



Technology for our Ageing Population: Panel for Innovation

Phase Two: From Principles to Delivery

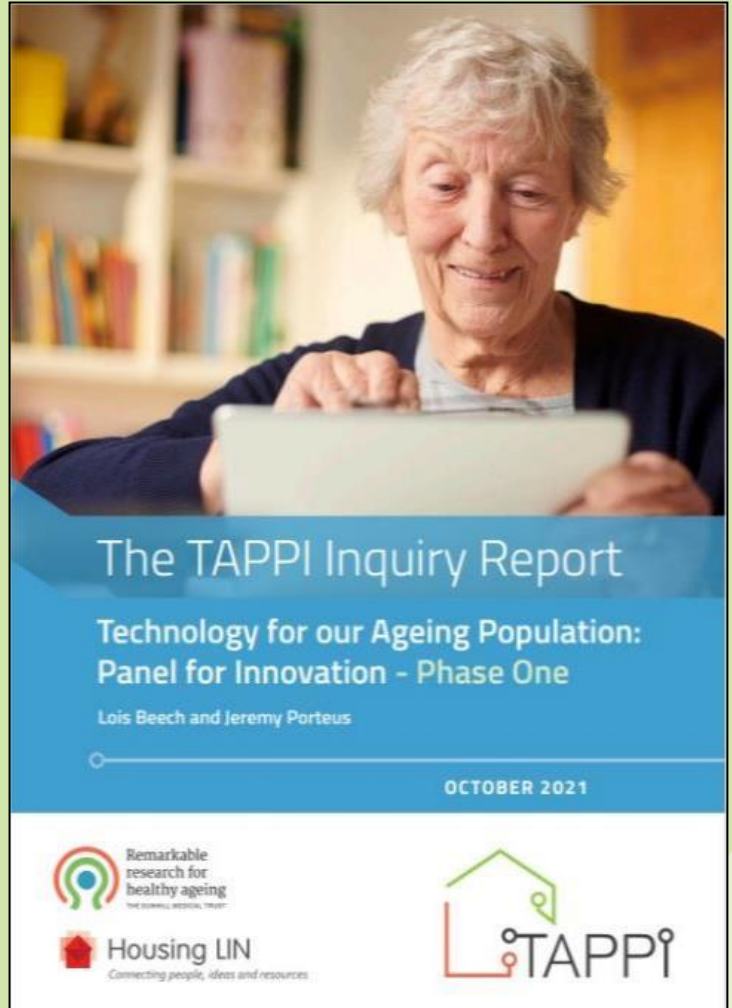
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TSA

