



Partnership Board

Assistive Technology Partnership Board

AGENDA

Date: Thursday 13 December 2012

Time: 2.00 pm

Venue: Mezzanine Room 1, County Hall, Aylesbury

No	Item	Timing	Page
1	Apologies for Absence / Changes in Membership	2.00pm	
2	Minutes and Matters Arising The minutes of the meeting held on the 18 October 2012 are to be agreed as a correct record.	2.05pm	1 - 12
3	Report to the Board Report from Adam Willison	2.15pm	13 - 14
4	Overview of BFRS in 2012 and report on fire safety checks within Telecare assessment Report from Jonathan James, Community Safety Assistant, Bucks Fire and Rescue Service.	2.35pm	
5	Partner updates	3.00pm	
6	Any other Business	3.20pm	
7	Date of the Next Meeting The next meeting will take place on Thursday 21 February 2013, 2.00pm, Mezzanine 1, NCO, Aylesbury.		

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 382421, email: sgriffin@buckscc.gov.uk*

Members

David Bone, Carers Bucks
Jackie Wheeler, Action on Hearing Loss
Andrew Evans, BCC A&FW Commissioning
Sue Goodburn, Vale of Aylesbury Housing Trust
Adele Grass, Different Strokes Charity
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
Gwyneira Waters, Northants University
Mark Wathen, AVDC ICE-T Lead
Adam Willison, BCC A&FW Assistive Technology



**Assistive Technology
Partnership Board**

Minutes
18 October 2012

Members in attendance:	
David Bone	Carers Bucks
Jackie Wheeler	Action on Hearing Loss
Adele Grass	Different Strokes Charity
Simonetta Juniper	BCC A&FW Commissioning
Margaret Morgan-Owen	Alzheimer's Society
Firas Sarhan	Bucks New University
Devora Wolfson	BCC A&FW Commissioning
Others in attendance:	
Diana Fentiman	BCC, Project Manager Adults and Family Wellbeing
Sharon Griffin	
Maria Lloyd	BCC, Community OT, South Team Complex
Philip Prior	AFW, BCC



No	Item
1	Apologies for Absence / Changes in Membership Apologies for absence were received from Jane Taptiklis, Gwyneria Waters and Adam Willison.
2	Minutes and Matters Arising

The minutes of the meeting held on the 23 August 2012 were agreed as a correct record.

Matters Arising

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Hate Crime

Angie Sarchet to be invited to the February meeting of the Assistive Technology Board to give an update on the Hate Crime initiative.

Cath Marriott, Community Safety to be contacted to clarify who the letter to attend the meeting on the 8 November was sent to.

3 Update on the Wellbeing & Prevention agenda

Diana Fentiman, Project Manager, AFW Commissioning & Service Improvement gave the following update;

Prevention Matters is a programme of activity which includes the development of a service model in conjunction with a range of voluntary sector organisations, the District Council, County Council and Health. Over 100 plus organisations were involved in the design of the services model.

The Department of Health made additional funding available to Adult Social Care during 2011/2014, £4million of which has been transferred to fund and implement the Prevention Matters programme.

The four key components to the Model are;

- Community Links Officers
- Community Practice Workers
- Intelligence Hub
- Volunteer Hub

The aim of the programme includes;

- Looking at the provision of more effective support to individuals before the need for intense Social Care and Health intervention.
- Support and facilitate interventions to keep individuals as independent as possible
- The introduction of Community Practice Workers (CPW) and Community Links Officers (CLO).
- The Development of an intelligence hub to pull together and monitor evaluation and evidence

There will be 14 CPW's across the county who will be employed by voluntary sector organisations. The CPW's will be attached to 4/5 surgeries as part of a GP Locality. There will be 7 CLO's. They will initially be recruited via the County Council (the Localities and Safer Communities Team).

The CLO will build up centralised community information aligned to District Council areas i.e. assets, key people in the community. They will also identify those who are under the radar and those who are coming through the services and help to report and predict patterns. Part of the funding is to support the development of a system to provide long term information.

CPW's are assigned to GP Localities. Individuals who are likely to deteriorate in health in the next year will be flagged up via the GP. Additional triggers and social care indicators are also being looked at to identify older people living in rural locations who are socially isolated and are not yet eligible for social care but could be in the future. Focus will also be on those who have been through a period of rehabilitation/reablement who are in receipt of some services to help maintain their independence with the right support systems.

Part of the role is signposting to services and linking into the right activities as well as short term intervention to understand the needs of the individual. If the individual would like to attend a day centre or club, the CPW is able to accompany them on their first visit to ensure that they are comfortable in the new surroundings and that they settle in. Triggers would be set for a review at 3, 6 and 12 months to see if anything else is needed or the individual has had a change to their life/circumstances. The information gathered by the CPW is fed into the system and intelligence hub and is used to inform and predict the needs of individuals.

