Promoting independence and inclusion through technology

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About Hft

• Hft is a national charity supporting people with learning disabilities and their families.
• Everything we do focuses on helping the people we support live the life they choose.
• Established in 1962
• We offer a range of services including:
  o Supported living
  o Domiciliary care
  o Leisure activities
  o Day services
  o Support for young people moving into adult services.

• Additional services we offer:
  o Luv2MeetU
  o Supported employment
  o Family Carer Support Service (FCSS)
  o Personalised Technology (PT)
# Hft in figures

## Turnover

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services</td>
<td>£69m</td>
</tr>
<tr>
<td>Fundraising</td>
<td>£3m</td>
</tr>
<tr>
<td>Total</td>
<td>£71m</td>
</tr>
</tbody>
</table>

## Key Figures

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>No people Supported</td>
<td>2,537</td>
</tr>
<tr>
<td>No of staff</td>
<td>3,406 (2,633, Relief 773)</td>
</tr>
<tr>
<td>No of front doors</td>
<td>426</td>
</tr>
<tr>
<td>Value of assets</td>
<td>£80m</td>
</tr>
<tr>
<td>No of LA Customers</td>
<td>131</td>
</tr>
<tr>
<td>No FCSS subscribers</td>
<td>847</td>
</tr>
<tr>
<td>No Love2meetU members</td>
<td>287</td>
</tr>
</tbody>
</table>
Where are we?

- **North East**
  - Leeds
  - Newcastle Area
  - Sheffield & Derbyshire

- **Central East**
  - Herts & Essex
  - Bedfordshire
  - Leicestershire

- **South East**
  - Kent
  - Surrey
  - Sussex
  - London

- **North West**
  - Bradford
  - Bolton
  - Cheshire and Merseyside
  - Lancashire

- **Central West**
  - Bristol & Bath
  - North Oxfordshire & Vale
  - Gloucestershire
  - Shropshire & Staffordshire
  - Worcestershire

- **South West**
  - Cornwall
  - Devon
  - South Oxfordshire & Berkshire
  - Wiltshire
Where it began…
How can PT Help?

“It is better for me to open the doors by myself.”

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

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

“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.”

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

“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.”
Different types of technology available

- Mobile Technology
- Communication aids
- Telecare
- Telehealth
- ICT
- Environmental Controls
- Prompting
The Outcomes

• More dignity and privacy
• More choice and control
• Increased independence
• Improved communication
• Increased safety and security
• Opportunity and empowerment.
More Dignity and Privacy

Accessibility

• Door / Window / Curtain Openers
  Finger Print Lock / Door Fobs / Proximity Readers (Touch Screen)
• Epilepsy/Enuresis sensors
Choice and Control

- Environmental Controls
- Easy to Use Remote Controllers

Switch Adaptable
Independence

- **Prompting**
  
  **Reminders:** Keys / Shutting Windows / Setting Intruder Alarms
  
  **Reinforcement:** Fire / Flood / Heat
  
  **Time:** Scheduling

- **Ageing:** Staying at home longer / Lifestyle Monitoring.
“One of my goals”
Improved Communication

• ICT – email / multi media
• Picture Phones
• Skype
• Easy to use Mobile Phones
ICT to communicate
Safety and Security

- Prompting – “Door Open”, links to safety sensors
- Door Access – Finger Print Locks, Door Fobs
- GPS Phones
- Staff / Carer Solutions – Call for Assistance
  Reassurance
Opportunity and Empowerment

- Learning New Skills
- Confidence
- Reassurance
- Moving On
How to implement personalised technology
This process is on-going. Equipment needs to be reviewed especially where changing needs occur.
Impact for staff

Following a recent survey the following results were found:

- 84% Felt more reassured.
- 67% felt they were supporting people better.
- 41% Felt they were spending less time in supporting them in routine tasks.
- 4% were concerned that the technology would mean job cuts.
Ethics

• What are the issues?
• Who is it for?
• Who is in control?
• What are the outcomes?
New Opportunities

Plan
Recording

Satisfaction

On line consultation

Telehealth

Medication

Telecare

Clinical vs. non-clinical

Intrusive –vs . non-intrusive

Medical Model vs. Social Model

Health vs Performance
Green Access – Digital Telecare

- Call for support
- Safety sensors
- Face to face reassurance
- Video calls to other tenants
- Reminders
- Staff to staff comms
M-health – making medication administration safer

- Recording at point of intake
- Alert to administer medication
- Up to date accurate recording
- Stock management
M-health

1730 pm Meds: 18 Sep Mr Arnold Palmer

- Atorvastatin 80mg tablets
- Balsalazide 750mg capsules
- Cervivastatin 800microgram t...

You need to enter details for all doses before confirming

OK
Lincus
Digital, Online, Self Reporting

Trialled with 11 people in Hft Devon
Lincus – Areas of Interest

Trialled with 11 people in Hft Devon

<table>
<thead>
<tr>
<th>General Health</th>
<th>Emotional Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellbeing</td>
<td>Angry</td>
</tr>
<tr>
<td>Comfort</td>
<td>Excited</td>
</tr>
<tr>
<td>Tired</td>
<td>Supported</td>
</tr>
<tr>
<td>Hunger</td>
<td>Supported Spiritually</td>
</tr>
<tr>
<td>Thirst</td>
<td></td>
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What is Hft’s Purpose?

- To support people with learning disabilities to experience fulfilling lives, maximise their involvement in the community and participation as citizens, and to exercise choice.
- To offer advice to and support for those who care for people with learning disabilities and, increasingly, for those with a disability who no longer get funded.
As we get smarter at using technology to enable the people we support to live more independently and with less intrusion in their lives, we face a dilemma:

On one hand we are saving money by, for example, reducing the need for waking night staff and reallocating some of these hours to more positive, active support

Yet on the other hand, all the savings risk being banked by commissioners
Thank you for listening