



Assistive Technology Partnership Board

Minutes 13 December 2012

Members in attendance:	
Adele Grass	Different Strokes Charity
Simonetta Juniper	BCC A&FW Commissioning
Margaret Morgan-Owen	Alzheimer's Society
Gwyneira Waters	Northants University
Adam Willison	BCC A&FW Assistive Technology
Others in attendance:	
Sharon Griffin	
John James	Bucks Fire & Rescue
Philip Prior	AFW, BCC

No	Item
1	<p>Apologies for Absence / Changes in Membership</p> <p>Apologies for absence were received from David Bone, Makyla Greaves and Nicole Palmer.</p>
2	<p>Minutes and Matters Arising</p> <p>Page 4- Wellbeing & Prevention Agenda Paragraph 8 – there is some duplication of funding in statutory sectors – to be amended to - there is duplication in all sectors.</p> <p>Page 6 – Environmental Controls Paragraph 4 – technology could potentially be used to reduce Social Care costs. Efficiency reports undertaken in the last 18 months</p>

evidence this. The next step is to present the reports to the Leadership Group meeting at the end of January.

Paragraph 8 – Living lamp to be amended to **Living Lab**

Page 7 – Report to the Board

The draft of the Swift report has been finalised and is awaiting sign off. The Swift report captures Service User data and costs. The data is a component of a wider strategy which is being presented to the Leadership Group at the end of January. There is local and national evidence which supports the larger scale deployment of Telecare. The use of Telecare shows a considerable reduction in the average weekly cost per care package i.e. Meals on Wheels. Feedback will be given at the February meeting.

Action: Adam Willison

3 Report to the Board

Adam Willison explained that the Highlight Report summarises the four key areas of work as follows;

AT Retail Platform

There has been the development of retail opportunities for Assistive Technology. Part of the work being done is to look at how the Authority can stimulate the retail market and increase the products available. Work is also taking place with manufacturers to look at the private retail market.

‘3millionlives’ is a national programme about transforming service delivery for people with long term conditions, and/or social care needs, by utilising Telehealth and Telecare within health and social care services. In Buckinghamshire, the Local Authority has traditionally only worked on large block contracts and there has not been any incentive to go to the private market. One of the objectives of the programme is for the Department of Health and industry to work together to develop the market and remove barriers to delivery.

The County Council have decided to procure an Occupational Therapy Assessment Programme which is an online Self Assessment Tool. The Programme is a simple form of assessment of aids to daily living i.e. key safe and pendant alarms and community equipment such as chairs and beds which can be tailored for Buckinghamshire residents i.e. height of beds etc. The system has been designed with years of Occupational Therapy experience and is completely person centred. One of the aims of the system is to try to create a new avenue for clients to resolve problems themselves. The system has been

endorsed by Trading Standards.

As this is a specialised product from limited providers, commissioning of the service was carried out via a limited tender. Quotes were received from three manufacturers and the tender process has now closed. The expected timeline is that the tender process will be completed by the end of January 2013 followed by an implementation period of 6-12 weeks. Once the tender process has been completed, a representative from the preferred manufacturer will be invited to present to the Board. Andrew Evans is leading on the implementation.

Telehealth Platform

A program of work is being created which is owned by Health which includes integrating services for Health and Social Care. Contracted providers for Health will be brought across where possible i.e. The Red Cross.

Vital Signs and Speech Therapy

The logistical problems have been resolved and all of the equipment has now been deployed. Firas Sirhan, Bucks New University is evaluating both projects (speech therapy and vital signs). The speech and language project is showing interesting preliminary results for the first quarter i.e. less practitioner time being required and increased patient therapy.

The speech therapy project has won a BHT staff innovation award and has also been shortlisted by the Royal College of Speech Therapists as an example of Good Practice.

Medications management

This project is still moving forward but there is slow progress due to the delayed decision within the medication management team.

Healthy Lifestyle promotion

A PID is being developed. Work is initially taking place with the Health Trainer Service to focus on the areas of deprivation in Buckinghamshire. The project includes looking at possibilities such as video conferencing (office to home) and automatic text prompts.

