

Working smartly with assistive technology and telecare: present and future opportunities offered by telecare in delivery and implementation of the National Dementia Strategy for England

Clive Evers

Head of professional liaison

National Telecare and Telehealth Conference

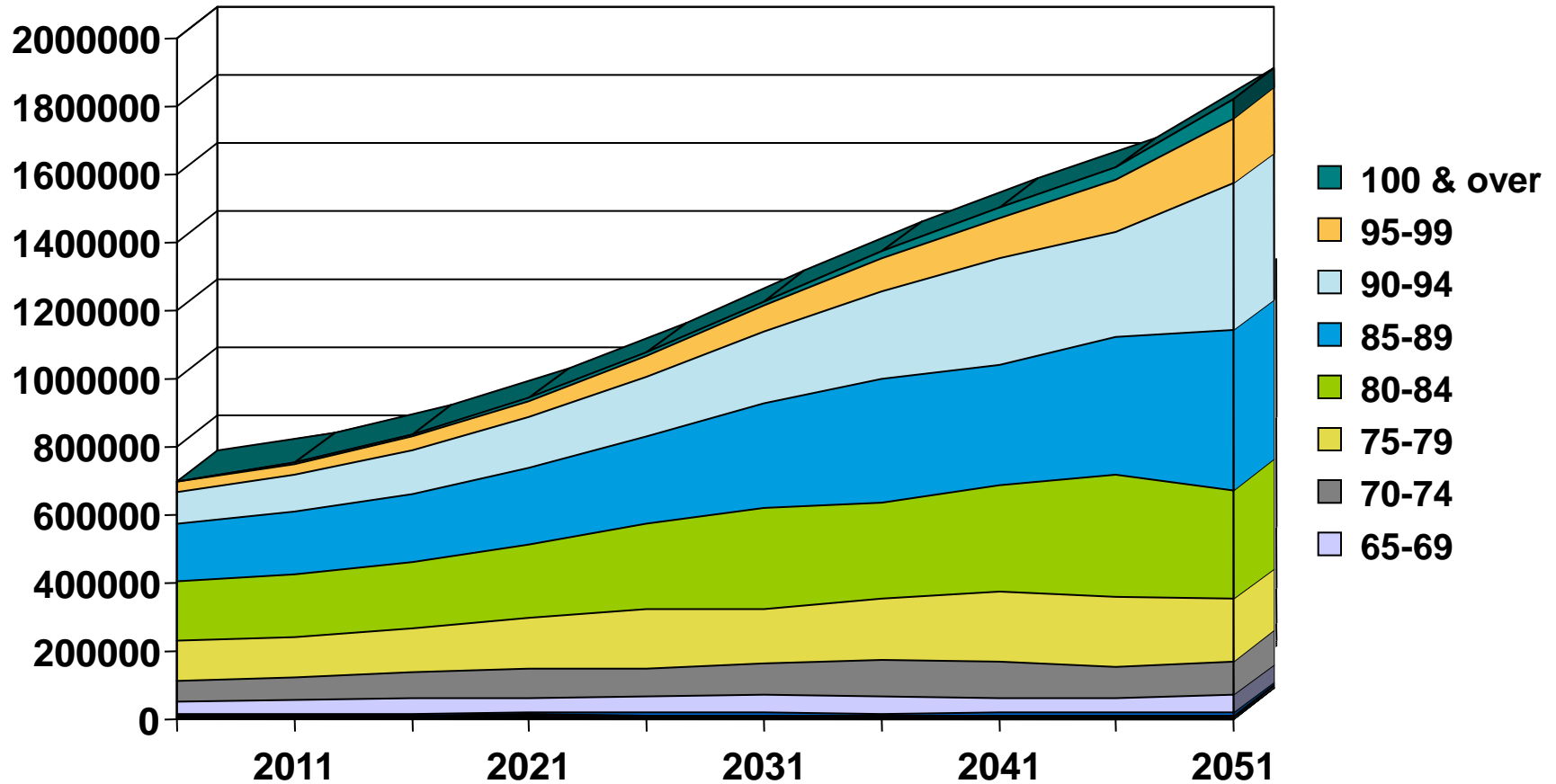
17 November 2009

Overview

1. Dementia: why does it matter ?
2. The National Dementia Strategy for England (NDSE)
3. Alzheimer's Society view – of the NDSE and AT and telecare
4. Opportunities offered by telecare now
5. Opportunities offered by telecare in the future
6. Challenges

Rising numbers of people

700,000 people now, 700,000 families,
1 million by 2025



Where are we now?