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Background to TAPPI

Learning from history...to address today's issues & opportunities

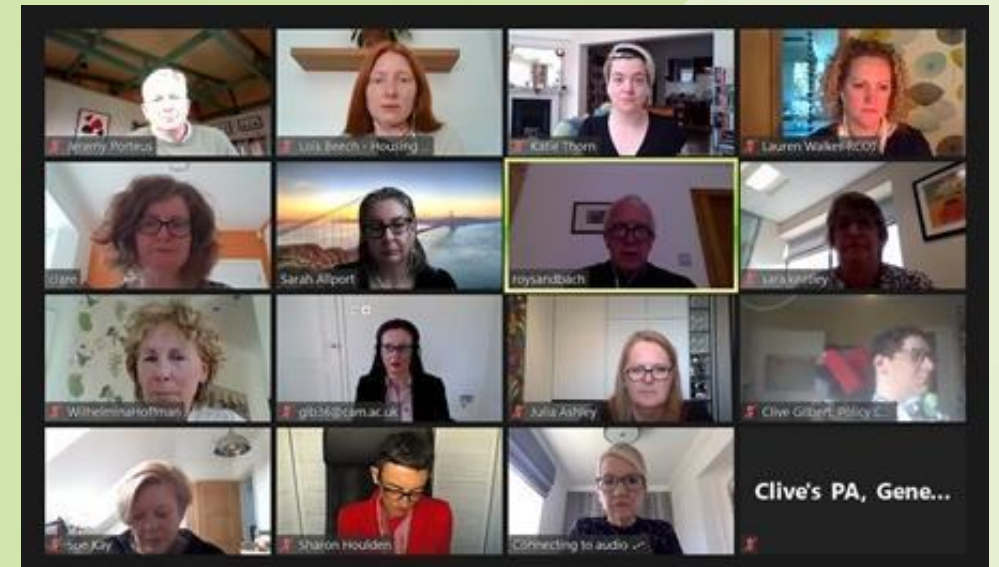


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TAPPI Phase 1 – The Inquiry



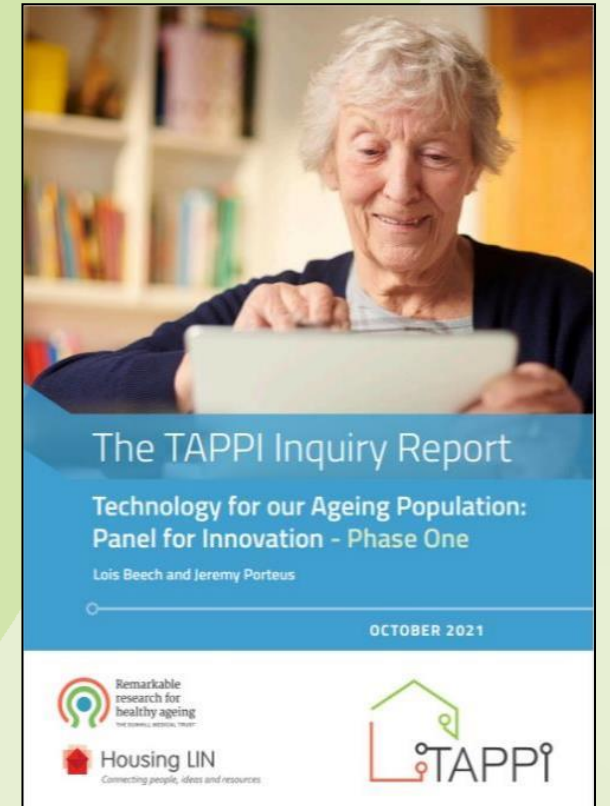
- **TAPPI Panel** - key industry leaders and policy makers incl.: TSA, DLUHC, LGA, ADASS, IKEA and the Queen of Sweden's charity: Silviahemmet
- Linked with **3 other Commissions**
 - *Technology enabled care and support* (TSA/ADASS White Paper)
 - *Future of housing and care* (Social Care Institute for Excellence)
 - *Smart Homes and Independent Living Commission* (APPG on AT, Policy Connect)



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TAPPI Phase 1 – Lessons & Action

- **People** must be at the heart of care technology interventions but.....
- **Processes & Systems** can easily be siloed & collaboration is difficult.....
- **Knowledge and training** is patchy at best....
- Developed **10 TAPPI Principles** can be part of every conversation about technology & care....but will they be useful in practice in such a complex environment
- Identified & reported wonderful **UK and global best-practice examples**



