



## Adults and Communities

### Working Group Report – Care technology

#### 1. What was the aim of the group?

The group worked with the new care technology providers for Barnet, called Argenti.

Argenti have recently won a contract from Barnet Council to introduce more care technology such as alarms, sensors and mobile apps for people with care and support needs.

The aim of this technology is to **support people to stay independent for longer**, keep people safe and provide reassurance for carers.

The Council wants many **more people to use care technology** over the next few years.

The aims of the working group were to look at the new service and make recommendations about how it can be set up successfully in Barnet.

Questions that the working group focused on were:

- What are the best ways to tell people and **promote the new services** so more people can benefit?
- What **barriers** are there that stop people accessing these services, and what might help to **overcome these**?
- What information should **staff** know about these services when speaking to people?
- What are the best ways for users to give **feedback and stay in touch** with the providers?

#### 2. How many times did the group meet and how many members?

The group met three times:

- 26 April 2017 – 9 attendees
- 11 May 2017 – 5 attendees (with phone contribution from 1 more)
- 20 June 2017 – 4 attendees

The groups were facilitated by Ella Goschalk (Engagement Lead) alongside colleagues from Argenti including Peter Hindmarsh, Tom Carnegie, Leanne Dodson and Harminder Sangha.

#### 3. What were the overall outcomes of the group and how will they feed into the service?

More details of outcomes can be seen below in the 'you said, we did' report.



The groups made recommendations which will be put in action across a number of areas including:

| <b>Recommendations about:</b>                              | <b>What will happen:</b>  |
|--|---|
| How to promote the service                                 | Will be built into communication plans  |
| What information people need about the service             | Will be included in leaflets, on the website and as part of a Frequently Asked Questions                              |
| Worries that people have and how to address these          | Information about these will be included in promotional materials   |
| What staff should know                                     | Will be included in staff training  |
| Users staying involved, including assessing new technology | Ongoing user group to be set up later in 2017 (after October)   |
| How the leaflets / materials look                          | These comments will be built into the new leaflets and a draft to be sent to the group by the end of August to review |

Argenti will be taking forwards these actions over the next 6 months as they continue to grow the service.

#### **4. What plans are there for sustainability?**

The working group members will get a chance to review the leaflets and give final comments.

Argenti are planning to set up an ongoing user group to get feedback about the service and test new ideas, including new technology. This will be set up after October 2017.



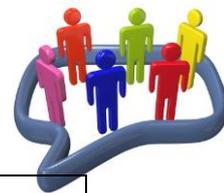
## Adults and Communities

### Working Groups – You Said, We did

#### Care Technology

April – June 2017

| You Said  | We Did  |
|---|---|
| <b><i>Promoting the new service</i></b>   |   |
| <p>There were lots of ideas about how to promote the service and where people would go to find out more information. These were:</p> <ul style="list-style-type: none"> <li>• Council (phone/website/social care staff)</li> <li>• GPs</li> <li>• Dementia hub</li> <li>• Community groups</li> <li>• Libraries</li> <li>• Hospitals</li> <li>• Local shops/advertising</li> <li>• Media coverage</li> <li>• Festivals</li> <li>• Word of mouth</li> </ul>  | <ul style="list-style-type: none"> <li>• Argenti are building these suggestions into their communication plans.</li> <li>• For example, <b>posters and leaflets</b> will be distributed to libraries, community groups and relevant festivals.</li> <li>• There is currently lots of <b>training</b> for Council staff (including those customer services staff on the phones). hospital and other health staff.</li> <li>• There will not be a widespread <b>advertising campaign</b> but instead will <b>target</b> relevant shops like pharmacies.</li> <li>• There will be <b>targeted media coverage</b>.</li> </ul> |
| <b><i>Making sure that people have the relevant information</i></b>   |   |
| <p>The group recommended the types of questions and information that people would need who are interested in the service. These were:</p> <ul style="list-style-type: none"> <li>• How do I know I can trust the technology?</li> <li>• How quickly will I get help?</li> <li>• Who will come to set it up?</li> <li>• How easy is it to operate?</li> <li>• How much does it cost?</li> <li>• What are the benefits?</li> <li>• Who can get it?</li> <li>• Have other people used it? What is their experience?</li> <li>• Do I need a phone line?</li> <li>• Why are there different providers in Barnet and which one is recommended?</li> </ul> | <ul style="list-style-type: none"> <li>• The answers to these questions will be included in the <b>leaflet and promotional materials</b>.</li> <li>• Argenti will also use these suggestions to write a list of '<b>Frequently Asked Questions</b>' to help people understand the service.</li> <li>• This information will also be included in the <b>updated web page</b>.</li> </ul>   |
| <p>The group commented on the leaflet and materials, recommending:</p> <ul style="list-style-type: none"> <li>• Fewer words and more pictures</li> </ul>  | <ul style="list-style-type: none"> <li>• <b>Leaflet will be updated</b> to include these suggestions.</li> <li>• The <b>new draft</b> will be sent round to the</li> </ul>  |



