Developments in Assistive Technology and Technology Enabled Care in the Delivery of Social Care to Children and Adults

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Sunderland Care and Support

Technology Enabled Care in Sunderland

- A definition of technology enabled care
- The journey so far
- Customer stories
- Customer feedback
- Current Key Projects
- Partnership working with BAI
- Future plans

What is technology enabled care?

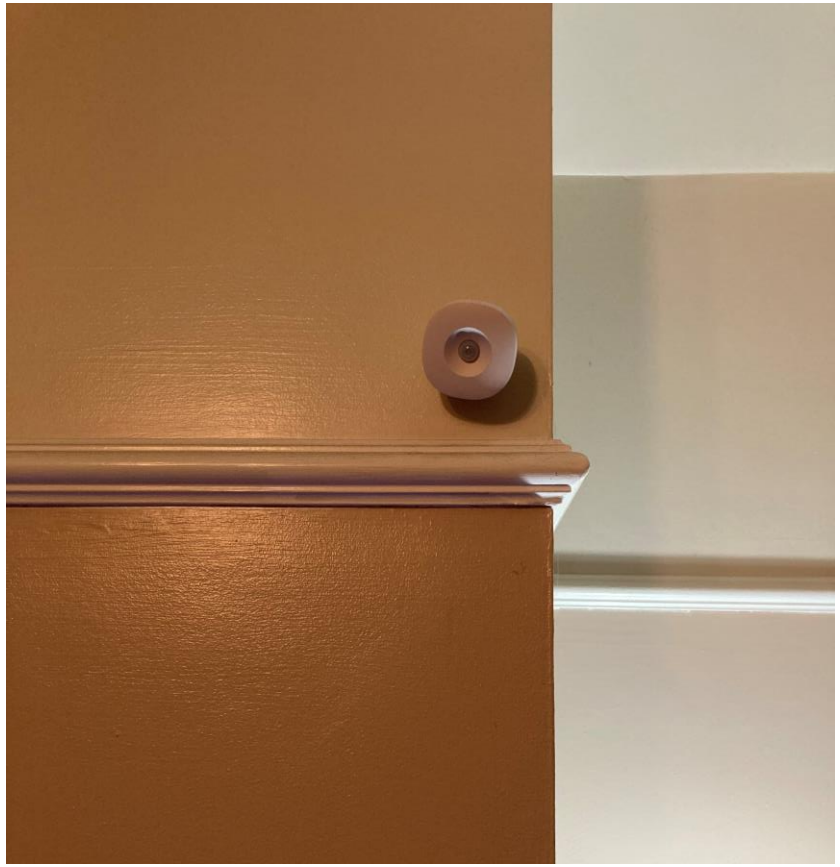
- Technology enabled care services refers to the use of telehealth, telecare, telemedicine, telecoaching and self-care in providing care for patients with long term conditions that is convenient, accessible and cost-effective.
- We recognise the potential of these solutions to transform the way people engage in and control their own healthcare, empowering them to manage their care in a way that is right for them (NHS Technology Enabled Care Strategy)

Telecare

- A more traditional version of technology enabled care
- Vital to the safety of our residents
- Facilitates early hospital discharge
- Operates on the principal that SCAS will always provide the response
- Supports those customers who are the most in need

Test Bed Project

- Introduced the concept of working with high street technology
- Recognised the benefits of observing behaviours in addition to listening to customer stories
- Sought a means to bring the data from a range of devices together
- Demonstrated the concept was achievable and excited the interest of health and social care practitioners
- Led to the development of a dashboard that gave us vital customer insights



Mainstreaming Assistive Technology

- Development of the Tech Team
- Bringing digital to the forefront of the adult social care process
- Supporting families to support themselves

Delilah’s Story

- Delilah has developed a self confidence she didn’t previously have
- Delilah is more self-managing and relies on others less
- Mum and Dad are able to allow Delilah the space to grow and develop, whilst knowing she is safe
- The tech is fully integrated into everyone’s life and seen as the norm
- Delilah is enthusiastic about the benefits of the tech to her
- Delilah and her peers expect technology enabled care

Albert Place – An Innovative Model of Care

Tech infrastructure built into the design

Personalised to the needs of residents

Enables the care team to move between properties as required

Affords residents the opportunity for independence that is tailored to their situation

What our customers tell us

- Gary….the technology just makes life easier, I can sleep knowing my mum is safe, it makes my life easier to make my Mum’s life easier
- Tracey…Delilah has always been strong willed and independent but now she is trying to do even more new things for herself and using the technology is going really well
- Alfie’s mum and dad….It’s changed our lives and given our son the independence he needs