Raise AT awareness with key groups

The main area of work is the qualification and training of frontline staff to certificate/diploma/Masters level. The implementation plan for 16 Health and Social Care workers to undertake the course has been developed and the pilot will begin in January. There will be a short evaluation when the pilot has finished, following which the future training contract will go out to tender.

AT Economic Development opportunities

An International Centre of Excellence for Assistive Technology and Assisted Living has opened at Bucks New University. New projects are being trialled as a result of extra funding becoming available from BCDC and other partners. One of the next steps is to try and secure additional funding.

4 Overview of BFRS in 2012 and report on fire safety checks within Telecare assessment

Jonathan James, Community Safety Assistant, Bucks Fire & Rescue Service was welcomed to the meeting.

Jonathan began his update by explaining that the Service has moved on nationally from where it was five years ago. Bucks Fire & Rescue Service continues to evolve despite the budget cuts in excess of £4m next year. The Service is taking a closer look at how its work is being carried out and the organisations they are working with.

Bucks Fire & Rescue Service vision is to make Bucks and Milton Keynes one of the safest places to live, work and travel in.

The Community Safety department is currently working to provide Home Fire Risk Checks by educating vulnerable members of the public on how to prevent fires at home. The check also includes the fitting of a smoke alarm as required.

Members were referred to the diagram which details the main components of the BFRS (see attached). Mr James explained the following;

Response

The red 'Response' triangle refers to Firefighters, Fire Engines, Fire Stations, Urban Search & Rescue (USAR) and the Fire Control (999 service). BFRS are in the process of joining Fire Control services with Royal Berkshire and Oxfordshire Fire & Rescue Services to form one new Fire Control located in Reading.

Protection

The protection team maintain the legal enforcement for all things fire safety and that building control regulations for fire safety are followed. The protection team are responsible bringing cases to court. Protection team are also responsible for maintaining and testing of the existing fire hydrants and the positions for all new hydrants. The Unwanted Fire Signals Officer works to ensure that the number of false alarms (unwanted) is significantly reduced including AT systems linked to call centres.

Prevention

Made up of the community safety team the Service's prevention elements are covered by the Education, Road Safety, Arson and Homes officers. Fire safety education is provided across the year groups and tailored to the needs of the class. Road Safety also delivers education materials and hosts regular road safety events designed to reduce the number of incidents and build awareness.

Home Fire Risk Checks are carried out to help individuals to be safer in their own home. The checks are provided at the service users home and looks at all aspects of fire safety from cooking, electrics, smoking and candles, through to escape planning and night time check list routines.

Assistive Technology staff received training in providing the HFRC process and can fit smoke alarms as required. AT Staff can also make referrals to the Community Safety team. Fire crews undertake safety checks as part of their station routine based on request or data provided by the Homes officer. This includes the fitting of smoke alarms and the referral to other appropriate agencies such as the Falls Team (Red Cross) as required.

Mr James explained that part of his role is to manage projects and to look at the way that Bucks Fire & Rescue Service working with its partner agencies such as the Assistive Technology Partnership Board, make recommendations. Partnership Working includes supportive services, information sharing (a two way communication strategy) and referral services.

During the update, the following points were made and questions raised;

How do the Fire-fighters gain access to people's homes as part of their community work? Visits are arranged by either making an appointment directly with home owner or 'warm' calling to advise that the Fire Safety teams are in the neighbourhood. If there is a fire, the properties adjacent to the fire are visited to carry out the free HFRC's as required. In the case of larger fires, the street may be targeted to be revisited.

Adele Grass advised members of the board that the Fire Authority have visited Different Strokes, High Wycombe, during which arrangements have been made with individuals to fit fire alarms.

Mr James explained that work has taken place with Mental Health Services to try and establish a Memo of Understanding which ensures

that Fire Safety at home has been considered prior to discharge.

In Buckinghamshire the most common location for a fire to start is in the kitchen due to cooking; however the majority of fire related deaths are still contributed to by smoking materials. The number of fires caused by smoking is in decline where as the number of fires relating to candles is on the increase.

Is there is a link to be made with the Prevention & Wellbeing Partnership Board to advise about the intelligence hubs set up with GPs and the connectivity? The BFRS has an extensive strategic overview including links to the information sharing partnership. Information provided by the Local Authorities in Bucks and Milton Keynes to the BFRS Headquarters in Aylesbury is included as part of the strategic position & policy and planning.

