

**Healthy Living and Social Care Scrutiny Committee
Task and Finish Group - Assistive Technology and Dementia Care**

Appendix 1 – Action Plan Update

Assistive Technology and Dementia Care - Implementation Plan

<u>Ref</u>	<u>Recommendation</u>	<u>Action</u>	<u>Officer Responsible</u>	<u>By When</u>	<u>Progress April 2016</u>	<u>Progress September 2016</u>
IP1	That the Council seeks to develop and increase the numbers of people receiving Tele V.	1. Target setting to be devised. Also see IP3, IP4 & IP5	1) Lance Carver	1) April 2015	Numbers have increased with 185 installations between April & December 2015. TeleV 'Active' users have increased from 634 to 702 during this period. It's anticipated that these numbers will increase further with wider promotion of the service.	Recommendation complete , with work ongoing to increase awareness of and take up of service. 135 TeleV installations were undertaken between January and August 2016. Active promotion of the service has been undertaken over the last 3-6 months (including stands in hospitals & second Bro Radio interview and advert), in order to enhance take-up of the service. Awareness Training with both Health and

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						Social Service teams has been carried out.
IP2	That the Council develops information systems to allow it to evaluate whether or not savings to community care packages can be made by the wider and earlier deployment of TeleV+.	<ol style="list-style-type: none"> 1. Development of monitoring system for new Tele V+ clients at commencement of service. 2. Ensure monitoring service is maintained and accurate 	<ol style="list-style-type: none"> 1) Julia Champion 2) Julia Champion 	<ol style="list-style-type: none"> 1) April 2015 2) From April 2015 	<p>There have been 90 TeleV+ installations in 2015; the active number of TeleV+ users was 142 at the end of December 2015, compared to 126 at the end of December 2014. A monitoring system has been trialled since April 2015; this was reviewed in September 2015 by the Telecare Manager and the OM for Accountancy. It has been problematic analysing the in-depth information needed for each service-user. It has been agreed with the Accountancy OM to sample client information over a number of weeks (in</p>	<p>Recommendation complete The monitoring system has been maintained by the Telecare team. Due to accountancy staff changes, work on this is to be taken forward with the new accountant for the Telecare service from August onwards.</p>

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					January, February and if necessary on an on-going basis) to elicit necessary information.	
IP3	That the Council considers enhancing the information provided about Assistive Technology and Telecare and produces a marketing strategy to raise the awareness of Assistive Technology.	<ol style="list-style-type: none"> 1. Devise a marketing strategy to include health partners to include a review of the information available. 2. Programme of regular awareness sessions with Carer Support Organisations to be arranged. 	<ol style="list-style-type: none"> 1) Julia Champion 2) Julia Champion 	<ol style="list-style-type: none"> 1) April 2015 2) April 2016 	Various Awareness Raising and Promotional Activities have been undertaken locally; these include Awareness sessions with Age Connects in various venues; Awareness sessions through SS training, with specific groups of Council staff e.g. Carers Support Officers, CSRs at C1V (involved with Adult Services), new SWs. Specific promotion has included an 'advert' and interview broadcast on Bro Radio, inclusion of the service in the updated Carers Directory, various local	Recommendation Complete: The Telecare team has undertaken active & targeted promotion of the service over the last 3-6 months, including stands in hospitals, second Bro Radio interview and advert, information in updated Carers' and Older Persons' Directories and information on the DEWIS website. Awareness Training with Health, Social Service & other provider teams has been carried out, with excellent feedback. Work will be ongoing

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					<p>newsletters, Carer's Information event. A wider programme of awareness raising and promotion will be progressed in 2016. Participation has been undertaken developing an All-Wales 'Benefits Realisation Plan' with WG and an associated training plan for Health and Social Care Staff in Wales.</p>	<p>to increase awareness of and take up of the service. This will be further built on with information about the service in a Community Safety Partnership publication for wide distribution, use of Social Media, stand at a DEWIS roadshow etc.</p> <p>Work continues to support Welsh Government in its aim to mainstream Technology Enabled Care (Telecare & Telehealth), including through a visit by a Welsh Government lead to C1V in August 2016.</p>
IP4	That the Council consider how it deploys its Telecare resources	1. Review level of service demand	1) Julia Champion	1) July 2015	Job descriptions at all levels are being reviewed.	Recommendation Complete although further monitoring

