

Telecare Technology ...

Functionality and User Experience

Telecare

- What is Telecare?
- Formal and Informal Care
- The role of carers in care
- The information needs of carers
- Why Telecare?
 - The changing demographic
- Task: Define a Care Scenario

What is Telecare?

There is no universally agreed definition of the term ‘Telecare’; therefore, for the purpose of the national Telecare Development Programme in Scotland, we have adopted the following definition:

“Telecare is the remote or enhanced delivery of care services to people in their own home or in a community setting by means of telecommunications and computerised services. Telecare usually refers to sensors and alerts which provide continuous, automatic and remote monitoring of care needs, emergencies and lifestyle changes, using information and communication technology (ICT) to trigger human responses, or shut down equipment to prevent hazards.”

What is TeleHealth

Telehealth is the provision of health services at a distance using a range of digital technologies. Examples of telehealth include video consultations to support diagnosis and management, clinical networks and health professional education.

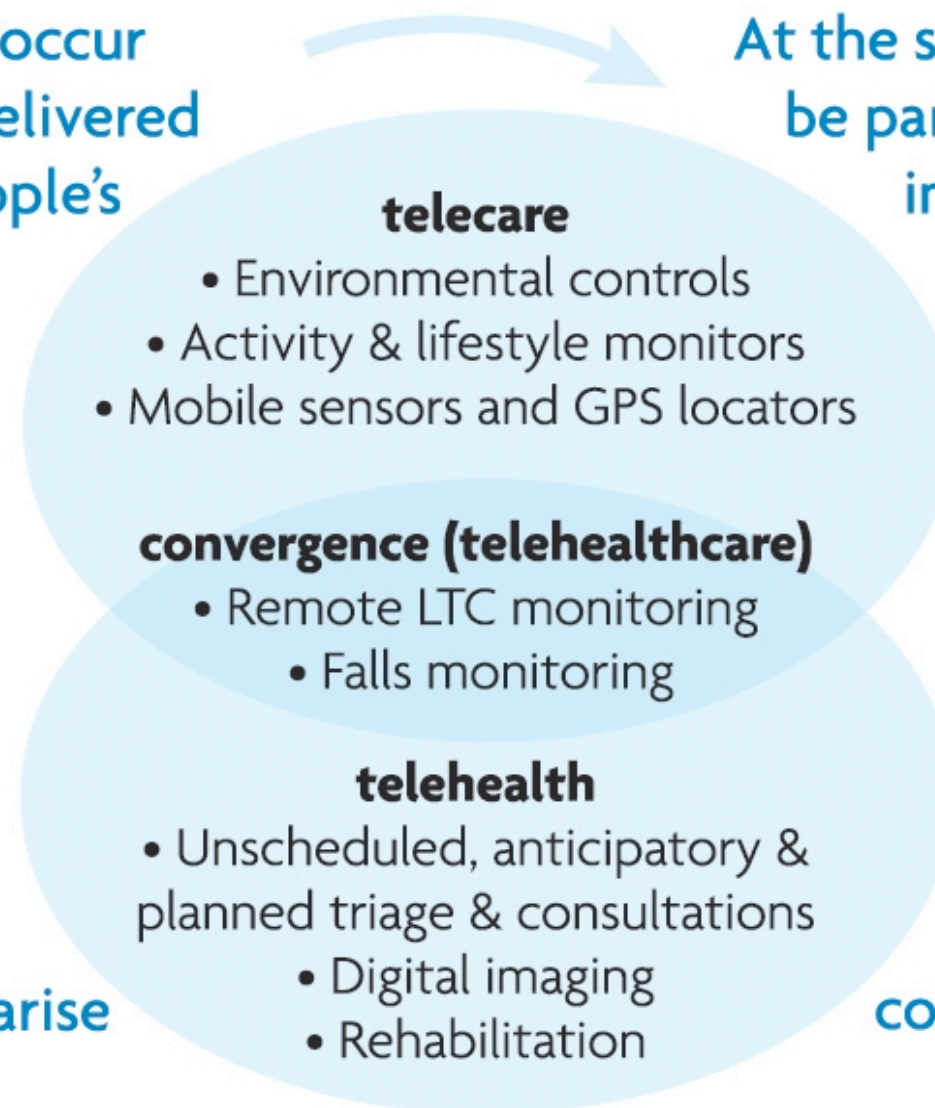
TeleHealthCare

TELEHEALTHCARE - areas of Telehealth & Telecare convergence, 2010-15

Convergence will occur
around services delivered
in and around people's
own homes

