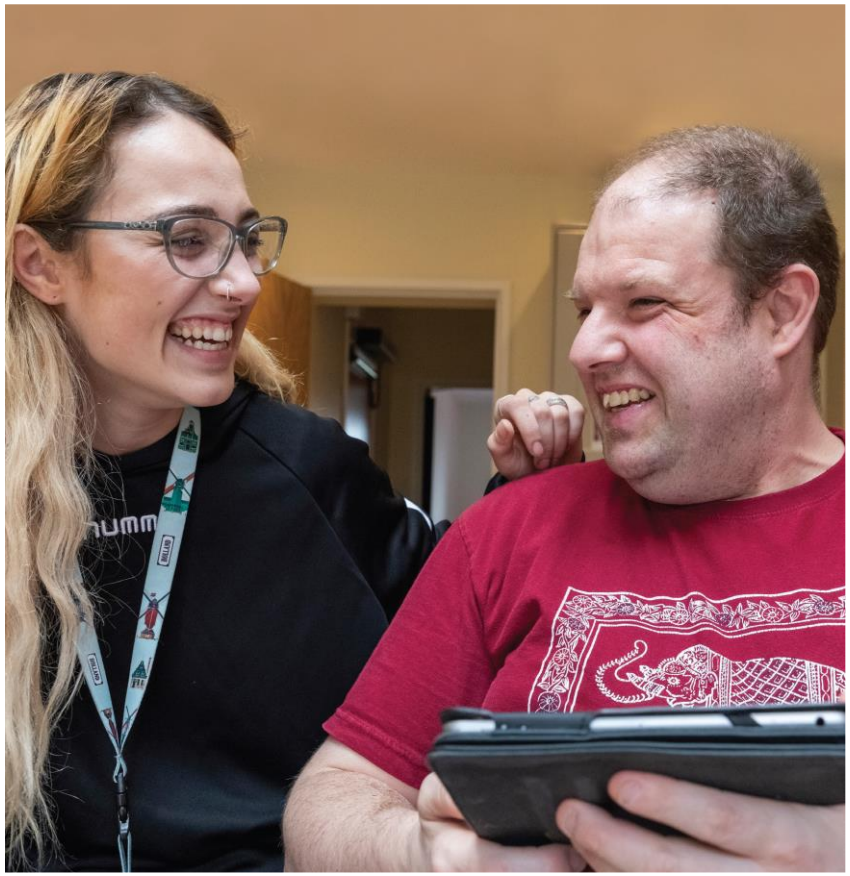
Building the right support through the use of tech

Vincent Scaife, Hft

Hft's
Personalised Technology Services

Through the **use of technology solutions** we aim to support as many **people with disabilities** as possible **to live their best lives**. We do this by working with individuals, their support staff and families to identify and **implement the best technology solutions to suit their needs, goals and aspirations**.



Hft's Personalised Technology services

PT service to Hft

- The Global Service
- Assessment and installation service
- Training
- Support and maintenance
- PT Helpdesk

PT Consultancy service

- Training
- Assessments
- Impact measuring
- Advice & Consultancy

R&D / Innovation

- Inform tech development
- Projects
- Piloting tech

Why use technology?

- Future proofing services (tech savvy generation, not enough carers)
- Shift from reactive care models to proactive, preventative models of care
- Supports more efficient services. Hft's Sector Pulse Check revealed:
  - 61% of providers making internal efficient savings to respond to cost pressures
  - Over 1/3 of providers across the adult social care sector had considered exiting the market in 2022
- People at heart of care *"Technology is considered from the very start and that commissioners of care understand the transformative potential of technology when integrated into care and support packages"*

  £100m invested to
  - Digitise care records
  - Improve the digital skills training for social care workforce
  - Test and pilot tech, building evidence base for future investment
- CQC inspections