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	with consideration to the need for greater resilience.	<p>and assess impact upon staff resources of expansion of Telecare service. Review Job descriptions of staff.</p> <p>2. Recruit to the Telecare Support Officer vacancy & plan for the transfer of Care and Repair service</p>	2) Julia Champion	2) July 2015	<p>The service recruited to 2 permanent full-time Telecare Support Officer (TSO) posts in the Spring (2015). However due to the increase in workload (from increased referrals/ installations and work previously undertaken by Care & Repair) and the loss of the part-time TSO, the service has remained under-resourced.</p> <p>All installation & maintenance work transferred from Care & Repair in July 2015. This work has been undertaken on a temporary basis since then by the TSOs. The service is currently exploring whether this work can be taken on by Council building services or by in-house</p>	<p>and potential partnerships remain worth consideration. A further 25-hour Telecare Support Officer post has been recruited to, to aid team resilience.</p> <p>TeleV installation and maintenance work is being undertaken in-house by an agency worker currently, assisted by the TSOs. Plans for this work to be taken on by Council building services did not come to fruition, so further options for fulfilling this function have been identified – a final decision will be made in the next month and training undertaken for the identified service to take on this work.</p>

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		<p>3. Review financial information at team level</p> <p>4. Develop the Service Level Agreement within the contact centre</p>	<p>3) Carolyn Michael</p> <p>4) Sarah Congreve</p>	<p>3) July 2015</p> <p>4) December 2015</p>	<p>installers.</p> <p>Financial information is being reviewed regularly and on an on-going basis by the Telecare Manager with the support of the OM, Accountancy.</p> <p>The SLA is under development and will be completed by the end of January 2016.</p>	<p>Financial information continues to be reviewed regularly and on an on-going basis by the Telecare Manager with the support of the Accountancy department.</p> <p>There was a delay in the completion of the SLA but it is now awaiting formal sign off.</p>
IP5	That information is targeted at the point of diagnosis at the Memory Clinic.	Ensure information regarding Telecare is available at point of diagnosis.	Liz Woodfin/ Wayne Pinkard	April 2015	This has not been achieved to date due to the team taking over the installation and maintenance for the service. This will be progressed as part of plans to promote the	Recommendation completed. The Memory service has been targeted with information; work will continue to enhance relationships with the service.

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					service more widely in 2016.	
IP6	That items to support reminiscence for people with dementia be purchased for use within Day Care, Extra Care and Residential settings.	Evaluation of purchase of items to support reminiscence and where these are best situated.	Lance Carver	April 2015	Reminiscence materials have been purchased to create memory rooms/ areas within the council run care homes. This includes beach rooms in Cartref and Southway, and a 1950s room in Southway. Dementia dolls and items to encourage stimulation have been purchased for the homes. 2 reminiscence pods are now in use at Rondel House.	Recommendation Completed (April 2015)
IP7	That the Council purchases tablet computers as a means to provide therapy and to improve communication and engagement.	Assessment of numbers of tablets to be purchased and their use.	Lance Carver	April 2015	Tablet computers have been purchased for the day services and council run residential homes. The broadband connection is being implemented by the ICT service	Recommendation Completed (April 2015)