Supported
Discharged/self caring

As technology
develops new
opportunities for
convergence will arise



At the same time there will
be parallel developments
in the separate fields

Self caring/preadmission

As organisational
cultures become
more attuned new
opportunities for
convergence will arise

Care Needs? When someone needs Care

- Maintain Quality of Life (QoL)
 - Well Being
 - Health
 - Medical
- QoL Factors
 - Physical
 - Social
 - Emotional
 - Spiritual

Carers

When a Person needs care, then need someone to provide that care ... they need someone to care ... they need a carer

Who might care? Depends on the care need ...

- Formal Carer:
 - Medical (Doctor, Nurse, Physiotherapist)
 - Social (Social Worker, Occupational Therapist)
 - Emotional (Psychiatrist, Counsellor)
 - Spiritual (Priest, Counsellor)

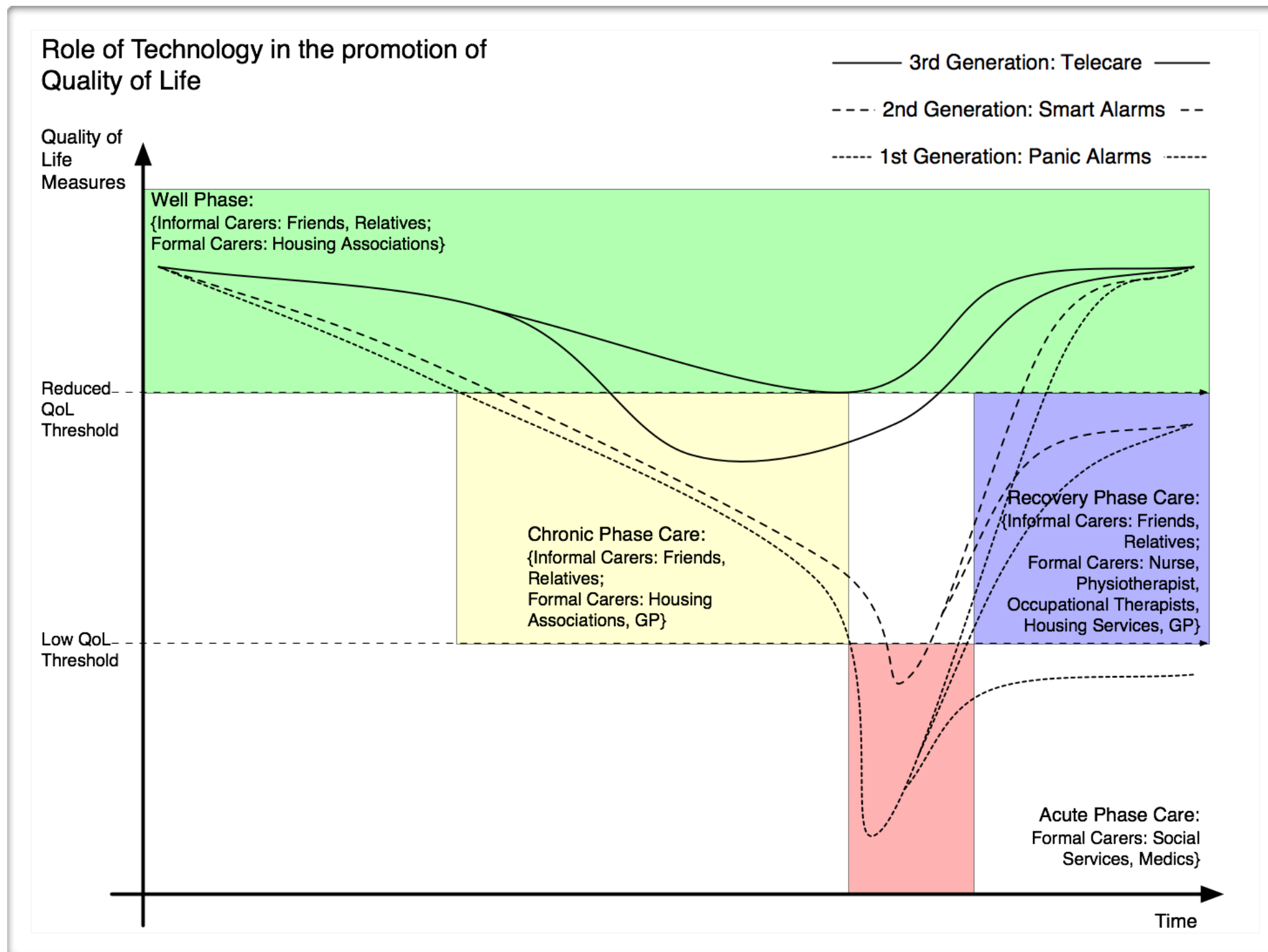
Care Stakeholders

- Client/Patient/Homedweller: Care about their QoL
- Informal Carers: Care about a person
- Formal Carers: Care for people
- Care Managers: Manage Care
- Policy Makers: Determine Care Policies
- Insurance Companies &c: Mediate Care

Care

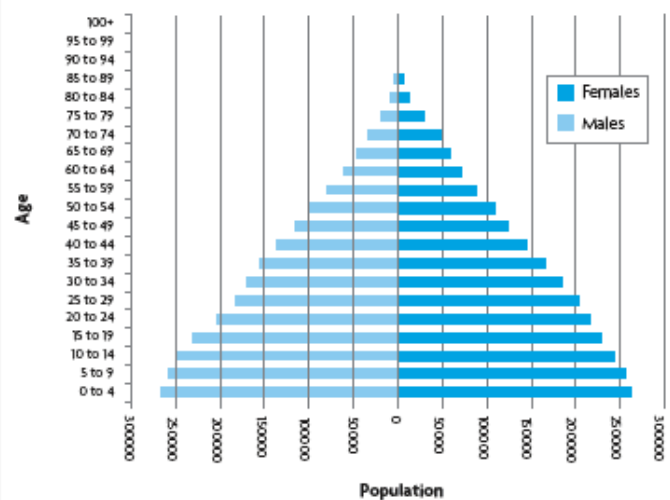
- For each carer
 - What do they care about?
 - Why do they care?
 - How do they care?
 - When do they care?
 - Where do they care AND Where do they do care?

When do people need Care?

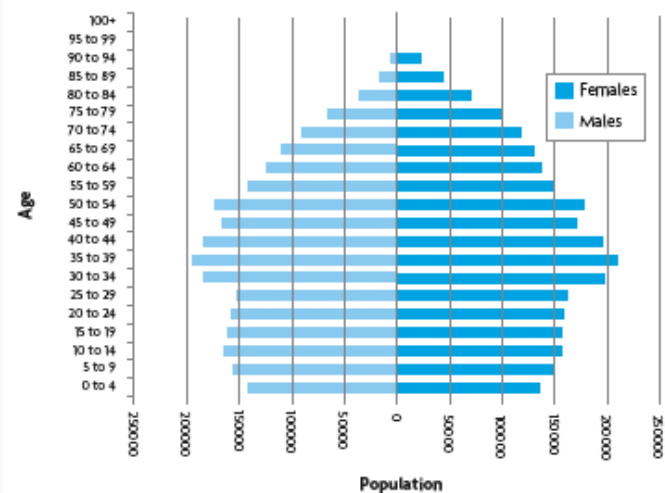


Who needs care?

