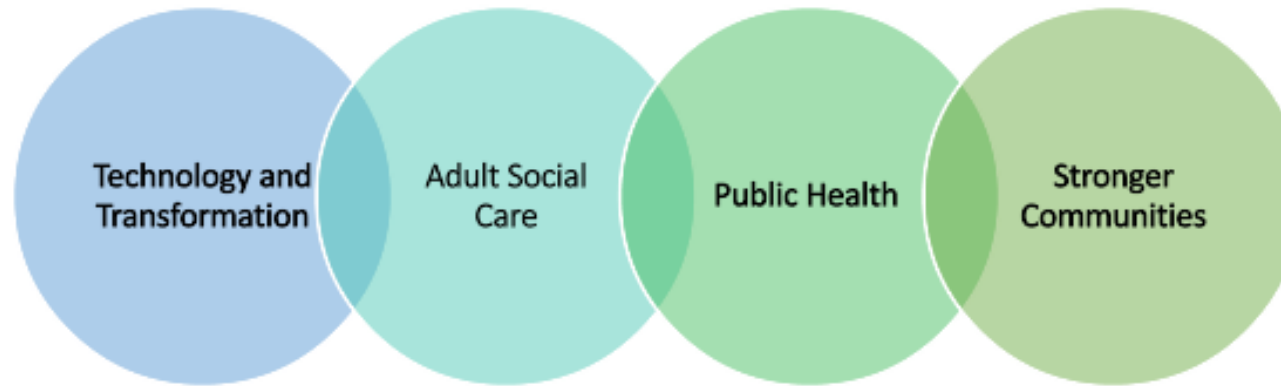


Digital Lives

HAS Digital



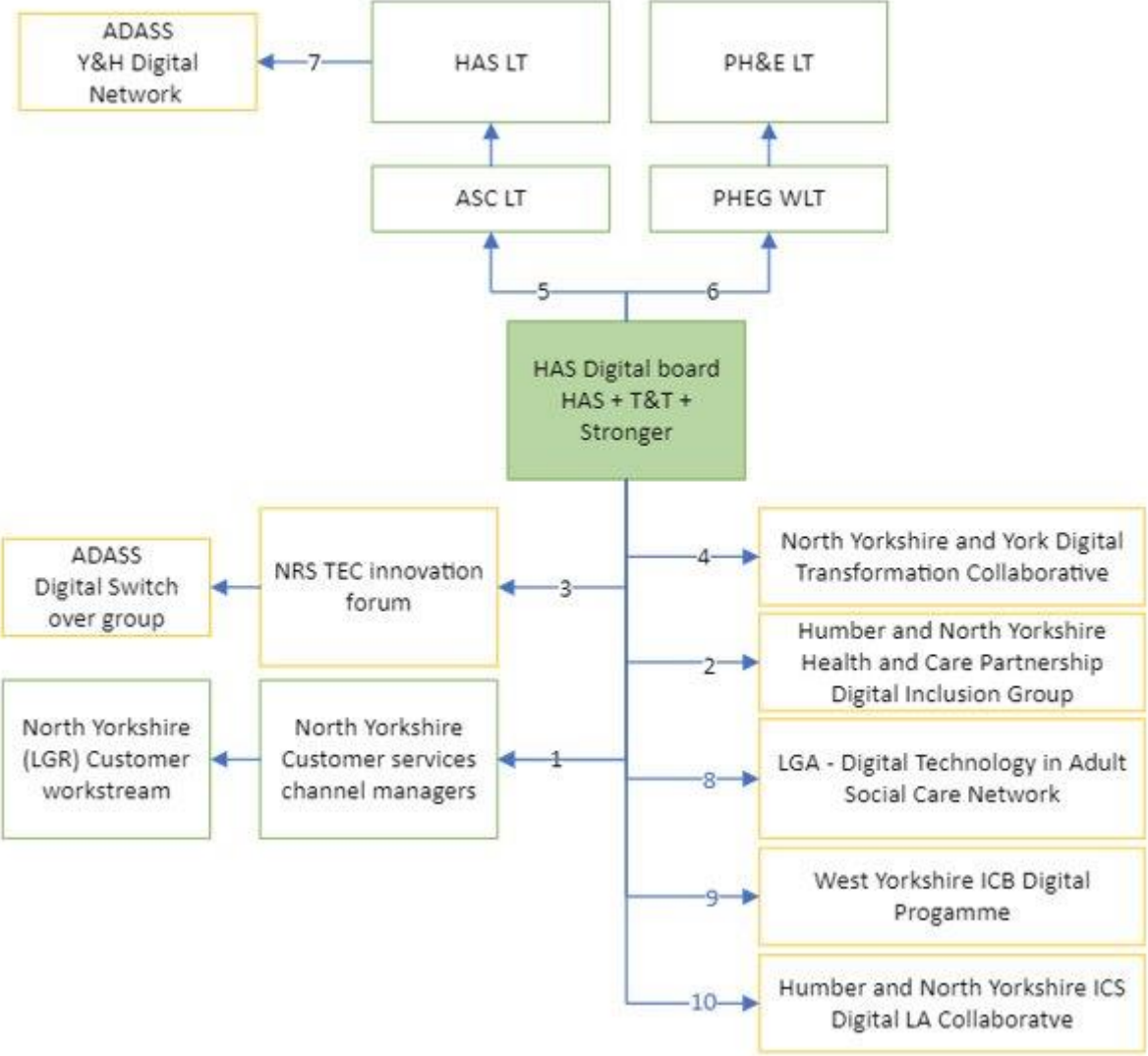
Cath Ritchie: Business Relationship Manager (Transformation)

