

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 Notes from the witness session with service providers on 8 September 2021
Ward	All

HEADLINES

The Committee will consider the third 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.

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. 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 provided feedback from the session at the meeting on 8 September 2021.

Following the Committee's decision that it would be beneficial to hear from service users in a session outside the usual Committee meetings to allow users to speak openly in an informal setting, an informal meeting was set up on 13 September 2021 at the Civic Centre. At that meeting, the Committee heard from a number of service users' organisations including:

- Hillingdon MIND
- H4All
- Alzheimer's Society
- Carers Trust
- Hillingdon Autistic Care Services (HACS)
- Hillingdon Carers Partnership
- Comfort Care Services

This session focussed on the service user perspective identifying areas that worked well and challenges. Key points noted from the meeting can be found at appendix A.

Witness session on 26 October 2021

At the meeting on 26 October 2021, the Committee will hear from service provider organisations including:

- Buddi – a technology company that focusses on providing peace of mind by enabling people to live independently in their own homes for longer.

- Apello – technology company that has developed products such as a monitored personal emergency alarm to enable people to lead independent and fulfilled lives.
- Tunstall – technology company that uses technology to support those requiring care and health intervention to live independently in their chosen home setting. Solutions enable independent living by defining new models of care and creating globally connected healthcare solutions.

The aim of the session is to provide an overview of their products and some insight into how it benefits residents.

A virtual headset training session has also been scheduled for 26 October 2021 prior to the Select Committee meeting. Members will be guided through a range of experiences, have an opportunity to use the headsets and gain an insight into what a person with dementia and autism experiences.

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

None at this stage.

BACKGROUND PAPERS

See Scoping Report.