

Draft Dundee Smart Health & Care Strategy Summary

Introduction

Many people use smartphones and computers to find information. They speak, write and text to each other. Some people use digital calendars to organise their lives.

The same technology can help people manage their own health, and support them to live independently. [Dundee Health & Social Care Partnership](#) wants to make the best use of technology for people in Dundee.

If the Strategy succeeds, people will

- Get useful, reliable information easily
- Access technology which helps them live a fulfilled life.
- Know that we welcome innovation.
- See that we use technology well for the people
- Get services which meet their individual needs.

We want the people who use our services to help us ...

- design changes
- innovate
- ensure fairness
- meet national standards for Health and Social Care.

What do we mean by technology for health & care? Here are some examples.

1. The internet, for information, communication and learning
2. Sensors fitted in homes to alert carers of danger (for example, falls, fits, fires, floods)
3. Home health monitoring (for example, texting or emailing blood pressure results to a doctor)
4. Equipment and adaptations which help people with disabilities see, hear, move around, and live more independently.

Why is this change needed?

Dundee's population is rising. There will be more people over 75 living with two or more long term health conditions. Deprivation, health and social inequalities mean that more people under 65 have illnesses. We expect more people will rely on unpaid carers, and on health and social care services.

Technology can help us prevent illnesses and injuries. Technology can help our services and support become more flexible, responsive and effective. Technology can

help us monitor how well our services are working, and that will help us design and introduce changes.

For this strategy to work, we need the people who use and deliver our services to be involved. Our workforce needs to understand the use and the benefits of technology. People need access to digital technology in their homes, and need confidence to consider how technology might meet their needs.

People also need to be confident that rules are in place to protect privacy and ensure safety.

This includes health and social care managers, voluntary organisations and people who use health and social care services. **The Dundee Community Rehabilitation and Independent Living Group** will oversee implementation of this Strategy.

Our Strategic Outcomes

Strategic Outcome One – Information for You

Citizens of Dundee will say that they are able to look after their own health and well-being by being able to access online a range of information, advice and support.

We have many local websites, including [MyLife](#). There are national websites such as [NHS Inform](#) and [ALISS](#). There are mobile phone apps such as [Money Worries?](#) There is the [@DundeeTEC](#) Facebook page.

So much information in so many places can cause confusion. We want people to find their way to useful information as easily as possible. We will also work with partners to ensure everyone has access to online information, advice and support.

What We Will Do?

We will spend time learning more about new technology which can help us:

- take early action
- prevent harm
- encourage people to manage their own care, and healthcare.

Strategic Outcome Two - Living a Fulfilled Life

Citizens of Dundee will say that they are able to live a fulfilled life by being able to easily access and use a range of technology to meet individual circumstances and outcomes.

Nearly 6,000 people in Dundee are using telecare through the [Social Care Response](#) service, and this is increasing. Most of these people have a Community Alarm or

Sheltered Housing alarm. We are trying out a system called [Florence](#) which helps people manage their own health at home. We have invested in a new digital telecare system ([Tunstall PNC7](#)). We have produced online training courses in telehealth and telecare.

We see digital technologies as complementary to what we already do to provide social care, equipment and adaptations for independent living. More than 4,000 people use our equipment and Occupational Therapists at our Independent Living Centre provide advice and support.

We also have adapted flats to enable people to leave hospital and be assessed in the community. One of these is a [“SmartFlat”](#) - a former council flat which has been adapted, where everything can be controlled remotely by the person in the flat.

What We Will Do

- We will ensure that when our staff are assessing what people need to live independently, they consider how telecare and telehealth might help
- Support people and make it possible for people to use the internet, assess their own needs on-line and find out what is available
- Contribute to discussions on the Local Housing Strategy to find ways of including digital infrastructure in current and new build housing
- Run tests of systems including “Just Checking” for assessment and “Netcall” to support attendance at appointments
- Arrange events with staff and the public to discuss what works, and new ideas
- Enable more staff members to prescribe telecare, telehealth and equipment
- Agree a joint approach on telecare with the City Council’s Neighbourhood Services Department

Strategic Outcome Three - Building a Technology Enabled Care System

Our workforce and our partners will say that we use technology in everyday practice, are personalised in our approach to technology and promote innovation in the development and use of technology to meet citizens’ outcomes.

We have been telling people about new technology through events including annual Dundee SmartCare Conventions, social media, video and exhibition stands. We have been listening to people through Focus Groups, surveys and informal contacts. We have also made links with local industry and academics through Bio-Dundee, attended Scottish Government sponsored events and brought ideas back to the city.

What We Will Do

We will

- continue to make links, spread ideas and look for useful new developments
- encourage networks where people using technology can support each other

- develop and train our workforce to embed technology in their daily work

A full copy of the Strategy is available at

https://www.dundeehscp.com/sites/default/files/publications/dundee_smart_health_and_care_strategic_plan.pdf

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