

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
Ward	All

HEADLINES

At its meeting on 30 November 2021, the Committee discussed themes and ideas for possible recommendations. Draft recommendations have been proposed for the Committee's consideration and agreement.

RECOMMENDATION

That the Committee agrees the recommendations and a draft report is presented at the meeting on 2 February 2022.

SUPPORTING INFORMATION

Following Committee discussions, the following recommendations have been proposed:

1. That Cabinet welcomes the findings and recommendations from their review into the Council's offer of Assisted Living Technology (ALT) to residents.
2. That Cabinet:

Tailoring to residents' changing needs

- 1) Praises the work undertaken through the Telecareline Service to support over 70s residents live more independent lives.
- 2) That, in developing and reviewing social care packages for individual residents, officers implement a checklist in 2022 that takes into account both the current ALT offer but also any future ALT technologies that may apply, so that support packages and their review evolve directly with newer or better ALT offers.
- 3) That officers develop a narrative to support communications to tackle myths about Assisted Living Technology and engender confidence in its usage on the part of service users and families; and that also identifies how barriers and costs to take up to Assisted Living Technology may be managed.
- 4) Welcomes the feedback received as part of the Committee's review from service users and agrees that the Council will continuously listen to views of service users, rather than

during periodic reviews of the service, as a way to increase confidence in residents and improve the ALT offer

- 5) That officers conduct a training needs analysis in 2022 to identify relevant staff that may need to gain a greater understanding of ALT and how it works for users, including use of the Virtual Reality headsets and other appropriate training.

Looking to the future

- 6) Reviews its approach to Assisted Living Technology alongside the wider London Borough of Hillingdon's digital strategy and digital connectivity strategy, seeking out the future benefits to service users that full fibre, the "internet of things" and digital inclusion can offer.
- 7) That officers work with providers of ALT technologies to take a consistent approach in moving systems online to improve the effectiveness of service monitoring and delivery 'in sync' with health and social care partners.
- 8) Agrees to continued liaison with Brunel University and other sources of research and development to ensure the ongoing evolution of the Assisted Living Technology strategy continues to be informed by emerging good practice.
- 9) Notes that ALT can be an important preventative tool to a wider range of vulnerable residents, not only those in older years or with dementia;
- 10) Therefore, supports the principal that an ALT offer should be a consideration at all relevant major resident contact points with the Council, including universal services (not solely social care) and asks officers to prepare an implementation plan for this during 2022, for consideration by the Cabinet Member.

Next steps

Following the Committee's consensus on any 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.

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.