



Community JSNA Technology Project

May 2016

This project was undertaken to determine current service provision that supports people in using technology, and to assess the impact of the growing use of technology on the health and wellbeing of individuals in Cheshire East.

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Key Messages

1. Voluntary Community and Faith Sector (VCFS) evidence indicates that being able to use **digital technology** has a positive effect on health and wellbeing. For example, websites, skype and phone apps help individuals to feel more in control, less socially isolated and not as reliant on health professionals and technology closes the gap in communication barriers (particularly for d/Deaf community)
2. Opportunities exist for commissioners to link with VCFS providers of technology support to further **embed digital health** into existing technology support being provided. Potential new iTea and Chat venues have been identified and several VCFS providers are keen to include a focus on health and wellbeing in activities to promote digital inclusion
3. It is likely that there will continue to be a need for Digital Champions and volunteers to get people started, and that there will be some individuals who will never be totally self-sufficient. 67% of responding VCFS organisations say their service-users need more help in using websites.
4. There is currently limited access to **telehealth** in Cheshire East and embedding this further requires discussions with professionals and service users to embed this as a valuable option for effectively managing long-term conditions
5. The use of **assistive technology** is having a positive impact on the health and wellbeing of people with a variety of health conditions and care needs. There is scope for increasing its use through awareness raising and knowledge sharing of how technology can help meet an individual's needs. For example, a mobile resource could be developed for showcasing technology options that can help solve people's problems, building on the Deafness Support Network's technology centre and potentially using the Life Links bus.
6. There is **no one size fits all** assistive technology solution to meet individual needs
7. Data on **service reach** gathered from a sample of VCFS organisations indicates that service users do not travel far to access technology support. Most provision is located in towns although in Holmes Chapel, the library was the only identified provider of support in using technology. A small number of VCFS providers (Cheshire Community Action (CCA) , Royal Voluntary Service (RVS) and Life Links) provide support in using technology through home visits.

“There is no one-size-fits-all approach to choosing assistive technology – what works for one person may not work for another. For example, one person might find it helpful to have a recorded message reminding them to take their keys with them, while another person might find this confusing. It can help to think carefully about the person’s specific needs and capabilities, and consider what the benefits of using the technology might be”
Alzheimer’s Disease Society

Needs being met in Cheshire East by supporting people to use technology

May 2016

Needs

Reduced ability to use hands/fine motor skills (after Stroke)

Poor concentration when reading (after Stroke)

Communication difficulties for people with learning and/or physical disabilities including D/deaf community and survivors of stroke

Maintain/regain skills and abilities – improve cognitive skills after stroke

People with memory loss and Alzheimer’s ‘wandering’ and getting lost, with impact on carers’ anxiety and distress, and managing potential risks around the home.

No longer able to shop
Book GP appointments
Need to know about medications and side-effects.

Not able to maintain tenancy /pay bills whilst receiving treatment in acute mental health wards

Escalation of mental health needs

Support with daily living activities such as bathing and cooking meals reported by Plus Dane tenants

Family stress and tension where there is hearing loss

Technical approaches to meet needs

Online programmes and phone apps help to regain, improve and refine ability (speech and language therapists/Stroke Association)

Programmes offer audible input and help to slow down reading speed (Dragon software via Disability Information Bureau)

Voice activated technology e.g. Dragon software DIB

‘My Stroke Guide’ - not currently commissioned in Cheshire East

Tracking’ technology. Door alarms and sensors to indicate where someone is in the house and/or if they are out of bed/have left the house
Voice activated technology
Audible alerts “lock the door”, “turn the oven off”
[House of Memories](#) – online access to training resource to help unlock the memory and provide a stimulating and rewarding experience for the person living with dementia.

Varied support from tailored home visits to iTea and chat informal learning to formal training –see map (link here)
Individuals are aware of and using the websites and apps listed on page Patient access provides online access to prescribed medications, GP appointment booking and repeat prescriptions

Richmond Fellowship historically provided IT support on acute mental health wards in Macclesfield i.e. provided lap top machines and tablets as well as one-to-one support

Connect and share using Richmond Fellowship in- house phone app.
YMCA Phone app.

