

## Introduction

Assistive technology is a broad term used to describe a range of different sensors and small pieces of equipment that can monitor, detect and support with a persons health and wellbeing. Technology advances at a rapid pace and not only includes traditional sensors but now can make use of everyday tools such as Alexa to interact and support with a persons health and wellbeing.

Warwickshire County Council currently commission a Lifeline Service which includes a pendant that is worn by the customer, along with optional monitored sensors to support with areas of health, wellbeing and daily living. Across Warwickshire just over 1000 people currently access this service.



Bed Sensor



Epilepsy Sensor



Medication  
Dispenser



The Council is keen to promote the opportunities and benefits of assistive technology as part of early intervention approaches as well as the benefits technology solutions can bring to complementing more formal methods of care.

Commissioning arrangements will be reviewed in early 2023 to explore how the assistive technology can be enhanced and promoted further across Warwickshire.

## Assistive Technology Pilots

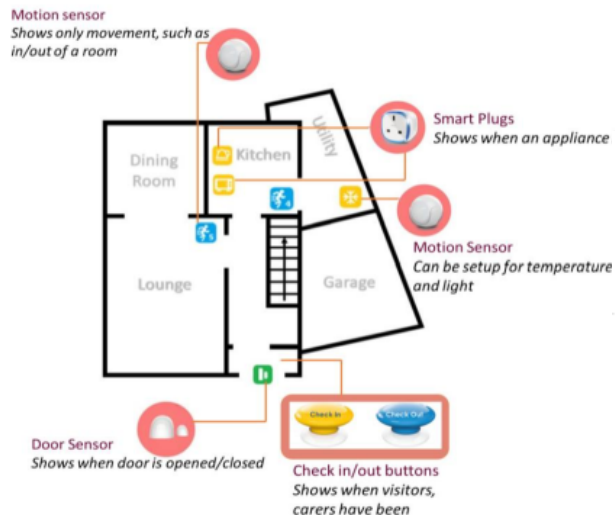
### TEC Me Home Pilot

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 peoples homes to record activity such as mobility, nutrition and hydration levels. Practitioners and families were able to easily see progress and changes in patterns of behaviour through a dashboard. The system identifies lifestyle alerts for anything it senses out of the 'norm' for that individual that carers and family can then consider. Examples – not switched kettle on

Outcomes for the pilot:

- Utilising peoples strengths to complement existing services and enhance physical health and wellbeing
- Preventing increased need for statutory services
- Supporting increased access to the local community
- Collaborative approach between housing, health and social care



I can see the carers have been



## Assistive Technology Pilots

### TEC Me Home Pilot

TEC Me Home AT Pilot with Cascade 3d Connected Care System is showing how the latest technology can work for people in Warwickshire, it can support to reduce the barriers and fear of using technology to support with care and provides informal carers with new tools and access to support their role and improve their own health and wellbeing.

So far informal carers have reported regularly looking at the dashboard to check on their family member, such as before they go to sleep, when they are on holiday or if they are unable to contact them on the phone.

Case studies have shown the technology to 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.

"Thank goodness someone has created it, I'm so grateful for the reassurance"

"The system has become more accepted the longer it has been in."

"My sister lives far away so this will help her be part of dad's care. Seeing the floor plan and where the sensors are in the house is a good idea."

"Dad said he was making himself teas throughout the day but we can see he hasn't as the sensor shows the kettle has not been used"

"I check the dashboard of an evening, it gives me such peace of mind."

Door sensors



Smart plugs



Motion sensors



## Assistive Technology Pilots

### Together We Grow Pilot

This 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.

Interactive tablets that can allow a range of apps to be installed to promote a person's independence and improve everyday skills using apps, videos and prompts which are personally tailored to their individual needs.

This could include:

- Prompting for example to take medication, having a shower, make a telephone call
- Video instructions for example to make meals

Outcomes for the pilot:

- Utilise a strength based approach to promote self choice and control over their lives and support received
- To gain an evaluation of the outcomes that can successfully be achieved through an interactive digital service
- To support increased access to the local community
- Collaborative approach between housing, health and social care



## Assistive Technology Pilots

### Together We Grow

The Together We Grow pilot has proven to enable and support people with learning disabilities to live confident and independent lives.

