

# TEC and our work

What does it mean for me?

Supportive Lives Provider  
Forum

Friday 2<sup>nd</sup> November 2018



## What is your parachute?



A mind is like a parachute,  
it doesn't work unless it's open.  
- Frank Zappa



Must have an open mind!!!! What other opportunities does TEC bring? – yes challenges but many many opportunities too.

(hopefully a step change example for staff – but if this doesn't resonate – don't worry about it) For example UK Telecare is about 85% inbound calls Spain – Barcelona (70% outbound) - - what are they doing? (wellbeing and informational advice - It may be a call to Mrs X because it's her birthday and she'll be on her own. Or Mr Y who's just come out of hospital. A calendar of calls from health promotion, advice to keep safe, accident prevention, hot or cold weather warnings and advice. This proactive approach is hugely different to ours and successful for them.

<https://www.adass.org.uk/blog-the-gain-in-spain-linda-sanders>)

There are many different types of opportunities.

## What does it mean for you now?

- Uninvited guests Perhaps?



Being Mindful –

Uninvited Guests is a short film that explores the frictions between an elderly man and his smart home.

Thomas, aged 70, lives on his own after his wife died last year. His children send him smart devices to track and monitor his diet, health and sleep from a distance. But Thomas has always been fiercely independent, happy to live in an organised mess. He struggles with the order and rules imposed on him by the objects that are meant to make his life easier. In a world where 'smart objects' will increasingly be used to provide care at a distance, how will we live with these uninvited guests?

This film was created by Superflux Lab for the ThingTank project. For further information visit: <http://superflux.in/index.php/work/uninvited-guests/>

Being used if at all – family bought a kindle for an avid reader father. He used it as a bookmark in his larger print books...

## It is about...

- ... being used in ways that suit the person using it or at the very worst case won't be used at all.

