

Project VirtEx

Melinda Phillips, CEO, Housing21

Steve Sadler, CTO, Tunstall Healthcare

17th November 2009



Tunstall

housing21

lookinglocal



The
University
Of
Sheffield.



Project Objectives

People

- Help preserve social inclusion
- Promote self-care, healthier lifestyle and independent living by encouraging change in behaviour
- Relieve carer stress

Care Delivery

- Build a virtual community of connected carers and care-recipients
- Help deliver flexible, community-based care
- Build on current best practice technology and services in Telecare and Telehealth
- Support assessment through in-context information provision

Technology – applications

- Data-intensive services using higher-bandwidth infrastructure
- Care monitoring systems extended to include new devices around the home
- Combinations of remote connectivity and care services, hence Virtual Extra Care (VirtEx).

User & Provider Contribution

- The context
What Goes on in Extra Care: The DVD
- What products would be suitable
- Testing out user views



The Context

- Extra Care is a popular form of supported housing with care available 24 hours a day but focusing on social wellbeing and the quality of life
- VirtEx aims to combine these twin benefits for people living alone in the community
 - Older people spend 9 years living with long term illnesses compared to 6 years in 1981
 - 0.5 million older people leave their homes only once a week
 - 300,000 are housebound
 - 2.6 million pensioners have signs of depression

Isolation and loneliness is the biggest challenge for our ageing society



Technology Can Isolate or Include Older People

- To date, experience for older people has mainly been to exclude them
- Switch to digital by 2012 plus increased capabilities of broadband communication plus TV (Internet Protocol Television IPTV) offers a new opportunity to include them
- TV viewing is 5.25 hours a day on average amongst the older population – older people are confident about using it



Ideas about What to Offer

1. Encouraging / enabling people to get out and participate

WHAT	HOW
Information about what's on - RSL provider - Local authority	Calendar Links to local information & local TV stations
Diary populated by themselves, family & carers	Individual calendar (Outlook?)
Book a place and arrange transport	Interactive booking
Reminder about appointments	Individual calendar



Ideas about What to Offer

2. Reducing isolation of older people not able to get out. Help families to be more involved from a distance

WHAT	HOW
Video & audio calls - One to one - One to many	Video conferencing IP telephony
Simple email on TV	Email
Social contacts Similar interests (book club)	Facebook style facility User profile
View audio / video content on demand	iPlayer Sky+ DITV plug ins
Wii style games against family / friends with audio	Call conferencing & Wii applications
Games	Plug ins / game applications
View live events - Church service - Exercise class	Video conferencing Hymns on screen?
Photo collection to view - (Screen saver customised)	Photo gallery



Ideas about What to Offer

3. Enabling older people to stay independent safe and healthy = more confidence for families

WHAT	HOW
Information through TV	Plug in (e.g. NHS)
Peer to peer support Link to GP	Video / call conferencing
Reminders from family and carers (i.e. make tea, take pill)	Calendar (& medication dispenser)
Sensor and alerts	Messaging to TV (SMS)
Families able to check movements and gain reassurance	Sensors Web based view Messaging



Ideas about What to Offer

4. Improve the care management system with greater involvement of carers and families

WHAT	HOW
Managing long term conditions	Compatability with systems on the market
Reminders	Calendar & messaging
Family members Check movement & take action if necessary	Sensors (e.g. door) Web based view Messaging
Carers leave information for older person & family members	Calendar Message facilities



Capturing user input

By:-

Focus Groups



Using Story Boards



Using Applications / Direct Testing



Questionnaires

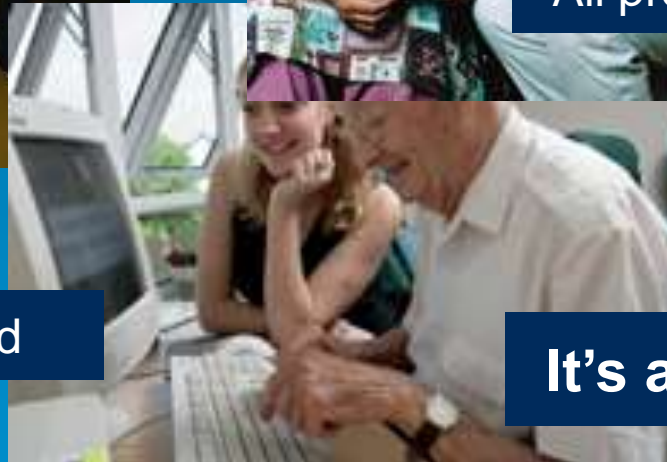
Summary Feedback

No difference in views across extra care housing residents and those in the community



All products can be useful

All products being developed



It's all in the testing