Part of the role of the Community Safety Assistant is to interpret how to best support the community's needs and expectations which includes the valuable local knowledge of the fire crews and service practitioners.

Does this also apply to retained Fire-fighters? Retained Firefighters have access to the same strategies, policies and guidance as the full time Firefighters.

The details of the latest incidents responded are available for all to see on the Bucks Fire & Rescue website – <http://www.bucksfire.gov.uk/Bucksfire/default.htm>

Following discussion it was agreed that it was not necessary for Mr James to attend every meeting of the Board. Mr James was asked to provide a written update on the BFRS activities to the Board on an annual basis to include how patients using community equipment can access the free Home Fire Risk Checks

Action: Jonathan James

Adam Willison explained that approximately 3000 people are currently using AT systems in Buckinghamshire. He asked Mr James if there was anything that members could assist with in terms of referrals not being made and if it would be useful to carry out a small project to look at the call content in more detail i.e. the length of the call, whether the call is referred to the Red Cross or the Fire Authority, are these repeat callers and could they be targeted by a Fire Safety check.

Mr James said that he would be interested sharing any data with the Performance and Information units at BFRS as this could be useful in being able to identify trends and assist with any risk assessment data. Confirmation is to be obtained that this data can be shared and if it has

to be anonymised.

Action: Adam Willison

Jonathan added that any board member could access the free Home Fire Risk Check service via the following link;

<http://www.bucksfire.gov.uk/BucksFire/Community+Safety/Home+Fire+Risk+Checks/>

Mr James explained that in January 2012 BFRS had been tasked with identifying voluntary streams to carry out Home Fire Risk Checks. It was identified at a very early stage that British Red Cross volunteers were in frequent contact with vulnerable persons across the county.

The volunteer structure also allowed for better access to the vulnerable persons in rural locations where distance from fire stations placed additional strain on fire crews to meet their response times should an emergency occur while they were out providing HFRC's.

A pilot project was set up with the British Red Cross and 12 of their volunteers were been trained. Targets have been agreed with the volunteers in order to monitor their performance and quality of service provision. This platform with has the potential to extend to Thames valley Police Volunteers and Staff at Age UK in 2013.

Adam Willison advised that 28 call outs were made to the Red Cross in November. The cost of this to the Emergency Services would be five times the amount compared to the cost of the referrals being dealt with by The Red Cross.

Mr James explained that the national figure for the cost of a fire fatality to the Fire Service is £1.2m. Of the 11,000 emergency calls to the 999 number, 800 were true emergencies. Road Safety data shows an increase in fatalities which is of great concern.

What is the cost of a call out to the Fire Service? Mr James explained that the cost of a call out varies depending on the appliances and equipment required. The cost per incident and the cost of manpower can be calculated.

Does the Fire Authority have a register of disabled and vulnerable people in the community? Mr James explained that fire control staff have access to information by address in the event of an emergency. Typical information would identify known hazards at the address such as oxygen cylinders in use. In some instances relevant safety information is provided by Thames Valley Police.

In an emergency the fire crews carry out their duties in full irrespective of vulnerability or disability. A specific register is therefore redundant

however the scenario highlights the needs to ensure that service users, householders and vulnerable persons should have access to the Home Fire Risk Check service.

The Home Fire Risk Check service includes the need for an escape plan as well as the need to practice it and share the escape plan with all living or staying at the property. The escape plan can highlights the need to take additional precautions or provide information on what to do in the event of a fire should someone become trapped or lack the mobility to perform their own escape.

Contact details for Mr James and the Fire Service are as follows
jjames@bucksfire.gov.uk / 01296 744400

The Chairman thanked Mr James for attending the meeting and for providing a very useful insight into the Fire Authority.

5 Partner updates

Members were advised of the following Partner updates;

The Red Cross

Makyla Greaves was unable to attend the meeting and provided a written update (see attached).

Adam Willison added the following;

15,000 Buckinghamshire residents are attached to the Monitoring Centre. These clients could potentially receive a call out from The Red Cross. The challenge in 2013 is to look at how to resource and deliver these services long term. The number of fallers continues to increase steadily. Christmas was a peak period of the risk of falls due to the inclement weather.