Engagement will take place with a range of professional workers i.e. specialist organisations such as The Stroke Association and The Alzheimer's Society to look at ways of co-ordinating services and linking in effectively to avoid any overlap as well as to try to prevent gaps in service. Other areas to be addressed are joint training sessions, information sharing and assessment and referral via the Primary Care Teams.

During the update the following questions were asked and points raised;

What time period has been given within which to see outcomes?
A time period of 2-3 years has been given. The Community Practice Worker will post reviews and evaluations at set times to demonstrate

impact of the new services. Other areas being looked at are the development of more volunteer activity i.e. befriending activities and the strengthening of both old and new services. These will be resourced as part of the allocated funding.

Age UK and the Alzheimer's Society already run befriending schemes and befriending individuals with Alzheimer's is very difficult. Would signposting be made to the Alzheimer's Society? Part of the role of the Community Links Officer is to connect people with existing services.

Will the CLO's be managed by a single service?

Yes. They will be managed by the Localities and Safer Communities Team in the Council.

Dementia Support Workers sound similar to CLO's. Will there be a crossover of a dual function? The CPW's will link in with a range of professionals. If they receive a referral which they feel would be more appropriate for another organisation such as the Alzheimer's Society to deal with, they would link in with the Dementia Support Worker.

What voluntary organisations are looking to employ CPW's and is there a grant available? The CPW's are a paid post funded by a grant from the County Council. Recruitment to the posts is via an application process. This will start shortly.

Is a summary of the Prevention Matters programme available? An information sheet giving an overview of the Service Model can be emailed to AT Board members.

Are there job descriptions for the posts of CPW and CLO. Job descriptions are available on the Bucks County Council website.

Are existing services being evaluated for continued use or are there new projects? The intelligence hub will look at both. Funding needs to be aligned more appropriately with where the needs are. There is some duplication of funding in statutory agencies. The Prevention Matters Programme look at developing a more secure funding framework for voluntary organisations.

Telecare is part of Assistive Living. Will this be taken into account? Assistive Living is a key part of the assessment carried out by the Community Prevention Worker which will take into account what works better for the individual in their home environment.

Concern was expressed that individuals could 'slip through the net' if their condition is not picked up and diagnosed i.e. those

with dementia.

Referrals will be made from the Primary Care team as well as other sources and connections with local groups. The Library Service provides lots of activities and information. The key is the CPW linking into the Library Service in their locality as will the CLO.

The Chairman thanked Diana Fentiman for her very informative update.

4 Report on Environmental Controls

Maria Lloyd, Community Occupational Therapist began her report by explaining that Environmental Control Assessments (ECS) are a small part of her job and they are a health funded provision which has just been carried over to Social Care when the OT services was TUPE'd from Bucks PCT.

Maria took members through a Powerpoint presentation, which included a video of three cases studies and highlighting the following key points;

- ECS are defined as the use of a single switch with a control system to operate facilities within the environment of the individual.
- Assessments in Buckinghamshire care carried out by the Community OT service and budget/ordering is managed within the Telecare service.

There are several different switches which are suitable for people with no limb function (chin switch) and limited upper or lower limb function (jelly bean switch and guarded plate switch). There are currently several different systems; The Primo and the EVO Assist can be operated by direct access (pressing on an icon) or indirect (switch). Vivo need switch access and has a voice announcement of menu options.

- ECS is for clients of any age referred via the Central Access Team for assessment.
- Clients need to have a permanent and substantial disability which prevents independent use of their own environmental home facilities i.e. telephone, doors etc.
- Assessment is carried out by the Community Occupational Team ECS Assessor. This is then presented to the Panel (budget holder and other ECS Assessors) who make the decision on provision.
- Assessments are carried out at the client's home. The best option of equipment is discussed as well as a basic

demonstration of the use of the system.

Maria explained that Social Services permit the Community ECS OT's to carry out service provision. Possum and Steeper RSL are the main providers. The service is not promoted due to the small budget. Referrals usually come from another health professional.

During the presentation the following questions were asked and points made.

How much do the units cost and how do individuals pay for them?

The control unit is £1200. The switch needed to operate the infra red control is £137. A complete system would be approximately £4,000. Health funding is available for individuals who meet the criteria. The criteria for provision is mainly for clients with critical needs/risk, and only one out of three individuals in the ECS video would now receive health funding.

Could technology potentially be used to reduce Social Care costs? Adam Willison is to be contacted for feedback at the next meeting.

Action: Devora Wolfson

There are a lot of people who could potentially benefit from using the system such as those diagnosed with MS, a physical disability or cognitive awareness. The number of children using the system is very small.

