

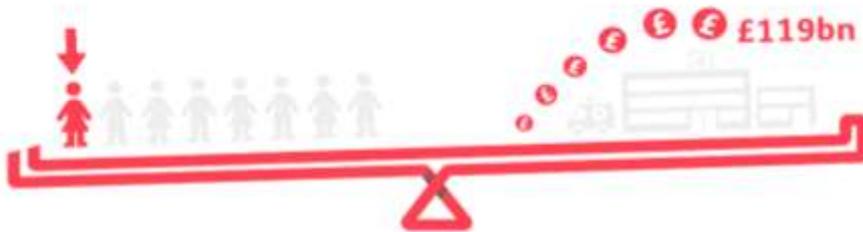


Supporting caring through technology

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There are **6.5 million carers**
in the UK today. That's 1 in 8 adults.



3 million carers combine paid work with care.

That's 1 in 9 people in any workplace.



What is the impact of caring?

Carers contribute £119 billion to UK society – the equivalent of a second NHS – but their caring role can result in significant penalties



- Health and wellbeing
- Financial security
- Social isolation

Who cares?

We all care, will have to care, or be cared for

- The bulk of care *is* and has *always* been provided within relationships and families – in Europe 80% of care is provided by families and by 2050 globally three times more people of working age will be looking after 2 billion ageing family members
- More people are living longer, and at home, with disability and illness

Which means...

- More people needing care and more people needing to provide that care



Technology solutions for everyday life

We use a range of technology enabled solutions in our everyday lives:

- Internet for information, online shopping and banking
- 'Apps' for clever living: travelling, planning, news, events, turning on our heating
- ICT systems for remote working
- Skype and video conferencing for real-time communication at a distance
- Facebook for keeping in touch



Well-being

- Self-care applications
 - Health and wellness monitoring including wearables
- Self-assessment
- Online coaching and e-learning
 - Carers UK's Digital Offer for Carers
 - Online learning
 - Self-advocacy toolkit
 - Expert webinars
- Online peer support
 - Virtual carers networks, including in the workplace – LFB Carers Connect
 - Carers UK's online forum



Prevention

- Telecare
- Telehealth
- Activity monitoring
- Remote consultation
- Smart home technologies, e.g., environmental controls
- Wearables - Buddi
- 'Apps' for co-ordinating and supporting care - *Jointly*



Information and advice

- Online information and advice
 - Websites, e.g., NHS Choices
 - Employers for Carers
 - Facebook



choices



- Online access to services
 - Booking appointments
 - Repeat prescriptions
 - Booking your own breaks
 - Online marketplaces for care and support services
 - Comparison websites
 - Find Me Good Care
 - Good Care Guide



Do people know about TECS?

- Carers UK's *State of Caring 2013* found that 43% of carers were not aware of technology solutions to support them
- Carers UK and Tunstall Healthcare's 2013 report *Potential for Change* based on a YouGov poll of the UK general public found that while over 7 in 10 people use technology for banking, shopping, communications and leisure, only 3 in 10 use it to help them care
- 80% of respondents to the poll did not know what telecare was



Do people want TECS?

The same YouGov poll found that when people were informed about what health and care technologies are, including telecare, the majority would consider using these services

- 79% said they would use telecare if it was affordable
- 61% would use online information, alarms, sensors and health monitoring equipment
- 57% would book hospital appointments or organise care services online
- Respondents over 65 were more likely than average to say they would use technology for care
- Only 3% said they would not use technology for care



Evidence from Innovate UK

- There are high levels of satisfaction with TECS once they are sourced or purchased –where there *is* dissatisfaction, it relates to service support rather than the technology itself
- There is confidence in using technologies generally
- Users identified potential for key organisations - local authorities, GPs, 3rd sector – to be ‘trusted bodies’ in helping people make choices about TECS, including for private purchase





Jointly app

Features:

- Home 
- Profile 
- Messaging 
- Tasks 
- Calendar 
- Medication 
- Notes 
- Contacts 
- Settings 

- Jointly is an innovative mobile and online app that makes sharing care with others easier, less stressful and a lot more organised.
- Working across different devices, Jointly is a central place for carers to store and share important information about the person they are looking after.



‘Looking after someone can be so complicated. Jointly helps me stay on top of things and share information easily with everyone involved in my son’s care.’

‘I’m a junior doctor who has just started using your excellent app for the care of my grandfather, and it’s been a really useful tool.’

‘I think it’s a great idea as we use self-directed support and this app is a great way of sharing information with the people I choose. If something happens to me then everything being in my head is no good to anyone! This app enables me to keep everyone in the loop. Thank you!’

‘I love the app! It is a real step forward!’

‘We’ve started to really rely on it – such a useful app.’



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