

# Technology Enabled Care and the Workforce

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@SCTT\_NHS24

@TECScotland

**Technology**  
has also revolutionised  
how we care for our. . .

# Tackling digital skills

- SQA - <https://www.sqaacademy.org.uk//course/view.php?id=651>
- SCVO - <https://digital.scvo.org.uk/participation/>
- SSSC - <http://23digital.sssc.uk.com>
- Schools –
  - <http://www.digitalschoolsawards.co.uk/region/scotland>
- Professional organisations



### Thing 1: Blogging

This is the first of 23 things and you should start your journey here. In this thing, you will learn about blogging, set up a blog and make your first blog post.



### Thing 2: Open Badges

In this thing, you'll learn about Open Badges, register for an account and apply for your first two badges.

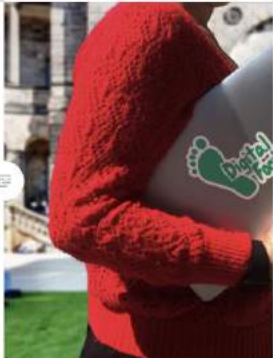


### Thing 3: Why digital?

In this thing, you will explore why you, your employer and people who use services might benefit from developing your digital capabilities.

### Thing 4: Digital footprint

Many people don't know how big a digital footprint they leave when doing things online. Completing this thing will help you understand digital footprints.



### Thing 5: Social media #1

In this thing, you will have the opportunity to reflect on what you do on social media and consider personal and professional boundaries.



### Thing 6: Digital security

Completing this thing will give you the opportunity to consider digital security which is relevant for both your personal and professional life.



### Thing 7: Finding resources

Working through this thing will help you find trusted, relevant and reliable resources online.



### Thing 8: Facebook

In this thing, you'll get the opportunity to consider the hugely popular and influential social media platform Facebook, and how you can use it safely.



### Thing 9: The Cloud

In this thing, you'll develop your understanding of the 'Cloud' and explore what opportunities it presents for you, your learning and people who use social services.

### Thing 10: Podcasts

Learn about podcasts, how to access them, and which ones might support your learning and development.



### Thing 11: Twitter

Learn about Twitter and how it can be used to support your practice, your organisation and your learning and development.



### Thing 12: Apps #1 – Supporting practice

Learn about apps which you can use to support your practice.



# one in five



# don't have the basic digital skills they need

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## What factors drive the use of technology enabled care?

### Demographic change & demands on health and social care resources:

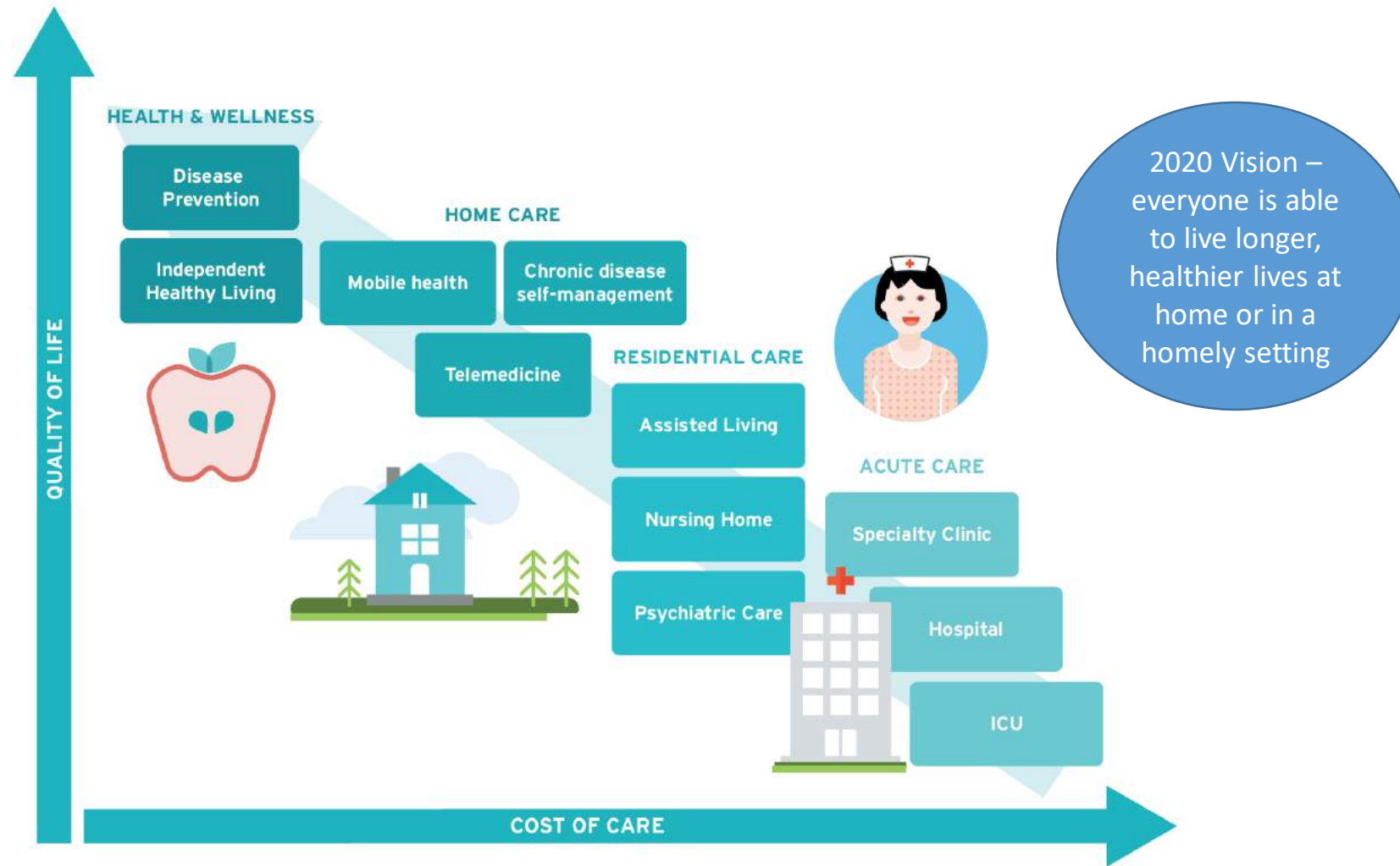
- In Europe (EU-28), currently 17% of the population, or 85 million people, are 65 years or older.
- Projections show that in 2030, 23% or 125 million people, and in 2060, 30% or 155 million people, will be 65 years or older. <sup>1</sup>
- **Scotland has a population of 5.1 million and 20% of the population is 65 years of age or Older. <sup>2</sup>**

Delivering high quality care to everyone has to be sustainable. While the goal is for as many of us as possible to age in a healthy way, in reality, the demand for care becomes greater and more complex. Resulting in greater pressure on health and care services.

# Shifting the Balance



Figure 3: 'Shifting Left' to Reduce Cost of Care while Improving Quality of Life





Scottish Centre for  
**Telehealth & Telecare**



Contains key references to the role of Digital.

<http://www.gov.scot/Publications/2017/03/1750>

.....  
**Mental Health Strategy:**  
**2017-2027**  
.....



# Key points:

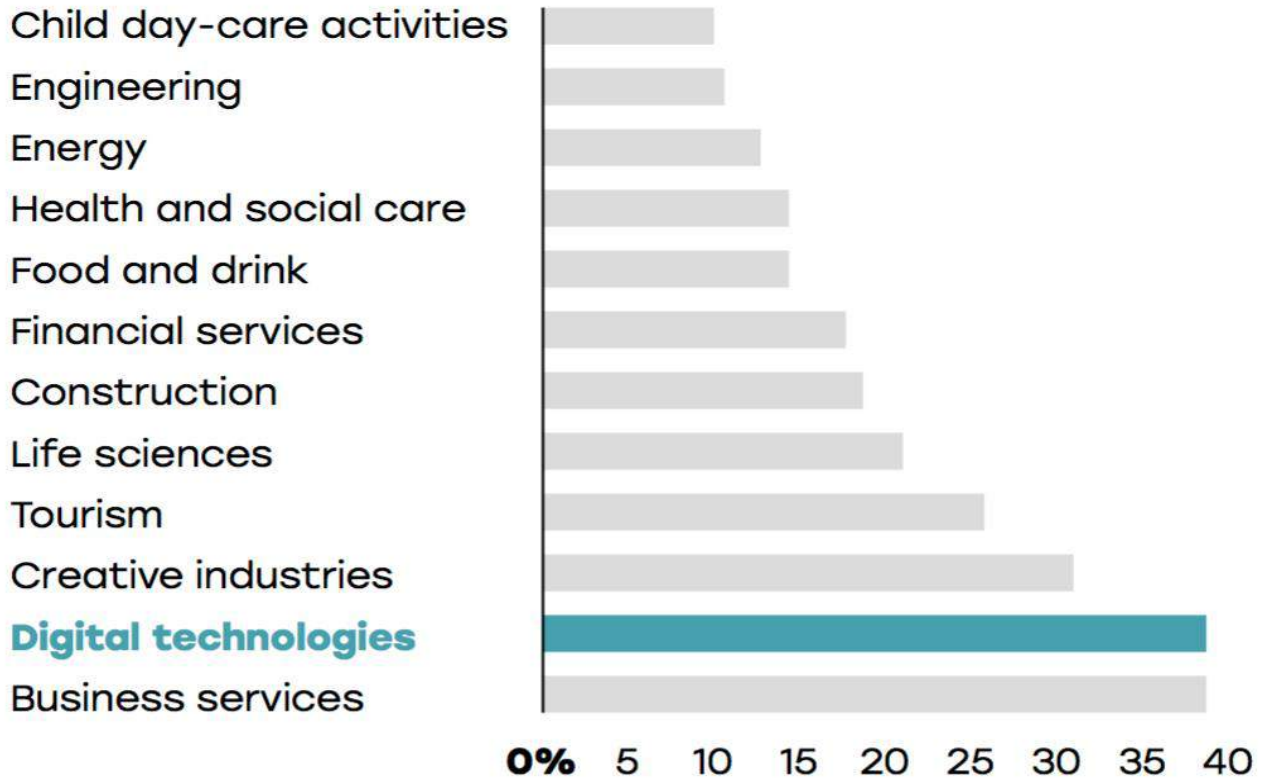
- Imperative for service improvement
- Demographic and resource constraints we face are undeniable and we need to find new ways of working.
- The use of technology (appropriately assessed and embedded) can make a big difference to service users and to staff.
- Technology is an important element of health and social care integration.
- Yet, education, training, awareness of and subsequent use of technology to deliver care remains slow and challenging.

## 1 Digital Technologies in Scotland



The tech sector is forecast to be the **fastest growing sector** in Scotland to 2024, in terms of GVA (38%) – growing more than twice as fast as the economy overall (17.5%).

### Forecast percentage GVA growth 2014-2024





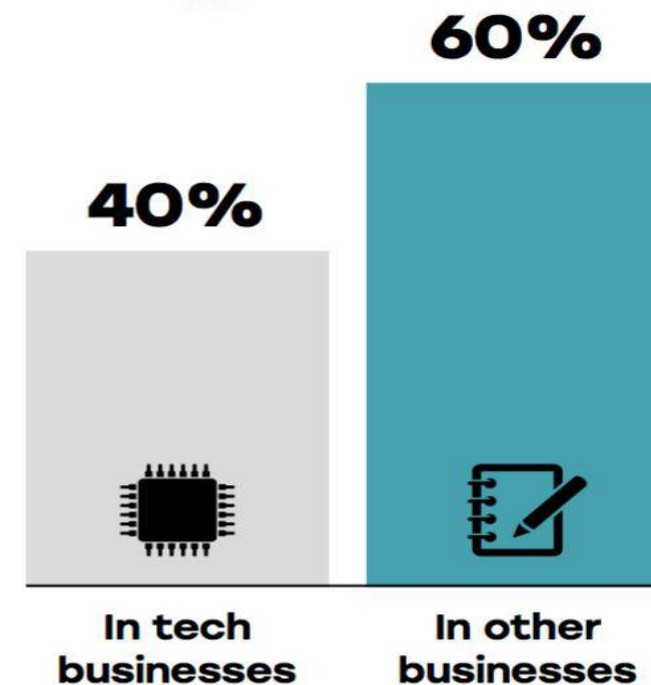
### Employment in Technology Roles

Over **90,000** people are employed in tech roles across all sectors in Scotland. This represents 4% of the national workforce and a 10% increase in employment from 2015-2016.

40% of these people are employed in tech businesses with the remaining 60% employed in other sectors such as Finance, Creative industries, Energy, Engineering and Healthcare. This illustrates the importance of tech professionals across Scotland's whole economy.

The number of tech professionals employed in other sectors is growing faster than for tech businesses, further illustrating the demand for tech skills across all Scotland's industries.

### People employed in technology roles



*With respect, especially, to Enabling Technologies:*

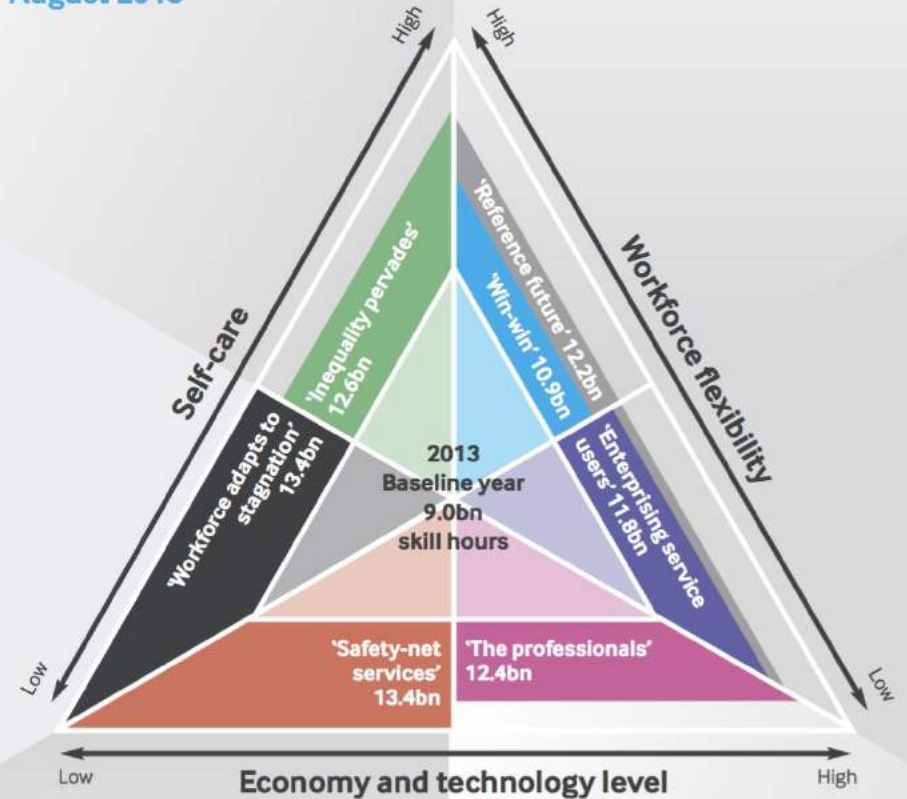
*Mobile technology is likely to further facilitate the transition from the 'informed' to the 'participative' public.*

*How will the current workforce, including physicians, nurses and carers, be equipped with the skills required to work in a shared partnership with patients?*

*How will they upskill to use and interpret the information provided by apps as a natural extension to their daily activities?*

*Centre for Workforce Intelligence 2013 The Technology Horizon.*

August 2015



# What is required?

## Knowledge and skills – generic

- Understand how technology enabled services fit into the overall care delivery model – the benefits and the challenges.
- Understand local and national approach to integrating technology enabled services.
- Ability to explain the use of technology – in your own role – to patients/ service users and carers.
- Ability to assess users for technology enabled service.
- Ability to utilise and assist service users to use technology.
- Identify opportunities to using technology in service improvement.
- Demonstrate leadership.



- Understanding of data protection
- Ability to use the device
- Understand and explain the device and data capture in a jargon free way
- Ability to review (and for some staff interpret) the data captured – and follow protocols for action
- Provide ongoing support and advice in the use of the technology to the user
- Specific skills required when communicating remotely e.g. video conferencing with a patient
- Understand how some health technologies may compromise confidentiality
- Understand and be able to explain who will access information gathered and why.

## Locally developed new app to tackle suicide



(stock picture)

Sign up to our **Daily** newsletter

A tech-based guide to supporting people with suicidal thoughts has been refreshed and relaunched in time for Suicide Prevention Week.

The locally developed Suicide? Help! app contains contact details of local and national organisations, information about suicide, a guide to helping those in distress and a template for creating a safety plan

Starting yesterday, Suicide Prevention Week aims to highlight the issues and break down barriers to giving and receiving help.

As well as the refreshed app, with updated contact details and the latest information, Suicide Prevention Week will see a number of local events taking place.

These include a week-long drop-in stall at Ninewells Hospital and an information point in the Overgate Shopping Centre on Friday.

Backed by partners including NHS Tayside and the Scottish Fire and Rescue Service, the app can be a source of support for someone with thoughts of suicide or someone trying to help them.

Research by the Tayside Multi Agency Suicide Review Group shows most suicides take place in the home and that the person will probably not be known to mental health services.

