



## Partnership Board

# Assistive Technology Partnership Board

## AGENDA

**Date:** Thursday 12 April 2012

**Time:** 2.00 pm

**Venue:** Mezzanine Room 3, County Hall, Aylesbury

No	Item	Timing	Page
1	<b>Apologies for Absence / Changes in Membership</b>	2.00pm	
2	<b>Minutes and Matters Arising</b> The minutes of the meeting held on the 16 February 2012, to be agreed as a correct record.	2.05pm	1 - 16
3	<b>Report to the Board</b>	2.10pm	
4	<b>Assistive Technology Board priorities - 2012/2013</b>	2.30pm	
5	<b>The future of Community Equipment and Self Assessment</b> Report from Andrew Evans, Community Equipment Services Contract and Fund Manager, Bucks County Council	2.50pm	
6	<b>Telehealth update</b>	3.10pm	
7	<b>Executive Partnership Board / the Bucks Service User and Carer Organisation (SUCO)</b>	3.30pm	

<b>8</b>	<b>Partner Updates</b>	<b>3.50pm</b>	
<b>9</b>	<b>Any Other Business</b>	<b>4.10pm</b>	
<b>10</b>	<p><b>Date of the Next Meeting</b>  The next meeting will take place on Thursday 28 June 2012, 2pm, Mezzanine Room 3, County Hall, Aylesbury.</p> <p>Dates of future meetings  23 August 2012  18 October 2012  13 December 2012  21 February 2013</p>		

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If you would like to attend a meeting, but need extra help to do so, for example because of a disability, please contact us as early as possible, so that we can try to put the right support in place.

*For further information please contact: Sharon Griffin on 01296 383691  
Fax No 01296 382538, email: [sgriffin@buckscc.gov.uk](mailto:sgriffin@buckscc.gov.uk)*

## **Members**

David Bone, Carers Bucks  
Mike Brooks, Age Concern  
Debbie Bullard, Stroke Association  
Jackie Clarke, Action on Hearing Loss  
Andrew Evans, BCC A&FW Commissioning  
Sue Goodburn, Vale of Aylesbury Housing Trust  
Adele Grass, Different Strokes  
Makyla Greaves, Red Cross  
Simonetta Juniper, BCC A&FW Commissioning  
Robert Melton, Paradigm Housing  
Margaret Morgan-Owen, Alzheimer's Society  
Christopher Reid, BCC & AFW Commissioning  
Rachael Rothero, BCC A&FW Commissioning  
Firas Sarhan, Bucks New University  
Jane Taptiklis, NHS Buckinghamshire  
Vanda Waters, Alzheimer's Society  
Mark Wathen, AVDC ICE-T Lead  
Adam Willison, BCC A&FW Assistive Technology  
Devora Wolfson, BCC A&FW Commissioning (C)





## Assistive Technology Partnership Board

# Minutes

## 16 February 2012

<b>Those in attendance:</b>	
David Bone	Carers Bucks
Jackie Clarke	Action on Hearing Loss
David Coyle	Bucks Urgent Care
Margaret Morgan-Owen	Assistive Technology Dementia Working Group Lead
Adam Willison	BCC A&FW Assistive Technology
Devora Wolfson	AFW - Commissioning & Service Improvement

No	Item
<b>1</b>	<p><b>Apologies for Absence / Changes in Membership</b></p> <p>Apologies for absence were received from Robert Melton, Trevor Boyd, Mike Brooks, Makyla Greaves, Simonetta Juniper, Firas Sarhan, Mark Wathen, Jane Taptiklis, Nicole Palmer and Rachael Rothero.</p>
<b>2</b>	<p><b>Minutes and Matters Arising</b></p> <p>The minutes of the meeting held on the 16 February 2012 were agreed as a correct record.</p> <p>Matters arising;</p> <p>Page 10 Following discussion, it was agreed that the Alzheimer's Society logo</p>

