

Report - Major Review - Working Title: Assisted Living Technologies Review

Committee name	Families, Health and Wellbeing Select Committee
Officer reporting	Anisha Teji, Corporate Services and Transformation
Papers with report	Scoping Report - Working Title: Assisted Living Technologies Review
Ward	All

HEADLINES

The Committee will consider the second witness session focussing on Assisted Living Technologies from a service provider perspective. Members will hear evidence from service providers and have the opportunity to ask any questions.

RECOMMENDATIONS:

That the Committee hears evidence from the witness session and asks questions of those present.

SUPPORTING INFORMATION

At its meeting on 3 June 2021, the Committee received the draft scoping report for its major review on Assisted Living Technologies (ALT). Members considered the scoping report and agreed to commence the witness session programme.

The agreed Terms of Reference for the review are set out below:

1. To understand the Council's current offer with regard to Assisted Living Technologies;
2. To understand the demand and take up of services and explore the limitations residents encounter in accessing Assisted Living Technologies;
3. To explore the national setting and best practice around the implementation of ALT within local authorities and amongst the care sector;
4. To assess the ALT work that is currently taking place across Adult Social Care and to explore possible areas for improvement and future development by both inhouse and external care providers;
5. To review how the current Telecare Line service works from end to end and suggest ways by which the installation and repairs process could be streamlined;
6. To explore any lessons that may have been learnt in relation to ALT following the Covid-19 pandemic;

7. To influence or propose any emerging Council plans, guidance or policies with respect to the use of ALT;
8. Subject to the Committee's findings, to make any conclusions, propose actions, service and policy recommendations to the decision-making Cabinet.

Review update

At the meeting on 27 July 2021, the Committee commenced its first witness session as part of the review. Members heard from The Head of Business Delivery & Support and the Community Development Manager and had regard to the information report entitled 'Review of Assistive Living Technology'. The first witness session focussed on establishing and creating an understanding of the current ALT local picture, objectives and future aims in Hillingdon.

Following witness session one, Members decided that it would be beneficial hear from service users in a session outside the usual Committee meetings to allow users to speak openly in an informal setting. It was therefore agreed that an informal witness session would be arranged to consider the views of service users outside Committee meetings. Democratic Services would take steps to arrange this session and communicate details with Members in due course.

On 11 August 2021, some Members of the Committee undertook a site visit to one of the Borough's extra care settings, Park View Court. Given the nature of the settings and current climate with the pandemic, only a selected few Members and officers undertook the site visit Members. The site visit was informative and was a good opportunity to consider the practical settings of a facility that used ALT. Members and officers present at the site visit will provide feedback from the session at the meeting.

A virtual headset training session has also been proposed and Democratic Services will confirm details for this session in due course.

At the meeting on 8 September 2021, the Committee will hear from service providers. The witnesses are yet to be confirmed and will be communicated once confirmation has been received.

Implications on related Council policies

The role of Select Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

None at this stage, pending any findings approved by Cabinet.

Financial Implications

None at this stage.

Legal Implications

Classification: Public

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None at this stage.

BACKGROUND PAPERS

See Scoping Report.