



Preventing and managing chronic illness: an everyday tech solution for carers

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The dual challenge of care and caring

- Looking after the 15.4 million people in England with at least one long-term condition (around 30% of the population) already takes up 70% of the NHS's £110bn budget – £77bn – as well as £10.9bn of the £15.5bn spent on social care in England
- It is estimated that by 2025 the number of people with one or more long-term conditions will rise to 18 million



The dual challenge of care and caring

- However, the bulk of care *is* and has *always* been provided within relationships and families – there are 6.5 million carers in the UK, twice as many people as in the health and care paid workforces combined, and that number is set to rise to 9 million by 2034 as the population ages and more people live longer with disability
- Carers contribute more than £119 billion to UK society – the equivalent of a second NHS – but their caring role can result in significant penalties
 - Health and wellbeing
 - Financial security
 - Social isolation



Impact on carer health

- The Census shows that full-time carers are over twice as likely to be in bad health as non-carers
- 80% of respondents to Carers UK's annual State of Caring survey said that caring had a negative impact on their health
 - 82% feel more stressed
 - 73% feel more anxious
 - 69% find it difficult to get a good night's sleep
 - 58% have reduced the amount of exercise they do
- This has implications for the costs of care, with a potential 'double burden' on health and care systems

Impact on carer finances

- Caring has an impact on carer finances in a number of ways
 - Loss of or reduced income when juggling work and care becomes difficult or impossible
 - The costs associated with disability and caring
 - Loss of savings and/or pensions contributions
- 54% of State of Caring respondents said they struggle to pay bills
- There are also significant costs to the economy beyond individuals and families - research by the Personal Social Services Research Unit at the LSE in 2012 calculated the public expenditure costs of carers leaving paid work at £1.3 billion a year, based on the costs of Carer's Allowance and lost tax revenues

Impact on carer isolation

- 75% of State of Caring respondents said it was hard to maintain relationships and social networks because people do not understand the impact of caring
- 57% of carers lost touch with friends or family
 - 79% say this is due to lack of time
 - 46% say this is due to lack of practical support
- Carers are twice as likely to be in poor mental health – including suffering from depression – if they are not supported, with further potential for greater health costs

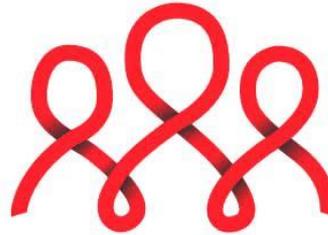
**How can we support both
carers and the people they care
for and build long term
sustainability in health and
social care?**



Carers UK is here to make life better for carers



We give expert advice,
information and support



We connect carers so
no-one has to care alone



We campaign together
for lasting change



We innovate to find new
ways to reach and
support carers



Tunstall Healthcare

A UK firm with a global presence



**Tunstall supports 3.6m people
across 50 countries**



Partnership for change

- In 2014 Carers UK and Tunstall Healthcare launched a partnership aimed at exploring joint innovation for change in the technology enabled care and support that can benefit carers
- It began by identifying carers' use and perceptions of technology, through a YouGov poll of the general public and a joint report
- *Potential for Change* found that while over 7 in 10 people use technology for banking, shopping, communications and leisure, only 3 in 10 use it to help them care
- 80% of respondents to the poll did not know what telecare was



Creating a joint tech solution for carers

- In 2014 Carers UK launched Jointly, an app to help coordinate 'circles of care'
- Tunstall provides a range of solutions to support independent living



- The challenge was to bring them together to maximise the benefit for carers sharing care

Identifying a first key area for support

- **65%** of 5,276 respondents to the 2014 State of Caring survey were **administering** or **managing medication** for the person they look after
- *Jointly* users regularly identified its medication manager as one of its most useful features in feedback
- Concerns about medication included:
 - **Worry** about taking medication when people are caring at a distance
 - Whether medication had been taken **appropriately and on time**
- As with other areas of caring carers reported that **reassurance and peace of mind** about their loved one is one of the most important factors in the wellbeing of both
- This has also been identified by Tunsall as one of the **key outcomes** for carers of the use of telecare