Devora Wolfson explained that the care needs of a child in Great Ormond Street Hospital were reduced by providing Telehealth equipment.

How many clients are currently using the ECS system? There are currently approximately 16 clients in North Buckinghamshire who are using the system.

Are individuals able to purchase the equipment? Yes individuals are able to purchase the equipment and to arrange maintenance and support package from Possum.

Firas Sarhan explained that Assistive Technology equipment includes a living lamp and asked if it would be possible to arrange for a similar presentation on ECS to be given at colleagues Bucks New University.

Action: Maria Lloyd/Firas Sarhan

The Chairman thanked Maria for her very informative presentation.

<p>5</p>	<p>Report to the Board</p> <p>Phil Prior, Telecare Officer, took members through the Assistive Technology highlight report, emphasising the following key points;</p> <p>There are still four main projects; AT retail platform, Telehealth platform, raising AT awareness with key groups, AT economic development opportunities.</p> <p>AT Retail platform The target for completion of the project is November 2012.</p> <p>Telehealth Platform The Speech Therapy and Vital Signs projects are running well. Training for vital signs is taking place mid October. Problems experienced with the equipment have been resolved. The Medications Management project has commenced. The Smoking Cessation literature review has been completed and a preferred way forward for Public Health is awaited.</p> <p>Raise AT awareness with key groups Work is taking place in conjunction with Firas Sirhan and Bucks New University to pilot an Assistive Technology course for Health and Social Care workers. 16 people have been lined up for the pilot which will determine the future roll out of development opportunities. Telecare awareness training is now taking place in house with the assistance of David Bone. The first training day has taken place. Timings need to be adjusted as a full day's training was considered to be too long. Assessment workers are now able to refer clients for assessment.</p> <p>AT economic development opportunities Adam Willison attended a 'Meet the Buyer' event at Stoke Mandeville Stadium in September. The event was very successful.</p> <p>The first draft of the Swift report for monitored Telecare has been released. Case reviews are being gathered and internal and external data is being merged. An update will be given at the next meeting.</p> <p style="text-align: right;">Action: Phil Prior</p> <p>Margaret Morgan-Owen advised that the Alzheimer's Society have recruited an AT worker.</p>
<p>6</p>	<p>Partner updates</p> <p>Members were advised of the following Partner updates;</p>

Carers Bucks

David Bone gave the following update;

- Talks to promote the use of Assistive Technology equipment continue
- Corporate training has taken place. Bucks County Council employees attended
- Three Buddi units are currently out for use - one to Tunisia for a family with a son with LD, one for a young man, 16 years old with Asberger's attending college in Watford and one for a lady taking her husband with dementia to France.
- The criteria has been opened up to use by those who have Learning Difficulties. Further feedback will be given at the next meeting.

Action: David Bone

- The back page of the BUDDI leaflets has been changed. Advice the BCC may be able to provide a BUDDI unit has been removed.
- Leaflets about the BUDDI unit have been sent out.
- David has attended a GP surgery in Stokenchurch to give a talk on AT devices. The talks will be expanded to other GP surgeries.
- A DVD on Telecare equipment will be sent to GP surgeries to be played in waiting rooms.

During the update the following question was raised;

What is the cost of the BUDDI equipment? There BUDDI system costs £299 to purchase and there is the ongoing cost of the control centre/monitoring system (between £10-£20 a month). Encouragement is being given to purchase the system which would result in the costs coming down.

Action on Hearing Loss

Jackie Wheeler

Action on Hearing Loss made a bid for the new sensory services contract which was successful. The Buckinghamshire Integrated Sensory Service will start on the 1 October 2012 and will offer an assessment of visual, hearing and deaf/blind needs for adults and children who live in Buckinghamshire. Involvement in the development of this new service is being encouraged and discussion groups will be set up around the county. Bucks Vision will still exist but as a charity. Staff will be TUPE'd over.

Bucks New University

Firas Sarhan

	<ul style="list-style-type: none"> • Bucks New University are working closely with Bucks County Council on a pilot for Health and Social Care workers to teach them about Telecare and Telehealth. The pilot will start in February 2013. Consultation has taken place about the topics to be addressed. The course is will run for 15 weeks and will provide 30 credit modules. • The launch of the Telehealth Centre of Excellence at Bucks New University took place three weeks ago. 35 people from the public sector, private industry have expressed interest in project evaluation. <p>The Red Cross Makyla Greaves supplied a written update as she was unable to attend the meeting (see attached)</p>
7	<p>Any Other Business</p> <p>No items were raised.</p>
8	<p>Date of the Next Meeting</p> <p>The next meeting will take place on Thursday 13 December 2012, 2.00pm, Mezzanine 1, County Hall, Aylesbury.</p>

Chairman

Falls and Minor Emergency Response Service – British Red Cross

We are continuing to be a valued service to our clients and we have been able to signpost many in order to make some improvement on their lives and well being.