	<p>would not be incorporated in the BUDDI leaflet to enable the scheme to be kept 'open'. The leaflet has not been printed as yet; therefore changes to the original text can be made and additional text included. The leaflet should advise that the scheme has been opened up to anyone with cognitive difficulties.</p>
<p><b>3</b></p>	<p><b>Report to the Board</b></p> <p>Adam Willison explained that the Assistive Technology Delivery Plan has been established in line with five key priorities set out by Paul Berstow MP for Care Services in June 2011 and is split into two sections; strategic objectives and operational objectives.</p> <p><i>AT self funder platform</i></p> <p>It is a well recognised fact that self funding is predominately Local Authority driven. The long term aim is to make Assistive Technology products available in retail outlets such as Tesco's so that self funders can also access this equipment easily.</p> <p>A retail platform is being developed. This has been an uphill struggle as manufacturers are not very interested, as their business is traditionally with the public sector. Work has taken place to look at the potential vision for the self funder platform. This will be shared at a forthcoming provider forum BCC will be hosting. Retailers will get an equal footing and members of the public will be able to make their own informed choice of purchase. An on-line self assessment system which gives access to Bucks equipment suppliers has also been looked at and the joint management group has agreed in principle to the purchase of this in 12/13</p> <p>The long term vision is to encourage innovative retail models such as concessions in place in areas of high footfall (e.g. Tesco) and a trial will take place in Buckinghamshire.</p> <p>During discussion the following questions were asked;</p> <p><b>How do people know to go to the County Council website</b> A marketing campaign is part of the procurement of the system.</p> <p><b>Who would pay for the marketing</b> Marketing is part of the process</p> <p><b>There is the possibility that the website is not accessible to all i.e. those individuals with vision loss</b> The ability of using licensed named carers to hold clinics and give advice on the internet and signposting is being looked at. Accessibility</p>

would be built into the project.

David Bone said that he could incorporate details of the online assessment in his marketing materials i.e. talks and newsletters.

Andrew Evans is to be invited to the next AT Board meeting to give an update.

**Action: Adam Willison / Sharon Griffin**

#### *Telehealth platform*

The first draft of the business case is being presented at the January Clinical Commissioning Board (CCB). 80 units are being used at present. There are three proposed high volume, low cost projects which the Health Service will be involved in. The second draft of the business case is being taken forward to the May CCB. A Telehealth Working Group has been set up to develop and implement service. Key partners including the GP Consortia will be involved.

The focus of Telehealth has been social care for the last three years but as a structure is now in place the focus will be on greater health delivery. Systems being looked at are part of the Strategic Health Authority innovation platform.

#### *Raise AT awareness with key groups*

The Assistive Technology Conference is taking place on Tuesday 13 March 2012, 11am-2pm, The Oculus, The Gateway, Aylesbury. The conference will be predominantly health care focused and will include a working lunch. Speakers will include Patricia Birchley, Cabinet Member for Adults & Family Wellbeing, Dr Karen West, GP & Vice-Chair of the Shadow Health & Wellbeing Board, Firas Sarhan and Crystal Oldman from Bucks New University, Mark Wathen, AVDC and Innovation Leads from the Strategic Health Authority and represent. Assistive Technology Board members are invited to attend.

30 AT workers have been trained to undertake AT assessments. Over the next year it is hoped that the AT workers will also have an understanding of the equipment in the catalogue. Two hours of training has been allocated by service provision which is not sufficient time; negotiations for more in depth training are underway. A large amount of awareness training has taken place over the last three years and a good bank of knowledge has now been gathered. All assessments are to be sent to Paula Brown prior to sign off and equipment being ordered.

#### *AT provision in care homes*

The care home equipment policy has now been signed off. The policy was predominately managed by Chris Reid and Andrew Evans and Telecare has been incorporated. Based against National Best Practice, care homes are to provide the necessary equipment to support an

individual within the contract price.  
There is the problem that no single care association is reflective of the whole of the care provision in Buckinghamshire.

**Will there be any training and if so what will the level of training be**  
Some training has taken place in care homes and NRS will send a 'train the trainer' out to care homes from April onwards. NRS are also going to provide a full auditing service.

*DALLAS bid and SMH NSIC*

The objectives have been adapted further. Unfortunately the bid for funding to support 10,000 users was not successful. However, Bucks New University have agreed to fund a Telehealth research centre and work is taking place with Mark Wathen, AVDC and the ICE-T programme on the 'Meet the Buyer' event taking place in September.

**Have the contents of the I-Flat been updated recently**

New lines from the product catalogue have been included in the layout of the flat but the flat has limited resources. The flat is on loan from Red Kite Community Housing for training purposes (practitioners and third sector voluntary organisations) and for service users to try out equipment but usage has decreased (average usage is twice a month). The I Flat will be returned to the District Council at the point when it is no longer relevant.

**4 National Drivers and Evidence base for Assistive Technology**

Adam Willison took Board members through the National Drivers and evidence base for Assistive Technology document attached to the agenda and highlighted the following key points;

The national drivers and evidence base for Assistive Technology began in 2005 with the 'Building Telecare in England' Department of Health paper and then followed with the provision of the Preventative Technology Grant in 2006-2008.

