

# Health and Wellbeing Board

11 January 2023

## Assistive Technology and the Integrated Care Record

### Recommendations

That the Health and Wellbeing Board

1. Note the update on improving and increasing the offer of assistive technology to Warwickshire residents to support prevention, early intervention and people with long term / complex needs; and
2. Note the update on the Integrated Care Record and how this technology enables health and social care staff and practitioners to have a more joined-up view of an individual's information to help them give better, safer care.

### 1. Executive Summary

- 1.1 Warwickshire County Council published an Assistive Technology Statement of Intent in 2018. The Statement of Intent highlighted three priority areas to improve and increase the assistive technology offer to customers across Warwickshire:
  - Priority 1: Prevention - Technological solutions that empower people to enhance their own independence and well-being
  - Priority 2: Early intervention - Technology that supports people to stay independent at home for longer and to access the community, education or employment.
  - Priority 3: Long term/complex needs - Technology that helps support people with complex/long term conditions or health needs (telehealth)
- 1.2 Since publication of the Statement of Intent, a number of pilots and assistive technology schemes have been introduced to progress the ambitions outlined above. This paper, and the slides at Appendix 1, include some examples of the assistive technology being made available in Warwickshire across each of the priority areas of the Statement of Intent.
- 1.3 Evaluation of pilots has identified a number of challenges which need to be considered in improving access to assistive technology. These include:

- A need for culture change with customers and professionals to engage with non-traditional self-management solutions. Linked to this, it takes time for people to adopt new technologies.
- There needs to be consideration of how different technologies work together, and a greater consideration of what can be installed on personal phones.
- The new national analogue to digital switchover is due in 2023, when many analogue phone services will no longer be available for use. Whilst this transition period, until the final switchover deadline in 2025, will have an impact on care technology, it will also provide opportunities for the use of technology to offer greater input into the understanding of health and care for customers. Within the coming months, the Council will be upgrading its assistive technology equipment to digital solutions, further enhancing the benefits for customers health and wellbeing.

### Integrated Care Record

- 1.4 The Coventry and Warwickshire Integrated Care Record (ICR) is an electronic, confidential, health and care record for people living in Coventry and Warwickshire, which brings together separate records from different organisations involved in an individual's health and social care. It lets professionals see relevant information about the care and treatment an individual has had or is currently receiving across all services. The roll out is essential to the delivery of the key priorities within the Coventry and Warwickshire Health and Care Partnership (HCP) and forms part of the HCP 5-year Digital Strategy.
- 1.5 Within Warwickshire County Council:
1. Relevant adult social care information from Warwickshire County Council has been shared since January 2022.
  2. In March 2022 Adult Social Care and Support staff and practitioners started using the ICR, accessing relevant health information.
  3. A project is in place to extend the Integrated Care Record to Children and Families' during February and March 2023.

## **2. Financial Implications**

- 2.1 The pilots and schemes outlined in this paper have been funded by partners across Warwickshire and Coventry. There is the potential to reduce costs over time and evaluation of the impact of the pilots will be required in order to determine the long-term requirements.
- 2.2 In November 2020 Warwickshire County Council allocated £613k from the Corporate Investment Fund to deliver the Integrated Care Record in Warwickshire for Adults, with the project being extended to include under 18s and Children and Families. The funding included the IT development costs and licence fees for the first 5 years of use. The project has been across Adults and Children's Social Care with annual licence fees of c£66k. After 5 years, when the investment funding ceases, this will need to be funded by

revenue from within the two services. This will not be before 2025/26 and budget will need to be identified ahead of this.

### **3. Environmental Implications**

- 3.1 There is the potential for some assistive technology solutions to reduce the need for travel, for example remote monitoring. The environmental implications of each of the pilot schemes will be considered within the evaluation.

### **4. Supporting Information**

- 4.1 There are a range of assistive technology pilots and schemes that have been introduced across the three priorities within the Statement of Intent.

