

Telecare Project Update

SOCIAL WORK SERVICES > OLDER PEOPLE'S SERVICES > HOME CARE > TELECARE DEVELOPMENT PROJECT

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Introduction

By John Honeyman, Training and Marketing Adviser

You may be reading this as a worker in Health and Social Care, because you fulfil a vital role as a carer or simply because you do care. Whatever your role, please read on and I do hope you find Telecare as exciting as we do.

Telecare in Fife

by Liz Mitchell, Fife Telecare Development Project Manager

Fife's Telecare Development Project (TDP) is now entering its second year and a great deal of progress has been achieved.

The aim of the TDP is to provide support that helps people achieve independence and remain in their own homes despite illness, disability or frailty, safe in the knowledge that, if an incident occurs, help can be summoned quickly.



A Telecare heat detector will automatically alert the Community Alarms Response Centre if a fire breaks out in someone's home.

Equipment can be installed in the home to detect problems, e.g. falls, fire, gas leaks, lack of movement, epileptic seizures, etc., which may indicate that the person is at risk. An incident triggers an alarm to the Council's Community Alarm Service whose staff activate an immediate response whether that is calling a relative, friend or neighbour to help or calling out Mobile Emergency Carers or the emergency services.



Call-handlers are on duty 24 / 7

There are currently nearly 200 people in Fife supported by telecare equipment with a further 130 – 150 due to receive a service before the end of 2008/9. The TDP has been able to build on the infrastructure of the Community Alarm Service (CAS) and this means that telecare is being mainstreamed in services available to older and vulnerable people living in their own homes Fife.

The TDP is a partnership between Fife's health and social work services, involving the Health & Social Care Partnership at the strategic level and health and social care workers at the front-line – OTs, Social Workers, CPNs,

doctors, Home Care staff, nurses, etc. are all involved in providing the Telecare service to vulnerable people in Fife.

Telecare works towards the Partnership's agreed aim to "shift the balance of care" from acute hospitals to the community. It is well known that the majority of people would prefer to remain in their own homes and communities. Telecare equipment and response services are provided to reduce the likelihood of an older or vulnerable person remaining in hospital for longer than necessary and to minimise risks so that hospital or care home admissions can be avoided. During 2008/9 the Scottish Government provided the funding for Telecare equipment and the TDP staff and has set aside funds for 2009/10 which will be available on a match funded basis. Fife TDP has just been reviewed by the Scottish Government's Joint Improvement Team and their report is recommending that the Fife partnership is eligible to apply for these funds. This means that further progress can be made developing Telecare in Fife, allowing time for innovation and piloting new ways of working.

Training Workshops

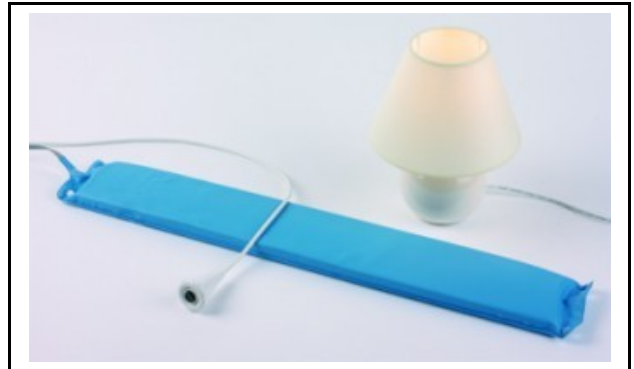
by John Honeyman, Training and Marketing Adviser

The project has delivered Telecare awareness sessions to many teams, covering a range of disciplines, across the Fife Health and Social Care Partnership over the past year.

These free, one hour sessions are still available for staff that missed them first time around or as part of the induction of new staff.

Now available are ½ day training workshops to help participants develop the knowledge, skills and

understanding required to integrate Telecare technology into care packages to support vulnerable people live independent lives.



A bed exit monitor will automatically raise an alert if someone has got up in the night and not returned. It could be the vital early indication that a fall has occurred.

The course starts by looking at the risks and concerns faced by vulnerable people living in the community. It continues with

Assistive Technology

- What equipment is available
- How it all works
- Hands-on the equipment

Case Studies & Assessment

- Group work to explore individual cases and provide solutions
- The role of the Community Alarms Response Centre
- Legal and Ethical Issues

Accessing the Service

- Using the Single Shared Assessment (SSA)
- Home Care Assessment
- Feedback & review

Workshops are run for small groups of 6-12 people and we would especially encourage colleagues liaise and request a mutually convenient date and venue.