Mike Rudd: Head of Housing, Technology & Sustainability (HAS)

Beckie Dukes: Strategic Service Development Manager

Claire Bell: Service Manager – Technology Enabled Care

Digital network



Not just computers

...digital success is the sum of many parts



Kit – computers, smart phones, tablets, smart-technology....



Online tools and systems



Connectivity – Broadband, wifi, 5G, and cyber safety



Confidence – training and learning, peer support, advice and guidance, user friendly design, accessibility.



Culture change

Not just computers

...digital includes getting the basics right

Transformation – is exciting and shiny and really is fundamental but...

...using what we have already, and using it well, is also equally as important. Skills sharing, building confidence through practice and signposting can all really **help**.



OFFICIAL

Understanding impact

A fundamental principle of any 'digital' work is to not see technology in isolation, we are not asking what can technology do but instead **what can technology do for and with people**. This means we must take a holistic view of how that technology will **impact**.

Equality Impact Assessment

Data Protection Impact Assessment

Climate Change Impact Assessment

The Portfolio



The shift to proactive and preventative services

Telecare to Assistive Technology to Technology Enabled Care

Telecare

A focus on providing robust reactive

Devices can be analogue if digital and are connected to a personal alarm or can be standalone

Devices create alerts which are sent to Alarm receiving centres and managed by platforms and call handlers

Generally rely upon the user activating devices to initiate action (e.g. pendant button) or devices are pre-programmed (e.g. out of bed or inactive for a specified time).

Proactive TEC

A Focus on supporting proactive and preventative services

Connected Care platforms use IoT devices to capture data and machine learning to process and analyse it

The platforms have analytical capabilities capable of understanding patterns of behaviour, trends and anomalies

The platforms generate both Alerts and Actionable Insights about changes in user behaviour

The Alerts and Insights can be accessed by care professionals and family members

Can provide passive remote monitoring requiring no user input

Helping people to do the things that are important to them.

- [Brain in Hand on BBC Click – YouTube](#)



'Train journeys are a very important thing for 'Ben', they help him to engage in the community, in particular with playing snooker and watching snooker matches. He also visits his family at weekends on the train, he generally loves the train. However, using the train causes him anxiety when the trains change, especially due to train strikes, BiH has helped him to problem solve what to do when the train is not there, he still can ring for help at times but is encouraged to use BiH and is starting to use this to problem solve himself. It's acknowledged that being solely reliant on BiH will take time to change a lifetime of learned behaviour, i.e. the easy and quick option of ringing for support and to be independent'

Helen Harvey

Today, 5 June

Morning routine
4 Activities, 1 Problem

Taking medication
3 Problems

Travel
1 Activity

Work/College/Voluntary placement
4 Activities

Tea Break
1 Activity, 1 Problem

NOW

Lunch Break
1 Activity, 2 Problems

NEXT: Starting in 44 mins

Meeting Claire care worker
2 Problems
14:00 - 15:00

Housework
2 Activities
15:00 - 16:00

Quick Break 15 minutes
2 Problems
16:00 - 16:30

Shopping
1 Activity, 1 Problem
16:30 - 17:30

Event

Travel
Today, 5 June, 08:30 - 09:00
Done

Activities

Travel
3 Problems

Activity

Travel
Event: Travel

Problems

Using my bike
4 Solutions

Public transport
7 Solutions

I'm running late for my train
5 Solutions

Problem

I'm running late for my train
Event: Travel
Activity: Travel

Solutions

Try to remain calm

Do I have everything I need? (check list)

Book a taxi to take me to the station (Add hyperlink)

I can get the later train/bus

Tell appropriate person I'm running late (Add Hyperlink)

Diary

Unplanned

Timeline

Settings

Keeping people at home and where they want to be

Mrs Smith was occasionally leaving her home and getting lost. There were concerns about how much sleep she was getting and if she was accessing food.