Telecare adaptive technology provided by Plus Dane, Wulvern Housing and Peaks and Plains

Linking phone to apps

“Perceived impact of the support to use websites”

“It gives them independence and the ability to have choice in what they want to do”

“Enables them to feel more digitally inclusive”

“Helps with loneliness and ability to communicate with people”

“Increased confidence”

“Widens awareness of local activities/groups and national events/groups”

“Encourages friendships and family reunions”

“Brings greater independence and responsibility to the user”

Voice activated technology improves quality of life and empowers individuals who have lost motor skills

Allows individuals to monitor their own progress and feel more in control . The Stroke Association have evidence of the impact. <http://mystrokeguide.com/> People recovering from Stroke often have reduced fine motor skills – online programmes and phone apps help to refine and improve ability

Closes the gap in communication barriers (particularly for d/deaf community)

Individuals with hearing loss who were able to access technology experienced reduced stress in family relationships

Carers feel less anxious when the person they care for is kept safe by the use of alarms and tracking technology

Richmond Fellowship used computers with patients on acute mental health wards to retain tenancies and pay bills and so reduced stress and anxiety and prevented delayed discharge

Age UK Cheshire East reported that 67% of their clients who engaged with digital support experienced ‘improved mental wellbeing’.

*Wishing Well : “We conduct the evaluation after six weeks...verbal responses [about the impact of using IT] have included; people **making friends**; people **renewing contact with relatives** living far away, and using the internet to **retain independence** e.g. for shopping, research etc.”*

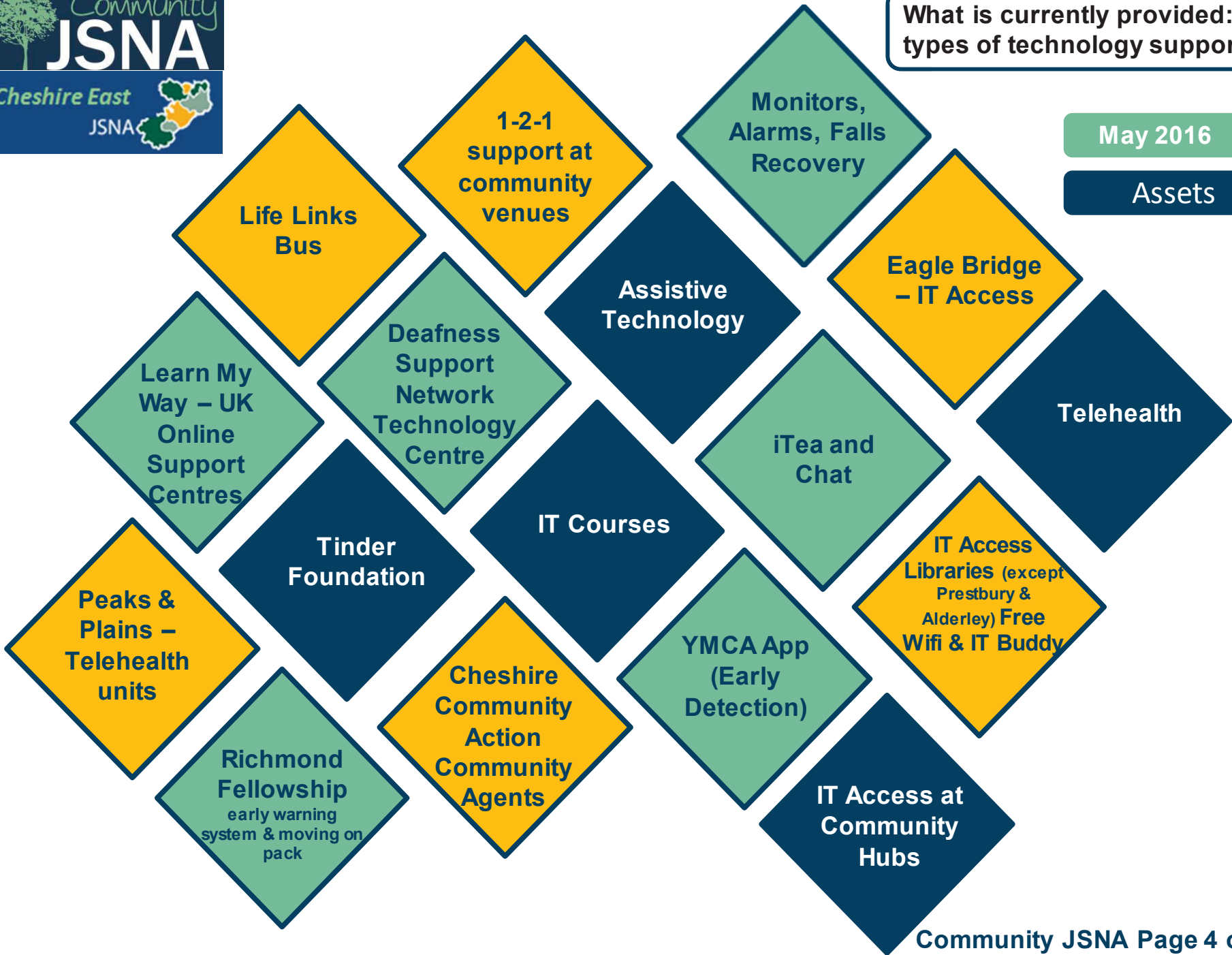
*DIB - The stroke left him physically disabled and he was no longer able to use a computer.the tutor slowly introduced him to adaptive technology including the ‘ABC’ keyboard. The gentleman now emails his friends, keeps in contact with what is going on in the world and has started to meet his friends in the pub again. He says his **quality of life has dramatically improved**.*

