

SOCIAL CARE AND ADULT SERVICES SCRUTINY PANEL

ASSISTIVE TECHNOLOGY, HOW NEW TECHNOLOGY CAN TRANSFORM CARE – ACTION PLAN

DATE: 17 MARCH 2015

SCRUTINY RECOMMENDATION	PROPOSED ACTION	BY WHOM	BUDGET COST	TIMESCALE
<p>a) That the Local Authority continues to explore ways to develop current assistive technologies in order to support people in Middlesbrough. The use of mobile phones as a gateway to Telecare and as a link to 24/7 monitoring services would enable service users to go out into their local community, knowing that they are safe regardless of what happens.</p>	<p>The Local Authority has in place mechanisms to ensure it is made aware of a range of assistive technologies that may provide support for people in Middlesbrough. These technologies are trialled prior to them being made generally available. The Local Authority has regular dialogue with Assistive Technology Manufacturers and Suppliers to ensure product development is relevant to the needs of local people.</p>	<p>Polly Wright / Staying Put Agency</p>	<p>No Cost</p>	<p>Ongoing</p>
	<p>The implementation of the new call monitoring software within Middlesbrough's contact centre has made it possible for an alert to be made to the contact centre from an individual's own mobile phone. Work is underway to develop a costing model for this service prior to implementation.</p>	<p>Brenda Green</p>	<p>N/A</p>	<p>June 2015</p>

	<p>investigated including links to sites such as Ask Sara.</p> <p>To meet the duties of the Care Act the department will develop a prevention strategy which will encompass the use of Assistive Technology to prevent / delay increasing need.</p> <p>The range of Assistive Technology available for the general public to see / try at the Independent Living Centre will be increased to demonstrate the use of mobile phones, and tablet applications.</p>	<p>Erik Scollay</p> <p>Polly Wright</p>	<p>N/A</p> <p>£600</p>	<p>Sept 2015</p> <p>June 2015</p>
<p>d) That the Local Authority holds joint planning meetings with appropriate Voluntary Community Sector (VCS) organisations to discuss how technology can be used to:</p> <ul style="list-style-type: none"> • Build and sustain a network of support and engage potential informal carers from the community, for example - linking people online who are willing to share a plate of food with neighbours less able to cook for themselves. • Encourage and facilitate isolated and vulnerable people to use digital technology, for example - improving the skills of the older generation to enable the use of 	<p>Meetings / groups will be established between the local authority and representative organisations from the voluntary sector including MVDA and MIND (particularly in relation to Ageing Better) to develop their awareness of Assistive Technology Options and ensure that these are promoted through their networks, and to address the issues identified in this recommendation.</p>	<p>Erik Scollay</p>	<p>No Cost</p>	<p>June 2015</p>

<p>Skype, Facebook and other social networks.</p>				
<p>e) That, to build on the existing partnership, an Assistive Technology Strategic Planning Group is created involving the relevant representatives from the Local Authority and the South Tees Hospitals NHS Trust. The remit of the group being to primarily focus on:</p> <ul style="list-style-type: none"> • Improving data and information sharing between the Local Authority and the Trust. • The delivery of electronic care records to drive integrated care across the entire health and social care sector. • Improving coordination between care givers to improve the quality and continuity of care. • Enabling and supporting people to access and interact with their individual care records online. • Exploring the possibility of commissioning joint Telecare and Telehealth services. • Discussing and considering development work required to improve assistive technology products and services. 	<p>The Local Authority will ensure that the existing partnership arrangements through the Integration Programme Board with health services will address these recommendations</p>	<p>Erik Scollay</p>	<p>No Cost</p>	<p>Dec 2015</p>