

**SHROPSHIRE
STRATEGY FOR ASSISTIVE TECHNOLOGY
AND TELECARE SYSTEMS
2017/18**



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Introduction

Shropshire is a large rural county with a vision to support its citizens to remain independent and active, so each person receives the appropriate information and advice to enable them to contribute to their families and communities. Assistive technology is crucial in achieving this vision.

There is a large range of things that can be referred to as assistive technology, some very simple things that most people would find useful and may already use in their homes and some things that are specialist or specific to meet particular situations or needs.

Shropshire Council and its strategic partners, which includes Health providers, aim to support and enable people in the community to remain independent within their homes and communities. This principle includes the use of telecare and assistive technology to assist people to maintain their independence, to support people to be able to manage or reduce risk and to support carers. For some people use of assistive technology may be for a short period following illness to provide support until they regain their health, others may use it longer term and for some people it may be one element of a larger support package which may include funded services. The aim is to enable people to access the right information at the right time, so each person can retain choice and control as to how they manage their own identified needs in the least restrictive way. Early intervention to achieve the longer term aim of prevention of a dependency on care or health services including hospital admissions, their loss of independence, and reliance on carers, the reduction of social isolation and of falls can all be impacted on or reduced by the use of a variety of assistive technology options.

These services enable citizens to have greater choice and control of their lives. There are also additional benefits as technology can provide opportunities for greater efficiency and economy in the provision of outcomes, which is identified by many citizens as being able to live in their own homes.

People who access information, advice or, if required, services either through Adult Social Care, Housing, Education or Health, will be supported to understand and to consider assistive technology options. Some people may choose to access assistive technology options independently by using the internet, including the Shropshire Choices web page, or private service providers, or via services such as the Independent Living Partnership based in Shrewsbury.

Further information or advice about assistive technology and telecare is also available via the Shropshire Council's First Point of Contact Tel: 03456 789044.

The definition of Assistive Technology and Telecare

There are different terms used to describe the various types of equipment that is available. Some are used as individual pieces of equipment and some will require internet connections, blue tooth or mobile networks. Many items are available through universal outlets and shops. The range of assistive technology is constantly expanding and developing as new solutions come onto the market.

Assistive Technology

“Assistive Technology (AT) is any product or service designed to enable independence for disabled and older people.”

King's Fund Consultation, 14th March 2001

“An umbrella term for any device or system that allows individuals to perform tasks they would otherwise be unable to do or increases the ease and safety with which tasks can be performed. (World Health Organisation)”

A Glossary of Terms For Community Health Care And Services For Older Persons”, 2004

Assistive technology is a generic all-encompassing term which includes community equipment and would cover all emerging technologies like apps and smart home etc. It includes assistive, adaptive, and rehabilitative devices for people with disabilities, and also includes the process and procedures used in assessing, selecting and then using them. Assistive technology promotes greater independence by enabling people to perform tasks that they were formerly unable to accomplish, or had great difficulty accomplishing, by providing enhancements to, or changing methods of interacting with, the technology needed to accomplish such tasks.

Telecare

Telecare refers to the use of sensors and alarms. They are used to signal when someone is in distress and needs assistance, either automatically or when triggered by the user. Personal alarms are supplied as pendants, wrist straps or belt units and are linked via a base unit to a telephone line and a help centre. This technology has now been supplemented by a range of sensors and alarms, some linked by mobile phone, including activity, door, and bed or chair occupancy sensors, detectors of falls or epileptic seizures, medication management systems, and detectors of household hazards including fire, smoke, carbon monoxide, domestic gas, floods etc.

Telecare may also be used to confirm that someone is safe and to prompt them to take medication. The alert generates an appropriate response to the situation allowing someone to live more independently and confidently in their own home for longer.

There is a large range of Telecare services available with some of the most well-known being the pill dispenser, telephone prompt service, movement monitors etc. Telecare can also be used effectively for chronic medical conditions such as epilepsy sensors, diabetic low sugar monitors etc.

Many of these devices are “passive” in that the person does not need to press a button to activate them, which is often helpful for people with memory difficulties such as dementia. Examples of passive devices include a light that automatically switches on when a person enters a room, a bath plug that releases water if the bath becomes over-full or a sensor that alerts a carer if someone exits a room in the middle of the night. There is also piece of equipment that can enable people to control their environment with minimal movement, communicate and call their carers remotely, enabling carers to pursue their own activities whilst knowing they can be contacted if required.

Some equipment is now widely used in other settings where some people may be receiving care or support.