Technology as the enabler

- Connecting not replacing people

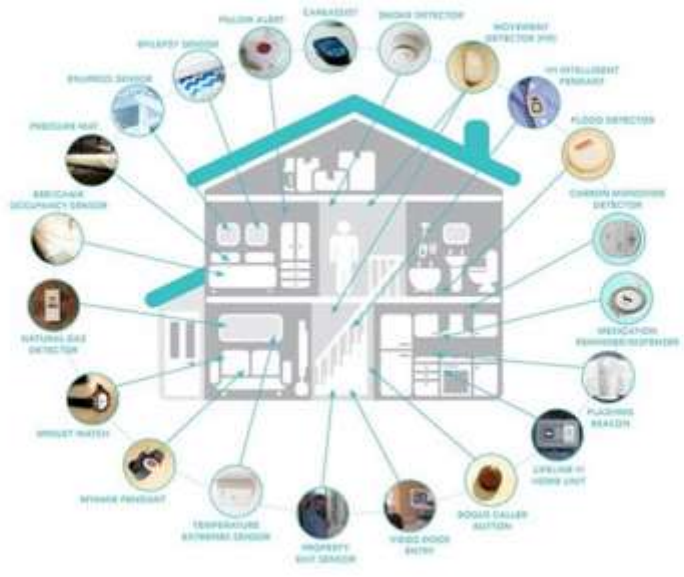


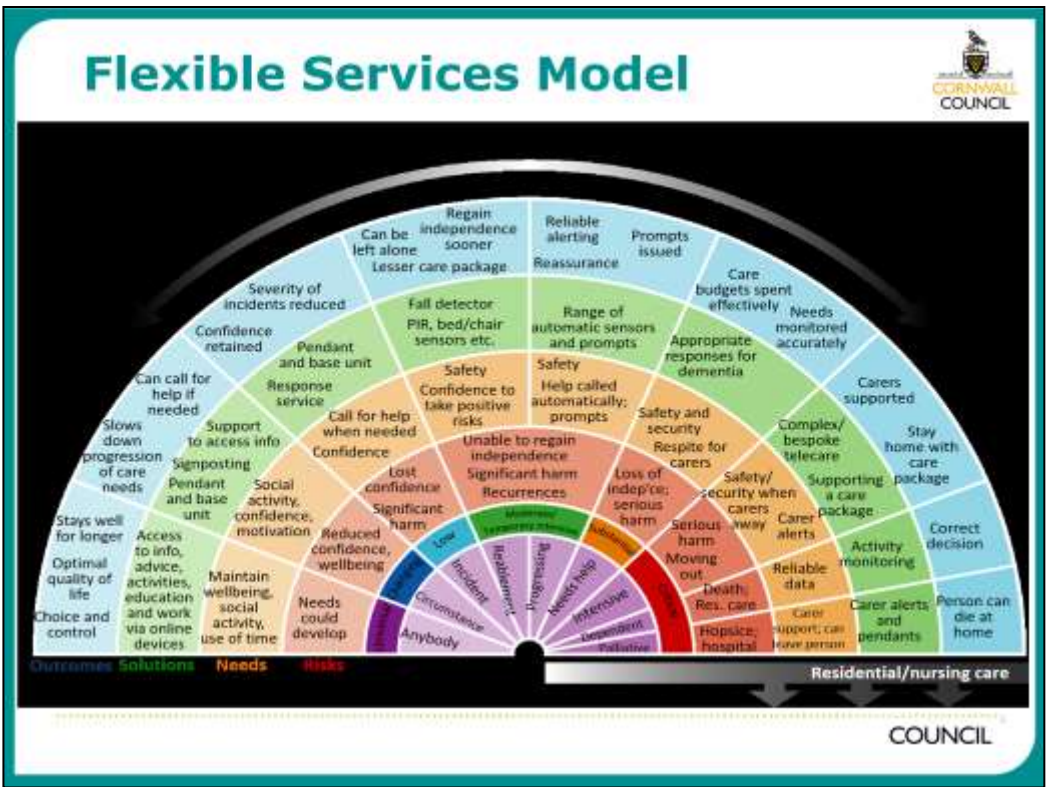
Person centred approach

Strengths based – what can they do

What does their good look like for them?

# Existing types of options





Where is current provision - in and around the substantive and critical area. Needs to move and be centred around the low to moderate 'preventative' side of the model.

## Types of technology functions:

| Types of Telecare | Primary functions  |
|-------------------|--|
| Active            | <b>ALERT</b><br><i>Allows user</i> to call for help when needed  |
| Passive           | <b>ALERT</b><br><i>Automatically</i> calls for help when problems are detected   |
|                   | <b>PROMPT</b><br><i>Automatically</i> reminds or warns the person<br><i>Automatically</i> activates other devices/appliances in the home |
|                   | <b>MONITOR</b><br><i>Monitors</i> movements and times for later review   |



Technology can be active or passive.

Active ie the person has to initiate the help – they alert when they need help.

Alternatively it is passive – ie there is nothing required by the user to ‘do’ to initiate an alert or prompt. Instead the technology has rules and parameters set which can initiate an alert or a prompt depending on certain conditions being met or not met.

## TEC Overview – Alerts



| Product                        | Features   | Active (A)<br>Passive (P) | Personal (P)<br>Environ (E) |
|--------------------------------|--|---------------------------|-----------------------------|
| Falls Detector                 | <br>Automatic notification of fall, or push button notification – Elderly/ Frail  | A/P                       | P                           |
| Tracking & Lone Worker devices | <br>Mini GPS Tracking device with alert, communications facility  | P                         | E                           |
| Environmental Detectors        | <br>Flood, Gas, Heat, Vibration and smoke detectors   | P                         | E                           |
| 'Apps'                         | <br>Alerts and other 'Apps' are available to both monitor and alert. E.g. blood glucose, alcohol consumption and many others. |                           |                             |

COUNCIL

These are different examples of the different types of equipment available. (This is an overview only – not a list of what is available at the Council.)



## TEC Overview – Prompts



| Product                  | Features   | Active (A)<br>Passive (P) | Personal (P)<br>Environ (E) |
|--------------------------|--|---------------------------|-----------------------------|
| Brain in Hand            |  Personalised support from a mobile phone. Includes a diary with reminders, access to best coping strategies & accesses extra support. Au, LD, MH | A                         | P/E                         |
| MyChoice                 |  Measurable language and communication development on iPads for LD adults   | A                         | P                           |
| Smart Walking Sticks     |  In development - Prompts for mobility/activity. OP   | P                         | P                           |
| Automatic Pill Dispenser |  Automatically dispenses pills alerts and notifies 3 <sup>rd</sup> party if not taken   |                           |                             |
| Memo Minder messaging    |  PIR movement triggered memo player that can be allows messages to be recorded by family or friends.  | P                         | P/E                         |



## TEC Overview – Monitors



| Product   | Features   | Active (A)<br>Passive (P) | Personal (P)<br>Environ (E) |
|---|--|---------------------------|-----------------------------|
| Canary<br>         | Wireless sensors monitor movement, temperature and door activity. Viewed via portal. Can enable text and email alerts. OP, LD, PSD                 | P                         | E                           |
| Kemuri Sense<br>   | Smart sockets which analyse motion, power usage, temperature and humidity identifying of activity.   | P                         | E                           |
| Armed – CM2000<br> | Developed with Edinburgh Napier University. Range of 'frailty' indicators for older people.  | P                         | P                           |
| Alcove<br>         | Sensor, wearables and a comms aid to provide behavioural data analytics to reduce formal care and facilitate integrated working. Older & disabled. | P                         | P/E                         |

## TEC Overview – Other innovation



| Product               |  | Features  |
|-----------------------|--|---|
| Home Hubs - Concierge |   | Linked to peripheral devices can support a 'smart home' (heat, light access) as well as provide entertainment and communication   |
| Pepper - Robot        |   | Pepper is intended "to make people happy", enhance people's lives, facilitate relationships, have fun with people and connect people with the outside world                           |
| Paro - Robot          |   | PARO is an advanced interactive therapeutic robot designed to stimulate patients with Dementia, Alzheimer's, and other cognition disorders.   |
| Robot - Cleaners      | <br> | Utilised in Denmark their "welfare modernisation strategy". Care Homes use to free staff for caring. 84% use or will use in Denmark   |
| Giraff Plus           |   | GiraffPlus is a complex system which monitors activities in and around the home with sensors as well as on the body. Skype-like interface for relatives or carers to virtually visit. |
| iCareiMove            |   | Tackles inactivity, improving health & mobility encapsulated on film, audio and downloads by subscription. Used for older adults.   |

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## Summary of qualitative trials going on at Council

| Trial Theme   | Drivers of Demand   | Hypothesised Impact  | Trial Product/s                      |
|---|---|--|--------------------------------------|
| Ability to summon help outside the home                     | Falls/ Dehydration<br>Frailty/ Dementia<br>Social Isolation<br>Safeguarding, Risk Management, Anxiety | -Provides reassurance inside and outside the home.<br>-Maintain confidence for longer to prevent falls or provide speedy reaction to avoid hospital admission.<br>-Provide an alternative to calling emergency services directly   | -Ownfone<br>-Footprint<br>-Smartsole |
| Passively monitor wellbeing whilst on reablement pathway    | Falls/ Dehydration<br>Frailty/ Dementia<br>Safeguarding, Risk Management, Anxiety                     | -Provides reassurance and true independence with a 'safety net' in place<br>-Provides independent but un-intrusive information to inform an emerging or undiagnosed/fully assessed situation<br>-Provides trend behaviour patterns over time   | -KemuriSense<br>-Capary Care         |
| Increased independence with coping tools                    | Dementia Social isolation<br>Safeguarding, Risk Management, Anxiety                                   | -On the spot coping mechanisms bespoke to that person<br>-Increased confidence, awareness of anxiety/coping triggers<br>-De-escalating issues at the time. Inform future support planning<br>-Reduction in crisis carer intervention and boundary learning<br>-Reduction in emergency GP/Mental Health Practitioner visits | Brian in Hand                        |
| Wellbeing monitoring with prompts and alerting capabilities | Falls/ Dehydration<br>Frailty/ Dementia<br>Safeguarding, Risk Management, Anxiety                     | -Provide a 'safety net' for a Service user who is keen to stay independent with some support/reassurance<br>-Reduce 1-2-1 and night-time support<br>-Provide a pattern and trackable trends user to understand/inform extent of decline/maintenance of current status over time  | 3 Rings... Things that care          |
| Targeted movement programme                                 | Falls/ Dehydration<br>Frailty/ Dementia<br>Social Isolation   | -Provides at-home re-enablement, wellbeing movement programmes<br>-Medically endorsed<br>-Scaled up/down according to the recovery/ongoing status of the service user  | CaseMove                             |

Qualitative Trials going on – only referable via Adult Social Care Involved Worker.

Background information on the products mentioned in the

### Out of home telecare

Ownfone – <https://ownfone.com/telecare-solutions>

Footprint – <https://ownfone.com/footprint-for-telecare>

Smartsole – <http://gpssmartsole.com/gpsmartsole/>

### Portable wellbeing monitor

Kemuri Sense – <http://www.kemurisense.com/>

### Increased independence with tools to cope with anxiety and individual challenges

Brian in Hand - <http://braininhand.co.uk/>

Case studies to look at if you have a mo

1. What is Brain in hand - [https://www.youtube.com/watch?v=gw4Hb\\_x2yY](https://www.youtube.com/watch?v=gw4Hb_x2yY)

2. Brain in hand for employment -

[https://www.youtube.com/watch?v=yob\\_9uy2YMo](https://www.youtube.com/watch?v=yob_9uy2YMo)

3. Brain in hand travel support -

[https://www.youtube.com/watch?v=F7y\\_fj8KcyQ](https://www.youtube.com/watch?v=F7y_fj8KcyQ)

Loads more on the website too.

### **In home lofT with monitoring/prompting and alerting**

3 Rings Things that Care - <https://iot.3rings.co.uk/>

This is one I was talked about but was not necessarily very eloquent – but is very exciting and could be used for many applications/types of cases: Please call me to talk this one through further:

### **Targeted movement fitness programme for any ability**

iCareiMove - <https://www.icareimove.com/>

## For example: Things like a 'smart' socket?



- Is a 'smart' portable power socket which is classified as Technology Enabled Care (TEC)
- A wellbeing monitor with patterns of behaviour which are 'learnt' (called machine learning)
- It plugs into any power socket, usually in kitchens, and immediately starts learning patterns of motion and power used for kettles and microwave cookers
- It receives information on power usage, motion, temperature and humidity which is checked every hour for changes from normal patterns
- This is reported via a secure web based portal and alerts as required (sms and/or email) to nominated responders/ monitoring service

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