Making the technology fit the person: a person-centred approach to assistive technology

10 March 2020

Hft and Personalised Technology (PT)

- Using PT since 2004

- Person-centred approach to technology

- Focus on people's abilities not their disabilities

- At the forefront of the latest changes and developments in technology

- Trialling new technologies – approached by leading manufacturers

- Work with organisations to deliver training, assessments and consultancy in technology

Lizzy

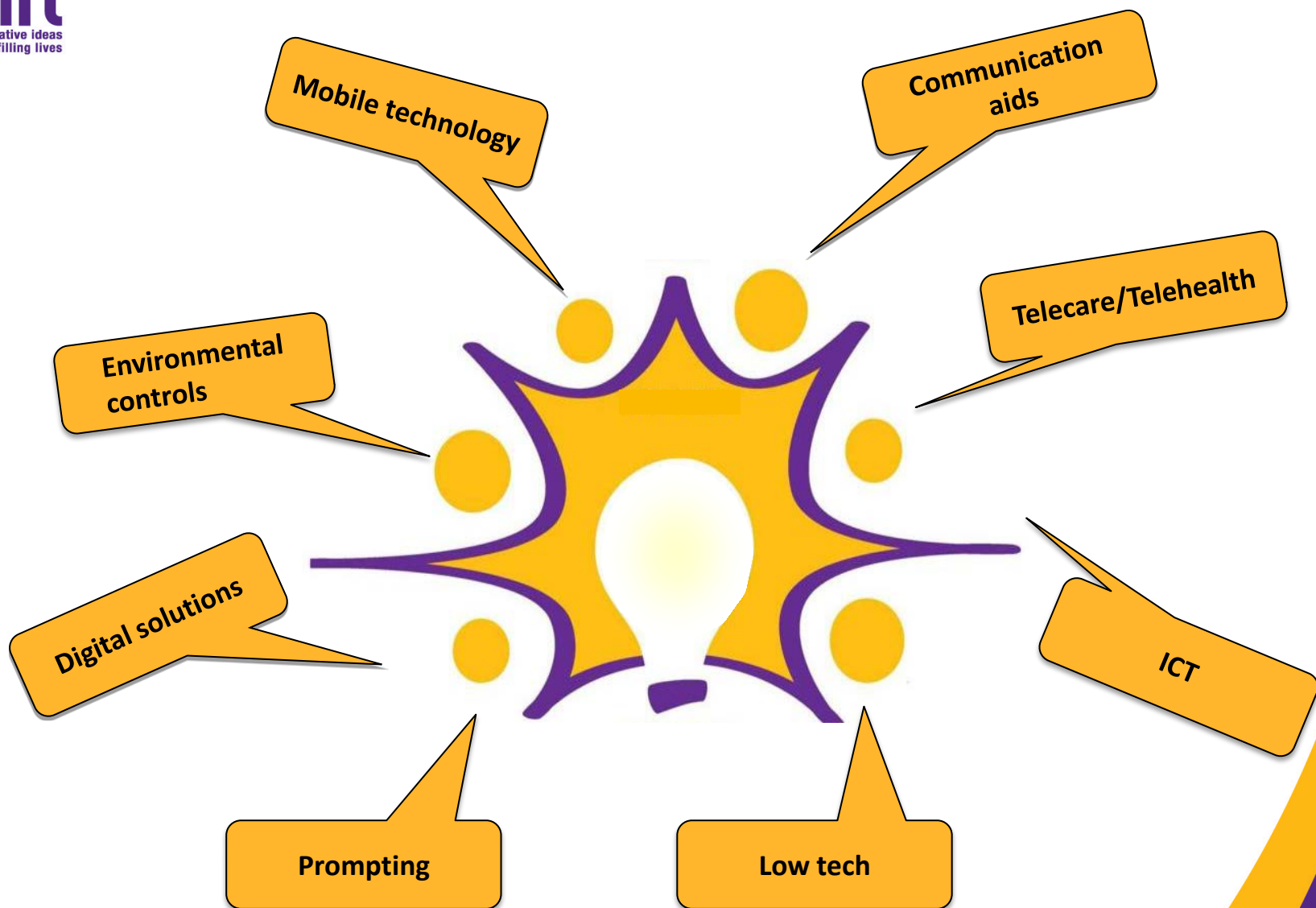**Issue: Wanted to have more independence and have her own flat**

Solution: Range of technology to support independence

Outcome: Independence and increased confidence

Cost: £525

Personalised Technology – a definition

Mobile technology

Communication aids

Telecare/Telehealth

Environmental controls

Digital solutions

ICT

Prompting

Low tech

How can PT help?

