

Dementia Carers' Forum

12th March 2018 – Stanborough Centre, Watford



1	<p>Present</p>
	<p>Carers 16</p> <p>Speakers Nushrath Khandoker – Herts County Council Stephanie Bevan – Herts Careline, NHDC</p> <p>Carers in Herts Sally Stratford – Forum leader Paula Campbell – CinH Carer Support Advisor Toby Purnell – CinH volunteer</p>
2	<p>Welcome</p>
	<p>All carers and speakers were welcomed to the forum, and informed that it was a very relaxed and informal session so that the carers could participate in the discussion.</p>
3	<p>Hertfordshire County Council Assistive Technology Presentation</p>
	<p>Nushrath Khandoker, a graduate management trainee in Assistive Technology for HCC, gave a presentation on the Council's strategy and future initiatives, the types of assistive technology available, how it can be used and its challenges.</p> <div data-bbox="240 922 951 1451" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">HERTFORDSHIRE'S ASSISTIVE TECHNOLOGY STRATEGY Update for Dementia Forum</p> <p style="text-align: center;">Nushrath Khandoker – Graduate Trainee, HCC</p>  </div> <div data-bbox="240 1496 951 2024" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">VISION STATEMENT</p> <p>Our vision for Hertfordshire is to embed the vital role of technology and work with our partners to support people to live independent lives in their own homes, stay connected to their local communities and stay fit and active for longer.</p> <p>Key drivers to achieve this;</p> <ul style="list-style-type: none"> • Modern AT offer at the heart of social care services and commissioned services (not an add on) • Creating a service user experience which is flexible, enabling, responsive and re-assuring • Use modern AT to drive efficient and effective services  </div>

THE COMPONENTS WITHIN



Proposed Pilots

Priority pilot:

- **Improved care delivery and need escalation identification**
 - Using IoT smart sensors, analytics and digital communications of behaviour change in elderly and vulnerable people
- **Improved reablement services**
 - Enabling care and support networks to collaborate more effectively in real time support of person-centred, outcomes-based reablement care supporting hospital discharge into community care
- **Dementia locators**
 - introducing location devices for people living with dementia who in their efforts to walk independently, may go missing or experience critical incidents when they leave their homes and are unable to find their way back
- **Reducing social isolation**
 - to champion new technologies and existing services (i.e. Libraries, Community Navigators, Hertfordshire Directory) to encourage community communication and better enable service users to link in with care providers, friends and families, community services/groups



Some of the Key Challenges

- Technology that can be tailored to an individual's need(s)
- Robust review once prescribed alongside other support
- SU/Carer acceptance and not being seen as the 'cheap and non-human' option
- Staff skills, awareness of the benefits, positive attitude towards technology as part of the whole offer
- Effective management and use of data
- Review and update
- Infrastructure
- Privacy and data protection



Some of the Key Opportunities

- Providing carers and professionals with real time digital information
- Earlier identification of escalating health and social care needs
- Improved daily welfare checks
- Care tailored to better meet needs
- Reduction in 'dependency' factor
- Medication and eating and drinking reminders
- Better storage and sharing of individual's information
- Reduction in feelings of isolation
- System efficiencies



LONGER TERM VISION

- **Use of modern AT solutions**
 - Move from alarm based systems to continuous life monitoring
 - Deployment of devices such as blood pressure and heart rate monitors, PIR sensors
 - Connecting devices together through mobile networks, broadband, etc
 - Data aggregated and transferred to programme dashboard
 - Dashboard constantly prioritises alerts for response
 - Machine learning about 'normal' behaviours to identify abnormalities
 - Data used to inform care planning and commissioning decisions
 - **AT to better safeguard people living with Dementia**
 - Increase in digital participation services



A Key Message....

This is not just about buying different bits of kit for people's homes but about redefining how we prescribe and review care and support for vulnerable people ensuring modern technology is at the heart of care and support planning and achieving desired outcomes



4	Clarification/Questions/Comments on the HCC presentation	
	Question	Concern was raised around the 15 minute support calls
	Answer	The 15 minute support calls for those with dementia are being replaced by calls lasting 30 minutes as a minimum
	Question	Is it possible to be able to communicate with the cared-for in a care home setting, particularly where there is no landline?
	Answer	A possible solution are the Amazon Alexa devices. The device in the care home can be linked to an Alexa device in the home of the carer, or to the carer's mobile phone.
	Question	Concern was raised that the HCC initiatives are aimed at the cared for, not the carer, particularly where the cared-for is unable to use the devices
	Answer	There is a carer-focused part to the strategy. Also, technology to help the carer to help the cared-for will be funded, as well as devices for the cared-for
	Question	Do the devices need to re-charged?
	Answer	Yes, most do
	Other Comments	<p>The provision of the Buddy locator was provided free to a carer, through a project run by the Police</p> <p>Medication reminder devices are useful. The issue remains if the cared-for refuses the medication</p> <p>Several carers felt there was a general issue that the technology is useful, but the cared-for may not be able to use it, or doesn't use it correctly</p>
5	Herts Careline Presentation on Services and Devices	
	<p>Stephanie Bevan ran through the services and the devices available from Herts Careline</p> <p>Herts Careline are providers of community alarm and telecare services across the county of Hertfordshire, via North Herts District Council. The control run is currently in Hitchin, but is soon to move to Letchworth. They currently support approximately 16,000 people.</p> <ul style="list-style-type: none"> • Pendants are available, which can be worn around the neck or on the wrist • These are push-button devices, i.e. activated by pressing the button on the device • They are linked to a mobile or a landline • They are waterproof • Pushing the button contacts the control centre, which then contact the person concerned. 	