- **Only 1 in 3 getting a diagnosis**
- **People battling for information and help**
- **Bad public and professional awareness**
- **Limited access to often poor quality care at home**
- **Poor dementia care in care homes**

What is the National Dementia Strategy?

- The Government's 5 year plan for improving quality of life for people with dementia and their carers in England
- The national policy framework providing guidance for commissioners and providers explaining the key outcomes to be achieved with recommendations
- Carefully designed wording, having considered the evidence base and after detailed consultation
- Is not and is not intended to be a detailed blueprint
- Will need to be considered in the local context where localities and communities will need to decide and prioritise areas for action

National Dementia Strategy – the Vision

People with dementia & their carers helped to **live well** with dementia, no matter what the **stage of their condition** or **where they are** in the health & social care system



National Dementia Strategy Themes

1. Raising awareness and understanding

2. Early diagnosis and support

3. Living well with dementia

4. Making the change

National Dementia Strategy Themes

1. Raising awareness and understanding

2. Early diagnosis and support

3. Living well with dementia

4. Making the change

- 17 recommendations
- World class commissioning guidance
- Demonstrator site programme
- £150 million new money over 2 years

The Money

£150 million of new money being announced in total over two years

A good commitment in the current financial climate

Enough for localities to make a good start to transforming quality of life
- awareness campaigns, information, advisers, workforce development,
some memory services.

NOT RING FENCED

A BIG POSITIVE BUT...

Commissioners also have a range of budgets available to transform dementia services, and we know they are doing it.....Putting People First money, workforce development grants, public health budgets, Carers Strategy money and End of Life Care Strategy.

National Dementia Strategy(1)



- Objective 1: **Awareness and understanding**
DH dementia portal
www.dementia.dh.gov.uk
Public awareness campaign
- Objective 2: **Early diagnosis and intervention**
Target commissioners
- Objective 3: **Information**
Alzheimer's Society review
- Objective 4: **Easy access to care - dementia advisor**
Demonstration sites
- Objective 5: **Peer support and learning networks**
Demonstration sites
- Objective 6: Community **personal support** services
Metrics and evidence
- Objective 7: Services within the **carers** strategy
Working with Carers Strategy team

National Dementia Strategy(2)



Objective 8: **General hospitals**

Leadership and workforce

Objective 9: **Intermediate care**

IC refresh

Objective 10: **Housing, housing-related and telecare** support

Think Tank/s

Objective 11: **Care homes**

Workforce

Objective 12: **End of life care**

Working with End of Life Care Strategy programme

Objective 13 :An **informed and effective workforce** across all services

Review of training and education needs and gaps

National Dementia Strategy(3)



Objective 14: **Joint Commissioning Strategy**

Published Joint Commissioning Framework

Procurement guide

Objective 15: **Improved assessment and regulation**

Working with CQC

Objective 16: **Research and evidence**

Research Summit 21 July – Cause, Cure and Care

Objective 17: **National and regional implementation support**

What does the Society think of it?