For the last 6 months, the falls and minor emergency calls have been as follows:-

	FALLS	MINOR EMERGENCIES	TOTAL
APRIL	14	9	23
MAY	10	4	14
JUNE	7	5	12
JULY	7	13	20
AUGUST	8	8	16
SEPTEMBER	12	1	13

October so far, we have attended 4 x Falls calls and 5 x minor emergency calls.

All of the volunteers now have completed their home fire safety check training and they have the toolkit in which to put this into practice which we have started now but we will be launching properly with the fire service in the very near future. With effect from the 1st November, we will be carrying this service out on calls that we attend providing that the client is happy for us to do so.

This will make the service that we provide even more unique and continues to strengthen partnership working with both Bucks County Council and Bucks Fire and Rescue Service. A service that I am proud to be part of!

The falls response team was also recognised at our recent annual volunteer forum and the dedicated volunteers have all received a commendation due to the commitment and positivity that they have shown to this service.

With regards to the home fire safety check training and our partnership working, I am pleased to say that both Natasha and Paula from BCC have undertaken this training also with the fire service.

I will also be talking about our falls response to Different Strokes on Nov 6 and I will be demonstrating the Mangar Elk lifting cushion there.

If this is being read out, then I was unable to get back from a meeting in Abingdon, in which case, I look forward to seeing you all in December.

Makyla

Highlight Report

Reporting Period	December 2012	Assistive Technology (AT)				
Project Manager	Adam Willison	<i>This programme of work is looking to continue developing AT opportunities in Buckinghamshire. Increased profile of AT development nationally has helped to steer strategic priorities for this piece of work. Focus for Bucks is currently on developing better AT retail opportunities, particularly for self funders. We are also looking at the strategic development of health technology services and increasing general awareness of AT.</i>				
Project Sponsor	Rachael Rothero	Overall RAG Status	Schedule	Benefits/Costs	Risks/Issues	Resources
		Green	Amber	Green	Green	Green
Status Summary	The AT programme continues to progress well. The online self assessment system has been delayed due to Procurement issues which are currently being worked through. 2 out of 4 Telehealth projects have been established, with the remaining 2 in development – these will hopefully be established shortly when agreed by area leads. Accredited AT training and development offering for social and healthcare practitioners is going through pilot development phase. We will be conducting a trial run of the course for up to 16 social and healthcare practitioners to commence in January 2013.					
Developments/ Achievements this period:			Targets for next period:			
<p>1. AT retail platform – The online self assessment system has been delayed due to Procurement issues which are currently being worked through and may set the project back into new financial year.</p> <p>2. Telehealth platform- Speech therapy and vital signs projects well underway. First Speech Therapy quarterly evaluation report is due this month from Bucks New University. Vital signs system training now undertaken by 28 staff and units are starting to be re-deployed in the community. Awaiting Medication Management Lead go ahead for commencement of AT project. Smoking cessation project replaced in favour of healthy lifestyle promotion using AT which will give a wider project scope. PID is being developed for this.</p> <p>3. Raise AT awareness with key groups – Update presentation of AT training/development opportunities given at Managers General Meeting on 3/12. Bi-weekly project group have now developed an implementation plan for 16 Health and Social Care workers to undertake this course and the outcome of this pilot will help to determine and refine the approach we take to offering development opportunities to a much wider group of practitioners in the future.</p> <p>4. AT economic development opportunities – Off the back of work of ICE-T programme which has now finished, Bucks County Council have affirmed commitment to support development of AT in county and where possible, using local businesses. The work to date has resulted in being able to highlight Bucks AT work at an international level and secure an economic legacy for Bucks.</p>			<ul style="list-style-type: none"> Continue to work with Contract and Fund Manager to establish implementation plan for online self assessment function once Procurement process completed. Confirm next steps for Medication Management and Public Health projects Develop final stages training course project for social healthcare practitioners. Link with new phase of AT opportunities with Bucks businesses. 			
Items requiring management action:						
None						

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Agenda Item 3

Highlight Report

Progress Against Plan Key Milestones						
Ref	Description	Baseline Date	Forecast/Actual Date	RAG Status	Reason if not green	
	Development of AT retail offering via online self assessment function	March 12	April 13	A	Delay in Procurement process.	
	Development of a Telehealth programme of work	March 12	12-14	G		
	Social Worker and OT training programme	12-13	12-14	G		
Key Risks and Issues						
Ref	Risk	Mitigating Action			Owner	RAG
	None this month					