The role of carers in medication management

- Research by UCL shows that carers routinely undertake **1-10 medication related activities**
- This is particularly challenging:
 - When caring for someone with one or more long term conditions where medication needs are high and complex
 - When caring for someone with dementia, where memory loss is an additional barrier to appropriate medication use

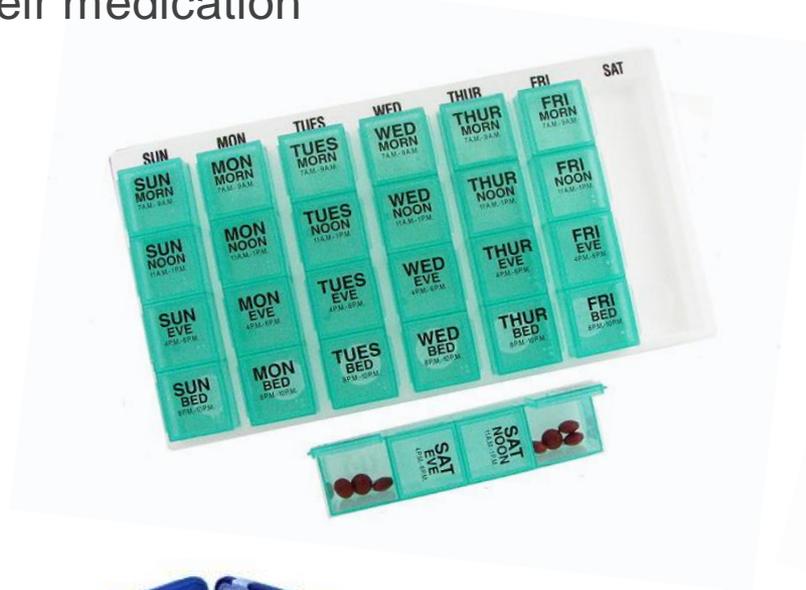
Medication management stats and facts

- According to research by the King's Fund (2013) **22%** of the population take **more than five** different types of medication
- The population aged **65 or over** accounts for **45%** of prescriptions issued and **16.4%** of this group take **more than 10** different types of medication
- The Department of Health, Social Services and Public Health suggest that as much as **50% of medication is not taken as prescribed**, a finding supported by the King's Fund research
- The reasons for non-compliance vary, but it has a greater impact when medication has been prescribed for long term conditions



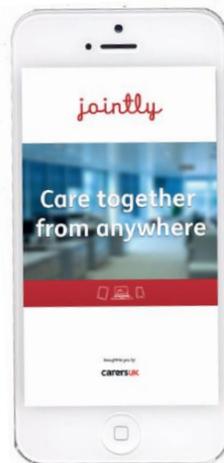
Managing medication

There are a number of products available to help people manage their medication



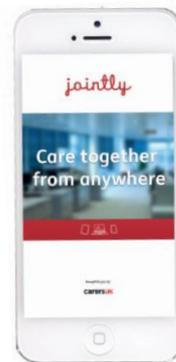
How can Jointly add value

- *Jointly's* medication feature helps carers store and access information about current and past medication including dose, repetition, etc.
- Through an open API *Jointly* can now link to an electronic medication dispenser and receive reports about daily activity. Reports can be accessed by all members of a caring circle anytime, anywhere



Jointly Plus

- Jointly Plus will offer carers two options to support medication management:
 - A link to PivoteLL's latest GSM medication dispenser to deliver messages directly to a *Jointly* circle
 - A link to a PivoteLL dispenser via Tunstall's Lifeline Vi, giving the *Jointly* circle the option of a response service



The future..?

- Caring will affect us all at some point in our lives – we will all care or be cared for – and we will expect technology solutions that reflect the way we live
- *Jointly* will be able to link to any digital device, platform or service, giving carers the option to extend the use of technology enabled care and support for their loved ones, and much more effectively coordinate care - at a distance, while working, or juggling other family responsibilities
- Caring is easier when you do it *jointly*



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