- **Has everything in it that we asked for**
- **Emphasis of implementation needs to be on supporting people to live their lives with dementia following diagnosis**
- **Emphasis on access to information and support with information to make choices**
- **Workforce development and public information will be key to societal change**
- **Will require leadership, investment and sustained change**
- **This will cost money but many areas are already getting on and doing this within current budgets**
- **Welcome the appointment of a dementia czar by DH**

Assistive technology and telecare

Alzheimer's Society views (1)

- Increases independence and choice, both for the person with dementia and those around them
 - Reducing the risk of accidents in and around the home
 - Reducing avoidable entry into residential and hospital care
 - Reducing the stress on carers, improving their quality of life, and that of the person with dementia.
-
- Finding the right solution**
 - Sometimes a non-technological solution may be more appropriate
 - Different people react differently to different products
 - Seek as much advice as possible
 - Involve social services and the person's occupational therapist or GP
 - If the technology does not meet the individual needs and preferences of the person with dementia, it may be ineffective or even cause distress.
 - Mental Capacity Act 2005 – provides a framework for decision making

Alzheimer's Society views (2)



Is assistive technology appropriate ?

- Some people might find that the very presence of the equipment reminds them about their memory problems, which can cause distress.
- Some technological solutions may be unnecessarily complex or expensive, and small changes in daily activities may be enough to overcome a problem.

Tips: is the product fit for the job?

- Aim to find solutions that can be integrated into the person's normal routine without being noticed, or with the minimum disruption.
- Involve the person in decisions about which product or solution to use, and take their opinions on board.
- Introduce technology when the dementia is still at an early stage, so that the person can gradually get used to the new way of doing things.

NDSE Strategy Objective 10

Housing and Telecare



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.

How this can be delivered:

- Monitoring the development of models of housing, including extra care housing, to meet the needs of people with dementia and their carers
- Staff working within housing-related services to develop skills needed to provide the best quality care in support of people with dementia in the roles and settings where they work
- A watching brief over the emerging evidence base on assistive technology and telecare to support the needs of people with dementia and their carers to enable implementation once effectiveness is proven

Opportunities now for telecare (1)

Apply existing experience and knowledge of telecare for people with dementia

To find this just go to Mike Clark's excellent A – Z

<http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/browse/HousingandDementia/Provision/AssistiveTechnology/>

- Access to local telecare services
- Assessment and the Common Assessment Framework
- National Dementia Strategy
- Policy documents – government
- Personal budgets
- Whole Systems Demonstrator Sites
- Workforce issues

DH Care Networks

Telecare LIN

Telecare and Dementia – A to Z of Resources and References

Prepared by Mike Clark

If you have further information that would be of value to organisations implementing telecare, please contact Mike Clark at telecare@dhcarenetworks.org.uk

Date: 14 September 2009

A

Access to local telecare services for users and carers

The Prevention Package (DH, July 2009) and following web sites provide information and access to telecare arrangements. The ATDementia site provides information about access.

Links:

Prevention package

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/DH_103146

DH Care Networks

www.dhcarenetworks.org.uk/telecare_services



Opportunities now (2) spread positive stories

DH Care Networks Telecare Outcomes

In 2008 CSCI collected telecare performance data from 150 councils with adult social services responsibilities(CASSRs).

Bath and North East Somerset

Used a telecare assessment system as part of their dementia care programme. Outcomes have included improved assessment of behaviour leading to medication reviews, more effective prescribing, increased family/carer reassurance, strategic use of services to support people and an overall reduction in (residential) placements.

Brent

600 users of telecare 69% users reported an excellent experience and 31% good. For the future there will be a focus on promoting the use of telecare for BME communities and people with dementia through the voluntary sector.

Opportunities now (3)

Financial savings

Actual Savings – Havering case study

Mrs. R – Council tenant

High risk of gas explosion and wandering

Recommendation for residential placement

Kept at home for 35 weeks until deceased

£404 X 35 weeks + £14,140.00

How much did Telecare save in Havering ?

Outcome of evaluation of 70 users in Nov 2007

Savings identified	To 30/11/07	Full financial year
16 x Actual savings	£83,683.91	£112,118.24
17 x Notional savings	£104,336.88	£190,686.08
37 x Supportive savings	£14,454.00	£14,454.00
Total	£202,474.7	£317,258.32

How much did Telecare cost - Havering ?

