Embracing technology to support overnight support services

In Fife we want the people who use health and social care services to have access to digital solutions to support living independently at home or a homely setting in a safe and dignified way. Digital solutions have the potential to improve the quality, efficiency and accessibility of health and social care services and the ongoing advancement of technology will allow us to look at different ways to support people.

A digital solution to support people who receive overnight support will not work for everyone, an individual approach to any overnight support we provide will be taken and we are keen to explore with the people we support, their families, carers and those who provide the support, how a digital solution might work for them.

What has been happening?

Like all health and social care partnerships across Scotland, the demand for services continues to grow and we need to find ways to be sustainable by having the right staff, in the right place to support those who need support services, but we also have to look at different ways including if any digital options that exist to develop different models of support.

Over the past few months we have been connecting with other partnerships and organisations delivering overnight support services to learn from them – examples of digital options that they have implemented, what worked well and not so well – and we can build on these learnings to progress embracing technology to support overnight support services here in Fife.

To allow us to build on initial feedback following our first newsletter update in February issued to people receiving overnight support services, families and carers and engagement sessions with staff and external providers we needed to do more research and engage further with those who useour overnight support services including families, carers and guardians and the staff delivering overnight support services, and that is what we intend to do.

What's next?

We started a pilot a few years ago working with data sensor technology in people's homes. We've learned a lot over this period including understanding the technology and the improved outcomes for people. We want to continue this journey and will be reaching out to people currently receiving overnight support , their carers, families, and guardians to work together with us and consider using data sensor technology to enhance their overnight support and their overall outcomes. Due to the complexity of need for some of those receiving overnight support, data sensors will not be an option, however, for some it could make a huge difference to their independence and dignity. We will be writing to those people over the course of the next few months to understand what people think about the current service provided and find out their views on digital solutions as a way to provide care.

How others have benefited from digital solutions:

We have started to engage with some people using our services to consider digital options and have had positive feedback.

We worked with a lady who was living with three other people in a group home and with the aid of motion sensors she moved into her own house. Motion sensors were placed throughout the house and are alerted to movement which meant there was no need for someone to be in her house all the time. The feedback we received has been amazing and has had a huge difference.

"I enjoy having my own space and to be able to do things when I want like watching my TV programmes, making meals, and having alone time. I feel safe and secure, and staff are there to support me if I need it."

Family members also noticed a difference: *"We are really happy with the environment and support available and the difference this has made to our loved one's independence, and she is so much more contented. We would recommend this digital option."*

We also worked with another person who was supported by motion sensors placed throughout their house instead of having in-person overnight care.

Family feedback: *"We were very wary about our loved one being unattended during the night. After a trial period we could see a difference this was making to her independence and her confidence. She is really flourishing and loving her home and has built friendships with neighbours often attending shared activities with them."*

To access frequently asked questions and more information on how technology can support care please

click on the example links below

Frequently asked questions https://sway.cloud.microsoft/4kfu6ZLlZNhrslE7?ref=email

Carezapp Care Technology in Overnight Support - https://youtu.be/CO6m3FiOIJE

Just Checking How it works: https://vimeo.com/486760487

Just Checking - Manchester case study: https://vimeo.com/613655091/88aaec58ef

Keeping connected

We will keep you updated on opportunities to be involved as we progress.
In the meantime, if you have any queries please speak with your key worker or email
fife.hscptransformationalchangeteam@nhs.scot.