*A gentleman in his 80s was feeling very isolated and lonely. All his family were living out in Australia and he had never seen his great-grandchildren. When he visited the community centre, Digital Champions supported him to learn about Skyping. He bought his own tablet and now regularly speaks to his family - he can see them all, feel part of their lives and is a **real part of the family**.*

What is currently provided:
types of technology support

May 2016

Assets



Assets

Health & Wellbeing Websites promoted by VCFS

Services providing technology support. *Please note respondents were able to select more than one website, total responses is 22 respondents, not a total of the count*

Please note respondents were able to select more than one website, total responses is 22 respondents, not a total of the count

Response	Chart	Percentage	Count
NHS Choices		59.1%	13
NHS Healthcheck		31.8%	7
Big White Wall		9.1%	2
Kooth		9.1%	2
Addaction		18.2%	4
Drink Aware		22.7%	5
Kick Start Smoking		18.2%	4
British Heart Foundation		31.8%	7
Diabetes		27.3%	6
Mind		22.7%	5
Local GP Website		45.5%	10
Other		68.2%	15
Total Responses			22

Health & Wellbeing Apps promoted by VCFS

Services providing technology support *Please note respondents were able to select more than one App, total responses is 10 respondents, not a total of the count*

Please note respondents were able to select more than one App, total responses is 10 respondents, not a total of the count

Response	Chart	Percentage	Count
Telemedicine		10.0%	1
Runkeeper		20.0%	2
Moves		10.0%	1
MyfitnessPal		20.0%	2
Cook it Allergy Free		10.0%	1
Smokefree		30.0%	3
weQuit		10.0%	1
Drinkware		40.0%	4
Other		80.0%	8
Total Responses			10

Survey Results September 2015

Websites and Apps promoted to service users

Health

- NHS websites, local group sites
- National and Local Mental Health Charities
- Mental Health First Aid England
- Cheshire East Healthwatch
- Silver Cloud Health
- Learn my way

Social and Community

- Cheshire East Service Directory
- National U3A, local U3As
- National Helpline websites (Samaritans, Silverline)
- Cheshire Women's Institute Website
- Royal Voluntary Services.
- British Red Cross,
- Cheshire East Council Website,
- Caring Together,
- YouGov,
- Google, eBay, You Tube, online shopping facilities.

Employment, Housing, Money & Debts

- Job Sites, Job Seeking at Direct.gov
- Job Centre Plus
- Turn2us
- Universal Job Match
- Universal Credit
- Learn my way
- Cheshire Homechoice

Advice

- Citizens Advice Bureau
- ACE Website Link

Older People

- Age UK
- Alzheimer's Society
- Falls prevention
- House of Memories
- Cheshire SSAFA (Armed forces charity)

Apps

- Couch to 5k, House of Memories, in House Apps - Plus Dane, Richmond Fellowship and YMCA

Which groups are currently accessing services?

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VCFS Services providing technology support by age range.

Please note respondents were able to select more than one age range, total responses is 18 respondents, not a total of the count.

Response	Chart	Percentage	Count
Under 16		0.0%	0
17 - 25		38.9%	7
26 - 50		44.4%	8
51 - 68		83.3%	15
69 -80 +		66.7%	12
All		16.7%	3
Total Responses			18

“ professionals assume that young people have easy access to the internet...this is not always the experience of service-providers”

Survey Results September 2015

What Works ?