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IP8	That the Council introduces the use of an Internet Assessment Form for Tele V.	Review of current service information available on Web & redesign including development of an on-line ordering system	Tony Curliss/ Julia Champion	December 2015	Development of this work is next on the priority list of the development team's work; it will have started by 1 st May 2016.	Development of an on-line TeleV assessment form & review of web resources are in progress.
IP9	That the Council ensures that it continues to promote Telecare to its staff.	All levels of management to ensure that Telecare is being considered in all cases.	Lance Carver	April 2015	The service has been promoted to staff through a variety of means; including emails, briefing notes and discussion at team meetings. It is a required consideration at the point of care package authorisation. This will be further formalised and progressed in 2016/17.	Recommendation Complete. The service continues to be promoted to its staff, through a variety of means including Telecare awareness sessions, briefing notes etc. Telecare is a required consideration at the point of care package authorisation.
IP10	That the Council considers how it might improve and maintain up to date knowledge of 'Assistive Technology' amongst social workers and referrers.	<ol style="list-style-type: none"> Ongoing training and development from Telecare team to social care staff Directorate to explore potential 	<ol style="list-style-type: none"> Julia Champion Lance Carver 	<ol style="list-style-type: none"> April 2016 April 2016 	<ol style="list-style-type: none"> Training has occurred, alongside ongoing advice and support; these will be expanded once the team has full resources. 	Recommendation complete - ongoing Awareness training continues to be carried out by the Telecare team.

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		for Telecare Champions to be appointed			2. Adult Services has considered the use of Telecare Champions and is actively seeking volunteers from across the services to undertake this role	Telecare Champions are being identified within all Adult service teams.
IP11	That the Council seeks to influence closer integration with health partners and increased investment in Telecare and Telehealth.	<ol style="list-style-type: none"> 1. Explore potential Telecare/ health champions within health services 2. Utilise medication dispensing to increase awareness within the health board 	<ol style="list-style-type: none"> 1) Lance Carver 2) Lance Carver 	<ol style="list-style-type: none"> 1) July 2015 2) April 2016 	<ol style="list-style-type: none"> 1. A GP surgery is Penarth is currently piloting the use of the Florence system to support a discrete group of patients 2. There is awareness, however it is hoped that the outcome of the Penarth pilot will influence this in the future 	<p>Not Progressed.</p> <p>The integrated Customer Contact Centre ensures relevant information is accessible between services. A Preventative Services Board now exists supported by ICF funding may enable closer working arrangements to be considered with Cardiff Council. The services are significantly different and so potential</p>

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						integration would likely to be gradual.
IP12	That the development of medicating dispensing and reminding be considered jointly with Cardiff and Vale University Health Board.	Identify a clinical lead within C&V UHB and develop a pilot for a medication service	Lance Carver	April 2016	The clinical director for the Eastern Vale is overseeing a pilot project in Penarth	Not Progressed The pilot continues and will be monitored by Cardiff and Vale UHB.
IP13	That the potential for the procurement of Assistive Technology equipment at a national or regional level be explored by the Welsh Government and SEWIC.	Support the development of regional procurement.	Julia Champion	April 2016	All-Wales procurement has been supported; a new Assistive Technology Framework Agreement for Wales (with the National Procurement Service) has been in place since October 2015. It is anticipated that this will offer equity of pricing and greater value across Wales, also a greater number of equipment providers. The service is still able to procure new or innovative items of equipment	Recommendation complete , as demonstrated in April 2016 update.

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					from additional providers under the terms of the framework (e.g. new GPS trackers to the market).	
IP14	That the Council continues to evaluate good practice in use across Wales, in England and by the charitable, social enterprise and private sectors in order to improve the Council's business model.	<ol style="list-style-type: none"> 1. Regular research exercises to be undertaken. 2. Evaluation of good practices and assessment of how they would benefit the service. 	Julia Champion	April 2016	Good practice Nationally and Regionally has been evaluated; this is impacting beneficially on service delivery.	Recommendation complete , good practice Nationally and Regionally continues to be evaluated on an ongoing basis.
IP15	That the Council investigates whether there is potential to outsource all or part of the Telecare Service as part of the 'reshaping services' initiative,	Consider through 'Reshaping agenda'	Lance Carver	April 2016	Telecare is not currently a priority for reshaping services, given the need to resolve the installation issues, determine the constitution of the team, and the limited saving potential.	Recommendation complete , as demonstrated in April 2016 update