The profiles of Telehealth and Telecare have been referenced in the NHS Operating Framework 2012/13.

The Department of Health and The King's Fund will be conducting a randomised controlled trial of the use of telemonitoring to mainstream telehealth/care technologies in the UK over the next 5 years.

'3 million lives' campaign

The Department of Health (DH) believes that at least three million



	<p>people with long term conditions and/or social care needs could benefit from the use of Telehealth and Telecare services. On 19th January, Paul Burstow, Minister for Care Services committed to work with industry, to support the NHS, social care and professional partners in 3millionlives in order to achieve this level of change. See link below: <a href="http://www.3millionlives.co.uk">www.3millionlives.co.uk</a></p> <p>Adam Willison asked members to email any questions/queries regarding the National Drivers and Evidence to him.</p> <p style="text-align: right;"><b>Action: All</b></p>
<p><b>5</b></p>	<p><b>Assistive Technology Board Priorities 2012/2013</b></p> <p>Following the restructure of the Partnership Boards, priorities are one area where the individual Boards can now take a more active role.</p> <p>The Membership of the Boards will be comprised of half statutory and half service user representatives. David Bone has been nominated as co chair of the AT Board for the new financial year. There is an elective process to be followed which will be discussed at the next Executive Partnership Board meeting.</p> <p>Margaret Morgan-Owen advised that she would also like to put herself forward as co-chair. Nomination forms to be sent to David and Margaret</p> <p style="text-align: right;"><b>Action: Sharon Griffin</b></p> <p>An Assistive Technology workshop took place on the 14 February to discuss the areas of priority suggested. A maximum of three priorities can be given against each outcome. The outcomes and priorities were discussed and a document was drafted and sent to AT Board members for discussion. The document will be refined and presented to the Executive Partnership Board for agreement.</p> <p style="text-align: right;"><b>Action: Adam Willison</b></p> <p>Outcome 6; personalisation The Board needs to be clear about what is being measured.</p> <p>The dissemination of information about Telemedicine into the 70 GP surgeries in the county has been a struggle. Some are still totally unaware of the equipment and there has also been some resistance in Health.</p> <p>The new Clinical Commissioning Groups may be able to help.</p> <p>The Board needs to look at a countywide strategic approach which</p>

	<p>requires partnership working and is in the best interests of the patients and clinicians</p> <p>The suggestion was made of sending out the Nursing Journal article written by Tassy Earwicker and Vanda Potts as examples of local case studies on a strategic level.</p> <p style="text-align: right;"><b>Action: Adam Willison</b></p>
<p><b>6</b></p>	<p><b>Executive Partnership Board / Local Account / ULO / Chair and Co-chair elections / ULO</b></p> <p>David Bone reported that he had attended the first meeting Local Account meeting. The Government have asked all Councils who provide Adult Social Care Services to publish an annual Local Account. The Local Account is a short report for service users, carers and residents to understand and decide for themselves how well their council does in meeting the needs of people who need information, advice and support from Adult Social Care.</p> <p>Members of the Local Account Board are looking at a straightforward way of reporting and would like easy to read templates and reports to be kept brief.</p> <p>A draft paper was distributed. Feedback, comments and suggestions are welcomed. Further details can be found by accessing the following link;</p> <p><a href="http://bucksconsultation.buckscc.gov.uk/bucksccp/kms/dmart.aspx?LoggingIn=tempVar&amp;noIP=1&amp;filter_Status=1">http://bucksconsultation.buckscc.gov.uk/bucksccp/kms/dmart.aspx?LoggingIn=tempVar&amp;noIP=1&amp;filter_Status=1</a></p> <p>Carers Bucks sent out forms with their newsletter to get feedback from carers. Information about BUDDI was also included in the newsletter.</p> <p>Feedback will be taken to the next meeting. Any comment/suggestions are to be emailed to David Bone.</p> <p style="text-align: right;"><b>Action: All</b></p> <p>The following comments were made;</p> <p>The general feedback received is that some of the social care reports are very long. As the documents will be in the public domain they need to be a clear, factual account of what is being done and include the aims of the group.</p> <p>Carers do not want forms/documents that take hours to complete</p>

*User Led Organisation (ULO)*

David Bone reported that he still needs to meet with the ULO as unfortunately he was unable to attend a recent meeting. An email is to be sent to the ULO requesting future meeting dates.