Information and advice about assistive technology options is available from Adult Social Care or from Health. Not all the options may be funded, as the provision of this will be following an assessment and discussion with individual people or carers as to how identified needs may be met. This will include consideration of assistive technology options to support independence.

National Context

Government policy, law and initiatives support and require that the use of assistive technology to meet people’s needs is used and developed.

Care Act 2014: Early intervention and prevention are key elements in the Care Act which requires local authorities (and their partners in health, housing, and employment services) to take steps to prevent, reduce or delay the need for care and support for all local people. It also requires that services should promote the wellbeing of individuals. Assistive technology is key in achieving this as evidence has shown how in many situations it can be used to support and maintain people’s independence, reduce or manage risk and will enable many people to remain living in their own homes.

Caring for our Future: Reforming care and Support (Department of Health 2012) This white paper suggests that assistive technology can support people to live independently and ensure individuals have greater control over their health and wellbeing.

Recognised, Valued and Supported: Next Steps for the Carers Strategy (Department Of Health 2010) This strategy identifies priorities to support carers in their role and enable them to have a life outside of caring. One of the ways in which carers could be supported is through the use of assistive technology.

National Dementia Strategy: Living well with dementia (Department of Health 2009) focuses on using assistive technology options to enable people with dementia and their family carers to be supported to live independently safer and longer at home. The usage of assistive technology can assist in reaching the outcome identified within the strategy.

Healthy lives, healthy people: Our strategy for Public Health (Department of Public health 2010) The white paper sets out the Government's long-term vision for the future of public health in England. The Government's vision for adult social care sets out the ambition to increase preventive action, keeping people active and independent in the community as long as possible. Additional resources have been made available from within the health system to support social care services, such as evidence-based preventive services. At a local level services such as information and advice through to delivery of assistive technology minimising deterioration or dependency.

Think Local, Act Personal: Next Steps for Transforming Adult Social Care 2011 is a partnership agreement moving increasingly towards personalisation and community based support. The priority for adult social care is to ensure efficient, effective and integrated partnerships and services that support individuals, families and the community and reduce the need for acute health and care support. It is about making services more personalised, more preventative and more focused on delivering the best outcomes for those who access them. It encourages care and support to be delivered in partnership between individuals, communities, the voluntary sector, the NHS and councils -including wider support services, such as housing.

'3 Million Lives' (Department of Health 2012) The department of Health believes that at least three million people with long term conditions and or social care needs could benefit from the use of assistive technology. If assistive technology is implemented effectively as part of a whole system redesign of care, assistive technology can alleviate pressures on long term NHS costs whilst improve peoples' quality of life through better self-care and support in their own homes.

Local Needs Analysis

Local Context

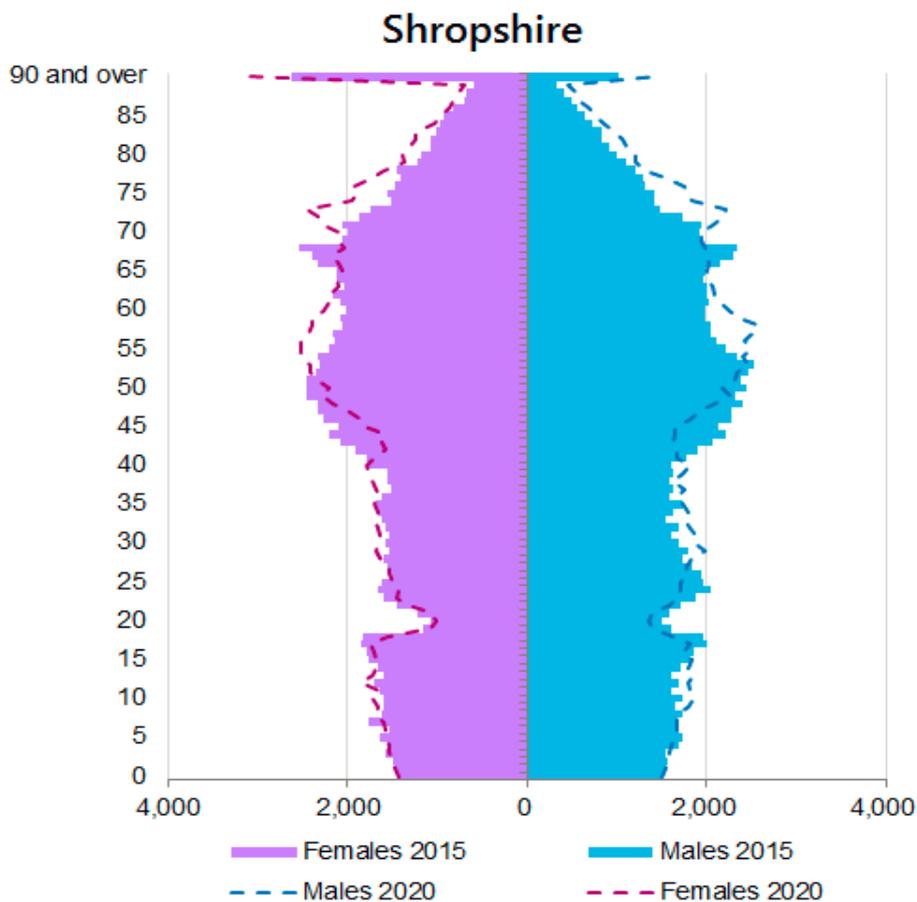
This Assistive Technology strategy is a part of the following 'golden thread' so that all plans and strategies link:

