Mainstreaming technology to support caring: evidence and opportunities for commissioners

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Carers UK UK
Our work with ADI

• Assisted Living Innovation Platform
  • Insight work on carers and technology
  • Jointly development
• Dallas programme
  • Assisted living pilot – Warm Neighbourhoods
• About Me e-learning
• Let Me Show U!
• SBRI project to develop an app to support children and young people with significant communication needs and their carers
Our work with DHACA

• Member of industry body looking at rolling out new technologies
  • Place at the table to ensure carers are recognised as a key target market for technology enabled care services
• Partner in delivery of DH project on carers and technology
  • Insight on carers awareness and use of technology
  • Information resources for carers
DH project

- YouGov poll on carer awareness of technologies to support caring
- Follow up focus groups to explore awareness and attitudes to technology, willingness to use it and propensity to buy it
Technology

Conducted by YouGov on behalf of Carers UK

Fieldwork Dates: 15th - 16th February 2017
Top line survey findings

- 70% of the public are using technology in their daily lives both for work and at home
- Shopping, banking, travelling and leisure, learning, communicating and socialising
- Only 4% of the public said they did not use technology for any of these activities
- However, when asked fewer than 1 in 3 (29%) people were using technology to support health and care
Top line survey findings

• When prompted about whether they would consider using this type of support the number increased to 46%
• When health and care technologies and their benefits to users and carers were described in more detail, the number of people saying they would consider using them - provided that it was affordable - shot up to 69%
Focus group findings – key worries

- Not knowing if the person being cared for is safe and well
- Fear of falls or a health emergency and being unable to summon help
- Using everyday items or appliances safely
- Wandering out of the house or being safe in the house

“What if my dad fell or had an accident. My mum and I can’t watch him 24/7.”
Focus group findings – use of technology

• All the carers were using technology daily in one way or another

“Technology is an enabler – it enables us to connect in different ways. For example the ability to work remotely and be able to use teleconference systems has allowed me to stay employed. It has also helped me to stay in touch with people that it is increasingly difficult to see in person, so it helps maintain our relationships.”
Focus group findings – technology

- A quarter of participants were using everyday technology in their caring role
  - Booking GP or hospital appointments and ordering prescriptions online
  - Email to communicate with health and care professionals
  - Baby monitors to monitor learning disabled children
  - Cameras to record seizures or injuries and to keep records
  - Using Facetime/Skype
Focus group findings - awareness

- Participants were “shocked” by their lack of awareness of dedicated health and care technologies available in the market that could benefit them, in particular
  - Motion sensors
  - Door sensors
  - Falls detectors

“Are these [products] widely promoted? Why have I never heard of them?”
Focus group findings - benefits

• Perceived benefits for participants of health and care technologies
  • Reassurance and peace of mind
  • Increased independence for the person cared for and the carer
  • Improved health and wellbeing outcomes for the person cared for and the carer
• Crisis prevention
Focus group findings – concerns and barriers

- Privacy
- Reliability of products
- Resistance to use - stigma
- Design
- Trust in the provider
- Cost if self funded

“The most important thing for me is that it has to work, this is not an area to compromise.”
Awareness campaign

www.carersuk.org/tech
Digital Resource for carers
Contact:
madeleine.starr@carersuk.org

Visit:
www.carersuk.org
www.jointlyapp.com
Advanced Digital Innovation (ADI) & Digital Health and Care Alliance (DHACA)

Who we are, what we do and our work with Carers UK

www.adi-uk.com
• ADI is an innovative software / R&D company based in Salts Mill, Saltaire
• Born out of Yorkshire Forward, established 2006
• Major player in Digital System development in Healthcare – ALIP Projects, MALT, dallas, won 7 NHS England SBRI awards, NHSE advisors on metrics and measurement
• 5,000+ users of PainSense; forecast 40,000+ MyPathway users p.a. in Sheffield alone
• A combination of developers, technologists and leading health professionals
• Not-for-profit, member-led organisation
• Focus on mHealth apps through appropriate assessment and regulatory compliance
• Promotes greater use of technology to ease the burden of caring
• Over 970 members (primarily from the digital health & care SME community)
• John Eaglesham, ADI CEO - founding member
DHACA and Carers UK

DH funding to DHACA & Carers UK
  • To promote the beneficial use of technology by carers in the UK

Tasks
  • Desk research to inform the development of the campaign material
  • Create promotion material aimed at carers
  • Inform tech companies of future carers’ requirements
  • Identify the best means of encouraging professionals to promote to carers
  • Disseminate widely
Research Identified Six Technology Groupings

- Health monitoring (‘telehealth’)
- Remote consultation with a clinician (‘telemedicine’)
- Environmental monitoring (‘telecare’)
- Socialising technologies
- Home-based care technologies (incl. robotics)
- Enhancement technologies
Where would you place each group on the Gartner Hype Cycle?
1. Health monitoring (“telehealth”)
2. Remote consultation with a clinician (“telemedicine”)
3. Environmental monitoring (“telecare”)
4. Socialising technologies
5. Home-based care technologies (incl. robotics)
6. Enhancement technologies
Health Monitoring (‘telehealth’)

http://dhaca.org.uk/carers/health-monitoring/
Remote Consultation with a Clinician (‘telemedicine’)
Environmental Monitoring ('telecare')

- Peak of Inflated Expectations
- Plateau of Productivity
- Slope of Enlightenment
- Trough of Disillusionment
- Technology Trigger

http://dhaca.org.uk/carers/environmental-monitoring-telecare/
Socialising Technologies

- Peak of Inflated Expectations
- Plateau of Productivity
- Slope of Enlightenment
- Trough of Disillusionment
- Technology Trigger

www.adi-uk.com
Home-based Care (‘robotics’)

- Peak of Inflated Expectations
- Plateau of Productivity
- Slope of Enlightenment
- Trough of Disillusionment
- Technology Trigger
Our Toolkit for Commissioners and Professionals

- DHACA has put together a ‘toolkit’ for commissioners and professionals
- How to care more effectively through the use of technology
- Includes:
  - Videos
  - General Advice
  - Technologies available
  - Case studies
  - Useful websites
  - Suppliers and providers
  - Purchasing advice

www.dhaca.org.uk/carers
Videos and Presentations

- Toolkit includes links to useful videos and presentations, including Carers UK-commissioned video
And a comprehensive list of impartial websites, to help commissioners and professionals make the right choice.

dhaca.org.uk/carers/useful-sites/

This is a work in progress! Please let us know any additions/improvements.
How Can Technology Help Carers Organise More Efficient and Valuable Support to Benefit Everyone?

Let Me Show U!
Let Me Show U! – The Challenge

- We wanted to put information important to CYP’s health and wellbeing in their own hands
- Let them be in control – share information when it suits them
- Allows CYPs and carers to coordinate professional services themselves
- NICE recommendation of a personal folder for transition
Let Me Show U! – The Solution

LMSU! supports the transition of young people with Cerebral Palsy from children to adult services, as well as providing EHCP management and Personal Assistant training. LMSU! empowers young people, putting them more in control of their health, their care team and their daily lives.

Charlie’s View

I am not deaf. Please don’t use sign language

The equipment he uses

I have no talking device. 1 kick for YES. 2 for NO

The equipment I use

What Charlie’s PA Can See

His medication

Charlie’s goals

His medication
Thank you

www.adi-uk.com  www.dhaca.org.uk