#### Priority 1 - Prevention

- 4.2 Kooth, which delivers a digital, mental wellbeing, early intervention, and prevention service available for those aged 11 up to 25, was commissioned in 2021 across Warwickshire and Coventry in response to an increasing number of young people self-harming, ending their own lives and presenting to mental health services and acute settings in crisis. This offer compliments the wider Coventry and Warwickshire Children and Young people's Emotional Wellbeing and Mental Health service, currently delivered by Coventry Warwickshire Partnership (CWPT)<sup>1</sup> and known as Rise and was supported with financial contributions from the ICB. Since its introduction in 2021, Kooth has widely enhanced the early intervention and prevention offer across Coventry and Warwickshire and has helped to manage the increased demand for emotional wellbeing and mental health support.
- 4.3 The new Wellbeing for Warwickshire collaborative partnership, which launched in April 2022, comprises a combination of methods for adults to access support around mental health and wellbeing. This includes Qwell, a standalone anonymous digital platform, which is available on any web-enabled, internet connected device (including laptop, smart phone, tablet) 24/7, 365 days a year. The service includes features such as messaging, forums, magazine articles and scheduled and 'drop-in' counselling sessions that take place between midday-10pm, Monday-Friday and 6pm-10pm Saturday and Sunday; counselling also occurs 365 days a year.
- 4.4 Four software applications have been piloted across Warwickshire and Coventry to evaluate their potential to support young people with autism to self-manage their needs following a mental health hospital discharge, or to avoid admission in the future. These are Brain in Hand, Molehill Mountains, Champions of the Shengha (Pro) and Lumi Nova – Tales of Courage. An initial evaluation of these pilots found that they were more suitable to support

---

<sup>1</sup> <https://cwrise.com/>

young people with lower levels of need, rather than those with very poor mental health and wellbeing. The evaluation also highlighted the need for culture shift to engaging with non-traditional self-management digital support solutions. A self-referral programme to these applications is being introduced from January 2023.

### Priority 2: Early Intervention

- 4.5 The Warwickshire Integrated Community Equipment Service currently incorporates assistive technology within the community equipment offer, through the provision of a Lifeline service. Lifeline is a pendant alarm along with selected sensor devices that are worn by or placed within a customer's home to enable early indication, prevention and monitoring of a person's health and wellbeing. An alarm can be raised to a call centre that will notify next of kin or emergency services for a response, whilst sensors can monitor and detect when a person may require intervention such as experiencing a fall or seizure.
- 4.6 South Warwickshire Place identified an opportunity to use the Tribe application to help further develop support for vulnerable and isolated people who are more at risk following Covid-19 through making it easy to find local support providers, community groups and voluntary services. Tribe is being piloted with two groups: over 55 year olds living in extra care in Leamington and new parents in Shipston and surrounding villages.
- 4.7 The TEC (Technology Enabled Care) pilot started in February 2022 with 30 people who were discharged from George Elliot Hospital to North Warwickshire and Nuneaton and Bedworth areas. A set of monitoring sensors placed in people's homes to record activity such as mobility, nutrition and hydration levels. Case studies have shown the technology can identify a need for targeted support with nutrition and hydration due to self-neglect as well as ensuring the safety of people who frequently leave their property whilst offering reassurance to their family.
- 4.8 The Together We Grow pilot was launched in April 2022 to support 14 people with learning disabilities to develop a personalised programme to meet personal outcomes and goals that will promote independence. An interactive tablet is used to promote a person/s independence and improve independent living skills using apps, videos and prompts which are personally tailored to their individual needs. This could include prompting to take medication, having a shower, make a telephone call or video instructions to make meals.

### Priority 3: Long Term / Complex Needs

- 4.9 The Virtual Care team have implemented Remote Monitoring for patients at home with Long Term Conditions (LTC), across Coventry and Warwickshire. This proactive remote care enables prevention of admissions, reduction in hospital and GP appointments and empowers the patient to enable management of their care with timely support. All supports the reduction of

load on the hospitals and Primary Care, improving patient flow and optimising capacity.

- 4.10 The parameters utilised within the digital technology are reviewed clinically enabling personalised care, tailoring the support from the ICC hub and triaging the alerts to activate an intervention where required within 2 hours. The frequent observations also enable longer term mapping of the long term condition, which further benefits the quality of personalised care.
- 4.11 The two main conditions currently supported are Chronic Obstructive Pulmonary Disease (COPD) and Heart Failure, with current expansion into other areas such as palliative care and continuation into other conditions within respiratory.