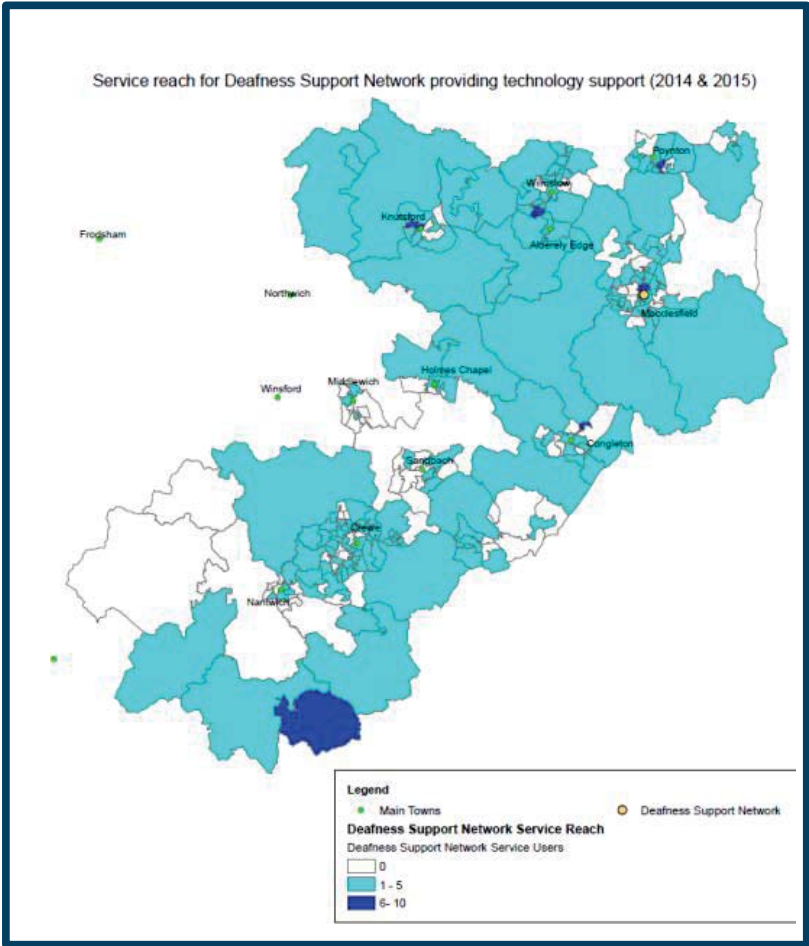


VCFS Services providing technology support by client group.

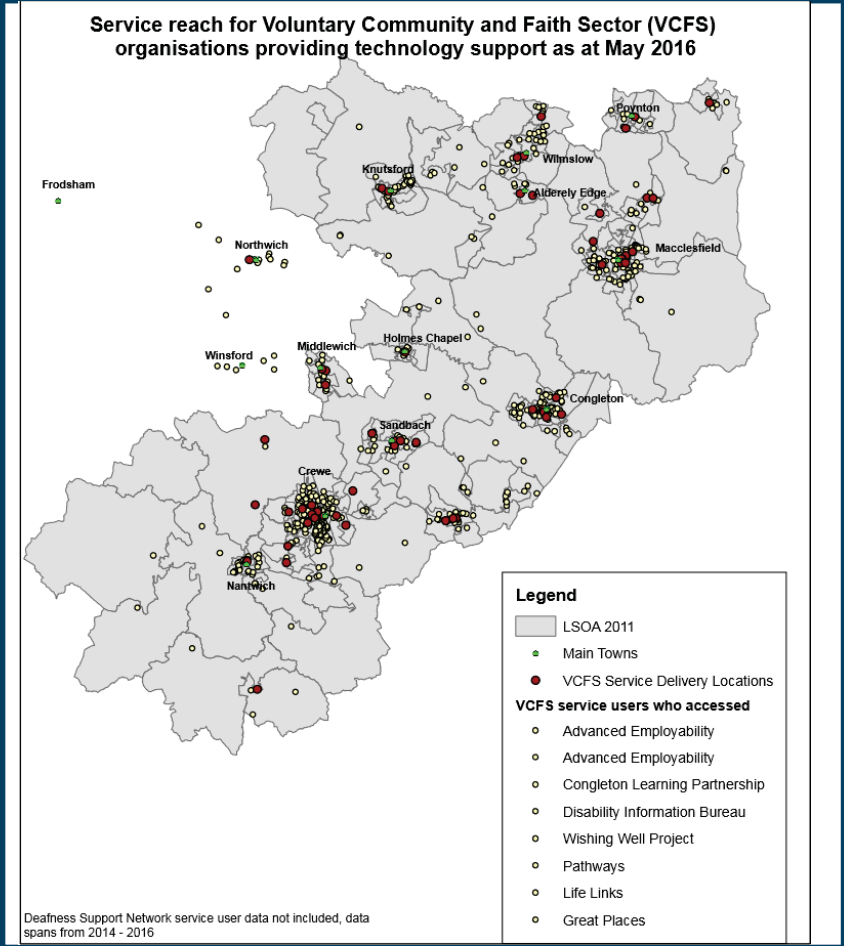
Please note respondents were able to select more than one client group, total responses is 27 respondents, not a total of the count.