As customers gain confidence or independence levels increase, such as moving to new accommodation, the technology can be adapted and updated with new apps or prompts to ensure it always meets their needs.

Five case studies from the pilot have been supported with a move to college/university or into supported living.

Mood assessment apps have been used for two customers to monitor customers wellbeing and raise alerts to carers if needed. So far this has shown to be working well.

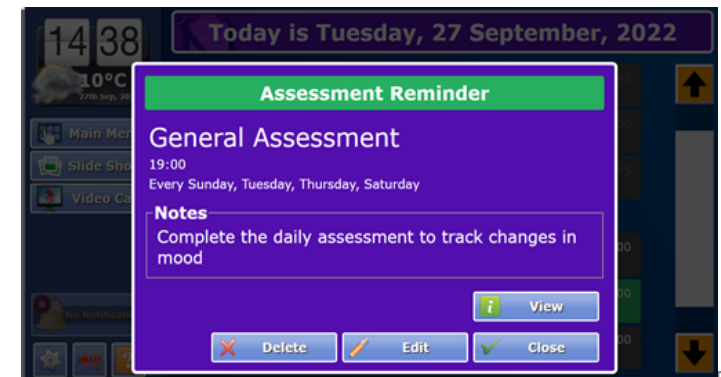
The pilot has also led to some lessons learnt for future work with assistive technology:

- To make sure systems are interoperable and can work with each other
- To make sure systems can be accessed on mobile phones as well as tablet devices
- To consider the length of time for implementing new technology and engaging with target groups.

I use it for everything... I don't rely on anyone else for anything now... I will want to keep using it for the foreseeable future



Case Study: Customer was living with daughter but now lives alone. Was initially very intimidated by technology but now uses to check prompts for medication, meals, caring for pet and has a daily mood assessment tool. She can video call her daughter and is enjoying games like Patience!



## Introduction

Coventry and Warwickshire, Birmingham and Solihull, and Herefordshire and Worcestershire have localised plans for implementation of a 'Shared Care Record'. The three ICS areas cover a population of 3.1m with a total of thirty-eight lead organisations – nine lead partner organisations in Birmingham and Solihull, twenty lead partner organisations in Hereford & Worcestershire, and nine lead partner organisations in Coventry & Warwickshire involved. The Shared Care Record is locally called the:



- **Coventry and Warwickshire Integrated Care Record (ICR)**
- Birmingham and Solihull Health Information Exchange
- Herefordshire and Worcestershire Integrated Care and Wellbeing Record

The 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, and forms part of the Health and Care Partnership's 5-year Digital Strategy.

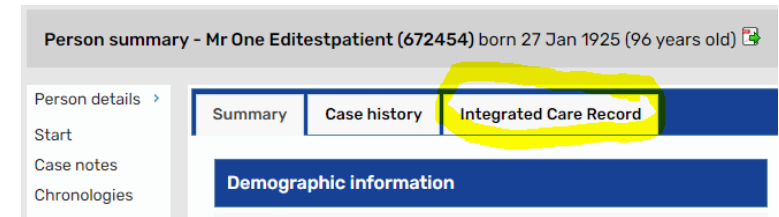
## [Video - The Integrated Care Record Purpose and Benefits](#)





## How easy is it to use and access relevant information?

For social care staff the ICR is launched from within Mosaic (the Social Care case management system), when in a customer's record