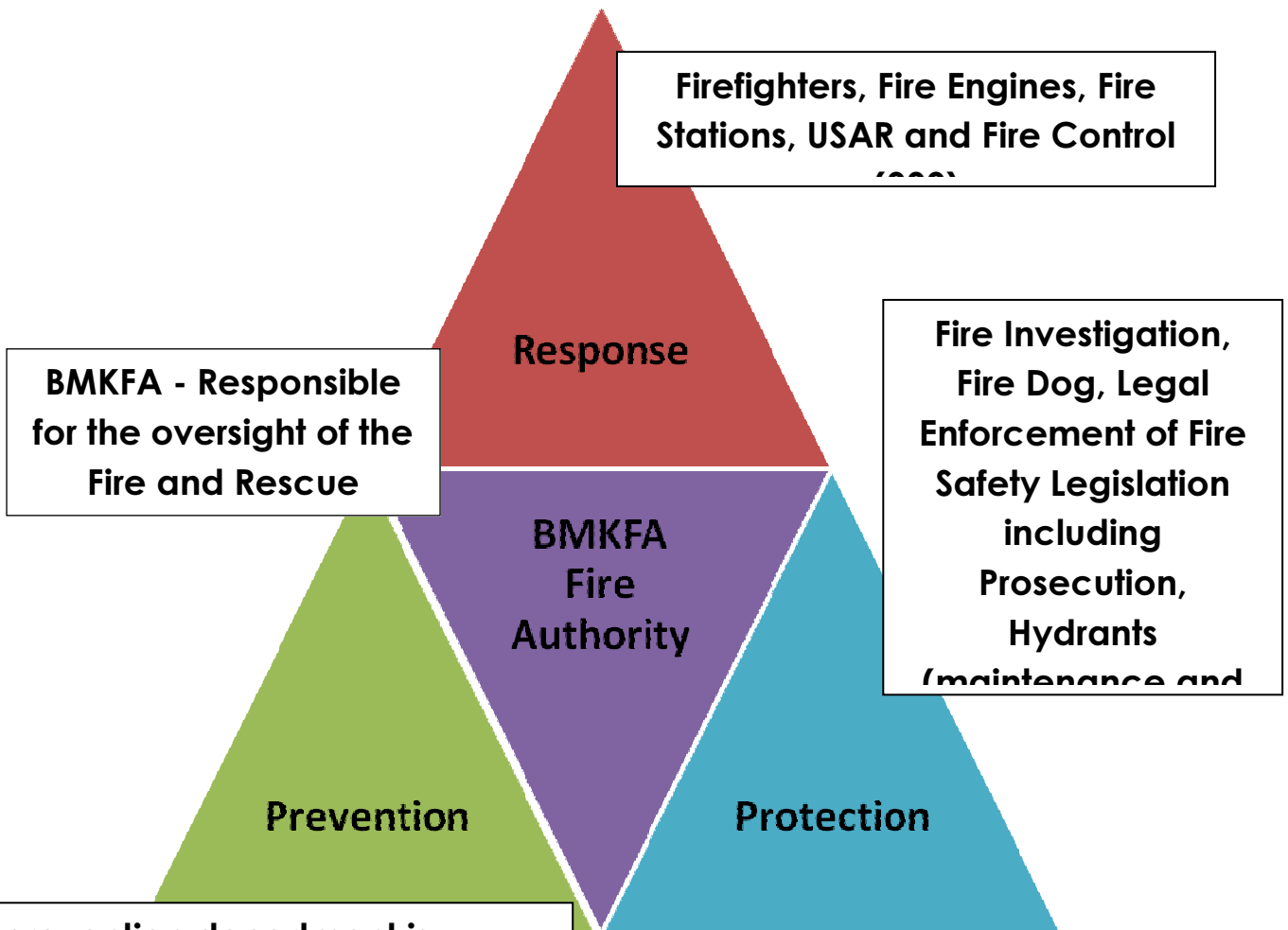
There are periods when the Monitoring Centre is unable to provide volunteer coverage. The Red Cross gives them a volunteer rota which provides 98% coverage. There is also the issue of what needs to be done beyond referral. The Falls Referrals Team only deal with people over the age of 65 years and some conditions are also excluded. Work needs to be done to plug this gap. Talks have taken place with providers such as the Fire Service to look at the possibility of joint funding.