Response	Chart	Percentage	Count
Young People described as N.E.E.T		37.0%	10
People in rural communities		48.1%	13
People in hard to reach communities		48.1%	13
Minority Communities		37.0%	10
People with long-term health conditions		59.3%	16
People with Mental Health issues		55.6%	15
People with physical disabilities		44.4%	12
People who are unemployed		51.9%	14
Other		37.0%	10
Total Responses			27

Note: Data on where service users live was provided by 7 of the 56 organisations providing support. The areas without data on the map may therefore reflect gaps in data rather than gaps in service access .



People from a wide range of areas across CE access DSN technology support provision with the greatest number of service users living in Audlem.



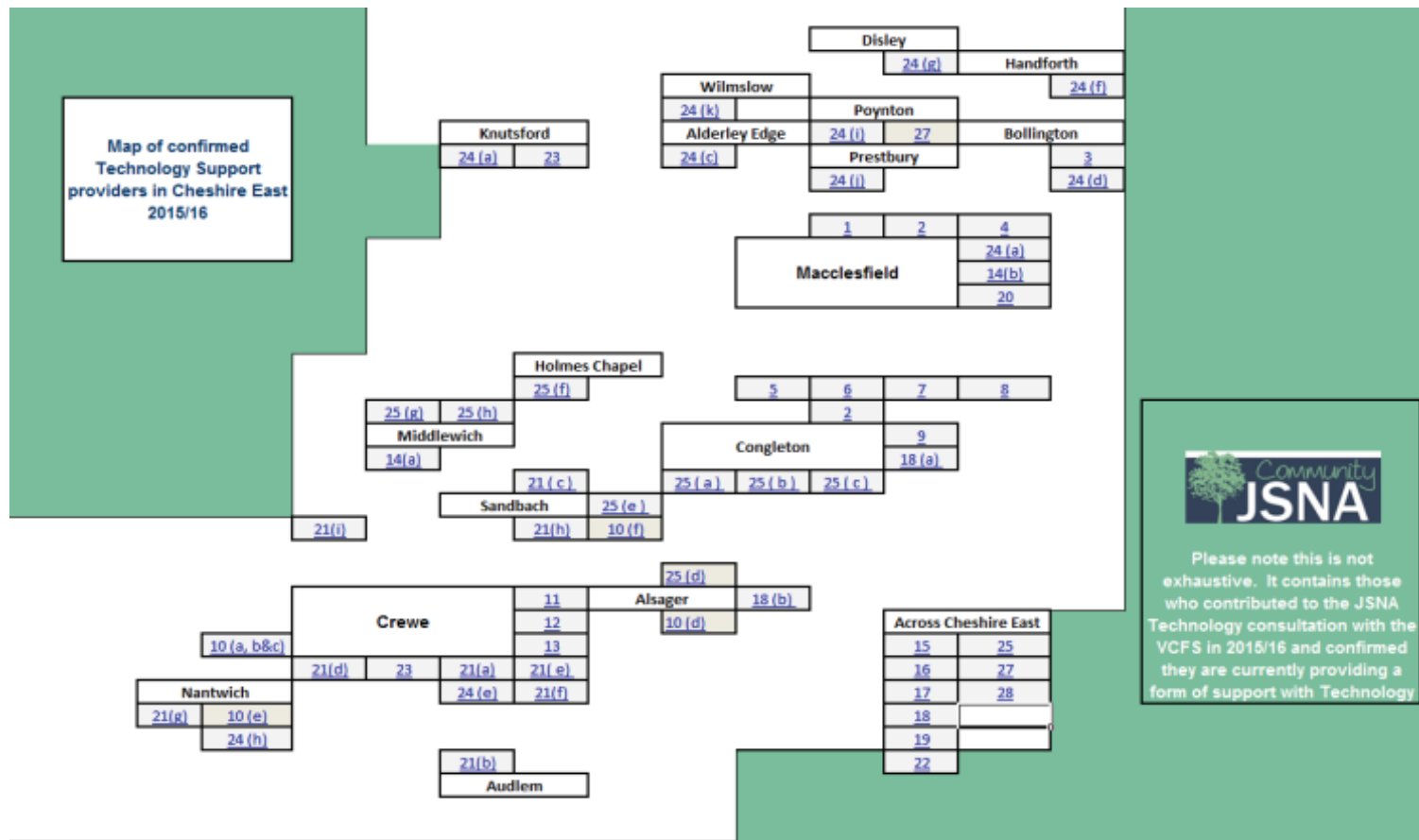
Most providers are based in towns although Life Links provision includes home visits. Cheshire Community Action and Royal Voluntary Service also provide home visits but their data was not available for mapping. While some people in rural areas are accessing support using technology, there is an expressed need for more IT support groups to be formed or added to in rural areas (source: CEC Partnerships Team). 70% of learners are travelling less than 1km to access the 5 'Lifelong Learning' IT centres

