

# Connecting people in their community

Update for Hampshire Health and Wellbeing Board

**25<sup>th</sup> June, 2015**

# Using technology to connect people in their community:

## Context and background

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### **Social isolation can impact an individual's health and wellbeing and contribute to requirement for statutory health and social care support**

- Loneliness, often but not always associated with social isolation, is the main driver behind 10% of all GP appointments

### **There is a clear local requirement to address social isolation in the older population**

- Ageing Well In Hampshire - The Older People's Well-Being Strategy 2014 – 2018, states that almost 53,000 people considered themselves to be lonely/very lonely (2013 survey) and 1 in 8 Hampshire households occupied by a pensioner living alone

### **Three pilots will be undertaken using technology as part of an offer to reduce social isolation**

- We will seek support individuals most at risk from the impact of social isolation to re-engage with family and friends and with their local community or with one of the many communities of interest found online.

### **This project aligns with HCC priorities**

- Adult Services and Culture, Communities and Business Services priorities, as well as the drive to increase Digital Inclusion. It is also strongly aligned with the objectives of The Older People's Well-Being Strategy. This work is funded by the Rural Development Fund.

### **Evaluation of each pilot approach and outcomes will inform potential future plans**

- Pilot evaluation will consider benefits such as service users reporting feeling more confident using technology and better able to access communities, establishment of new community groups and a reduction in demand on statutory services e.g. GP appointments.

# Engagement with local communities is critical to the success of the pilot projects

The pilot areas have been identified as Stockbridge, Hayling Island and Netley Abbey and a focus of this work has been to establish a service that is driven and sustained by local volunteers

This requires strong relationships with the local communities, resulting from significant engagement to establish links and build enthusiasm within the local population who will go on to support and deliver the proposed pilots in the longer term.

## LOCAL STAKEHOLDERS

- Stockbridge Market – including the IT Help Desk, local parish councillor
- Stockbridge Surgery
- Houghton Village Agent
- Test Valley District Council

- Eastleigh Southern Parishes Older People's Forum (ESPOF)

- Hayling Island Library
- The Hampshire Home Library Service
- Hayling Island Computer Repair Centre
- Hayling Island Village Agents
- Hayling Island Home Library Service volunteer



## HAMPSHIRE WIDE STAKEHOLDERS

- HCC teams across Adult Services, IT, Legal, Rural Affairs, Public Health and Libraries.
- External organisations - Contact the Elderly. Kent County Council
- Healthwatch Hampshire
- Age Concern Hampshire – Village Agent Coordinators
- Age Concern Hampshire – Lifelong Learning scheme
- Hampshire Older People's Steering Group

*We are continuing to seek wider engagement, in particular within the Netley Abbey area including Blackthorn Health Centre and Eastleigh Borough Council.*

# What we are planning to do in the pilot areas: Stockbridge, Hayling Island and Netley Abbey

Three technology and service options to address social isolation in the elderly, rural population of Hampshire



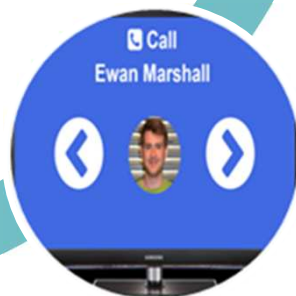
## Stockbridge

- Breezie software on a tablet and WiFi for use in own home
- Service users identified by GP, Community Independence Team and/or Village Agent and introduced by Houghton Village Agents (seeking Stockbridge Village Agent)
- Ongoing support available from Breezie helpdesk and Stockbridge market.
- *Potential role for digital volunteers for ongoing support – to be recruited*



## Hayling Island

- Loaned tablet and mobile internet provided by Hayling Island Library and Hampshire Home Library Service for up to 8 weeks.
- Identified by GP, Community Independence Team, Village Agent and/or Home Library Service volunteer, and introduced to the pilot by the Village Agents
- Ongoing support available from Breezie helpdesk
- *Role for digital volunteers – to be recruited, potential to upskill interested existing Home Library Service volunteers*