#TAPPI

Adaptable

Co-produced

Quality-focussed

Cost-effective

Preventative

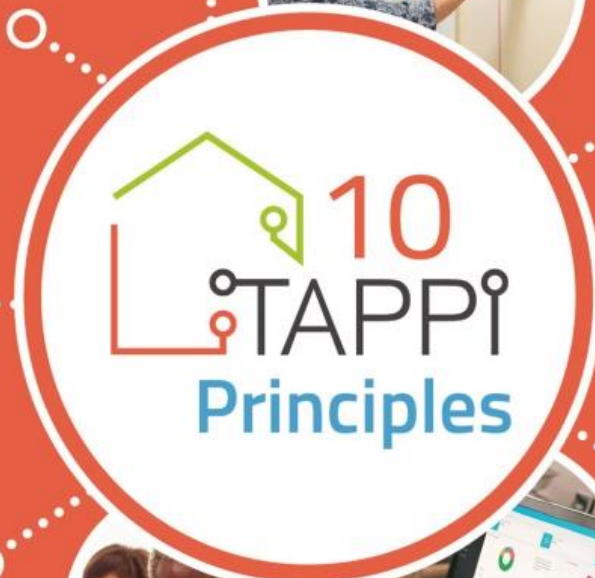
Choice-led

Person-centred

Interoperable

Outcome-focussed

Inclusive



TAPPI Phase 2 : From Principles to Delivery



- Test **10 TAPPI principles** in locality 'testbeds'
- Gather detailed evidence of **“what’s needed and what’s possible.”** to make TAPPI work
- Challenge what are perceived to be **“impossible system barriers”**
- Co-produce a **“TAPPI Framework for Action”**
- **Start a movement for delivery across stakeholders.....**



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TAPPI Phase 2 : Making it Work



Funded by



Remarkable research
for healthy ageing

THE DUNHILL MEDICAL TRUST

Supported by



The voice of technology
enabled care



Housing LIN

Connecting people, ideas and resources



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TAPPI Phase 2 : Making it Work



Co-Production and Engagement Partner

CO-PRODUCTION WORKS

Evaluation and Shared Learning Partner

Cambridge Centre
for Housing &
Planning Research



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TAPPI Phase 2 : Couldn't happen without... The 6 locality 'testbeds'



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TAPPI Steering Board : A wealth of advice and direct support



CHAIR:



Prof. Roy Sandbach OBE FRSC



**Julia Ashley
Business Development
Director - Aster Group**



**David Birkbeck
Founder and CEO
Design for Homes**



**Fiona Brown
Representative -
North East ADASS
and TSA Board
Member**



**Clive Gilbert
Policy Manager,
Assistive Technology
- Policy Connect**



**Jirko Hoogerwerf
Safer Life At Home
leader - IKEA of
Sweden AB**



**Ruth Marks
Chief Executive
- Wales Council
for Voluntary
Action**



**Dr Vikki McCall
Senior Lecturer in
Social Policy and
Housing -
University of
Stirling**



**Matthew Winn
Director of
Community
Health - NHS
England**



**Helena Zaum
Government
Industry Lead for
Social Care and
Integrated Care -
Microsoft UK**



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Personalisation in Action



Co-production

Technology enabled services need to be proactive and co-produced with people, their families and carers.



Workforce, vision and leadership

Digital infrastructure, skills and approaches in social care must improve so individuals and the care workforce can maximise digital opportunities.



Standards

We should work with technology providers and other adult social care stakeholders to drive the adoption of quality standards.



Evidence evaluation and benefits realisation

Wellbeing and cost benefits continuously collated



Creation of the blueprint

What good looks like
Hands on Support in the community
Delivery of a Personalised Care Innovation Programme
Tappi Framework

CO-PRODUCTION WORKS

Cambridge Centre
for Housing &
Planning Research

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Delivering in partnership with testbeds

All testbeds have tenant and staff champions who are actively engaged across developing and testing:








- the co-production approach
- the workforce development approach and virtual house
- simple tools that enable services to work through all the steps of embedding enabling technology and wrap around services:
 - TEC assessment focusing on risks and outcomes
 - Consent forms to make sure tenants and families are central to the solutions and services provided
 - Information and data security questionnaires for all suppliers
 - Use cases/scenarios to share with solution suppliers to support a better understanding of needs and being outcomes-led rather than technology-led



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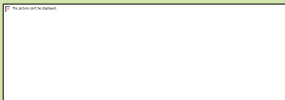
Alice and Peter's Story



-  Alice, 89 worked with disabled people before retiring, has 5 daughters
-  Peter, 82 has 5 children, enjoys gardening and woodworking
-  Live in a retirement complex in Scotland (Bield Housing & Care)
-  Have personal alarm systems in their flats
-  Alice wants to learn more about technology to support her daughter, a wheelchair user
-  Peter wants to open up technology to other tenants and keep them in their own flats for longer
-  Both express fear towards technology but believe it can be overcome with proper guidance and patience









