International Digital Health and Care Congress – The King’s Fund London

Using technology to promote social inclusion in residential care

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Sizing Social Isolation

• A million older people in the UK haven’t spoken to anyone for a month
• An Estimated 5 Million older people consider their TV to be their main form of companionship
• Almost 600,000 people only leave their house once a week or less

Source: Age UK  http://www.ageuk.org.uk/get-involved/loneliness/
The Affects of Social Isolation

- Extreme loneliness
- Reduced quality of life
- Disengagement from community and services
- Poorer health outcomes
Addressing the Problem

• Sourcing a means to engage with clients at scale
• Building resident’s confidence by providing training
• Promoting community advocates to build the technical skills of residents
• Allowing residents to engage with each other more easily
• Promoting local activities and services at scale to drive awareness and participation
Development Journey

- Listening
- Learning
- Designing
- Trialling
- Testing
- Developing
- Delivering
Examining User Needs

Through continuous design, development and user experience testing. MyWorld has been especially designed for those who have no prior technical experience.

Tunstall conducted product trials within a number of Sheltered Housing schemes which identified Key user needs which has led us to the design of the MyWorld product today…
Introducing **My World**

Tunstall’s latest mobile digital inclusion system.

A suite of applications which aims to address social wellbeing through providing residents with a safe means of connecting to their care provider, friends/family and other services.
User Story Edith

Edith 68, lives alone in a Sheltered Housing scheme, has COPD as well as a history of heart failure. Edith has become increasingly isolated due to the worsening of her condition, the staff at the Housing scheme prescribe a Telehealth package but also have concerns over Edith’s social wellbeing.

The Sheltered Housing Scheme offer Edith and other resident’s the MyWorld device to promote their services and provide a greater resident experience.

Edith is now able to reengage with her immediate community as well as video call her son in Australia.
User Story

John & Mo

John & Mo live together within a Housing association property.

Mo has become John’s main carer. Since John’s dementia has deteriorated Mo is rarely able to leave the house resulting in Mo becoming unnecessarily isolated within her own home.

Mo had no prior technology experience but through the simplified MyWorld experience she has re-establish networks with friends, searched for ways to better care for John and now can easily report a fault within her home.
Housing Portal - Interactions

MyWorld Housing Portal
Care Messages

- Connect multiple service contacts to residents
- Broadcast messages to selective clients
- Send individual clients messages
- Create option messages
- View summary of responses within the portal
Maintenance

• Simplistic button design & reporting process
• Receive Maintenance reports to designated email address
• Provides summary of report and whom has made the report
• Reduce reports made to on-site staff
• Reduce KPIs
Calendar

- Broadcast events to all clients
- Encourages clients to add and manage own events / appointments
- Simplistic list view to overcome dexterity of operating a calendar
Broadcast key contacts to all clients

- Creates a white list/safe contacts list – only contacts saved within the address book can message the client
- Client can also add and edit personal contacts
- Video calling – Skype
- Customisable template
- Publish text and pictures
- Multiple pages
- Advertising opportunity
- View event happening Today
Send & Receive Messages

RSS Feed Data

Resident Applications

F&F Photos
My Messages

- Receive messages from known contacts
- Send messages
- Receive messages
- Client is able to easily keep connected with family and friends

TunstallNet  John Smith

Messages
1 unread messages

Create new

10:35 AM

TunstallNet  John Smith

10:27AM

Hi Dad, do you want to go out for lunch Thursday?

John Smith

Andrew Lockett

Do you need picking up for chess club tonight?

Melissa Thomas

22/03/2012

Leaving work now, see you in 30 minutes.

22/03/2012

John Watson

Have you seen the score?

22/03/2012

Tunstall
F&F Portal allows pictures to be sent directly to the photos app.

Photos can be edited and added to the slideshow.

App stores 200 photos.
News & Weather

• Self populating applications via the BBC RSS Feed
• Updated every 5 minutes
• View 3 days weather forecast
Beyond the needs of the typologies there are other factors that affect the demand for a tablet computer:

**Physical constraints:**
- Level of eyesight
- Arthritic hands and fingers

If these are both low then the demand for a tablet computer will decrease.

**Attitudinal constraints:**
- Close or open to new things
- Risk aversion of the support network (Friends and family)

If they or their support network are extremely risk averse the demand for a tablet computer will decrease.

**Digital Experience:**
- Current product ownership
- Experience with technology
- Interest in technology

If digital experience is low then the demand for a tablet may be affected. Desire to learn may lessen the impact and in the long term digital experience will only increase.

**Size and distribution of F&F network:**
- Number of friends and family they are in regular contact with
- Geographical distribution of that network
Social Inclusion Benefits

To Residents
• Independent accessibility to services
• Ability to communicate with broader networks including F&F
• Notified and engaged with activities within community
• A source of entertainment and reassurance
• A positive impact on wellbeing
• Extending Independence
• Build Richer communications

To Service Providers
• Efficiently deliver and promote services within the community and care environment
• Creating a positive impact on resident’s health and wellbeing
• A cohesive environment to live in
• Better support people in their own homes
• Opportunity for the delivery of remote care
Considerations

• Technology is the enabler/tool not the sole solution
• Requires continued support and encouragement
• Requires resource to provide updated local content
• Social inclusion* - When a predefined network is identified
Summary

• Tackling loneliness among older people in general is now on the public policy agenda. 80,000 elderly affected by loneliness according to the Health Secretary.

• By providing a complete set of purpose designed applications that are relevant and easy to use addresses many traditional barriers felt by residents.

• Through reducing the feeling of isolation and promoting independence drives a better quality of life.