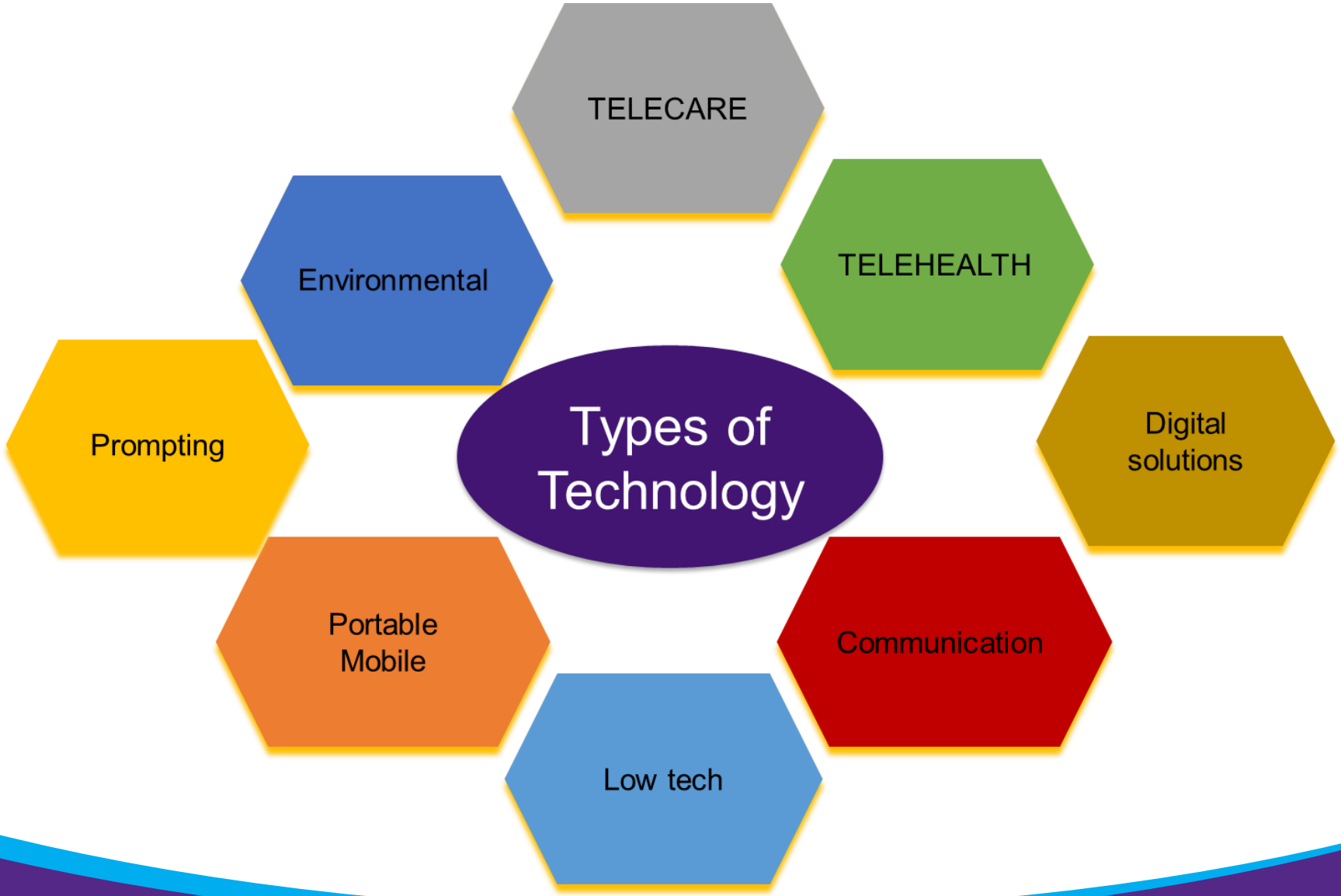
Improve quality of life outcomes for people