**Action: Sharon Griffin**

Adam Willison added that the ULO is a service user representative body which is interfacing with the Council to give new governance to the Partnership Boards and bring them together.

*Executive Partnership Board (EPB)*

David Bone advised that he attended the first meeting of the EPB in November 2011. The intention is to bring all of the Partnership Boards together. A lot of information was received as well as positive feedback. The second meeting is taking place on the 20 February 2012. An update will be given at the next Assistive Technology Partnership Board meeting.

The EPB makes recommendations to Adult Commissioners (the decision making Board). Members of the AT Board need to ensure that all the efforts are used in the best way in terms of where decisions need to be made. Adult Commissioners meet once a month (usually the last Thursday of every month) and the Executive Partnership Board meet bi monthly.

The new structure and process may take a little time to bed down and for things to run more smoothly. David Bone and Adam Willison attend the Executive Partnership Board and can therefore feed into/feedback from the AT and EPB.

Feedback from the Executive Partnership Board is to be added to the AT Partnership Board agenda as a standing item

**Action: Sharon Griffin**

**7 Partner Updates**

Members were advised of the following Partner updates;

**Carers Bucks**

David Bone reported that;

- awareness training is continuing. A good response has been received from local hospitals and the Day Hospital, Stoke Mandeville has requested a meeting.
- Visits have taken place with patients in Stoke Mandeville, Amersham and Wycombe and groups from the PCT.
- Promotion work is taking place for Carers Bucks e.g. a new

BUDDI leaflet

- A DVD about equipment is being produced with the aim of being sent to GP surgeries for use on TV screens.
- The website is being updated at it will feature more AT information
- A group of Occupational Therapists have recently visited the I-Flat in High Wycombe which they found very interesting. They were surprised at the amount of equipment available.

**A member asked if dental surgeries have been considered as recipients of the DVD as not all rural areas have GP surgeries.**

David Bone advised that dental surgeries have not been considered as yet but this could be a possibility.

Margaret Morgan-Owen advised that a grant has been made available for an Assistive Technology worker with the Alzheimer's Society. Further details will be confirmed shortly.

### **Bucks Urgent Care**

David Coyle gave the following update;

- There is continued increase in patient numbers
- Concern has been expressed about the introduction of the 111 non emergency number and the network/communication between Out of Hours service and Urgent Care Assessment Team (UCAT)
- An application has been made for more funding for provision of nursing during the day

### **Could the 111 number be run through an integrated team**

The service has been tendered for but a consistent approach is wanted. The UCAT team is collaboration of professionals from different services.

Telemedicine provides the day to day intelligence about what is happening in care homes but decommissioning of this service in April 2013 is currently being considered. All of the available machines are in use at the moment. SCAS are ringing to ask what can be done. There is a loop back of services from SCAS whereby calls from care homes go to the clinical decisions desk and are then forwarded to Telemedicine if they are low priority. It costs £300 for an ambulance journey and £700/800 for an overnight stay. There needs to be a heightened level of clinician awareness and responsibility. Junior doctors are not able to make these decisions.

The suggestion was made of arranging a meeting with a clinician i.e. Kevin Barnett. Contact details to be sent to David Coyle

**Action for Hearing Loss**

Jackie Clarke advised the following;

- Following a course of training sessions, it was agreed that 3-4 courses would be run specifically for Bucks County Council employees to raise professional awareness of Telecare and sensory loss.
- Promotion of the first courses has taken place within the National Health but unfortunately was not very successful.
- Work has taken place in conjunction with Oxfordshire Mental Health Trust.
- Work has also taken place with the Fire Service to link in Telecare with smoke alarms and the promotion of Home Safety checks. False call-outs are also being monitoring
- The use of the BUDDI system is being promoted with Police officers.
- The contract for Sensory Services for Bucks County Council has gone out to tender

During discussion, the following comments were made;

The funding for the AT worker at the Alzheimer's Society could be an opportunity to use the Telecare equipment

Health technology is the key for uptake and could be written into contracts with providers. The utilisation of technology to help people needs to be demonstrated.

**Red Cross**

Makyla Greaves provided a written update (see attached)

**8 Any other Business**

No items were raised.

**9 Date of the Next Meeting**

The next meeting will take place on Thursday 12 April 2012, 2.00pm, Mezz 3, County Hall, Aylesbury.

**Chairman**



# **Assistive Technology Partnership Board Report**

**Title:** **Adult Social Care Local Account 2012**

**Date:**

**Author:** David Bone, Carers Bucks

**Contact officer:**



## **Adult Social Care Local Account 2012**

**Tell us what matters to you and the people you care for**

### **Reporting on our Performance:**

The government has asked all councils who provide Adult Social Care services, to publish an annual **Local Account**.