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Debra's Story



-  54, retired midwife, 5 children, 8 grandchildren
-  Lives alone in a Haringey Council supported housing scheme
-  Has lupus and rheumatoid arthritis and uses a wheelchair
-  Technology can help overcome physical barriers and maintain her independence
-  However, cost and complexity of technology present barriers
-  Wants TAPPI to improve access to technology and empower people to be more independent

Supporting outcomes through enabling solutions



Testbed sites have been working with tenants to identify needs as part of their assessment process:

- Hydration monitoring to promote improved wellbeing & reduce risk of UTI
- Use of smart speakers linked to devices around the home to support those with poor mobility - opening curtains, setting reminders
- Testing robotic vacuums - maintaining your home when accessing the property is difficult
- Promoting activity and safe walking using GPS devices and falls alerts when out and about
- Connected Care systems to build a pattern of everyday living and notify staff and families if habits change - proactive support and prevention of crises



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Bringing technology enabled outcomes to life

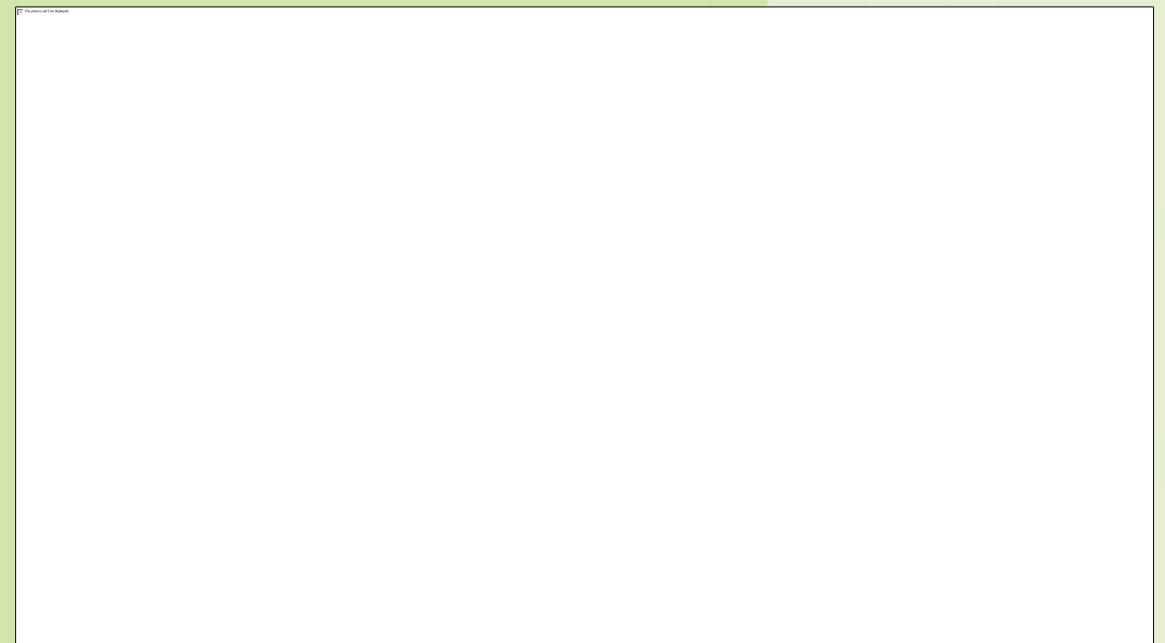


Testbed champions meeting solution suppliers and being part of decision on what to test and learn from - Bield are launching their Digital Hub to demonstrate enabling technology in an extra care scheme. Feedback from testbeds and updates on their progress can be found at

<https://www.housinglin.org.uk/Topics/browse/Design-building/tappi/tappi2/tappi-testbeds/>

TAPPI explores how to use this immersive learning within Housing and testbeds are collaborating to create an assessment tool to build into the Virtual House, with the look and feel of a grouped living environment

<https://www.tsa-voice.org.uk/tsa-training-service/building-your-tec-knowhow/>



Find out more at www.housinglin.org.uk/TAPPI



TAPPI Phase 1 www.housinglin.org.uk/TAPPI1

+44 7976 554 925 www.housinglin.org.uk/TAPPI2

Thank you!