#### The Integrated Care Record (ICR)

- 4.12 The NHS Five Year Forward View set out that the traditional divide between hospitals, GP practices, community-based care and social care is increasingly a barrier to providing personalised and joined up services to people. The publication of Local Digital Roadmaps in 2016 across the NHS and Local Government indicated high levels of ambition for making better use of information for health and care. The Coventry and Warwickshire ICR is one element of the local response to this.
- 4.13 Implementation of the Integrated Care Record across health and social care commenced in 2021. Initially implementation was focussed on sharing information for adults (people aged 18 or over). Work has now commenced to extend it and the associated benefits to Children and Young People (under 18s). The IT development and infrastructure that has been implemented will enable further information sharing opportunities between health and social care to potentially now be able to be progressed in the future.
- 4.14 The organisations currently taking part in the programme are:
- GP practices within Coventry and Warwickshire
  - Coventry and Warwickshire Partnership NHS Trust
  - University Hospitals Coventry and Warwickshire NHS Trust
  - George Eliot Hospital NHS Trust
  - South Warwickshire NHS Foundation Trust
  - Coventry City Council
  - Warwickshire County Council
  - West Midlands Ambulance Service University NHS Foundation Trust
- 4.15 Health and social care professionals are able to see appropriate information from an individual's records. Benefits to the individual include:
- not having to repeat their details every time they need care
  - better and potentially, faster treatment as the professionals caring for them will be able to quickly see their records
  - not having to explain their social care support to health professionals

- clinicians being able to see what medications they're taking, what they've taken in the past, and if they have any allergies – making your treatment safer.

It will also continue to make treatment more effective for anyone needing care for COVID-19 for example, thanks to the fast availability of information about any pre-existing conditions they might have and their medications.

4.16 Individual's do have the 'Right to Object' - the ability to opt out of their information being shared across health services and/or with social care.

## 5. Timescales associated with the decision and next steps

- 5.1 The following project milestones are in place for the Integrated Care Record:
- By end of January 2023 - Inclusion of relevant Children and Families information for under 18s in the ICR for use by health staff
  - By the end of March 2023 - Children and Families' practitioners and staff to have access to relevant health information in the ICR.
  - On-going activity – Continuing to embed the ICR in health and social care practitioners and staff development and practice (for Adults and Children and Families) to maximise the benefits for individuals and our workforce.
  - April 2023 onwards – Potential further development of the ICR.

## Appendices

Appendix 1 - Slides describing the assistive technology offers

Appendix 2 – Update on Docobo

## Background Papers

1. For more information on the Integrated Care Record please refer to <https://www.happyhealthylives.uk/staying-happy-and-healthy/digital/integrated-care-record/what-is-an-integrated-care-record/>

	Name	Contact Information
Report Authors	Dee Sage, Alison Cole, Amanda Fawcett, Rachel Briden	deesage@warwickshire.gov.uk, <a href="mailto:alisoncole@warwickshire.gov.uk">alisoncole@warwickshire.gov.uk</a> , <a href="mailto:amandafawcett@warwickshire.gov.uk">amandafawcett@warwickshire.gov.uk</a> , <a href="mailto:rachelbriden@warwickshire.gov.uk">rachelbriden@warwickshire.gov.uk</a>
Assistant Director and Chief Commissioning Officer (Health and Care)	Becky Hale	<a href="mailto:beckyhale@warwickshire.gov.uk">beckyhale@warwickshire.gov.uk</a>
Strategic Director for People	Nigel Minns	<a href="mailto:nigelminns@warwickshire.gov.uk">nigelminns@warwickshire.gov.uk</a>
Portfolio Holder for Adult Social Care & Health	Councillor Margaret Bell	<a href="mailto:margaretbell@warwickshire.gov.uk">margaretbell@warwickshire.gov.uk</a>

The report was circulated to the following members prior to publication:

Local Member(s):

Other members: