

**CHANGE AGENT TEAM
RECORD OF PRACTICE IDEAS AND INNOVATIONS**

*Please record any new ideas in service provision, (service re-design, successful partnerships etc) or big or **small** innovative practices/processes that appear to have a significant impact on service delivery (e.g. flagging specific patient notes to identify a risk factor). Please check that the 'contact' is happy to be contacted to explain their practice*

These are practices and ideas heard about or seen on visits by the changes agents. We think they could be applied in other situations and should be shared more widely. They have not necessarily been evaluated, nor are they endorsed by the Change Agent Team.

Name of Organisation: London Borough of Ealing, London Borough of Hammersmith & Fulham & Hammersmith Hospitals Trust	
Service: Sheltered Housing Service and Community Alarm Service (LBE) Care for the Elderly (HHT) and Social Services (LBH&F)	
Contact: Geraldine O'Shea email address: osheag@ealing.gov.uk	Tel No: 0202 8825 5585
Key Words The New Technology in Elderly Care Project	
<i>Brief description of the 'new practice/bright idea</i>	
<p>The New Technology in Elderly Care project (NTEC) was initiated in May 2000 through a partnership between London Borough of Ealing (LBE), London Borough of Hammersmith & Fulham (H&F) and Hammersmith Hospital's Trust. The aim of this innovative project is to research the benefits of newly developed electronic equipment available on the market to enable older people to live more securely and safely in the community. Older people over 60 who live in either Ealing or Hammersmith & Fulham were recruited to the project. The work of the project will inform and develop mainstream services both in health and care services. The project has been running since March 2001 and has been funded until March 2003. The project has been jointly funded by both the London Boroughs of Ealing and Hammersmith & Fulham from the social services modernisation grant and latterly from the promotion of independence grant (LBE) and the Primary Care Trust (LBH&F).</p>	
<i>Impact of the introduction of the change/development</i>	
<p>The first year of the project revealed that audio-visual communication systems and bed monitors had been very effective in specific circumstances and now need testing for a longer period of time and with a wider client group. The fall detectors, chair monitors, electronic tagging and health monitors had shown promise and required further evaluation. User feed back has been very encouraging. The project is now carrying out further research on electronic monitoring systems to improve the safety and security of people suffering from dementia both in residential homes and in the community.</p>	
<i>Why did this change/development 'work'? Could it be replicated?</i>	
<p>The project has worked and continues to work because all partners are committed to promoting independence in older people and unitising the benefits of new technology to achieve this aim. The project has been an inclusive process involving older people and their relatives, statutory and voluntary services. Other organisations are also researching forms of technology and it would be beneficial if information and the benefits of this work could be networked and accessible to all organisations involved in providing services to older people. This would prevent duplication and inform all organisations of the work to date on different types of technology.</p>	
<i>Has the practice been formally evaluated? Please describe briefly.</i>	
<p>The equipment, which was researched during year one of the project, was formally evaluated and the results indicated that although some of the equipment was beneficial to older people further research was required. A copy of the NTEC report on year one is available from Geraldine O'Shea at the above address or by e-mail.</p>	
Submitted by: Geraldine O'Shea (Strategy Development Officer)	Date: 12/11/02

Email back to Tempcat@doh.gsi.gov.uk