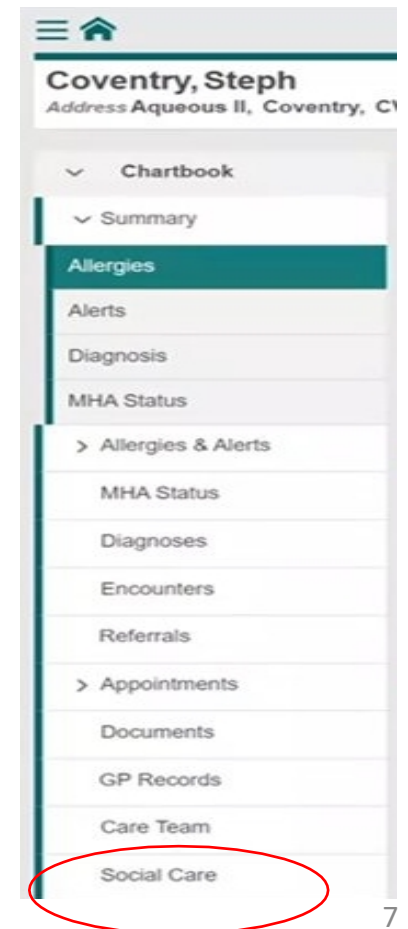


As well as demographic information the following health information is now shared with social care:

- ✓ GP Details
- ✓ Details of other health professionals working with the customer
- ✓ Allergies and alerts
- ✓ Family, illness, and social history
- ✓ Medication
- ✓ Current illnesses and diagnoses
- ✓ Electronic discharge documents
- ✓ Care Plans
- ✓ Contacts the person has had with health services

NHS staff are also now able to see the following Adult Social Care information

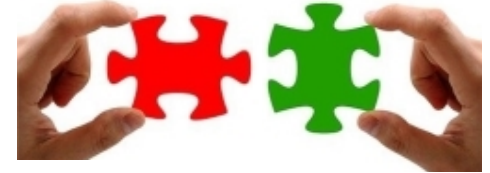
- ✓ Address and Contact Details
- ✓ Next of Kin
- ✓ Service User Group (e.g. Learning Disabilities, Physical Disabilities or Sensory Services, Older People)
- ✓ Any communication Needs
- ✓ Name of the allocated worker or team
- ✓ If the person has a support plan and basic details about this
- ✓ The date of Care Act Assessments for the last two years
- ✓ If there is an active safeguarding enquiry or safeguarding plan (including self-neglect)



## Progress to date

There are two parts to implementing the ICR in each partner organisation:

1. **Sharing** relevant health or social care information, and
2. **Viewing** the information shared and embedding into practice



The initial focus for all partners was on sharing information relating to adults (18+).

- Adult Social Care and Support Teams in Warwickshire County Council started sharing relevant social care information for 18+ in January 2022 and gained access to the health information in the ICR in March 2022. During week ending 7th November 2022, the ICR was viewed 122 times by social care teams, relating to 102 individual customers.
- The focus has now moved to under 18s, with an aim to start sharing and using relevant information during January to March 2023.

## Current roll-out plan

All partners (with the exception of West Midlands Ambulance Service which is planned for Nov/Dec 22) are now sharing relevant information into the ICR for people aged 18+. In addition, GPs and Coventry and Warwickshire NHS Partnership Trust are also sharing information for under 18s.



# South Warwickshire Place Partnership

An illustration of two people. On the left is an older woman with short grey hair and glasses, wearing a pink turtleneck and holding a teal smartphone. On the right is a younger woman with long brown hair and glasses, wearing a blue sweater. They are standing against a background of blue and teal geometric shapes.

**Cycling Group**  
340 meters

**Lewis**  
500 meters

**Dementia Café**  
180 meters

# Key Priority: Covid 19 Recovery

South Warwickshire Place identified an opportunity to use the Tribe 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.



# South Warwickshire Tribe Pilot sites

Two distinct cohorts and areas within South Warwickshire have become early adopters to test and develop Tribe's potential. Tribe is currently being populated by Support Providers, Community Groups and Voluntary Services.

- 1) Over 55s cohort at Queensway Court Extra Care Facility in Warwick - supporting increased access to services that may help prevent health deterioration.
- 2) New parents in Shipston and surrounding villages - with particular focus on mental health and new parents who did not have access to usual services due to lockdown and high number of covid cases.

