



Quality
of Life

Assisted Living Conference

Developing the role of housing in independent living

21st February 2012, York Racecourse

Supported by:



The key drivers of changing demographics, increasing long term medical and care needs, and the need to realise public sector efficiencies provides the context for this conference. The programme will explore the opportunities and the evidence base for the housing sector to build its role in supporting independent living through the application of telecare and telehealth technologies. It will look at the key issues that need to be addressed for effective delivery, focusing on:

- The vision, strategy and policy for the role of housing in independent living
- Evidence of effective assisted living interventions in housing
- Achieving efficiencies through technological development and innovation
- Housing, health and care – meeting the needs of changing demographics

At this conference you will hear about:

- The Whole Systems Demonstrator pilot schemes and other evaluated interventions
- The Department of Health perspective on accelerating the benefits of telehealth and telecare
- Approaches to supporting technological development and innovation: the Developing Assisted Living Lifestyles at Scale project
- Examples of effective innovation in provision
- Evidence of efficiencies and value for money approaches
- How to achieve effective service re-design and change management
- The impacts of demographic change on the infrastructure on housing, health and social care in the North
- Innovation in procurement solutions

The conference will also feature an **ASSISTED LIVING EXHIBITION**, providing delegates with an opportunity to find out about a wide range of assisted living solutions.



New Assisted Living Procurement Framework

This recently launched framework provides efficient telecare solutions and practical support for NHC Members. By attending the conference you will be able to find out more about how this service can benefit your organisation.

Who should attend?

- Decision-makers, senior managers and operational staff in local authorities and housing responsible for independent living services
- Commissioners in local authorities and health
- Service managers and those with an interest in developing new approaches in housing services

Continuing Professional Development (CPD)

Delegates will be able to record **4 Continuing Professional Development** hours for attending this conference.



9.30 Registration, refreshments and exhibition viewing

10.30 Chair's introduction and welcome

Matthew Walker, Chief Executive, Leeds Federated Housing Association Ltd

10.40 Telecare and telehealth – what now?

Stephen Johnson, Head of Long-term Conditions, Department of Health

In this session Stephen will give the Department of Health perspective covering:

- Implications of the Whole Systems Demonstrator findings
- Accelerating the benefits of telehealth and telecare
- If not telehealth and telecare then what?

11.10 The assisted living innovation platform

Graham Worsley, Lead Technologist, Assisted Living Innovation Platform

Outlining the work of the Technology Strategy Board in driving forward innovation, this session will cover:

- Technology Developments
- Implications for Housing
- The DALLAS programme – Delivering Assisted Living Lifestyles At Scale

11.40 Refreshments and exhibition viewing

12.00 Professional practice sessions

A. Making assisted technology first choice among care professionals

Sheila Latham, Manager, Initial Access Team, Reablement and Independent Living Service, Blackburn with Darwen Borough Council

Blackburn with Darwen Council along with local partners has made considerable progress in expanding the uptake of telecare solutions to help residents live more independently at home, and they are currently undergoing a joint procurement with local GP commissioners. In this session Sheila will explain how:

- To engage front-line social care workers in prioritising telecare solutions
- Appropriate training and support helps to change the attitude of staff
- Public awareness to understand assistive technology
- To take a similar approach with telehealth solutions

B. Assistive technology and housing – an integrated approach

Jim Ellam, Assistive Technology Project Lead, Joint Commissioning Unit,
Staffordshire County Council

Nigel Haywood, Tenancy Services Manager, Cannock Chase Council

Mark Pearson, Independent Living Manager, Aspire Housing

Through discussion and case-study examples, this session will demonstrate the outcomes of an effectively integrated approach in the use of a wide range of assistive technologies within housing, covering the key issues of:

- User, carer and staff engagement
- The use of technology in assessment, monitoring and personalised support
- Risk management and safeguarding
- Training and promotion - understanding roles and responsibilities
- Working as a virtual team - flexibility and trust between agencies
- Proportional use of assistive technology