Older Persons Stakeholder Event

The theme in 2008 was **Older Age, Young at Heart**. The event showcased services and opportunities for older people in Fife and attracted around 600 visitors to the Rothies Halls in Glenrothes.



Telecare exhibition house

The Fife Telecare Project exhibited a stage-set house to demonstrate Telecare technology to service users and raise awareness of the help and support that Social Work's Home Care Service can provide.

New Technology

by **John Honeyman, Training and Marketing Adviser**

Aimed mainly at supporting people affected by Dementia, we plan to pilot two new technologies in 2009.

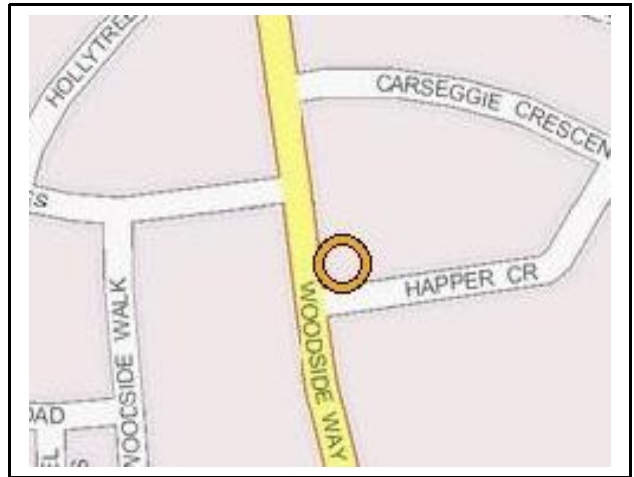
1 Lifestyle Monitoring, despite the connotation of "Big Brother", is a method of using movement sensors to build up a picture of a person's activities of daily life (ADLs). A lack of activity in a kitchen, for instance, could indicate a possible risk of malnourishment.

Care professionals can use this information as part of an assessment to tailor a package of care or offer supportive intervention to a vulnerable person.

2 Safer Walking technology can help a person who has become lost, disorientated or has wandered because of the effects of dementia.

A dementia-sufferer may still enjoy going for a walk but is anxious about losing their way. Asking a stranger for help might be acutely embarrassing. But pressing the SOS button on the personal GPS (Geographical Positioning by Satellite) device will send a text alert to a carer or service professional.

Logging on to a secure website will display a map and the location of the device and appropriate action can be taken to help the user.



Circle on the map shows the location of the GPS device

Even without the SOS button being pressed, a concerned carer can quickly access the website

Ethical Guidelines

By **Roz Barclay, Co-ordinator, Fife Health and Social Care Partnership**

A document on ethical guidelines is now available for download from FISH (the Council's intranet) and from the NHS Fife intranet.

Entitled "Principles and Good Practice Guidance: Use of Telecare", a publication search on either site of "use of telecare" will lead you to it.

The guide is essential reading for staff required to refer for appropriate, person-centred care packages that include assistive technology.

The guide includes information on -

- Practical & technical issues around assessment
- Key Principles of how people would like to receive Technology
- Questions which assessors must ask before using Assisted Living Technology
- Consent
- Procedure for accessing Assisted Living Technology
- Assessing the reason for falls

LMU Assessor Training

By Ron McDowall, Glenrothes & NE Fife LMU Co-ordinator

Glenrothes and North East Fife Local Management Unit members are working together with the Joint Improvement Team from the Scottish Government to develop integrated services which maintain independence, reduce hospital admissions by early intervention, and support rehabilitation and early hospital discharge in the communities of Glenrothes, Cupar, St Andrews, Taybridge-head and all surrounding areas.

At workshops on 7th October and 26th November, members of the multi-discipline community health & social care teams who currently provide a service to patients/clients within this geographical area, documented existing patient/client pathways and developed ideas for service improvements.

During the discussions at these workshops, one of the topics that delegates wanted to explore further was the use of a telecare service to support patients/clients to live independently at home, particularly for

the period when they are rehabilitating at home after a stay in hospital.

The Glenrothes and North East Fife Local Management Unit is now working with the Fife Council Telecare Team to deliver a series of local Telecare workshops in March which will give frontline Health & Social Care staff an in-depth understanding of the benefits of the service, how to assess client's needs, and how to access the service.

Pill Dispenser Study

By Dr Suzanne Brannan, Consultant Ophthalmologist and Telehealth Clinical Lead in Fife

Telehealth in Fife is collaborating with our colleagues in the Telecare project on a study of medication non-compliance.



The study will centre on the use of automated pill dispensers (pictured) that remind patients when medication is due or raise an alert with the appropriate health worker if medication is not being taken. The effectiveness of these dispensers for people with mild to moderate dementia will be compared with traditional medication dispensers.

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