The Local Account is a short report for service users, carers and residents to understand and decide for themselves how well their council does in meeting the needs of people who need information, advice and support from Adult Social Care.

**We are interested in your views regardless of whether or not you are involved in social care in any way. However to make sure we have views from a wide range of people, it would be helpful for us to know if you, or a close relative, receive social care. (Delete as appropriate)**

We aim to publish the first Local Account in June 2012 **and want you to tell us:**

**What information should be included or what questions would you want to see answered about Adult Social Care, in order for you to decide how the Council is performing?** Your response can be as short, or as detailed as you wish, and please continue over the page if needed:

With an ever increasing focus to enable vulnerable service users to remain in their homes safely and retain their independence for longer, Assistive Technology (Telecare and Telehealth) programme operated by Buckinghamshire County Council and NHS Buckinghamshire has been and continues to be a resounding success.

The technology has multiple care applications. For example, it allows many different types of sensors to connect to a control centre via a telephone line to summon help in case of an emergency. This has helped to reduce hospital admissions, reduce ambulance callouts and improve the health and wellbeing of service users.

It has also led to creation of innovative services such as Red Cross Community Response who lift people that have fallen, are unhurt, but unable to get up, instead of calling Paramedics. There is also a service that enables carers to be able to locate people with dementia quickly, who are able to walk independently but have become lost.

Buckinghamshire residents who have used the service have commented how empowered and more safe they feel. Carers have commented how the technology has taken a tremendous amount of pressure from them and given them peace of mind.

Suggest one case study could be added.

Assistive Technology Partnership Board – March 2012

**Please send your response, by 15 March 2012, to:**

Email: [asccomms@buckscc.gov.uk](mailto:asccomms@buckscc.gov.uk), with the subject line Local Account

Or

Post: Local Account,  
Adults & Family Wellbeing,  
11<sup>th</sup> Floor, County Hall,  
FREEPOST RRBS-EBKU-LJXR,  
AYLESBURY HP20 1YU.









## Assistive Technology Partnership Board

### Report

**Title:** Falls Response

**Date:** February 2012

**Author:** Makyla Greaves

**Contact officer:** Makyla Greaves

### Summary

First of all, apologies for not being able to attend the meeting, it was unavoidable on this occasion.

I just want to give you an overview of how the Falls response service has been operating since our last meeting.

To give you an idea, we have attended the following amount of calls instigated by Invicta Telecare

December – 8 calls  
 January – 9 calls  
 February (to date) – 14

I would like to say thank you to David for showing myself and some of my volunteers around the I flat in Downley. It certainly opened our eyes with regards to the equipment that is readily available to clients to assist with the independence. It has given the volunteers a lot of information that they are able to consider when attending Falls calls.

Since then, we were called by Invicta to a hyperthermia alarm call that they had received. The volunteers duly attended and were unable to gain access into the property as the keyholder was not available (this has been addressed). Due to the concern on not being able to get any response or not being able to gain access into the property, the volunteers contacted the Police who immediately attended and forced entry. The property (fortunately), was empty. After further investigations it appeared that that the occupier was staying with family as she was having trouble with her heating. A happy ending with regards to welfare and it proves how the service is progressing. Invicta could not get anyone to attend the property so they used their initiative and contacted the Red Cross.

I am compiling a list of "minor emergencies" to be ratified by the Red Cross and Bucks County Council that the volunteers would be able to attend.

These would include, minor flooding, providing emotional support, assisting with the Buddi scheme to name but a couple of possible scenarios where the service could be expanded.

We have a very good working relationship with Invicta Telecare and if they are stuck in any way, they are asking if there is anyway that we could assist.

To enhance this relationship, I will be attending Invicta Telecare in Kent to meet with them and see how they receive the calls so that we can obtain an overview of the service that they provide to the end users and how we can be utilised. I will be taking a team of volunteers with me.

Once we have made the visit, I will have a comprehensive list of the additional emergencies that we can be utilised for.

As you can see, our response for February so far has been an increase of the previous couple of months.

During the snow conditions, I ensured that we had a landrover fully kitted ready to make a response and indeed it was utilised for Falls Response.

I am arranging for further refresher training with the Falls response team and hoping to arrange some information awareness training with some other organisations so that we can broaden our horizons.

Look forward to seeing you all at the next board meeting.

Regards

Makyla