Providing Choice: Delivering Supported Housing Options in the Community

Irish Council for Social Housing

27th September 2007

Biennial National Social Housing Conference 2007
‘What Role for Telecare in Housing Provision?’

Dr. Kevin Doughty
Centre for Usable Home Technology
University of York

“Irish Council for Social Housing
ICSCH Biennial National Social Housing Conference 2007”
Support Jigsaw

OTHER FORMS OF SUPPORT

HUMAN SUPPORT SERVICES

INFORMAL CARERS
- Family
- Friends
- Neighbours
- Voluntary groups

FORMAL CARERS
- Home helps
- Emergency services
- Therapists
- Wardens

THE HOME
- Supported living
- Extracare schemes
- Lifetime homes
- Smart homes

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Lifetime Home (JRF)

1. Parking space capable of widening to 3300mm
2. Distance from the car parking space kept to a minimum
3. Level or gently sloping approach to the Lifetime Home
4. Accessible threshold - covered and lit
5. Width of doors and hall allow wheelchair access
6. Accessible entrance level WC plus opportunity for shower later
7. Turning circles for wheelchair in
8. Living (or family) room at entrance level
9. Indentified space for temporary entrance level bed
10. Easy route for a hoist from bedroom to bathroom
11. Walls able to take adaptations
12. Provision for a future stair lift
13. Low window sills
14. Bathroom planned to give side access to WC and bath
15. Sockets, controls, etc. at a convenient height
16. Identified space for future house lift to bedroom
The Smart Secure House
Community Support Jigsaw

OTHER FORMS OF SUPPORT

ASSISTIVE TECHNOLOGIES
- Supported living
- Extracare schemes
- Lifetime homes
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Assistive Technologies

- Fixed A.T.
- Portable A.T.

Environmental Controllers

Electronic & Intelligent

- Mechanical (or electro-mechanical)
- Tailored, long lead time (and expensive)

- Telecare Technologies
  - Mass-produced, quick to install (and low-cost)

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REACTIVE EMERGENCY ALARM SYSTEM

Telecare

FUNCTIONAL COMPENSATION

ADVICE, INFORMATION, ENTERTAINMENT AND COMMUNICATION SYSTEMS

STAND-ALONE ELECTRONIC ASSISTIVE TECHNOLOGIES

Devices and systems to help overcome sensory or functional problems in performing activities of daily living

PROACTIVE LIFE & HEALTH MONITORING

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Cognitive Support

Can devices help improve the ability of someone with dementia to live independently in the community?

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Cognitive Support
Overcome anxiety, increase confidence, manage risks to independence

REACTIVE EMERGENCY ALARM SYSTEM

ADVICE, INFORMATION, ENTERTAINMENT AND COMMUNICATION SYSTEMS

ENVIRONMENTAL SENSING & CONTROL TECHNOLOGIES

RISK CONTROL

PROACTIVE LIFE & HEALTH MONITORING

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Telecare - Community Alarms

Part 1

The Personal Trigger

Part 2

Wardencall or Carephone

Part 3

Scheme Office Or Call Centre

Part 4

Scheme warden, family or Emergency Services

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Do Community Alarms Always Work for Everyone?

“I only wear my pendant when I’m doing something dangerous like climbing on a chair to clean the windows - maybe once a month!”

“If I need it at other times, I know that it’s safe in the drawer by my bed... I don’t know what I’d do if I fell in the bathroom & couldn’t reach the cord!”
Where is your alarm pendant?

(Telephone survey of 100 community alarm users in Liverpool 2004)

- By my bed: 32%
- In a Drawer: 20%
- Round my neck/on my arm: 20%
- Don’t know: 10%
- Round Madonna statute: 8%
- Somewhere else: 11%
Limitations of Active Alarms

Active devices - press or pull in emergency

- Unworn pendant
- Denial
- Not wanting to disturb operator
- Unaware of a problem
- Too timid
Social Alarms to Telecare

Active devices—press or pull in an emergency

SMART Sensors

Specific
Modular
Automatic
Rapid
Tested

© KD 2007
Telecare Alarm System

SMART Sensors

Wireless alarm

Advanced Lifeline Unit
(or overlay system)

Telecare Contact Centre

© KD 2007
Telecare Monitoring Centre

- Experience call handlers available 24 hours a day, 365 days a year to provide support & advice
- They automatically know where the alarm was raised and can follow response protocols
- This ensures that the most appropriate support can be summoned immediately
- The effects of most accidents and incidents in the home can be minimised
- The outcomes are better for the individuals, for their landlords, for the emergency services and for the health and welfare authorities
Telecare Alarm System

Wireless alarm

Advanced Lifeline Unit

Response Team

Key-holder (Family, friends, neighbours & housing or care staff)

Telecare Contact Centre
ERROR: stackunderflow

OFFENDING COMMAND: ~

ERROR: stackunderflow