Platform's TAPPI Journey

Daniel Rock
TAPPI Project Officer



The TAPPI Project

- Technology for an Ageing Population: Panel for Innovation.
- *“aims to improve the way technology is used in housing and care for older people.”*
HousingLIN.
- Implement and test the 10 Principles recommended in Phase 1 of TAPPI, create a suite of tools, and develop service and technology standards.



Platform Housing Group

- Platform is a housing provider with 47,000 properties, 3,700 of which are specifically for older people.
- Platform has limited integration of Technology Enabled Care in these properties.
- We understand the need to future-proof our homes and better safeguard our customers.
- Last year, we applied to be one of the six TAPPI test sites in England, Scotland and Wales.



Harling Court

- Retirement Living complex in Ledbury, Herefordshire.
- 41 Apartments for people over 60 with an additional support need.
- Retirement Housing Officer is on-site night and day, all year round.
- In late 2022, the ageing analogue call-alarm system needed replacing.



Person-centred

- In November, each Harling Court resident was assessed by our TEC Partner, *Community Housing TECS*.
- 100% of our residents have now had an individual TEC assessment.
- Tipper kettles, fall detectors, GPS alarms, motion-activated lighting, remote door openers and visual door alerts.



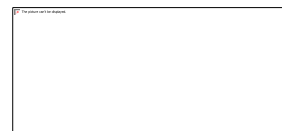
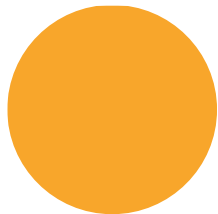
Preventative

- Prevention is better than cure!
- As a housing provider, the potential for customers to stay in the homes they love for longer could improve their quality of life, and helps Platform retain a valued customer.
- Three customers identified with the potential to benefit from more complex TEC systems:
 - Early signs of dementia
 - Frequent falls
 - Family concerns about elderly father's daily routine



Co-produced

- Pete and Jolie from Co-Production Works are TAPPI's co-production partners, facilitating six-weekly meetings with all testbeds and their Champions.
- Mike, Muriel, Rosemary and Wendy are Harling Court's amazing TAPPI Champions.
- We strive to involve residents in decisions that affect them and their quality of life.



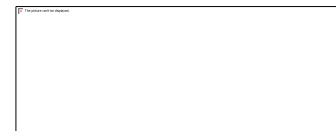
Co-produced

- Regular informal meetings with Champions and other residents give opportunity to learn about what is important to them.
- Complaints about difficulty bending to use TRV's to adjust temperature have led to investigations into remote alternatives.
- Hearing Loop and PA system in Communal Lounge suggested.



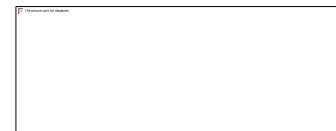
Inclusive

- Dunhill Medical Trust and the TAPPI project has facilitated each Harling Court resident access to a tablet computer.
- Personalised initial appointments to set up tablets and email addresses.
- Ongoing weekly workshops will provide residents with independence-enabling skills, tailored to the individuals' desired outcomes.



The terrors of the 'T' word

- We've discovered varying interpretations of the word 'technology' amongst our older residents; it can be seen as a threat to their way of life.
- “One daughter said to her elderly mother, ‘it will save me petrol as I won’t have to drive over’.” – Resident Champion Rosemary
- Platform aim to prove that it can help to improve safety, independence and connectivity.



The terrors of the 'T' word

“Technology also helps me keep in touch with family. My great granddaughter was diagnosed with leukaemia when she was 12 months old and during the pandemic we kept in touch via Facetime. When I first saw her face to face after lockdown she said, ‘Look! They’ve let Grandma out of the phone!’”

- Rosemary



Beyond TAPPI

- Platform's own evaluation of TEC will combine with the shared learning taken from the other TAPPI testbeds, the TSA, HousingLIN, Dunhill Medical Trust and University of Cambridge.
- All testbeds are working with the TSA to create guidance and tools for other Housing and Care providers who wish to embark on their own TEC journey.
- The hardest part for Platform – what's next?



Thank you.