"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"

"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 "

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

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

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

hft
Creative ideas
Fulfilling lives

Moving on

o 50 people (approx.) moving into the community

o Two large campus style sites
  o Remote
  o Old buildings, costly to maintain
  o Not fit for purpose
  o Shared night support

o 6 homes identified

o Mixture of new builds and renovations

The people's needs

o Ageing population
o Dementia
o Complex needs
o Challenging behaviour
o Sensory needs
o Health needs

o Community inclusion
o More suitable environment
o Specialist and more flexible support to suit their needs

Hft's implementation process

Training

Refer

Assess

Solution

Consent

Funding

Install

Training

Monitor
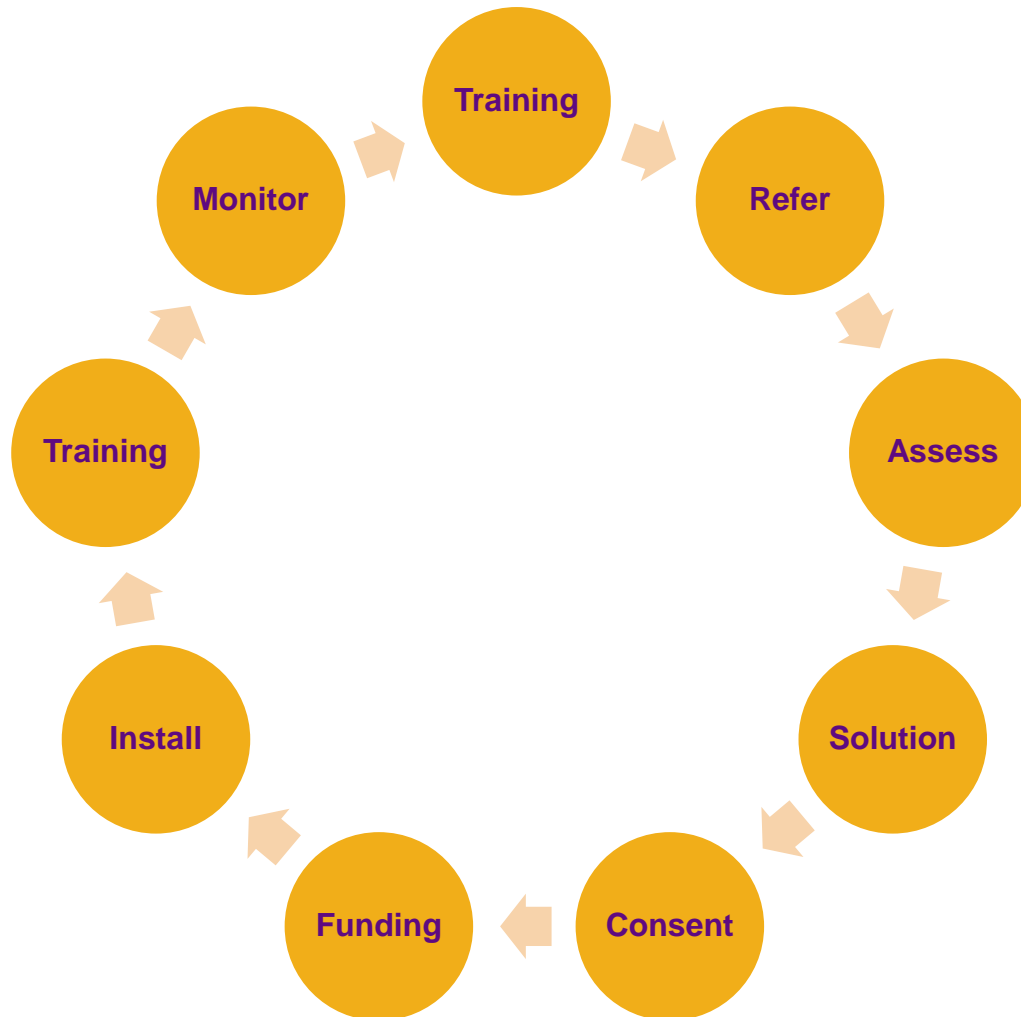
○ Part of the design team
○ People's needs now and in the future
○ Linked with families

House 1

- The technology:
  - Door sensors
  - Bed sensors (occupancy, epilepsy)
  - Fall detector
  - Call for support buttons
  - Staff pager
  - Deafgard
  - Finger print locks and video entry system
  - Easy to use kitchen appliances
  - Prompting devices
  - Sensory lights
  - Low tech devices
  - Environmental controls

House 1 – outcomes

- Increased independence and safety
- Developing skills
- More choice and control
- Improved health outcomes
- Enjoyment and sensory
- Opportunity and empowerment
- More meaningful/ flexible support
- Reassurance (people we support, staff and families)
- Enabled someone to go on holiday
- More engaged with the local community
- Working in partnership with the local authority to identify solutions
- Phased reduction of night support (1 x wake night and 1 x sleep in to 1 x sleep in)

