care Act

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Sharing knowledge, improving lives
SCIE Roundtable

Technology changing lives:
How technology can support
the goals of the Care Act

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Sharing knowledge, improving lives