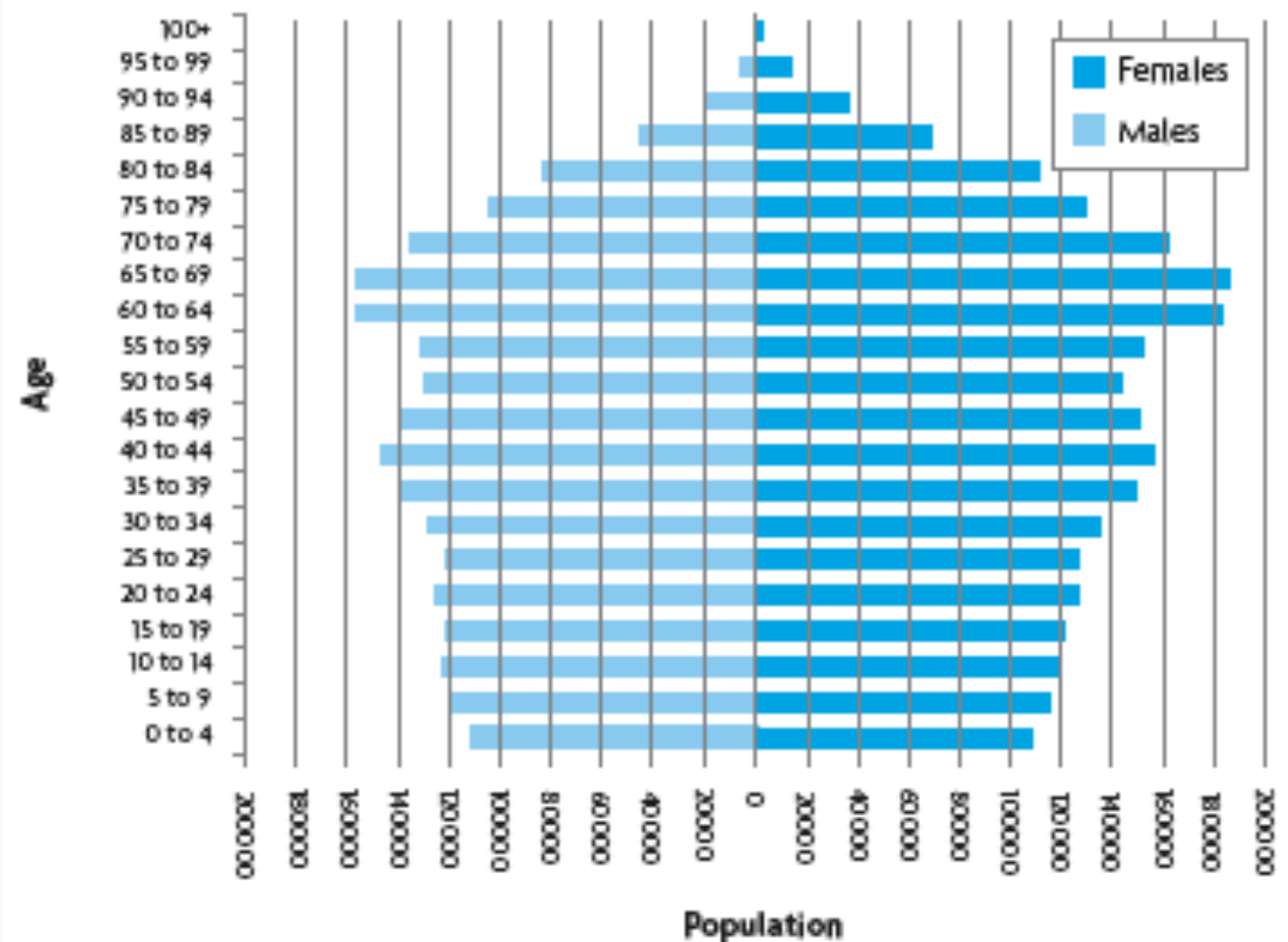
Population of Scotland. 1911



Population of Scotland. 2001



Population of Scotland. 2031



Age Demographic Profile

- Royal Birthday greetings
 - In 1917, King George V sent 24 telegrams to congratulate everyone celebrating their 100th birthday that year.
 - In 1952, in the first year of her reign, Queen Elizabeth II sent 200 telegrams.
 - In 2007, she sent out 4,623 messages of congratulations, now in the form of birthday cards.
 - Population projections suggest that by 2031 nearly 40,000 people living in Britain will be over 100

The Goal of Care

- Maintain and enhance Quality of Life (QoL)
 - older people
 - disabled people
 - their carers
- Extending independence
 - Help them to live longer in their own homes
 - Extend the phases of independence
 - Enhance quality of life within each phase

People want to age at home

- The place where they have lived for a long time
- Old people tend to live alone (Over 50% of people over 75)
 - in UK, USA, N. Europe, S. Korea, Japan
- They want to stay at home IF ...
 - They can adapt the home to fit their needs
 - They still have friends around them
 - They can get care at home
- They don't want to move because ...
 - It would be strange, different and new
 - It would close a chapter in their life, confirming that they are old

Concerns about ageing at home

- Access to care
 - Emergency Care
 - Day-to-day Care
 - Family based care
- Emerging Trends
 - Families are not good at doing care, but they do care
 - Family/Friend based care is stressful

So ...Ageing at Home only works if ...

- Formal care is available
- The home is suitable

So ... can technology help?

- By informing carers of need
- By connecting clients/patients to carers
- By ensuring that care is available when it is needed

Practical Exercise:

Define a Care Scenario

- Define the Client & their Care needs
 - Physical, Social, Emotional, Spiritual
- Define the Carers
 - Who are they: Formal, Informal
 - What do they care about
 - Why do they care
 - How do they care