The Suicide? Help! app can be downloaded free from app stores, by visiting [suicidehelp.co.uk](http://suicidehelp.co.uk), calling NHS 24 on 111, Samaritans on 116 123, Breathing Space on 0800 838587, or visiting [breathingspacescotland.co.uk](http://breathingspacescotland.co.uk).



Scot Fire and Rescue

@fire\_scot

Following



ACO David McGown tells @BBCScotlandNews why @fire\_scot is transforming to meet modern risks. #Prevention #SFRS #safehomes #WeAreSFRS



7:16 PM - 13 Sep 2017

# Recognising the demand...

In addition to a growing demand for input by Scottish Universities to undergraduate training, in recent years we have seen a number of new courses, MOOC's / Open Learn / CPD etc., by:

- Edinburgh University
- Glasgow Caledonian University
- University of West of Scotland
- Stirling University
- Dundee University
- Strathclyde University

Commercial training providers have started to move into eAssessment – telephone triage etc., clearly recognising the gap in provision.

Stand alone courses may be attractive but are they going to achieve the shift in understanding required?

How are you dealing with it?



Morning programme #TECScot

|               |   |   |  |  |   |  |
|---------------|---|---|--|--|---|--|
| 09.00         | Registration, Refreshments and Exhibition   |   |  |  |   | Refectory, Ground Floor  |
| 09.30         | <b>Introduction and Welcome</b> Nessa Barry, SCTT, NHS 24   |   |  |  |   | Halle Lecture Theatre, Third Floor   |
| 09.40 – 09.55 | <b>My experience as a technology user.</b> Stuart Beveridge & Ron, Fife Society for the Blind   |   |  |  |   |  |
| 09.55 – 10.10 | <b>Technology Enabled Care Development Programme</b> Margaret Whoriskey, Head of Technology Enabled Care and Digital Innovation, and Scottish Government  |   |  |  |   |  |
| 10.10 – 11.00 | <p><b>Snapshot Presentations</b> Each Snapshot will give a five minute insight into current or planned work. Attendees will have the opportunity to catch up with the presenters throughout the day.</p> <p><b>Chaired by</b> Mr Jim Ferguson, Clinical Lead, SCTT, NHS 24</p> <ol style="list-style-type: none"> <li><b>Innovation for Everyone - what next?</b> Steve Purdham, CEO, 3rings</li> <li><b>eConsult – Phase 1.</b> Anne Reoch, TEC Programme</li> <li><b>Confident Conversations about Dementia and Technology.</b> Charlotte Swarbrick, Senior Technology Coordinator, Alzheimer Scotland</li> <li><b>Highland Pharmacy Project.</b> Clare Morrison, Lead Pharmacist North, NHS Highland</li> <li><b>Ageing in Place – Innovations in Housing.</b> Dorry McLaughlin, Chief Executive Officer, Viewpoint</li> <li><b>Podiatry ehealth: journey from hospitals to homes and care homes.</b> Jolene McHugh, Podiatry Trakcare e-Health Officer, QEUH</li> <li><b>How People Search for eMental Health Information.</b> Diane Pennington, Lecturer in Information Science, University of Strathclyde</li> <li><b>What's new about NHS Inform?</b> Lynn Garrett, Partnership and Engagement, NHS 24</li> <li><b>Digital Hub.</b> John Gray, Scottish Fire and Rescue Service</li> <li><b>Viarama Virtual Reality in a care setting.</b> Billy Agnew, Viarama</li> </ol> |   |  |  |   | Halle Lecture Theatre  |
| 11.00 – 11.30 | Refreshments (Sponsored by Doro Care) and Exhibition  |   |  |  |   | Refectory, Ground Floor  |
| 11.30 – 12.15 | <b>Workshops – Third Floor</b>  |   |  |  |   |  |
|               | <p><b>Workshop 1</b><br/><b>Digital capabilities for Nursing – Every Nurse an e-nurse</b></p> <p>A workshop from the Royal College of Nursing to explore digital capabilities needed by a workforce alert to the possibilities offered by the rapidly changing digital environment and confident in their ability to influence this environment at all levels.</p> <p><b>Presenters:</b> Sián Kiely, Knowledge and Research Manager, RCN, Scotland</p> <p><b>Facilitator:</b> SCTT</p>  | <p><b>Workshop 2</b><br/><b>Analogue 2 Digital Telecare – where to next?</b></p> <p>Analogue to Digital Telecare is the biggest change to happen in Telecare history. The workshop will take the attendees on a overview of activity in 2015/16 and hear about next steps for 2017/18. Participants will be asked to contribute their thoughts and experience to help shape and influence how we progress.</p> <p><b>Presenters:</b> Sue Scotland, SCTT, NHS 24</p> <p>Russell Scott, SCTT, NHS 24</p> <p><b>Facilitator:</b> Thomas Buchendorfer, SCTT, NHS 24</p> | <p><b>Workshop 3</b><br/><b>Telecare Self-Check Online Tool</b></p> <p>Recently launched, the Tool is aimed at anyone who wishes to find out about telecare in Scotland. Attendees will learn about the co-produced approach and plans for development.</p> <p><b>Presenters:</b> Ann Allison, Telehealthcare Lead, NHS Forth Valley</p> <p>Geraldine Begg, TEC, East Renfrewshire</p> <p>Mark Buchner, Managing Director, Tactuum Ltd.</p> <p><b>Facilitator:</b> Samantha Davies, NHS 24</p> | <p><b>Workshop 4</b><br/><b>Digital Health &amp; Care Institute (DHI) Phase Two Salon</b></p> <p>2017 sees DHI transition into phase two of its business development. This is a unique opportunity to learn more about phase two and how you can contribute to DHI's challenge areas, commissioned by Scottish Government.</p> <p><b>Presenter:</b> Joanne Boyle, Industry, Health &amp; Care Engagement Manager, DHI</p> <p><b>Facilitator:</b> Grace Arnell, DHI</p> | <p><b>Workshop 5</b><br/><b>Online Rehabilitation</b></p> <p>Examples of online rehabilitation programmes. Discussion on the challenges e.g. recruitment and retention and the benefits for users.</p> <p><b>Presenters:</b> Katie O'Donnell, Storm Health Ltd</p> <p>Anne Reoch, TEC Programme</p> <p>Sandy Hamilton, University of Western Australia</p> <p><b>Facilitator:</b></p> | <p><b>Workshop 6</b><br/><b>Getting the Housing Sector TEC Ready</b></p> <p>Attendees will learn about the TEC Ready Programme funded by the Scottish Government to help achieve a step change in the uptake of TEC and Assistive Technology across the housing sector.</p> <p><b>Presenter:</b> Heather Laing, TEC Ready Coordinator, Scottish Federation of Housing Associations</p> <p>Brian Whittington, Tighean Innse Gall (TIG)</p> <p>Stewart Wilson, (TIG)</p> <p>Judith Leslie, Angus Care and Repair</p> <p>Graeme Hamilton, Albyn Housing Association</p> <p><b>Facilitator:</b> SCTT</p> |
| 12.15– 13.15  | Lunch (Sponsored by Doro Care), Networking and Exhibition   |   |  |  |   | Refectory, Ground Floor  |