The family felt their mother should move to residential care, however, Mrs Smith wanted to stay at home so a less restrictive solution was explored.

Traditional telecare door sensors

Canary Lifestyle monitoring system for assessment and solution

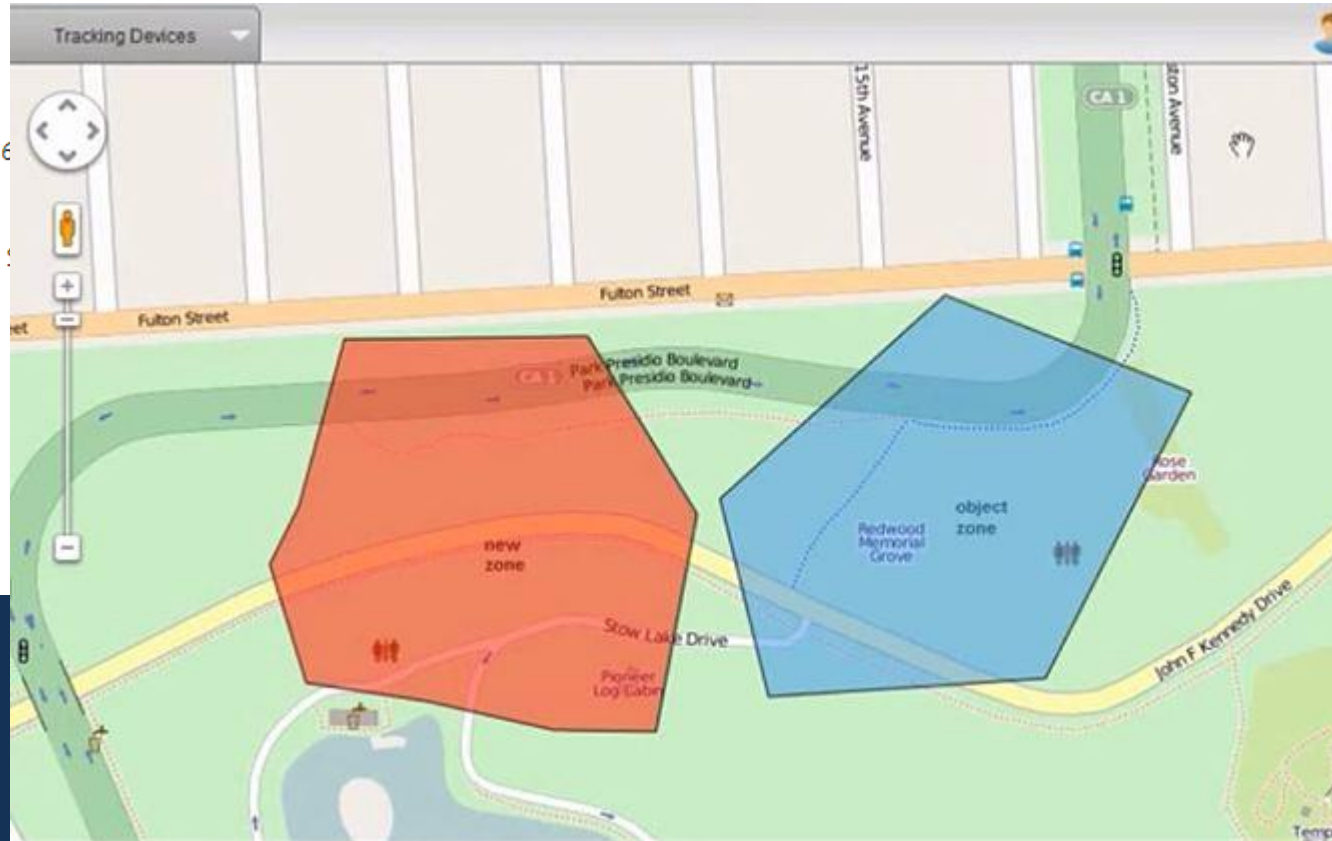
GPS Tracker and Geo fence

0 Ongoing Alerts

0 Other alerts

1361

OYSTA



12:00 15:00 18:00 21:00 Tue 6th

An innovative way to reduce risk of falls and compliment background support in Extra Care Schemes