- Partnership Plans and Strategies
- Shropshire Council Corporate Plan 2016/17
- Vision and Strategy for Adult Social Care
- Service/Team Plans
- Individual staff appraisal objectives

Shropshire & Telford Sustainability & Transformational Plan

Shropshire is a large rural county with a population of approximately 308,000 which is set to rise to 320,600 by 2020. The graph below shows the trend in population growth and change in population profile.

Change in population age/gender profile 2014 to 2019



The welcome improvement in the life expectancy of older people is particularly pronounced in Shropshire where the population of over 65's has increased by 25% in just 10 years. The pattern of demand for services has shifted with greater need for services that support frailer people, often with multiple long-term conditions.

Our Aim is to improve the population's health and wellbeing; to reduce health inequalities that can cause unfair and avoidable differences in people's health; to help as many people as possible live long, happy and productive lives by promoting health and wellbeing at all stages of life.

Vision and Strategy for Adult Social Care 2017- 2020

At the time of developing this plan the Adult Social Care Strategy is in draft and awaiting further consultation and agreement. The strategic approach underpinning the strategy is to: provide appropriate support at the right time, prevent, reduce or delay the need for care and to maximise support and promote people's independence.

The following have been highlighted as the five key priorities, 1 to 4 will all require assistive technology as part of the offer:

1. Helping you to find solutions to continue living independently
2. Helping to prevent problems
3. Delaying the impact of your needs
4. Meeting needs through a creative approach to care that is value for money
5. Supporting and strengthening communities & the voluntary sector

All Age Carers Strategy 2017-2021

Following findings from the Shropshire Carers survey and engagement with partners and carers, an All Age Carers Strategy and Action Plan for Shropshire has been produced for the period 2017 to 2021.

The Strategy defines a carer as:

“Someone of any age who provides unpaid care for another person (of any age) who may be ill, frail, disabled, have poor mental health or addiction problems, meaning they are unable to manage without this care”.

The overarching aim for this Strategy is:

“Carers are supported to remain emotionally, mentally and physically well and feeling safe”

The five key priority areas here are as follows:

1. Carers are listened to, valued and respected
2. Carers are enabled to have time for themselves
3. Carers can access timely, up to date information and advice
4. Carers are enabled to plan for the future
5. Carers are able to fulfil their educational, training or employment potential

The strategy is supported by a comprehensive action plan that includes actions across Health, Children's and Adult Social Care and beyond. Identified leads are responsible for advancement of the action plan priorities and report regularly to Shropshire Family Carers Partnership Board who are responsible for the monitoring and evaluation of progress.

Assistive technology can support carers either through direct pieces of equipment like carers assist, through enabling people to be more independent so less reliant on their carers or through the provision of alarms or sensors. These can enable carers to be confident that if the person they support does certain things, for example opens a door or requires assistance, then they can be called when required and are able to carry out other activities that they may wish to do.

Shropshire Local Account

The Local Account describes what Shropshire Council have achieved in **adult social care** during the past year and sets out the vision for the coming year. The Local Account has been developed in partnership with people who use our services, their carers, voluntary organisations and service providers as well as members, district councils and staff. One of the key priorities is the promotion and ensuring the full use of assistive technology options. In each service or team assistive technology champions are recruited so they can be up to date and fully informed and thus able to support colleagues who may not feel as confident or aware of the options available.

Priorities for 2016/17

We will continue to support people who are eligible, including carers, to remain as independent as possible in their own community and we will do this by:

- Ensuring information is accessible and relevant to meet need
- Developing services that are preventative, through listening to and involving people we support, celebrating people's strengths to self-care

- Where funded support is needed, we will enable people to purchase that support via a Direct Payment that is easy to manage to promote choice and control
- Continuing to work with partner agencies to enable people to regain independence on hospital discharge and return home
- Ensuring safeguarding responses are timely, outcome focused and personal
- Developing housing options in the county to reduce homelessness and enable people to live independently
- Promoting the choice and use of assistive technology
- Providing meaningful and purposeful day opportunities for those in need alongside employment focused support.

