Digital Social Inclusion and Mental Health Rehabilitation

The Journey from Pilot to Practice

David Truswell & Geraldine Vacher
What is Digital Social Inclusion?

As more and more aspects of daily life, social relationships and civic engagement are conducted through digital technologies of one kind or another the challenge for those providing adult mental health rehabilitation is to ensure digital social inclusion is part of the daily practice of rehabilitation services.

How do we include digital skills in the independent living skills that support people to work towards their recovery goals?
A Community Rehabilitation Unit for 4 to 6 people managed by the Rehabilitation Service. Services users who live in the unit have a licence agreement that resembles a short term tenancy.

The unit provides 24 hour staff support on site to service users with a history of severe and enduring mental health problems.

The unit is part of a step-down model of long term rehabilitation from in-patient or residential accommodation to tenancies in independent living settings in social housing.
Hands-on coproduction & service users as researchers

- Everybody gets to play with the kit
- All researchers get paid
- Researchers have the opportunity to go to conferences
- Researchers are expected to contribute their skills and ideas
- The IT people have to talk to the researchers
Mindmapping our ideas

Central and North West London
NHS Foundation Trust

Enabling Technologies in Mental Health Rehabilitation

1. Household PC
2. Mobile Phone
3. Smart Phone
4. iPad
5. Laptop
6. iPad mini

Health & Wellbeing Plan (Wikispace)

- Recovery College
- Brent Mind
- Rix Centre

Technological Platforms

- Physical Health Checks
- MJog & local GP

Social Relationships

1. Facebook
2. Twitter

Medication dispenser

Self-medication

Safety at home

- 1. Fire detectors
- 2. Smoke detectors
- 3. Flood detectors/“magic plugs”
- 4. Open door/window detectors
- 5. High resolution CCTV

Activities of daily living App
Creating a Digital Social Inclusion Programme

- Install a digital infrastructure in rehab. community units settings that is complementary in meeting both staff and service user tenants’ requirements
- Develop a digital skills baseline assessment for service users and staff
- Continue to support service user access to assistive technologies devices informed by the quality of life/personal interest perspective taken during the pilot
- Develop working partnership with the Rix Centre to deliver an online version of a multi-media health and well-being plan
- Further develop the use of digital self-medication device as a support to facilitating move-on in appropriate cases
Where are we going?
What did we learn?

- Many Service users actively use digital technology in their everyday lives or have aspirations to do so, and are waiting for mental health services to raise their expectations and catch up with them.

- The digital technology available in the NHS estate from inpatient settings through to supported housing must be as good as the baseline public domain digital access most people have in their own homes.

- Stereotyping service users’ ability to benefit from digital inclusion based preconceptions derived from diagnostic or age categorisation is unacceptable.

- A needs based perspective has to be developed for digital inclusion in mental health that uses the emerging flexibilities available with current mass market devices and digital technology rather than fitting the user around a standard device e.g. an iPad.
Contact Details

David Truswell
Senior Project Manager
CNWL

david.truswell@nhs.net
Mobile: 0779 258 4253
or via Linked-In

Geraldine Vacher
Lead Occupational Therapist
Rehabilitation Service Line, CNWL

geraldinevacher@nhs.net
Telephone: 0208 937 4366