|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• More bullet points</li> <li>• Larger text</li> <li>• Simpler language</li> <li>• Simple style</li> <li>• More diverse photos</li> <li>• Information on how to get in contact by phone</li> <li>• Information on eligibility and payment for the service</li> </ul>   | <p>group to review by the end of August.</p>  |
| <p>Make sure that people can get in touch and access the service if not able to use the phone</p>   | <ul style="list-style-type: none"> <li>• <b>Different accessibility options</b> are available such as email, letter</li> <li>• If someone is deaf or hard of hearing there are options for alarms that are suitable</li> </ul>  |
| <p>Information should be made available in different languages.</p>   | <ul style="list-style-type: none"> <li>• Argenti are currently looking into whether to translate written materials into different languages. This may not be possible.</li> <li>• However, people will have <b>access to interpreters</b> if needed for assessments/installations and responses.</li> </ul>   |
| <p><b><i>Worries that people might have and how to address these</i></b></p>  |   |
| <p>The group came up with some main worries that people would have about the service, including:</p> <ol style="list-style-type: none"> <li>1. Unreliable technology</li> <li>2. Not getting help quickly enough</li> <li>3. Complex technology which is hard to use</li> <li>4. People who come to install won't understand my needs</li> <li>5. How private funders can be sure they'll get the same service and same level of safeguarding as social care-funded clients</li> <li>6. Families and care workers not understanding the technology</li> </ol> | <p>Argenti will <b>include the responses to these worries</b> in the <b>Frequently Asked Questions</b>. For example,</p> <ol style="list-style-type: none"> <li>1. Reassurance about the standards of technology and the safeguards in place</li> <li>2. The service has contractual responsibility to respond within a certain time</li> <li>3. All assessments will take place with the service user in the home so they understand, with extra support if needed and regular calls to check everything is OK</li> <li>4. Assessors will be trained in all different conditions (learning disabilities, autism, dementia) and most importantly in person centred practice</li> <li>5. Private funders will get exactly the same service – in fact the service might help to show when more help is needed such as a referral to social care</li> <li>6. Family and carers will be involved in the installations/assessments. Argenti have future plans to work with home care providers to make sure they understand the technology.</li> </ol> |



|  |  |
|--|--|
| 7. The service will be too expensive   | 7. Clear information about the low costs of the service and the benefits   |
| <b>What staff should know</b>  |  |
| Technicians and staff should know how to work with people with different needs for example learning disabilities, autism, mental health                                | <ul style="list-style-type: none"> <li>• <b>Yes- assessors will be trained</b> in learning disabilities, mental health, dementia and many other <b>specialist areas</b></li> <li>• Main focus is providing a person centred service</li> </ul>   |
| All social care staff should know about the service – and focus on how it can work for an individual<br>Staff should know about it enough to persuade people to try it | <ul style="list-style-type: none"> <li>• <b>Yes - all social care staff being trained</b> (120 so far).</li> <li>• All new staff will be trained as part of the induction</li> <li>• There are staff champions in different teams to support new staff</li> </ul>  |
| <b>How the technology could be used</b>  |  |
| Would like to see apps for mental health, learning disabilities and autism   | <b>Yes</b> – currently using Brain in Hand and looking at new technology through innovation panel  |
| Can the technology be used to protect people from abusive carers?  | <ul style="list-style-type: none"> <li>• Not the focus of the service – however there are some devices for recording for bogus callers</li> <li>• More of a social services issue / safeguarding</li> </ul>  |
| Users and residents should be involved in assessing new technology   | <ul style="list-style-type: none"> <li>• There will be an ongoing <b>service user group</b> to look at how to continuously improve the service, including through technology</li> <li>• <b>Innovation Panel</b> (who assess new technology) includes service users – currently looking at how Barnet residents can get involved</li> </ul> |
| <b>Other comments</b>  |  |
| Make sure that the service links up with social workers for example if you need a review.  | Currently <b>working with Reviews Team</b> to make sure clear pathway  |
| Users should have input into the referral form   | Something the <b>user group</b> can look at in the future  |