Organisations identified as current providers (56)

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	Organisation
1	Just Drop-In
2	Disability Information Bureau
3	Bridgend Centre
4	Age UK Cheshire East
5	New Life Church Congleton
6	P3 Charity
7	Supported Housing
8	Brereton Community Interest Group
9	Plus Dane Housing
10	The Wishing Well Project
11	Cheshire Federation Women's Institute
12	Crewe and Nantwich USA
13	Pathways
14	Richmond Fellowship
15	Peaks & Plains Housing Trust
16	Royal Voluntary Service
17	Age UK Cheshire
18	Cheshire Community Action
19	Making Space CE Mental Health Floating Support
20	Deafness Support Network
21	CEC - Community Engagement/ Digital Inclusion
22	CEC - SMART Team
23	Wulvern Housing
24	Library
25	UK Online Centre
26	Astraline(Johnston Housing Trust)
27	Advanced Employability CIC
28	Great Places

Map of confirmed Technology Support providers in Cheshire East 2015/16



Please note this is not exhaustive. It contains those who contributed to the JSNA Technology consultation with the VCFS in 2015/16 and confirmed they are currently providing a form of support with Technology

Journey maps are available within an appendix showing provision in Macclesfield, Congleton and Crewe. The journey maps indicate that there is a gap in targeted provision for BME/Minority Communities in and a gap in targeted provision for those with Disabilities in Crewe.

- Anecdotally there is a need for more 1-2-1 support and home visits
- There is no local facility in Brereton with suitable internet access for group training/peer support.
- There is a technology centre/service provided by the Deafness Support Network (DSN) and the Disability Information Bureau (DIB) both based in Macclesfield. There are no similar services across the rest of Cheshire East, accessible to those with long-term health conditions, and where individuals can 'try before you buy'
- 67% of responding organisations reported that their service- users say they need more help in using websites.
- Individuals request further support after courses have ended (for example at venues like Wishing Well). Skills learned are quickly lost if not used. The Community Engagement Team (Cheshire East Council) who provide the iTea and Chat sessions, are limited to providing 6 sessions in any one place due to lack of capacity .
- Not enough opportunities for informal learning to increase awareness of the 'Learn my Way' programme (a learning platform developed by the Tinder Foundation and promoted through UK Online Centres) and to; encourage the use of safe websites; use patient access to book health appointments; view health records, and order repeat prescriptions
- Anecdotally there is a lack of equipment for Digital Champions to adequately support people to be fully digitally included. This requires further investigation to determine the scale and impact of the issue
- There are potentially low access rates for BME and rural communities (based on the data provided by Lifelong Learning. Community Agents (Cheshire Community Action) data similarly shows low uptake from BME communities
- There are gaps in the provision of I.T. support for people who don't have English as a first language.
- There are gaps in the provision of I.T. support outside office hours
- Libraries in Prestbury and Alderley Edge are not UK Online Centres or do not have IT buddies available to provide 1-2-1 support