Carers Bucks

David Bone was unable to attend the meeting and provided a written update (see attached)

	<p>Adam Willison added the following; Since the BUDDI scheme has been opened up there has been more acceptance of the scheme. The Board were asked to take the view of whether to support the scheme for another financial year. This would mean that the scheme has run for three years in total. How Carers Bucks would fund the scheme in the future also needs to be looked into.</p> <p>The Alzheimer's Society Margaret Morgan Owen advised that the Alzheimer's Society have appointed a dedicated support worker for Assistive Technology. Caroline was unable to attend the meeting and provided a written report (see attached).</p>
<p>6</p>	<p>Any other Business</p> <p>No items of other business were raised.</p>
<p>7</p>	<p>Date of the Next Meeting</p> <p>The next meeting will take place on Thursday 21 February 2013, 2.00pm, Mezzanine 1, NCO, Aylesbury.</p> <p>Date of future meetings for 2013; 18 April 20 June 22 August 24 October 19 December</p>

Chairman

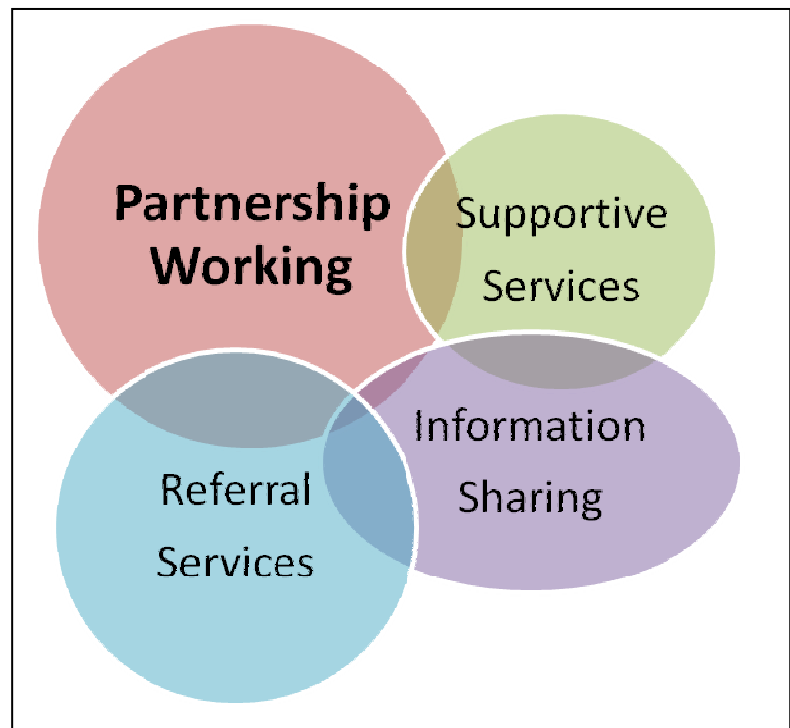


The prevention department is responsible for the development and sharing of best practice, policy interpretation, partnership working and service delivery.

Collectively arranged under the Community Safety banner are the;

- Arson Reduction
- Education
- Road Safety
- Home Safety

Departments work closely and ensure that all the themes and



British Red Cross – Update – December 2012

Dear all

Firstly, I would like to apologise for not coming along to the meeting. My household has been plagued with the sickness bug and I wouldn't want to pass this on to anyone at any time but especially so close to the festive period, so I have decided to stay away from you all.

Falls and minor emergency response has continued to be busy and we have found that with our intervention and observations, we have been able to prevent so many of our regular fallers from continuing to fall. Just by slightly moving things in the home to make access easier has made a difference to the beneficiaries.

We have been able to make sure that homes are as safe as they can possibly be.

We were called to a minor emergency after Invicta received an alert from a client indicating that there was a fault with the equipment and they were unable to get a response. The volunteers attended and soon established that there was a general power outage in the area. They reported this to EDF who were unaware of the issue and the engineers attended.

In the meantime, as there were several properties in the area that were affected and all with vulnerable adults, the volunteers made a decision to collect the Fire and Emergency Support Vehicle and return to the area so that they were able to provide warm drinks and food and they were able to hand out telephones that could be plugged direct into the phone line and did not need power to operate as well as torches. They stayed for some hours until they knew that all was well. This is just an example where the services of the Red Cross can cross over to provide additional support.