Action Plan and priorities for Assistive Technology and Telecare Services in Shropshire

1. Enhance the quality of life and independence with support needs through assistive technology. How will this be achieved?
 - Promote a broad understanding of what assistive technology is, the types of provisions available and the role it can play in prevention and supporting personalised outcomes. Monitoring and collection of data will identify an increase of knowledge and understanding of assistive technology.
 - Exploring options to enable the public to understand and purchase assistive technology independently.
 - Closer working relationship with Chester University researching and analysing assistive and telecare options for the community.
2. Delaying and reducing the need for care and support through the positive use of assistive technology. Ensuring a positive experience in using assistive technology and telecare. How will we know these have been achieved?
 - Promote assistive technology and telecare already available through Shropshire Choices, HUB appointments, Social Care teams, other

professionals and the voluntary sector. Ongoing service user and carer feedback will support service development.

- Carers and service users to be offered the use of assistive technology and telecare in a timely manner as part of the care support plan. Services users and carers will feedback on their experience of being introduced to assistive technology and how it has impacted their lives whilst remaining independent.
- Health and Social Care professionals will be trained and developed to understand and allocate assistive technology and telecare in an appropriate way.
- Assistive Technology Champions to be identified to enable best practise and maintain professionals' knowledge and understanding.

3. Protecting and safeguarding vulnerable adults from harm using assistive technology.

- By accessing assistive technology service users and carers will be safe and protected from harm.
- By accessing assistive technology service users and carers will be enabled to take measured risks in promoting wellbeing and independence.

4. To provide an efficient and timely discharge from hospital for patients who need support to continue living independently.

- Pilot project to be commenced using an identified assistive technology provider to maximise community support and reduce reliance on paid support.
- Within the project maximise the use of local community resources and natural support, and developing local resilient communities.
- The service will focus upon supporting and enabling carers to continue with their vital role

A selection of suppliers of Assistive Technology and Telecare in Shropshire

Tunstall Healthcare (UK) Ltd, Whitley Lodge, Whitley, Yorkshire DN14 0HR
Tel: 01977 661234 <http://www.tunstall.co.uk>

Tunstall is a supplier of assistive technology equipment encompassing software and hardware development, installation, maintenance and customer service and

uninterrupted monitoring solutions. Their range of products enables monitored risks to be reduced and safety in the home to be managed supporting people to live independent lives. Tel number 01432 384098

Herefordshire Housing Ltd, Legion Way, Hereford HR1 1LN
Tel: 0300 777 4321 email: info@hhl.org.uk

Provide telecare and support systems to service users. They also monitor equipment already allocated through them including replacement of batteries.

Independent Living Partnership Ltd, The Lantern, Meadow Farm Drive, Shrewsbury SY1 4NG Tel: 01743 250820 Email: info@ilp-ltd.co.uk

The aim of ILP is to enable service users to visit their establishment and see and try areas relevant to telecare to increase a person's independence and enable them to live in their own home safer for longer. This establishment is open to all in the community and not only for service users known to social care.

Other equipment providers used:

Possum Ltd, 8 Farmbrough Close, Stocklake Park Industrial Estate, Aylesbury, Buckinghamshire HP20 1DQ Tel: 01296 461 000 Email: info@possum.co.uk

Possum provide specialist assistive technology systems for people with complex physical disabilities. Products include environmental control systems, communication aids which offer reassurance through the use of a wide range of sensors connected to the Neo Care Phone (fixed), Neo M Care Phone (mobile) or the Information Pager (carried by a family member, carer or warden). A call for help will be triggered should any of the sensors detect that assistance is needed.

Tellmenow - Protelhealth Limited, Stockport Business & Innovation Centre, Broadstone Mill, Broadstone Road, Stockport, SK5 7DL Tel: 0800 246 1939 email: info@telmenow.com

An equipment provider that covers all area of assistive technology and telecare to keep service users safe, home safety, health tracking and 'keep me' in touch.

Governance Arrangements

The Assistive Technology Working Group will have oversight and responsibility for implementing the strategy. The Working Group comprises of stakeholders using the service to provide equipment for services users. This included Occupational Therapists, Social Workers and the Development team to encompass and roll out training. The strategy will also be shared with partners, citizens and carers including Making It Real advisory groups, Independent Living Partnership and Health Colleagues.

The Strategy document will be reviewed and updated in 2018.