Further information:

[Link to full Phase 1 report](#)

[Link to full Phase 2 report](#)

[Link to DSN case studies](#)

[Link to Tinder Foundation](#)

[Link to My Stroke Guide](#)

[Link to potential Venues – iTea & Chat](#)

[Link to Technology Support Providers Map](#)

[Link to CATCH app](#)

- Promote the use of technology through CEC contracting documentation
- Link larger national charities with more local community services – via CVS Cheshire East Membership Services Team
- Consider a one-stop shop for problem-solving, to include technology support and knowledge, which could be showcased via the libraries network. This facility could be part of the Life Links mobile service, supported by VCFS support groups, travelling out to groups that support long-term conditions like the Diabetes society and the Stroke Association.
- Explore commissioning self-management tools like 'My Stroke Guide' for Cheshire East residents
- Commission further work on acute mental health wards in Macclesfield, based on the example of success achieved by Richmond Fellowship, and extend the work to other hospitals.
- Initiate discussions between GP Practices, other professionals and service-users to develop and successfully embed a Telehealth service as an option for effectively managing conditions
- Recommission the Falls Recovery Service
- Pioneer Programme Digital Leads groups to use this JSNA to inform the development of the “Digital citizens” and “Remote assistive technology” themes and all commissioners to consider how improvements/future developments could be implemented across the Pioneer footprint of Cheshire East and Cheshire West and Chester
- Embed digital health:
 - Explore closer working with the Tinder Foundation.
 - Work with providers of technology support to increase the use of health-related technology resources including the Tinder Foundation’s ‘Learn my Way’ platform, NHS Choices website and Patient access (Barnies in Crewe, Bridgend Centre in Bollington, Bromley Farm Wellbeing hub in Congleton, U3A computer class in Sandbach, Disability Information Bureau and Just Drop In in Macclesfield are all keen to embed digital health into their existing technology support provision). In addition promote the Catch App to parents and carers of children 0-5
 - Extend iTea and chat; consider prioritising development in areas where there are gaps in current provision, as shown against the 21 [potential venues identified](#)
 - Develop Digital Champions support:
 - The Deafness Support Network provide free British Sign Language courses and could train some Digital Champions
 - Link Digital Champions/Life Links to support individuals who request further support after courses finish at venues, for example Wishing Well
 - Identify the size of the gap in provision of equipment for Digital Champions, and identify funding options to fill the gap

