Successful adoption of new technologies

Maria Parsons
London Centre for Dementia Care
Dementia Lead
Sanctuary Care
Success?

- What counts as successful adoption?

  **STAKEHOLDERS**

- Who counts it and why?

  **MEASURES**
Policy drivers

- Demographics: prevalence of dementia and projections
- 2005 Launch of Preventative Technology Grant to Local councils: £80 million (not ring fenced)
- 20% reduction in residential care (Wanless report, 2006) to be ‘replaced’ by home care, short breaks and assistive technology
- National Dementia Strategy especially early diagnosis
- Transformation of social care: Individual budgets
- CSCI performance targets for local councils
- NHS policy - Our Health, our care, our say
  Political/ideological shift in policy towards taking more responsibility for ourselves and especially our future selves
Fig 3. People aged 65 in Sutton predicted to have dementia 2008 - 2025
Building Telecare in England

- Preventative Technology - to increase the numbers of people who benefit from telecare, at least 160,000 nationally. Aims:
  - Reduce the need for residential/nursing care;
  - Unlock resources and redirect them elsewhere in the system;
  - Increase choice and independence for service users;
  - Reduce the burden placed on carers and provide them with more personal freedom;
  - Contribute to care and support for people with long term health conditions;
  - Reduce acute hospital admissions;
  - Reduce accidents and falls in the home;
  - Support hospital discharge and intermediate care;
  - Contribute to the development of a range of preventative services
  - Help those who wish to die at home to do so with dignity.
National Dementia Strategy

- **Objective 10:** Considering the potential for housing support, housing-related services and telecare to support people with dementia and their carers.

- The needs of people with dementia and their carers should be included in the development of housing options, assistive technology and telecare. As evidence emerges, commissioners should consider the provision of options to prolong independent living and delay reliance on more intensive services.
Local council performance indicators

- 2.1OP036 - Evidence of the outcomes resulting from Telecare services for those receiving new Telecare services since April 2006.
- 2.1GN037 - CASSR's plans to mainstream and ensure sustainability of a range of Telecare services with partner organisations from 2008 onwards.
Local councils - success so far

- (n=150)
- 48 social care authorities made reference to ‘dementia’ in their responses.
- In respect of the question on mainstreaming and sustainability 22 social care authorities made reference to ‘dementia’ in their responses.
- Small number of references to ‘Alzheimer’s’
Barriers to successful adoption

- Lack of awareness
- Critical gaps in connectivity and interoperability among existing technologies and information systems and the data they generate, store, and analyze, reduces their effectiveness.
- Lack of robust studies to quantify the value of these technologies
- Lack of consensus regarding the value of technology
At local level

• Aim: Technology supported care system - delivering care where its most appropriate
• Lack of structure and adequate guidance for professionals making assessment
• Procurement of technology
• Local arrangements to secure community aids and equipment
• Trialiability time (reduces risk of failure)
• Reconfiguring existing organisational boundaries to allow telecare services to be integrated effective into integrated health and care systems locally
Computer literate cohorts

- Do you remember getting your first TV?
- Mother and mother in law grew up in the era of telegrams – mass ownership of TV in UK 1950s
- Do you remember getting your first home computer, personal organiser, mobile phone and microwave?
- Do you play computer games, order shopping on line or Skype family and friends?
- Own a Wii?
- My generation
Going forward

- SIGNAL: technology keeping people safe at home in Leicestershire

- Bexley Telecare Dementia Project – outcomes for carers

- Bath and North East Somerset Telecare assessment system as part of their dementia care programme

- Croydon Care line Telecare service – mainstream but largest group of users have dementia. Aztec and POPPs

- Westminster City Council: Walking Technologies development group

- Tunstall [www.tunstall.co.uk/guides](http://www.tunstall.co.uk/guides)
Just checking

- The Department of Health Care Services Efficiency Delivery Team has evaluated the use of Just Checking in Staffordshire and concludes:
  - Care packages were more efficient and cost effective
  - Residential care was postponed, individuals exercised control over their own lives and remained in their own home for longer,
  - Total annual savings for a cohort of 21 people = £120,000
  - Carers were supported and involved
Making the case for adoption

- Developing an interface that a person with dementia can make sense of and use is a difficult goal.
- Integrate technology into integrated care systems
- Successful deployment of telecare into mainstream housing challenges traditional residential care and sheltered housing
- Introduction of telecare has implications for construction of extra care given ability to cover wide site
- Costs savings can be demonstrated

www.balanceofcare.co.uk/Downloads/Balance_of_Care_documentation_v1.1.pdf
Promoting success

- Raise awareness of benefits of technologies among many audiences - roll out with National Strategy
- Support research that proves the value of technologies for people with dementia and carers.
- Design and market technology with older consumers in mind.
- Hands-on and other types of introductory and on-going training and information
- Responsive and easy to access technical support
- Standardise communication protocols
- Develop standards
- Spur investment in and adoption of technologies
The future is here

- At least 20 different technologies to promote the safer walking of a person with dementia
- Why track movement wearing a large clunky and unaesthetically pleasing device when you can use Google Latitude?
- [http://googleblog.blogspot.com/2009/02/see-where-your-friends-are-with-google.html](http://googleblog.blogspot.com/2009/02/see-where-your-friends-are-with-google.html)
- [http://www.google.com/latitude/intro.html](http://www.google.com/latitude/intro.html)
- YouTube explanation: [http://www.youtube.com/watch?v=Q-Oq-9enE_J](http://www.youtube.com/watch?v=Q-Oq-9enE_J)
- [www.tyze.com](http://www.tyze.com) social networking site facilitates individual care plan at the centre of the network. Each member of the online support network voluntarily forms a relationship with the person at the centre of the network and with every other member. Each member offers support, advocacy, monitoring, and companionship.
- Two nations in old age having differential access to technological support?
- Where will you get your information and support in older age?
Successful implementation

- Work with service users and carers
- Unpack FACS levels (in most councils only people with critical and substantial needs are eligible) – must go in at preventative level
- Champions
- Joint commissioning - involve health
- Part of integrated care pathway
- Get installation and delivery sorted
- Technology needs to mainstream out of pilots and projects
- Workforce development
- Culture change
- Telecare_LIN_eNewsletter_February_2009.pdf