We have been able to engage with our colleagues at BCC and forward them details of clients where a possible re-assessment may be required due to a change in circumstances.

So far, well to the end of November, we are almost at 200 calls that we have attended this year. On one day recently we went out 6 times!

My volunteers are as passionate about the falls service now as ever they have been.

I am looking to recruit even more dedicated volunteers in the New Year so that we can maximise our resilience and the plan would be to have 3 teams available 24/7, one above the 2 we currently have now.

I am looking to hold a training day in the New Year and use it as an opportunity to invite representatives from other organisations so that they can talk to the volunteers about different medical conditions, e.g. Multiple sclerosis, Huntington's and Parkinson's to name but a few. If anyone would like to be included in this and be given an opportunity to pass on what could be vital information for the benefit of attending volunteers then please let me know.

As always, it is a privilege to be part of the Assistive Technology Partnership board and to work in partnership with some amazing organisations.

Best wishes to you all for Christmas and 2013 and I look forward to meeting up with you all soon.

Regards

Makyla

Carers Bucks**Report for Assisted Technology Partnership Board****13th December 2012**

The Tele care Awareness Programme continues to be popular and 70 people have been seen since the last A T board meeting in October.

I demonstrated Telecare & Stand Alone equipment at Green Park recently as part of a Corporate Training Session for Bucks County Council.

I also gave a carers prospective on the benefits of having the equipment and gave examples of how it has helped carers and the people they care for.

Talks to hospital patients are well received. The day unit has closed at Wycombe General and patients have been transferred to Amersham Hospital, Drake Unit and I have been asked to do a talk this week.

I have now been filmed and interviewed on Assisted Technology at Carers Bucks for a DVD. Once editing is finished the film is going on to the website.

We have found that a range of different formats are being used by GP surgeries for their T V displays/screens and this may prevent us being able to show in all practices.

BUDDI: The 2 units have been returned from their travels abroad and I'm pleased to report neither family had an emergency and so no contact was made with Buddi Control

The unit supplied to the young man going to college has been a great success and we extended the loan period. The family are now considering buying Buddi for their son.

The family contacted us to see if we could provide information of specific times and dates of location and movement of their son.

The taxi company that provided transport to and from college for the young man failed to collect him on a certain day and claimed they did attend the college but he was not at the usual collection point. **The Buddi records proved that he was at the correct place at the agreed time for pick up. A copy of the record was given to the family.**

Currently I am dealing with 4 referrals for Buddi, all for dementia cases.

David Bone
Assisted Technology Community Rep
For Carers Bucks

The Alzheimer's Society

Actions taken:

- Advised carers and people with dementia at Carer Support Groups and Dementia Cafes about Assistive Technology.
- Spoken to carers about the positives and negatives of using Telecare products – I am in the process of writing up this information.
- Visited the Telecare flat in Downley. Met with Paula Brown.
- Discussed the opportunity for people with dementia and their carers to visit the Telecare flat at Dementia Cafes and Carer Support Groups
- Researched Telecare products and information/leaflets that are used in other areas i.e. other County Councils; however the range of products available seems to be the same as in Bucks.
- Asked carers for suggestions for Telecare products which are not currently available, for instance any problems around the home which cannot at present be helped by Telecare, and looked into whether these products are available elsewhere. Again I am currently recording my findings.
- Researched products that are currently available through either NRS or other companies such as www.atdementia.org.uk that we could sample and trial with our carers and people living with dementia.
- Attended the Telecare workshop at the Dementia Care Conference at the Bucks New University.
- Plans for the coming month
- Visit Makyla Greaves at the Red Cross to find out more about the Help at Home Scheme.
- Meet with Annette Hadden-Silver, Occupational Therapist and lead on Assistive Technology for some further information.

Arrange visits to the Telecare flat.

- Look into what other Alzheimer's Society areas are currently offering in terms of Telecare and Assistive Technology.
- Continue to gather information from carers/people with dementia regarding the effectiveness of Assistive Technology and the benefits and disadvantages.
- To continue researching into Telecare products which may be helpful for people living with dementia.
- Continue writing up my report.