Simple solutions can make a big difference

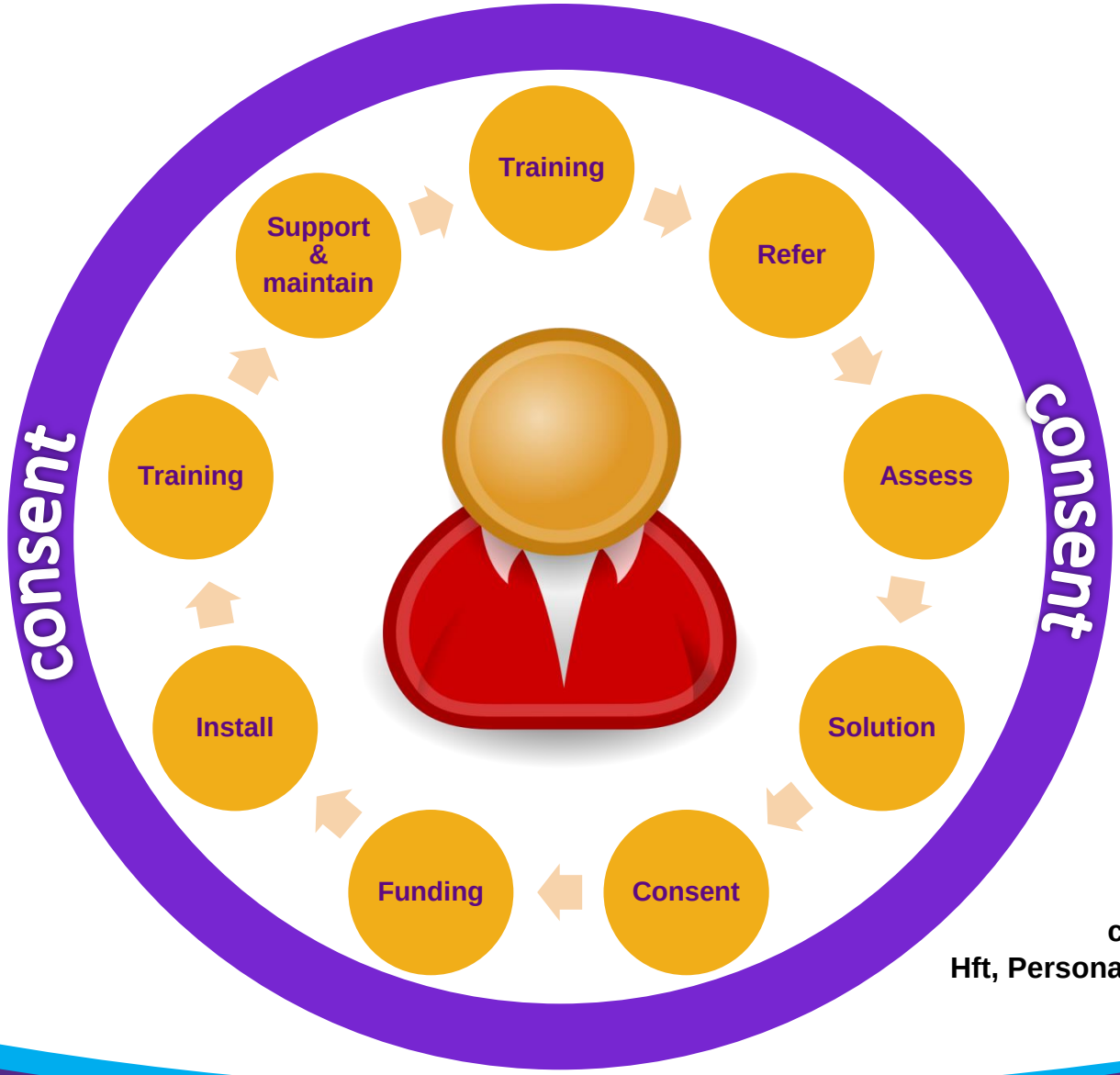
PH suffers from **dementia**. She has an issue with her **balance** and is **blind in one eye**, she is at high risk of **falling**. She likes to do things independently. PH likes to sleep late in the mornings, staff don't know when she was getting out of bed. She has an en-suite bathroom and was getting out of bed and going into the shower unsupported in the mornings. Staff were very concerned that if she fell in the shower they may not be aware of it for some time. A bed occupancy sensor was installed alerting a staff pager when she got out of bed.

Safe	Effective	Caring	Responsive	Well led
PH can get herself ready in the morning safely	The alert provides staff with the information they need to act quickly and effectively	The sensor is unobtrusive and allows PH to do the things she wants to do when she wants to do them	Staff are responding to PH's need for independence whilst ensuring her safety	Robust policies / procedures and training options for staff ensure the tech is embedded into the service delivery

Which tech?


TELECARE
TELEHEALTH
Digital solutions
Communication
Low tech
Portable Mobile
Prompting
Environmental
Types of Technology

The implementation process



copyright ©
Hft, Personalised Technology 2023

Kathy

A culture shift is needed!

Then

Now

Challenges and opportunities to implementation

- Staff turnover and the recruitment crisis
- Resistance
- Lack of knowledge / upskilling the workforce (all stakeholders)
- Cost (set up and ongoing)
- Connectivity and interoperability - IP solutions (stability/ reliability)
- The digital transition / switch
- Data (insights vs security and privacy)
- Rapid pace of technology developments
- Design of technology – lack of user centred design approaches
- Must be embedded into service delivery and commissioning
  - Support plans
  - Care packages
  - PT assessments for new starters

The outcomes

- Independence
- Improve health and wellbeing
- Dignity and privacy
- Choice and control
- Increased communication
- Enjoyment and relaxation
- Develop skills
- Opportunity and empowerment
- Supports sensory needs
- Behaviour support
- Risk / safety management
- Compliance / CQC Ratings
- Increase efficiencies – more meaningful support

How tech has helped people

"I like living in my flat. It helps if I can call staff if I fall"

"I can cook my food myself and I don't have to wait for staff"

"I like it as I will be able to let myself in"

"It helps people. I can change the channel to what I want"

"I don't have to be woken during the night – my sensor wakes me"

"It is better for me to open the doors by myself "

"I like to be as independent as possible, and equipment I can learn to use will help me"

"It will help keep me safer in my house and I will be able to see who is at my front door"

Nick

In summary

Technology can make a huge difference to the lives of people with learning disabilities, as well as creating more efficient services and enabling more meaningful support

Thank you!

Vincent Scaife vincent.scaife@hft.org.uk

www.hft.org.uk/ptservices

www.hftsmarthouse.org.uk