C. Achieving efficiencies through service rationalisation

Glyn Hall, Head of Housing, Durham County Council

As a consequence of Local Government Review that brought seven district authorities together with the existing County Council, making Durham County Council the fourth largest Unitary Authority in England, Glyn and his team were tasked with integrating the community alarm service and merging four control rooms. Just to make life interesting, following the Comprehensive Spending Review, the service was also faced with making a further £600,000 of efficiencies and negotiating a new contract! In this session Glyn will explain:

- How the Council approached this challenge and achieved the efficiencies
- Consequences for customers and staff, "warts and all"
- Lessons learned for service rationalisation on this scale

D. Managing innovation and technological change in assisted living services

Dr Kevin Doughty, Deputy Director, Centre for Usable Home Technology,
University of York

Technology offers significant opportunities to streamline the way that older, disabled or other vulnerable people are currently supported or assisted in their ambition to live independently; it can also completely change the way that such support is delivered. The challenge is to successfully embrace or adapt a general technology in such a way that it can be included in a service that doesn't

stigmatise the user. There are ample digital retail examples of products that can transform service delivery including the set-top box, digital camera, wireless broadband hub, smart phone and tablet computer. This session will cover:

- Developing mCare and mHealth business propositions, and apps that are worth buying
- Making the touch-screen tablet the home care station
- Tracking movement and location – inside and outside the home
- Overcoming social isolation

E. Assistive technology supporting reablement

Jason Lowe, Head of Independent Living, Coast & Country

Janet Quinn, Senior Occupational Therapist, Reablement Team, Redcar and Cleveland Borough Council

Coast & Country Housing and Redcar & Cleveland Borough Council are developing the use of telecare in supporting effective and efficient reablement services across the Borough. Looking at how telecare is used, the most used technologies, purpose, impact, and integration into the reablement package, the workshop will also cover:

- The role and remit of reablement in the Borough
- The structure, staffing and skill mix
- The training and the scope of the reablement staff
- Measuring success - data, and outcomes measurement
- Future vision

13.00 Lunch and exhibition viewing

14.00 Making a reality of integrated care in the home: a whole-system problem

Nick Goodwin, Senior Fellow, Policy, The King's Fund

In this session Nick will look at the reality of integrated care in the home, including:

- The implications of the integrated care agenda
- Lessons from the application of nurse-led case management
- Lessons from the deployment of home-based technologies
- Moving forward - the change equation and the role of housing

14.25 Let's make UK telecare the best and the broadest in the world

Dr Kevin Doughty, Deputy Director, Centre for Usable Home Technology, University of York

Advanced service provision could offer customers a full range of assistance from level access shower provision through to portable tools for living and monitoring of activities, vital signs, sleep and social engagement. In this session Kevin will:

- Explore the Assisted Living Providers (ALP) model that encourages this holistic approach
- Propose methods of measuring and improving quality through audit and decision-support tools which encouraging bench-marking and adoption of more standard approaches
- Explore the potential for housing associations to become ALPs will be explored

14.50 A user perspective on assistive technologies: what we need to know

Karen Croucher, Research Fellow, Centre for Housing Policy, University of York

Drawing on research about how older people respond to technology, in this session Karen will look at:

- Changing demographics: implications for housing in the North
- What makes a difference to the quality of life of older people with high support needs
- What do older people want from assistive technologies

15.15 Panel discussion

15.45 Chair's closing remarks and close of conference

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Delegate fees

Northern Housing Consortium Member £219

Non Member £279

**Book 3 places only
pay for 2**

All delegate fees are shown excluding VAT.

How to book



Online

To book your delegate place at this event and to view our full terms & conditions and cancellation policy, please click below.

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To make a provisional booking please telephone our events team;

0191 566 1000

Please note any telephone reservations are made on a provisional basis and must be confirmed in writing within 2 working days.

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