

## Vice Chair's Report

### Healthwatch Forum held at the Friends Meeting House 11<sup>th</sup> September 2018

The theme was Technology Enabled Care (TEC).

Martin Heuter, Commissioning Lead for TEC Bolton Council, NHS Bolton CCG gave an overview of what has been achieved, setting it into legal context and what's happening in Bolton.

Heather Warwick, Telecare Co-Ordinator Independent Living Services explained about referrals, assessments, recommendations to the service and case studies.

Further information:

Careline-alarm-service, Bolton Council [www.bolton.gov.uk](http://www.bolton.gov.uk).

Telecare website [www.telecare24.co.uk](http://www.telecare24.co.uk).

Careline alarm service [www.boltonathome.org.uk/careline](http://www.boltonathome.org.uk/careline).

You can self-refer or have a Care Package referral, followed by assessments and recommendations. She advised about Telecare, Telehealth, Telemed and Careline.

Several items of equipment were on display to assist those being cared for and carers. Heather explained how each operated and how they can be used in several different ways to help many different types of issues experienced during self-care and caring roles. There are varying costs for the renting of the equipment.

Telecare equipment detects when there's a problem and sends alerts to a call centre which then organises help e.g. an alert might get sent if you left the gas on by accident, or a personal alarm would allow you to call for help if you had a fall. This can be in the form of a personal alarm, which is worn as a neck pendant or bracelet, a watch-like wrist strap which automatically senses if you've fallen. The alarm alerts someone, usually a member of staff at a response centre, without you needing to push a button.

An intruder detector can sense movement in your home and alerts a response centre. In addition, listening equipment, medication prompts, smoke, heat and flood detectors are available. For those with dementia, a GPS location device is available.

Telehealth is as the name implies, caring for health. Telehealth devices allow you to monitor your health without having to keep visiting your GP. Examples are high blood pressure, anxiety, asthma or chronic obstructive pulmonary disease, diabetes, recurring urinary infections etc. You will be shown how to take readings which will automatically be sent to a health professional who will check your results and keep an eye on your health needs.

Steve Williams of Home Instead advised about new initiatives in TEC. He explained that the internet is not required to have sensors attached to mobile phones.

There is also a '3rings Plug' electric plug-in item which will send an 'All's OK' message to the carer/family at a set time when an item e.g. the kettle is switched on by the set time, say 10am. If the message is not received by the set time, the carer or family member can then make contact with the individual to confirm if all is well.

Henshaws Society for the Blind also gave a brief outline of their work and support.

There followed an excellent lunch, opportunity to examine the various items of equipment, ask questions and network.