House 2 – specialist dementia service

- The technology:
    - Door sensors
    - Bed sensors (occupancy, epilepsy, enuresis)
    - Call for support buttons
    - Staff pagers
    - Automatic doors
    - Easy to use kitchen appliances and switches
    - Communication buttons
    - Flood sensors
    - Prompting devices
    - Sensory lights
    - Easy to use remote controls

House 2 – outcomes

- Maintain independence
- Safety and risk management
- Involvement in kitchen activities
- More choice and control
- Improved health outcomes
- Reassurance (people we support, staff and families)
- More meaningful and flexible support

- Shared waking night support across the service
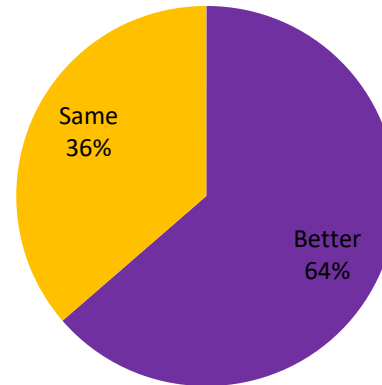
B&NES Assistive Technology project

Worked with We Care Home Improvements and Bath & North East Somerset Council, as part of DH Fund, to provide assessments and training in assistive technology

- 34 referrals in total

Project aims:
➢ Increase independence
➢ Maintain independence
➢ Sustain families
➢ Support shared ownership

Overall, do you think the individual's quality of life is better or worse as a result of the technology?
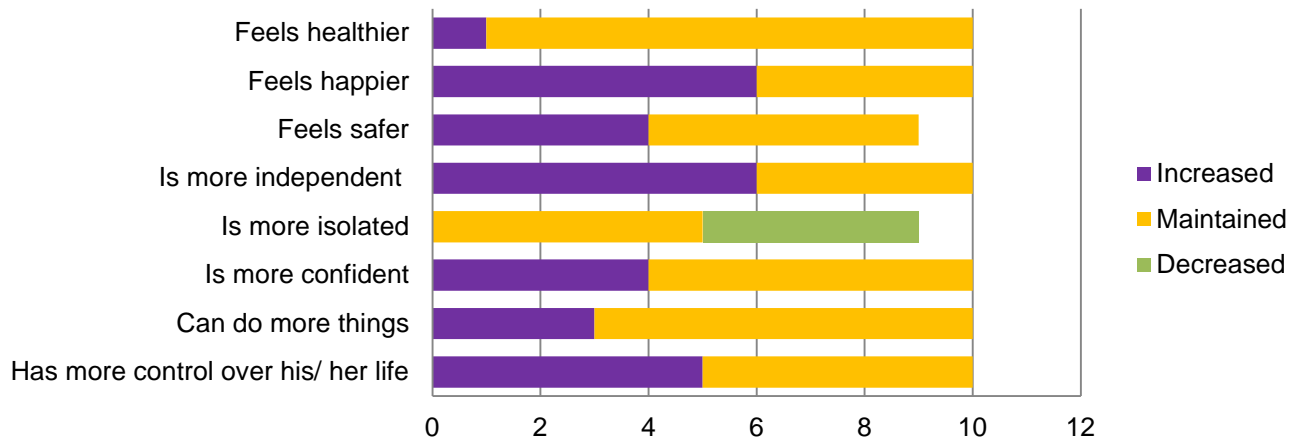

Same 36%

Better 64%

B&NES Assistive Technology project

Outcomes:
- One lady has been able to maintain her tenancy, thanks to the technology
- Others have prevented the need for night support, saving resources and improving quality of life
- Parent with learning disabilities:

"it [the technology] meant I could go to bed and have a decent night's sleep"

- Prompted B&NES to review their overall technology strategy

In relation to the technology, the individual:

Legend:
- Increased
- Maintained
- Decreased

Categories:
- Feels healthier
- Feels happier
- Feels safer
- Is more independent
- Is more isolated
- Is more confident
- Can do more things
- Has more control over his/ her life

Key considerations

➢ Upskill the workforce
➢ Clear implementation process
➢ Must be embedded into service delivery
➢ Ensure you take an ethical approach
➢ Connectivity / IT infrastructure
➢ Future proofing of buildings (invest to save)
➢ Digital switch (cost)
➢ IP solutions (stability/ reliability)
➢ Funding

Hft Personalised Technology services

Person centred assessments, recommendations and installations
- Initial face to face meeting at the person's home
- Assessment and recommendation report
- Face-to-face installations and training
- Ongoing support

Training
- ½ day interactive training session that covers:
    - ❖ What PT is
    - ❖ The benefits of using PT
    - ❖ The impact of using PT
- Bespoke training days

Consultancy
- Expert advice
- How to implement and embed PT into services
- Future-proofing of buildings
- More meaningful support
- Measuring outcomes and distance travelled

In summary

Technology can make a huge difference to the lives of people with learning disabilities, as well as giving providers the opportunity to offer more flexible services.

Thank you

Any questions?

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