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# Resources

1. Turning Demographic Ageing in Europe into Opportunities S Olson 2014
2. Health and Social Care Integration in Scotland. <http://www.gov.scot/Topics/Health/Policy/Adult-Health-SocialCare-Integration>
3. Cabinet Sec for Health and Wellbeing April 2015 – Health and Social Care Integration [https://www.youtube.com/watch?v=oBkK1\\_7Yuts](https://www.youtube.com/watch?v=oBkK1_7Yuts)
4. What do we mean by integrated care? Kings fund, Nuffield Trust, N Goodwin. <http://www.nuffieldtrust.org.uk/sites/files/nuffield/evidence-base-for-integrated-care-251011.pdf>
5. Exploring the role of ICT in the provision of integrated care—Evidence from eight countries. M Lluch & F Abadie Health Policy, V.111, Issue 1, 2013, P: 1-13
6. IRISS Imagining The Future [http://www.iriss.org.uk/sites/default/files/\\_imagining\\_the\\_future\\_workforce.pdf](http://www.iriss.org.uk/sites/default/files/_imagining_the_future_workforce.pdf)
7. Centre for Workforce Intelligence. The Technology Horizon Preliminary review on technologies impacting the future health and social care workforce [www.cfw.org.uk](http://www.cfw.org.uk) 2013
8. eHealth Technology Competencies for Health Professionals Working in Home Care to Support Older Adults to Age in Place: Outcomes of a Two-Day Collaborative Workshop. A Barakat, R D Woolrych, A Sixsmith, W D Kearns, H SM Kort. 2013. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4084768/?report=abstract>