Place is working with Bronze Labs and Public Perspectives to evaluate the pilots and inform next steps and potential wider rollout. Partners include, WCC, SWFT, WCAVA, Bernados, Parentlink, Age UK, Orbit, Stour Heath & Wellbeing Partnership,

**One** phone number. **One** web address.

0800 616171 | wellbeingforwarwickshire.org.uk

**Wellbeing for Warwickshire**

An open door to supporting your mental health

**No door is the wrong door. This means:**

for digital visitors  
for telephone visitors  
for physical visitors

} Simple initial triage step

1

**"I need information"**

Self-help and signposting; public health information and information about health inequalities; national and local campaign information; physical health information; employment and vocational support information.

Information you need to self-help, as appropriate

2

**"I need some support"**

Community engagement; physical wellbeing; building social connections.

**"I need to talk"**

24/7 helpline; 24/7 digital counselling, webchat, messaging; outreach support interventions; wellbeing hubs.

**"I want to learn"**

Wellbeing groups and courses; generic and focussed workshops; themed information guides; self-guided courses and resources.

If appropriate, accessing universal interventions to build resilience and promote wellbeing

3

**"I need personalised support"**

Peer support and peer-led initiatives; one-to-one sessions; drop-ins; supported community participation; detailed and themed workshops – in support of identified need.

If appropriate, accessing targeted prevention and early intervention, and appropriate signposting

4

**"I need help with the next step"**

Co-ordinated approach via supported referral pathways to external providers; agreed step-up/step-down pathways; supported signposting.

If appropriate, support access to intensive/specialist support



Collaborative partnership lead  
Mental health support across  
Coventry and Warwickshire



24/7 specialist support line for out-of-hours  
support – phone, text, email,  
social media and live chat



Providing supported living services  
to adults in their community



Online app platform providing  
community and professional support,  
advice, tips and personal testimonies



Comprehensive mental health  
services across South Warwickshire

Screenshot of Wellbeing for Warwickshire website

Watch the video outlining the offer here:

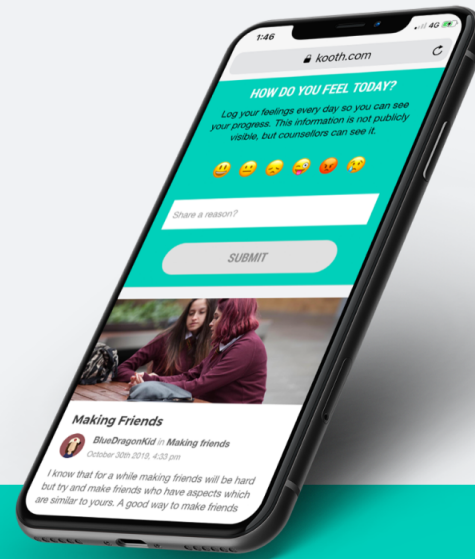
<https://www.youtube.com/watch?v=RI8wM6YVR6Y>

# Your online mental wellbeing community

Free, safe and anonymous support

► [Watch our Kooth video](#)

[Join Kooth](#)



## Just some of the things you'll find on Kooth



### Articles

Helpful articles, personal experiences and tips from young people and our Kooth team.



### Discussion Boards

Start or join a conversation with our friendly Kooth community. Lots of topics to choose from!



### Chat with the team

Chat to our helpful team about anything that's on your mind. Message us or have a live chat.



### Daily Journal

Write in your own daily journal to track your feelings or emotions and reflect on how you're doing.

Screenshot of Kooth website [www.kooth.com](http://www.kooth.com)

Watch the video outlining the offer here:

<https://www.kooth.com/video>

Click to navigate:

about

settings

case studies

mission

research

careers

contact

## You on your best day

Manage life's bumps in the road, the unexpected and unfamiliar, with simple digital tools and real human support just when you need it.

Brain in Hand is your link to the organised, calm, in-control you who knows exactly what to do when things get difficult. It's with you every step of the way, helping you to solve problems, stay on top of things, and manage anxiety so you can achieve your goals.



## The integrated Brain in Hand system

Brain in Hand is a digital self-management support system for people who need help remembering things, making decisions, planning, or managing anxiety. It's not condition-specific, but is often used by people who are autistic or managing anxiety-related mental health challenges. Combining practical human support and digital self-management technology, Brain in Hand helps people live more independently.

Screenshot of brain in hand website <https://braininhand.co.uk/>