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North Tyneside Council

Briefing note

To: Adult Social Care, Health and Wellbeing Sub-committee

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Title of Briefing: Better Care Fund - Telecare Assistive Technology

Purpose

The purpose of this briefing note is to share with you the Telecare solutions being deployed across the Borough. Residents are supported to remain in their own homes safe in the knowledge that they can summon help when needed. Additionally they can be monitored via lifestyle monitoring equipment to improve their wellbeing and support their assessment of need. This briefing note sets out some of the equipment used and the rationale behind it.

Background and Introduction

The Better Care Fund (BCF) provides additional funding to the Care Call Community Alarm and Crisis Response Service for Assistive Technology Solutions (Telecare). This service is available 24/7, 365 days of the year. The team of staff are trained in answering and responding to emergency calls and work closely with the emergency services. Within the first year of providing additional support via BCF the calls to the service increased by 15,420 on the previous year.

There are approximately 3,300 paying customers who live in the community with equipment to which Care Call will monitor or respond. There are three levels of support from the mainstream service that a customer can opt for, all of which carry a charge. There is a weekly increase to this number depending upon hospital discharges and demand for temporary equipment which is funded by BCF.

The BCF funding has provided the opportunity to use Assistive Technology to support those who are discharged from hospital, feel vulnerable and may require a call or visit in the absence of a carer or family. The equipment can also determine what level of support a person requires or tell us when they are most at risk. On discharge from hospital the customer receives the equipment free of charge for the period of their reablement which offers security and mitigates risk. There have been a number of successes whereby the

customer has gone on to become independent without the need for a care package, however they have signed up to become a customer of care call for piece of mind.

All of the equipment can be recycled therefore the service offers value for money by being able to use the alarms and equipment again when it is no longer needed by the customer. If this were not the case the service could not sustain demand.

As technology changes on a daily basis there is a team of staff who are trained to identify new equipment and solutions in order to support with the assessment and keep the customer safe.

The Care Call Community Alarm call centre is based in North Tyneside 98.72% of alarm calls are answered within 60 seconds which meets the Telecare Standards for response. A mobile response is usually within a maximum 45 minutes.

Options available

Please find below a breakdown of some of the equipment and its use.

Lifestyle Monitoring (Intelligent care- previously known as a Dementia Care Kit),

This is a unit that we install with **PIR's** (passive infra red movement sensors) usually located in each room (similar to what is used for burglar alarms) The persons 24hour cycle of movement through out their home is gathered and this is then made into a graph. This may help in understanding if the persons sleep patterns are affected or if there is any unusual amounts of time spent in any particular area.

Various other sensors can be added to give greater depth of understanding of the person's patterns such as:

Unit and Pendant, this is a system that is generally linked to the control centre via the persons phone line, the pendant is used to summon help.


Wrist Worn Fall Detector, this is a sensor that is loaded onto the unit and is similar to a watch worn on the wrist. If the person may not remember to press their pendant when they need help this sensor looks for a sudden impact, reduction in pressure and stop motion .It has if these three things are picked up in sequence the capacity to send an alert. This reduces the chance of the person perhaps lying on the floor injured and unassisted.


Bed occupancy sensor, this is a sensor, which can understand if the person has arrived in bed (and has not fallen on the way to bed perhaps preventing the person lying on the floor all night.) This sensor can also promote independence enable the person to go safely to the toilet and if they fall the sensor can send an alert to the centre control room, family member or carer. Finally this can also be set to give an alert if the person doesn't get out of bed by a certain time perhaps to take medication or attend an appointment.


Door Contacts may be used if the person may be at risk purposeful walking. They can set at various times to send an alert if the person opens their door and if applicable it can be upgraded to an advanced property exit monitor.


Advanced Property Exit Monitor ,this is similar other than this promotes independence if the person is still able for example empty their rubbish in the outside bin, feed the birds in the garden or hang washing out .This works by using a **PIR** that sends an alert if the person doesn't return inside after a period of time.



Enuresis sensor, this is a sheet sensor(not shown, that will connect to this kit) placed on their bed that alerts if the person has been incontinent and may need assistance with being changed reducing the risk to skin dexterity and not compromising the comfort of the person.


Memo Minder, this is a none linked sensor that when passed will give an audible alert perhaps prompting the person to remember their keys if placed next to their door. The person can record any message they require.

Pill Dispenser, this is a small tea plate shaped electronic battery operated box that the pharmacist programmes and fills with the persons medication set to the correct timing they are required to take them. It can be linked to alert if the person forgets to take the medication.(By adding a unit)

Safelinq, this is a sensor that the person can have on their set of keys or in their coat pocket, favourite bag or worn as a watch. If the person is out in the community and is distressed or lost it enables the system to pin point their location via satellite. .It can be adjusted to various setting such as:

Geo Fencing this is where the person may be fine in a familiar area in the community such as going to the local shops but if they go out of a pre set boundary it will send an alert.

Speed Setting can also be set up if the person is unsafe to be using public transport or other instances where they are expected to be walking only. This will send an alert if the sensor picks up they are moving for example on a bus at 30mph.

No Movement can be set up to alert if the person stops movement or for example it may indicate they have left the sensor on the park bench and there fore they are not locatable.

All of the above can be programmed to the individual's requirements for a greater understanding of the affect of their illness perhaps to bench mark data collection of stabilisation or deterioration, preventative or specific reactive, where responders are required for example, the centre control room for mobile warden response, carer or family member's mobile phone.