- It is possible to set up a chain of response:
 - First response can be a carer or neighbour
 - Second response is a mobile unit can round to the person with the pendant
 - Third response can be to the emergency services

There are a number of **automatic devices** available:

- Falls detectors – they detect sudden movement in the wearer
- Smoke detectors
- Mats of various kinds which either
 - detect unexpected movement (e.g. movement at 3am at the front door), or
 - expect further movement after a short period of time (e.g. a mat by the bed will detect someone getting up but will expect further movement after, say, ten minutes, indicating the person has returned to bed; if this doesn't happen an alarm can trigger)
- Medication prompts (to take medications) and alarms (to warn of taking medication at a wrong time)
- Door sensors – these can be set up with a time when it is unlikely the door will be opened
- Flood detectors – for baths etc.
- Heat sensors – to detect rapid or unexpected rise in temperature in a room
- Panic buttons – to help protect against unexpected callers

A referral is required to acquire these devices. An assessment takes place, to see what exactly is required. The devices are then installed. If on the day of installation the engineer feels a different or extra device is required, changes can be made there and then.

All these devices are waterproof and perform a self-test with the control room. They work automatically and are linked to the Careline control room. The control room will then contact the carer, with Careline itself as second-line help.

If required, a key safe can be installed to facility access to the building.

The **Herts Bernie** service is due to launch in mid-April 2018. It is an out-of-house locator service. **It is not a tracker device.**

It shows the location of the cared-for on Google Maps. A text message can be sent to the device, to retrieve the current location of the device/cared-for.

The Bernie device runs on a rechargeable battery, which has a life of approximately seven days. A text message can be sent to warn the device is running out of power. The device comes with a cradle which holds the device whilst charging it.

6 Clarification/Questions/Comments on the Careline Presentation		
	Question	How do the devices work when out of the home?
	Answer	The alarm unit has a range of up to 100m. The engineer that installs the device(s) will demonstrate the range. An amplifier unit is available
	Question	Concern was raised that the alarm unit couldn't be heard
	Answer	The unit operates similar to a mobile phone, so it can be moved to other parts of the home as needed. It is not attached to the landline.
	Question	Are the Careline services county-wide?
	Answer	Yes. There are also local services in Stevenage and Welwyn Garden City
	Question	How much do the Careline services cost?
	Answer	The service is charged at £3:25 per week. This covers all devices. There is no charge for the devices themselves, or their installation
	Question	Do the devices need recharging?
	Answer	The in-house devices generally have a battery which requires replacing, and lasts five years. The devices should be checked/serviced every year. The Bernie locator has a rechargeable battery which lasts approximately seven days
	Question	Does the Bernie device work with Windows phones?
	Answer	The Bernie unit has been designed to work with all types of smartphone – iPhones, Windows-based and Android-based.
	Question	How are the telecare devices acquired?
	Answer	All telecare equipment requires a referral from a professional, e.g. a GP, Carers in Herts carer support advisor
	Question	How will the use of these devices by carers and/or the cared-for be made known to the wider public?
	Answer	A county-wide advertisement campaign to shops, libraries, Neighbourhood watch groups etc will be undertaken
	Question	Can carers with Lasting or Enduring Powers of Attorney authorise the use the of devices, in and out of the home?

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	Answer	<p>For in-house devices, carers with and EPA or LPA can sign on the behalf the cared-for</p> <p>For the Bernie locator, only those with capacity will be allowed to sign to use it. This will be reviewed in time, to see if those with reduced or no capacity can be allowed to use the device, with the cared-for with an EPA or LPA signing on behalf of the cared-for. The law is very complex around this, and a cautious approach is being taken at this stage.</p>
	Question	Can any of these devices be installed at a care home?
	Answer	Yes, but it is unlikely that the care home costs will be reduced as a result. From the point-of-view of Herts Careline, they are treated as if they were in the home of the cared-for
	Question	Is there any way to prevent the pendant devices from being removed by the cared-for?
	Answer	No easy solution to this. If the cared-for does not like to wear the device, a possible solution is to place it in the pocket of their clothing
	Question	There are so many services, I don't know where to start!
	Answer	<p>Contact HertsWise, the umbrella for all care services</p> <p>Contact Carers in Hertfordshire , too: they can point you in the right direction</p>
	Question	Can someone be with the cared-for, so the carer can go out, including attending forums such as these?
	Answer	<p>It is not possible to provide facilities at the forums for the cared-for. However, Crossroads Hertfordshire North and Crossroads Care (now part of Carers in Herts and formerly Crossroads Care Hertfordshire South) both provide care support workers who can stay with the cared-for, allowing the carer to go out.</p> <p>The British Red Cross also provide help to enable the carer to out</p>

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Carers and the speakers were thanked for attending and invited to stay for lunch.

If there are any issues that carers would like to look at in future forums then please let Sally Stratford know on 01992 586969 or

sally.stratford@carersinherts.org.uk

Next forums

If you are caring for someone under 65 who is also living with Dementia, or you know somebody who is, Carers in Herts is running a **Young Onset Dementia Carers' Forum** on **Wednesday 25th April**, between **10am and 12:15pm** at **Birchwood Leisure Centre (Sportsman Room), Longmead, Hatfield, AL10 0AN**. A light lunch is provided following the Forum.

Please call **01992 586969** to book a place.

The next **Dementia Carers' Forum** is on **Monday 14th May 2018** at the **Hertford Theatre, The Wash, Hertford, SG14 1PS**

This Forum runs from **1pm until 3pm**, with a **lunch at 12:30pm**

Please call **01992 586969** to book a place.