What we don't know but would like to know

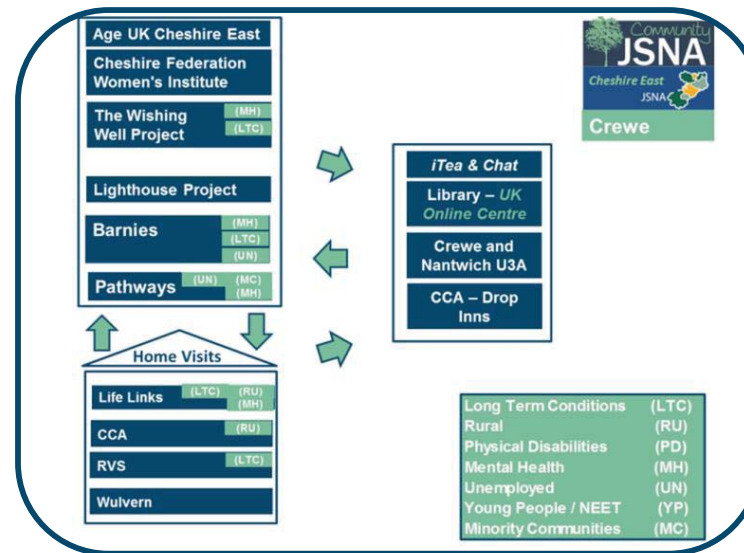
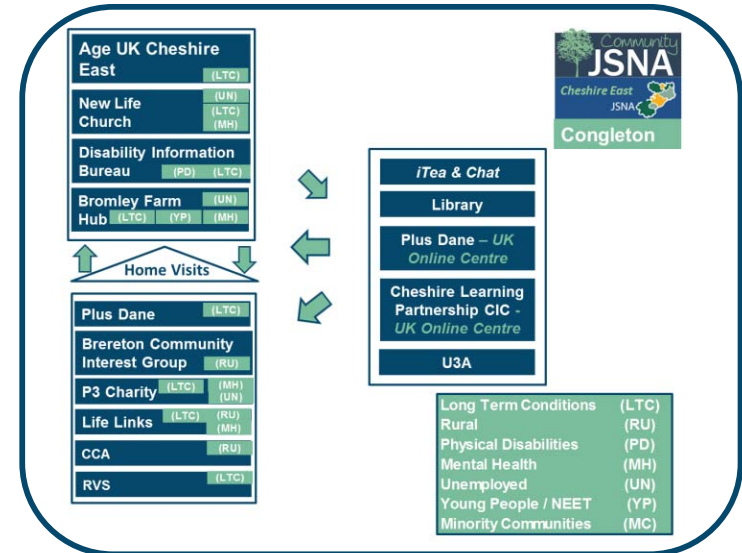
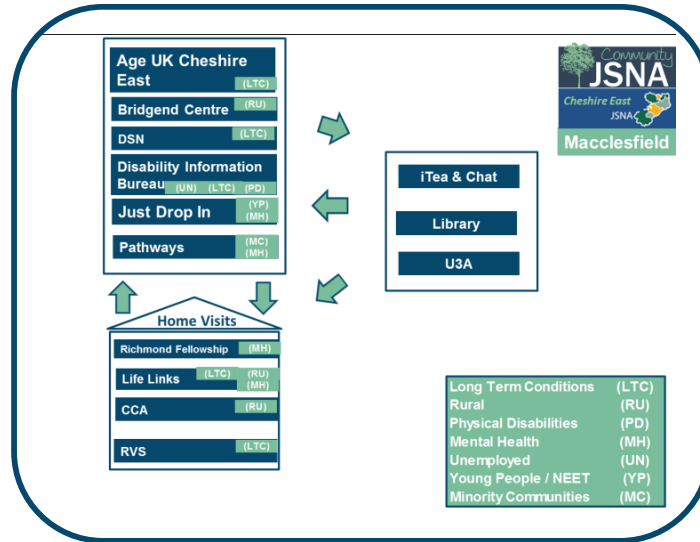
- The impact the use of 'My Stroke Guide' has in other areas where it is commissioned –its limitations and benefits
- Other self-management tools (including apps) that are available
- The 'reach' of all organisations providing technical support
- Digital opportunities to support people with bi-polar

Journey Maps – Appendix 1

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There are more varied support pathways in Macclesfield, Crewe and Congleton than the smaller towns in Cheshire East.

The journey maps indicate that there is a gap in targeted provision for BME/Minority Communities in Congleton and a gap in targeted provision for those with Disabilities in Crewe.



Version control

Publication Date	Changes Made	Sign - off
May-16	New JSNA Section	Anna Whitehead

Voluntary, Community and Faith Sector contributors:

Age UK Cheshire
 Age UK Cheshire East
 Alzheimer's' Disease Society
 Brereton Community Interest Group
 Bridgend Centre
 Cheshire Community Action
 Cheshire Federation Women's Institute
 Crewe and Nantwich U3A
 Crewe YMCA
 Deafness Support Network
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 Disability Information Bureau
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 Knutsford Library
 Making Space CE Mental Health Floating Support
 MS Society Macclesfield
 New Life Church Congleton
 P3 Charity
 Pathways
 Peaks & Plains Housing Trust
 Plus Dane Housing
 Richmond Fellowship
 Royal Voluntary Service
 Stroke Association
 The Wishing Well Project
 The Tinder Foundation
 Wulvern Housing

Commissioner Contributors:

Katie Atherton- Cheshire East Council
 Dawn Clark - Cheshire East Council
 Charles Malkin - Eastern Cheshire CCG
 Catherine Mills - South Cheshire CCG
 Paul Steele - South Cheshire CCG
 Hadleigh Stollar - Eastern Cheshire CCG
 Marie Ward - Eastern Cheshire CCG
 Jon Wilkie –Cheshire East Council

Community JSNA Project Staff:

Anna Whitehead - Cheshire East Council
 Louise Daniels CVS Cheshire East
 Jayne Cunningham CVS Cheshire East