

Fair Treatment Assessment (FTA) – Assistive Technology and Telecare (v1.1)



Area of Assessment	
Name of service or function etc	Assistive Technology and Telecare
Which service does this affect?	Adult Social Care
Is this a new, existing or revised function?	Revised
Summary of findings	
Main conclusions on the likely impact of the function on the different equality groups (protected characteristics)	
<p>In 2012 an external evaluation of Solihull’s telecare service funded concluded that:</p> <p>‘The current use of Telecare within Solihull is significantly behind best practices around the region and requires a large development programme to bring it forward to the heart of the support offer.’</p> <p>The key findings from the evaluation included:</p> <ul style="list-style-type: none"> ➤ Telecare in Solihull is underdeveloped ➤ Low Staff Awareness of Assistive Technology and Telecare (ATT) ➤ Untapped potential for using ATT ➤ Dedicated roles required ➤ Development of ATT service(s) required <p>In response to these findings Solihull has</p> <ul style="list-style-type: none"> • appointed 2 specific roles – A Telecare Development Manager, and Telecare Officer • drafted a strategy for Assistive Technology and Telecare • undertaken a consultation for the ATT strategy <p>The Telecare Steering Group brings together key people involved in developing ATT in the borough. These include Solihull Council Assessment and Care Management, Occupational Therapy Service, Solihull Equipment and Wheelchair Service and Solihull Community Housing – Safe and Sound Scheme. All of these services have been involved in the strategy consultation, along with current service users, disabled people, older people and carers. The consultation included an on-line questionnaire, a series of focus groups, a stakeholder event and workshops at the Independent Living and Extra Care Housing conference.</p> <p>Data about ATT is available primarily from monitoring information from the Safe & Sound scheme. It is also available from the Safe & Sound user survey and from the Alzheimer’s Society pilot. Limited data is currently available from the Carefirst database. However plans are being made to re-introduce recording of ATT on Carefirst so that a better understanding of the numbers of Adult Social Care service users using ATT is possible, and what equipment is being used. This information will help to understand the patterns of use of ATT by clients of different teams which will be a useful management tool to support the development of the referral/assessment system for ATT across different teams and different service user groups.</p>	

This recent consultation has provided the data that was required. However there are plans to work closely with both the Solihull Community Housing user forum and user champions to ensure that consultation/feedback from users is ongoing and continues to form the implementation of the ATT strategy.

No negative impacts have been identified by the Fair Treatment Assessment. The focus of the ATT strategy is to benefit older people and disabled people by supporting them to continue to live independently, by promoting choice and control and improving quality of life. Our data shows that two thirds of current Safe & Sound service users are aged 75 or over. The work of the Alzheimer's society is also predominantly supporting older people (incidence of dementia increasing with age). The strategy should have a positive impact on carers by reducing the pressure of constant welfare monitoring, and enabling respite from caring duties. Existing ATT services have had a positive impact for service users and carers – the strategy proposes expanding the availability of these services across a wider number of older and disabled people.

The ATT strategy consultation showed that service users, carers and professionals all believed ATT offers valuable potential to support older and disabled people to live independently.

The gender of current Safe & Sound service users is weighted towards females. Given the age profile of these service users, this gender profile is very similar to that for users of adult social care services.

Good practice identified was the use of RNID (Royal National Institute for the Deaf) equipment for people who are deaf or hearing impaired. Although the impact of the strategy for disabled people is a positive impact, the needs of people with sensory impairment require careful consideration in order to ensure they can achieve the same benefits as other disabled people. This can be achieved via personalised assessment and the use of specialist equipment when required.

ATT promotes people's human rights – mainly by supporting people to live independently. Specifically, this relates to the following human rights

- Deprivation of liberty or threat to security
- Interference to private, family life, home or correspondence
- To enjoy ones property peacefully

ATT promotes community cohesion by enabling vulnerable older or disabled people to continue to live independently, which supports one of the 3 Department of Communities and Local Government foundations of community cohesion: 'People from different backgrounds having similar life opportunities'. ATT in itself cannot ensure community cohesion on an individual basis, it requires a wider range of support to ensure that individuals are living lives actively involved with their local community.

The ATT strategy includes plans to promote the recycling and appropriate disposal measures for ATT equipment.

All staff involved in the assessment, installation and ongoing service provision for ATT must meet the standards required for adult or children's safeguarding (depending on user group). These include Criminal Record Bureau checks, safeguarding training and use of appropriate safeguarding policies and procedures. The use of a dispersed alarm provides a user with an additional method of reporting abuse if this is necessary.

Several actions have been identified to improve the recording of ATT information and to better promote equality, human rights, cohesive and sustainable communities and safeguarding issues.

Actions:

Actions required to address negative impacts identified or to better promote equality, human rights, cohesive and sustainable communities and safeguarding issues

Action	Outcome	Timescale
ATT services to monitor ethnicity of users, and take action to ensure proportionately equal access between white and non-white groups	All users have equal access to ATT services	30 June, 2013
Develop a case study from a Safe & Sound service user from a minority ethnic group.	Promote take up of ATT and help understand views of ethnic minority users	30 June 2013
Safe & Sound and other ATT services to ensure appropriate equipment and service arrangements are in place for deaf and hearing impaired service users	Users who are deaf or hearing impaired have equal access to benefits of ATT	30 June, 2013
Extend use of stand-alone ATT equipment	Users have access to stand-alone ATT, as well as equipment linked to a call centre	31 August, 2013
Create appropriate ATT recording on Carefirst	ATT information is routinely recorded on Carefirst for ASC users	31 March, 2013
Compare Solihull data for gender of ATT users with other WM councils	Understand if gender profile differs significantly from other WM councils	31 March, 2014
Date Assessment signed off	18 January 2013	