- Equipment costs - £66,000
- Installation costs - £8,000
- Staff and infrastructure – approx £180,000
- Large under-spend to be utilised for Year 3

Lessons learned in Havering

- Telecare does not suit everyone
- A good assessment will identify the minimum amount of equipment necessary to meet the need
- Assessment training must be detailed and have in-depth response protocols
- The assessment form must capture all the information required
- Technology is constantly changing – need to find method of keeping staff updated

Improved assessments



- Just Checking pilot of 55 people with dementia living alone
- Improved the quality of the assessment and the outcome for the person
- People found to be managing at home better than expected
- Allowed OTs to plan timely, cost effective care which promoted independence and improved the opportunity to be supported at home instead of admission to residential care.
- Supported two early discharge cases and changed the views of inpatient staff about the capabilities of people with dementia to manage at home.
- The improved and objective information saved OTs time in piecing together information from third parties and provided a means to monitor the effects of care plans, so improving the capacity of the teams.

Source: Occupational therapy Just Checking Telecare 1 Year Pilot Report: 'Giving people with dementia a choice'; June 2009 Leeds Partnership NHSFT

Future opportunities for telecare

(1) Sound evidence



- God Bless Ivan Lewis ! – National Dementia Strategy and the Whole System Demonstrator programme in July 2008
- A random controlled trial across 3 sites in Cornwall, Kent and Newham. The aim is to provide some answers to aspects of clinical and cost effectiveness of integrated care with technology and support.
- Amongst the 7 eligibility factors for Telecare in the RCT is a person should have a recognised level of cognitive impairment/confusion which will include dementia
- We also await with interest the outcome from the pilot 'virtual' dementia team in Newquay for delivering integrated dementia services.

Future opportunities for telecare (2)

Commissioning

DH World Class Commissioning



DH Joint Commissioning Framework June 2009 emphasised the importance of health and social care working together to meet the interrelated needs of people with dementia and their carers.

Objective 10: Good housing, housing related and telecare support

Housing, telecare and assistive technologies are an integral part of services for people with dementia if improving quality of care and maximising choice, independence and control are to be achieved. Commissioners can enable this by:

Involving housing and telecare professionals in developing joint strategic needs assessments and commissioning strategies for dementia

Commissioning assistive technology advice and support options for those who wish to remain at home

Facilitating the flexible use of individual budgets to support housing choices
Monitoring the emerging evidence base on housing and telecare options

Overarching principles for commissioning dementia services



- Keep the person with dementia and their carers at the centre of all commissioning activity
- Keep people with dementia and their carers at the centre of all developments through consistent engagement with them about the support and services they require
- Empower people with dementia and their carers through the commissioning process and put systems and services in place to ensure they retain control and choice over their lives and the focus is on the individuals abilities.

Future opportunities for telecare (3)

People with dementia and carers leading the market

- Preventive Technology grant of £80m between 2006 – 2008 to provide telecare for an extra 160,000 people was a strategy led approach rather than one led by practice or by users.
- In the very near future there will be a generation of people with dementia and their carers who are highly technology savvy with all the attendant expectations.
- Ensuring they are aware and informed of how telecare and assistive technologies can work for them is crucial.
- Mainstreaming telecare and telehealth is a trend that is emerging from the CSCI returns. Through early and comprehensive assessments the preventive potential of telecare can be fully applied.
- Care Centres in the Community- in Birmingham 4 brand new Care Centres Include Assistive Technology Shops demonstrating the range of equipment available- so increasing awareness and driving demand.

Challenges

- 17 recommendations NDSE – are there 17 opportunities for AT/telecare ?
- Objective 1: Ensure the message about telecare is integrated into the forthcoming DH public awareness campaign
- Objective 3: Continue provision of good information about assessments for telecare and the products e.g.. ATDEMENTIA website
- Objective 4: Ensure that the new Dementia Adviser pilots are informed of local AT/telecare resources and services to pass on to clients
- Objective 11: Care homes – the potential for AT/telecare still has to be realised
- Objective 13: Work force recommendation: staff need to be trained and updated in assessments for telecare and product availability.

Greater involvement of people with dementia and carers in developing and implementing the technologies will lead to wider use.