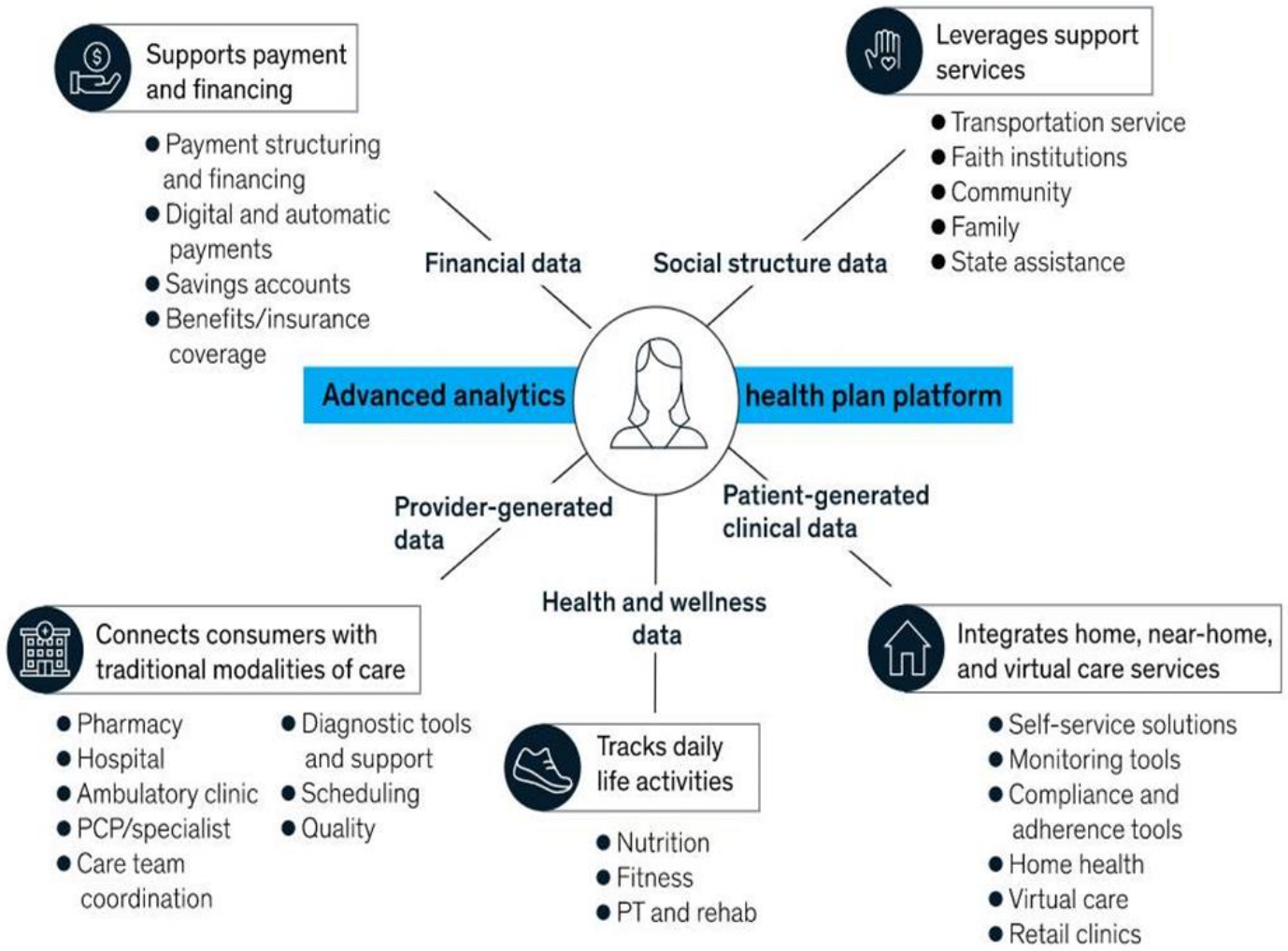
Current Key Projects

- Development of the Practitioner Forum
- Support to Domestic Violence
- Development of the Care Home Tablets
- Development of Voicescape telephony app
- Digital Inclusion inc of library offer
- Falls monitoring
- RITA and Technology Enabled Care in Care Homes
- Development of the Tech House
- Revision to the Telecare Offer

BAI – Principals for Future Working

- The right care, in the right place, at the right time
- In the home, out of the home, in care homes
- Know the patient, know the magic
- Joining together data in a way that is meaningful and not overwhelming
- Use information to predict and connect
- Discover, Design, Develop, Deliver
- Value for money

Cambio's Ecosystem



McKinsey & Company

Plans for 2022

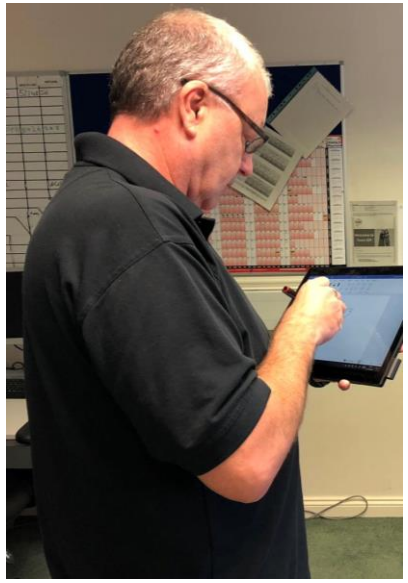
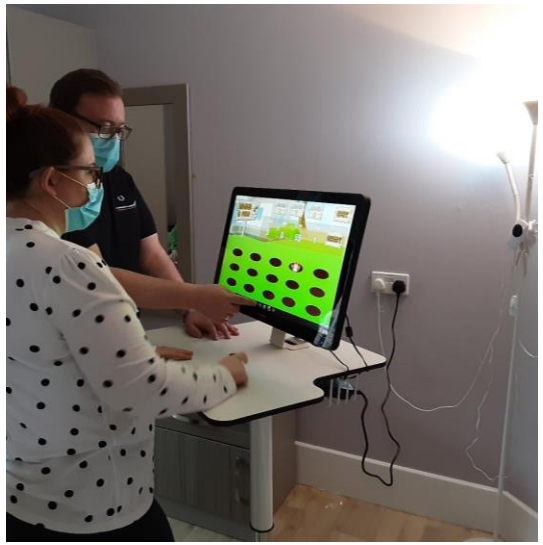
Reach out, research, train, promote the offer

Data management and analytics – what data do we have, where are the gaps

Assess the current baseline projects and the platform this provides for future plans

Lorowan – understand the plan and how this can benefit health and social care

Explore the potential to create a pilot in a smaller part of the city to test out the vision

Leechmere smart house/lab link with academics

Uber model of Social Care