## Netley Abbey – ***THIS LOCATION IS SUBJECT TO CONFIRMATION***

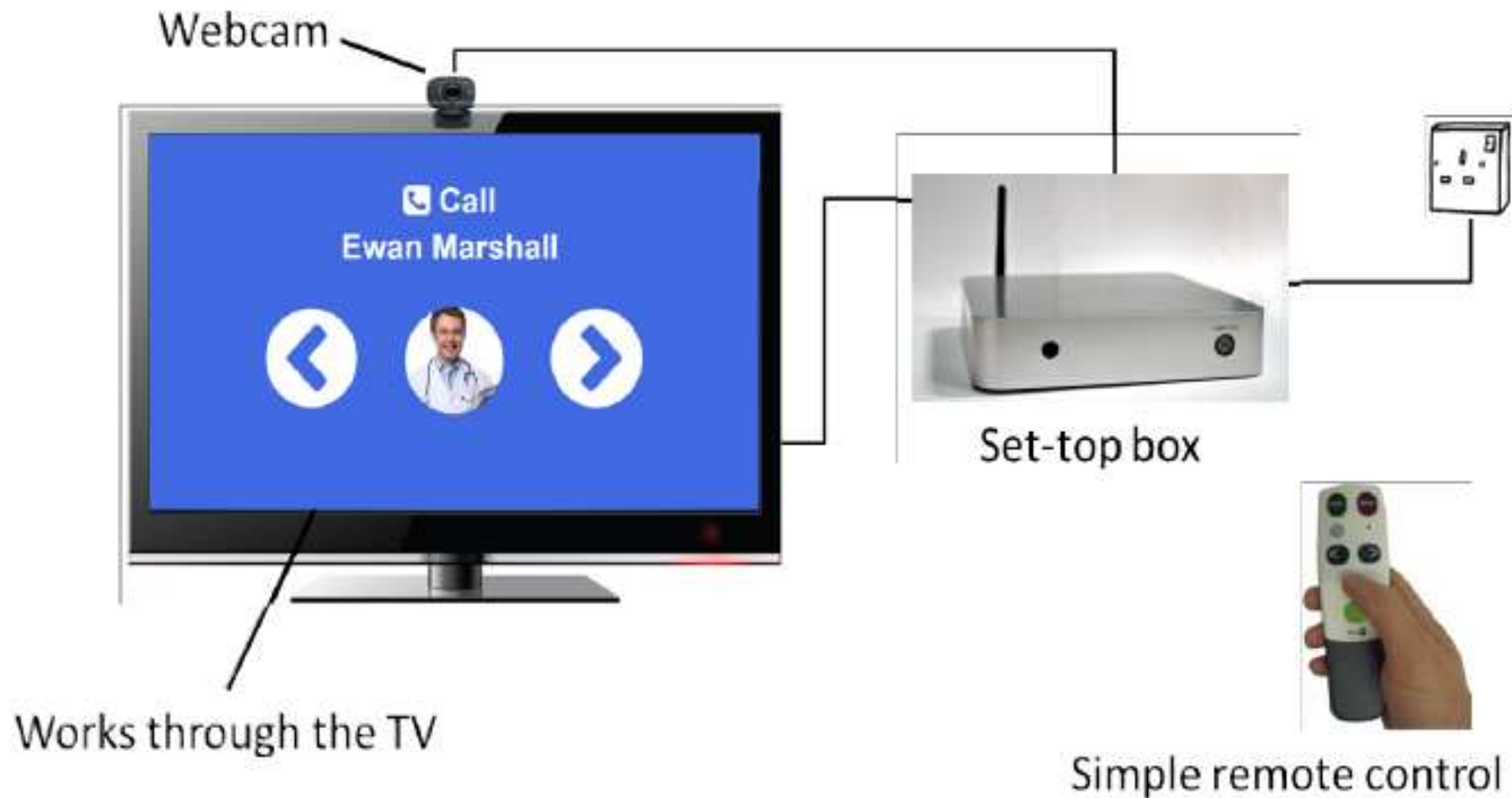
- Using SpeakSet technology to allow videoconferencing over television set (any TV with Scart)
- Technology designed with and for older people – simple and easy to use
- Works within the secure N3 network - significantly reducing Information Governance barrier to allow health and social care professionals to use
- Continuing to engage with stakeholders in Netley Abbey to determine most appropriate model to implement a sustainable pilot service.

# How does SpeakSet work?

The SpeakSet set-top box converts any TV into a video calling device.

Using the simple remote control, calls can be made to care providers as well as to friends and family.

Friends and family can access the service via the website on any laptop or PC.



# A summary of some of the challenges and considerations to date

## Technology

- **SECURITY, DATA PROTECTION AND LEGAL** – the potential for a Mobile Device Management Solution
- Accessibility of hardware – suitability for the older population
- Accessibility and tailoring of software – suitability for those likely to less familiar and confident with technology
- Rurality and **CONNECTIVITY OPTIONS**
- Cost of connectivity connection and appropriateness of solution

## Local network

- Importance in identifying service users
- The role of the GP, wider NHS and ICTs
- The fit with existing commissioned services as well as voluntary groups
- The **NEED FOR NEW VOLUNTEERS** – recruitment, training and associated management of them
- The importance of **BUILDING RELATIONSHIPS LOCALLY** and gaining long-term buy-in.

## Training and engagement

- **TRAINING FOR SERVICE USER** – recognising that older people can be unfamiliar with technology and may have very low confidence and capability
- Training for individuals and teams that may help identify service users
- Training for individuals that will introduce and explain the pilot to the service user
- **TRAINING FOR DIGITAL VOLUNTEERS** who will support the service user through the pilot – early stages and ongoing

*It is clear that there is interest and enthusiasm for this work, and a shared appreciation of the need be addressed.*

# Questions for Hampshire Health and Wellbeing Board

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## **1. Can we make a link to other initiatives underway that have similar aims?**

The proposed pilot in Netley Abbey is proving a challenge to get off the ground, principally because we have not been successful in identifying a custodian for the proposed service (e.g. GP Practice).

Could the Vanguard areas provide an alternative location to test out the same technology?

## **2. Can the HWB provide help or support to build momentum in the pilot areas?**

The support of the local voluntary community as well as health and social care professionals will be essential for these pilots to succeed.

The support from members of Hampshire Health & Wellbeing Board in promoting the pilots to your colleagues would be welcomed, as would any additional suggestions for individuals or organisations that we should seek to engage with – in particular regarding the identification and recruitment of volunteers or service users.

# Appendix A: The pilots will seek to demonstrate and evaluate the following factors

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## Service User Reported Outcomes

- Self-assessment scale of wellbeing (e.g. NEF tool)
- Internet confidence including ability to use Skype
- Increased awareness of events outside the home
- Increased attendance of events outside the home
- Increased contact with one or more of family, friends, local groups.
- Service user reported improvement in diet
- Awareness of and uptake of voluntary services

## Quantitative measures

- Service-user wellbeing score (e.g. NEF tool)
- Number of GP calls / visits – in surgery appointments and request for calls/home visits
- Number of service users choosing to buy their own tablet / accessing IT facilities
- Time taken between first contact and requiring further social care services

## Pilot approach

- Technology feedback
  - From service users
  - From volunteers
  - Issues / faults
- Service feedback
  - From service users
  - From volunteers
- HCC, volunteer and service user experience of co-design approach
- Costs of tablet (and any additional support)
- Cost of connectivity
- Number of service users who choose to leave pilot