

Wiltshire Council TAPPI & Extra Care Setting

Lindsey Millen Senior Commissioner

Extra Care Setting

- 48 flats with a communal lounge, café, warden and outside space
- 16 customers signed up out of 48
- Staff on weekly rotation with additional dom care
- Warden system, care providers and care circle
- An Occupational Therapist was employed as part of the pilot

Customers

- Residents in receipt of care
- Staff
- Circle of support, networks and services

TAPPI 2

- Adaptable - Able to adapt to changing user needs and technological advance
- Choice led – Enabling access to more options that meet individual needs and wishes
- Outcome – focused – Improve health & well-being to improve quality of life or maintain independence
- Person-centred - Putting the person first to give control over own environment, care and support needs
- Inclusive – Reduce digital, health and income inequalities to enable active involvement
- Interoperable - Ability to integrate and work across systems and platforms to meet needs



Pilot

- OT assessment; person centred
- Devices that are right for the care needs of that individual; Systems and processes
- **Connectivity** –
 1. Setting retrofitted- Analogue to digital. Additional wifi hubs throughout the extra care setting in communal areas to ensure coverage; Laundry, Garden and Bins .
 2. Individual dongle wifi - Flats and Backup . (A *dongle* is a small USB 'internet stick' that allows you to access online services on a compatible device without needing to connect to Wi-Fi)

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TAPPI

"The new system in our flats has allowed me to talk to a friend in the flats, without leaving my home. I can see his face and talk to him. I can connect to people from my room, which I wasn't able to do before."



Kerry, resident at Dairy View

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TSA The voice of technology enabled care

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TAPPI

"The system allows residents to be more independent."

"It saves us time as care staff and allows residents choice and independence."



Katie, Assistant Housing Manager, Dairy View

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Pilot

- **Confident, skilled staff and customers in TEC and digital literacy** - Opportunity to learn new skills and connect to community around you
1. Workshops, engagement- Co-production
 2. Wardens system – interoperability with platforms
 3. AbilityNet one to one session. *A UK charity who believe digital technology should be available to everyone, regardless of ability or age. Free online resources and a network of over 450 community-based volunteers help individuals with any disability, of any age, to use all kinds of digital technology. Our vision is a digital world accessible to all.*



Alexa has improved my pain as instead of struggling and twisting to do everyday tasks I can just speak out. I am now hoping to have the tv, firestick and curtains in the bedroom added and microwave in the kitchen also.

*Thank you so much, having the Alexa set up with the lights has been amazing and so useful. I'm trying with podcasts since the digital volunteer visit and love listening to the Archers.
Vicky, Resident*

Pilot

1. TSA training and virtual house – 500 staff trained
2. TEC lounge, workshops and promotion- Practical access and discussion.
3. Co-production workshops to develop TEC Service
4. Housing stock- supported living

My confidence was already high but this discussions has increased my awareness

The training provided me with an extensive amount of information which has increased my knowledge and will be used to enhance my current role on a daily basis. It will be great to maximise the independence of service users that I work with

Detailed information about each TEC and how it benefits clients by mitigating risk

The training made me more knowledgeable of what is available. It made me think back to different adults I have supported in the past, and if I had of known some of these TEC devices, we may have been able to support someone further at home

Its important to have somewhere you can go and look at these things

I want to try beforehand so I can see it it will be helpful

Revised TAPPI Principles

- Connected – Make sure devices and systems have a reliable and affordable, and secure internet connection – stay connected.
- Supported – Provides accessible, on-going training and support to help people and those in their circle of support to build and maintain their digital confidence and skills; supported by staff with both technology know-how and people skills.



Thank you!