

MAJOR REVIEW - WORKING TITLE: ASSISTED LIVING TECHNOLOGIES REVIEW

Committee name	Families, Health and Wellbeing Select Committee
Officer reporting	Anisha Teji, Democratic Services
Papers with report	Review Scoping Report / Minute extracts
Ward	All

HEADLINES

Having heard from a number of witnesses in relation to the Committee's review of Assisted Living Technologies in Hillingdon, the Committee will now have an opportunity to discuss the findings of the review and consider possible recommendations.

RECOMMENDATION

That the Committee discuss the findings of its review of Assisted Living Technologies in Hillingdon and consider early draft recommendations in relation to the review.

SUPPORTING INFORMATION

Timeline of the review

To assist Members, this report sets out a timeline of the review.

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.

The following witness sessions took place and relevant minute extracts are given for these for reference.

<p>Witness Session 1 – Establish Understanding of Current ALT Local Picture, Objectives and Future Aims</p>	<p>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.</p>
<p>Witness Session 2 – Site Visit to Park View Court</p>	<p>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 provided feedback from the session at the meeting on 8 September 2021.</p>
<p>Witness Session 3 – Informal Meeting with Service Users</p>	<p>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 service users organisations including:</p> <ul style="list-style-type: none"> • Hillingdon MIND • H4All • Alzheimer’s Society • Carers Trust • Hillingdon Autistic Care Services (HACS) • Hillingdon Carers Partnership • Comfort Care Services <p>This session focussed on the service user prospective identifying areas that worked well and challenges. Key points noted from the meeting can be found at appendix A.</p>

<p>Witness Session 4 – Technology Demonstration</p>	<p>On 26 October 2021, Members received a virtual headset training session prior to the Select Committee meeting. Members were guided through a range of experiences, had an opportunity to use the headsets and gained an insight into what a person with dementia and autism experiences, as well as some child trauma experiences. Members found the session to be powerful and insightful. An additional session was held with the Cabinet Member for Families, Education and Wellbeing and Cabinet Member for Health and Social Care on 2 November 2021. An overarching project plan is being drafted with details of what training has already been delivered, who has been trained, which other service areas are due to be trained and where else the training could be used, along with evaluations and outcomes.</p>
<p>Witness Session 5 – Input from Technology Providers</p>	<p>At the meeting on 26 October 2021, the Committee also heard from service provider organisations including:</p> <ul style="list-style-type: none"> • 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. <p>The aim of the session was to provide an overview of their products and some insight into how it benefited residents.</p>
<p>Witness Session 6 – Input from Service Provider</p>	<p>The final witness session will take place on 30 November 2021 virtually. Members will heard from Grandcare, who offer a range of options designed to reduce costs and improve outcomes by enabling family members, caregivers and healthcare professionals to monitor and care for seniors remotely. Grandcare will provide a short presentation on their services, with a focus on what the service user could expect to experience and the benefits to the end user.</p> <p>The Committee will also receive the survey results at the meeting.</p>

Committee Meeting on 30 November 2021 - next steps

Findings

Members are now requested to consider any collective findings from the outcome of the review. After hearing from witnesses and receiving evidence, the Committee should have sufficient information to shape its collective findings. Findings could be around, for example:

- view of the service provided at present
- general areas for improvement to the service / issue
- future considerations or direction for the service / issue
- resident / user considerations

Early draft recommendations

From the Committee's collective findings, particularly where there are areas for future improvement or further consideration identified, the Committee will then be able to look at more deliverable actions (i.e. recommendations) to meet the findings identified.

At this stage Members may wish to give some general thoughts on possible recommendations, all of which will be worked up with Democratic Services, service officers and the Committee Chairman, reporting back to the Committee on practicality and feasibility.

To assist the Committee, any recommendations, which ultimately will go to Cabinet, should:

- Meet the Terms of Reference of the review in the scoping report
- Be SMART - Specific, Measurable, Achievable, Relevant, Time-bound
- Not be a short-term fix, but a lasting outcome
- Affordable or can be aligned neatly with the MTF process
- Based on a broad evidence base as possible
- Seek to review or amend existing approved policies (as opposed to create new ones)
- If publicity, engagement or education is recommended, to target such communications as best as possible.

Following the Committee's consensus on findings any draft recommendations, Democratic Services will prepare a draft review report, based around these, for the Committee's consideration at its next meeting. This will ensure the Committee is on target to report to Cabinet in the early part of 2022.

Title of review

Members may also wish to consider a fresh title for their review, from the current working title: Review into Assisted Living Technologies.

Further guidance

Service officers may also provide further information to the committee prior to this meeting, to assist it in developing findings and draft recommendations. They will also be present at the meeting for any questions.

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.