

# Technology Charter

For People Living with Dementia in Scotland



## Foreword

### Technology in all its forms and applications is an integral part of life today.

Technologies such as smart phones, computers, tablets, apps and smart televisions are now commonplace in our lives – not just because they are available – but because people find them useful.

Technology can enable people with dementia to live longer at home or in a homely setting, stay independent for longer and give people greater choice about their care.

Technology has the potential to reduce the stress and distress of those living with dementia and enhance quality of life at all stages in the dementia journey.

Technology can offer huge benefits not just to people living with dementia but to all the partners in care who support them to live a safe and healthy life in the community of their choice.

This Charter has been written in partnership with people living with dementia to drive change and to raise public and professional awareness of how technology can make a difference to the lives of those living with dementia. We want everyone to know about the positive benefits of technology and how it can make a difference.

In this Charter, the term "technology" is used to describe the application and use of technological solutions (products, systems and processes) which can meet the changing needs of people wherever they are living with dementia in Scotland and support the delivery of integrated health and social care.

In this Charter, the term "partners in care" is used to define all stakeholders involved in supporting people living with dementia at an individual and/or a population level.

We want this Charter to empower people living with dementia to have confident and informed conversations as early as possible with partners in care. Conversations about what is possible. About how technology can complement the human care and support that is crucial to people living with dementia and how we can all work together to design and develop new technologies.

We hope that all our partners in care will sign up to this Charter and will use the Charter's values and principles to drive the changes needed to support work across a whole range of partnerships and ensure all staff are up-to-date and knowledgeable about the benefits of technology enabled dementia care.

If you wish to sign up to charter or receive further information please contact [tec@alzscot.org](mailto:tec@alzscot.org)



Harry Simmons



Margaret Sheehy

Published 30<sup>th</sup> November 2015

The Technology Charter for People Living with Dementia in Scotland 2015 follows on from the Charter of Rights for People with Dementia and their Carers in Scotland (Cross Party Group in the Scottish Parliament 2009) and aims to support achievement of the National Health and Wellbeing Outcomes and the 20/20 Vision for Scotland.

The Technology Charter for People Living with Dementia in Scotland 2015 is written to drive change and support the implementation of:

- Scotland's National Dementia Strategies (2010, 2013, 2016 and onwards)
- Standards of Care for People with Dementia in Scotland (2011)
- Promoting Excellence (2011)
- Existing Models of Dementia Care and Support (Post Diagnostic Support, 5 Pillars Model and 8 Pillars Model)
- Emerging, and future, nationally agreed Models of Dementia Care and Support.
- National and local housing policies and strategies.
- National Technology Enabled Care Programme workstreams.

@DemTechChScot

#DemTechCh



## Aim of the Charter

This Charter is a call to action, for us all to work together to actively promote the use of technology in health and social care and to benefit the increasing number of people living with dementia in Scotland and their families.

To be a mandate founded on a common set of core values and principles so that people living with dementia in Scotland benefit from technology to help them live a healthy life safely, securely and confidently as full citizens in society.

This Charter also seeks to raise public and professional awareness of how technology can enhance lives, promote independent living and assist and complement care and support.

The development of this Charter was funded by the Technology Enabled Care Programme (Scotland) 2014 – 2016.

<http://news.scotland.gov.uk/News/Technology-enabled-care-life.aspx>

The Charter was developed in consultation with people living with dementia, Alzheimer Scotland and partners in care drawn from across health, social care and housing, the technology industry and other organisations and services in Scotland.

## Values

- 1 Practice and service provision is rights based, personalised and free from discrimination.
- 2 Unpaid carers and families are recognised and valued as equal partners in care.
- 3 Information and advice about technology is available in clear, everyday language and in a variety of formats.
- 4 Routes and access to technology are ethical, equitable, simple, understandable and user-friendly.
- 5 Consideration of technology is embedded at all key points in the integrated dementia care pathway.
- 6 Technology augments – but does not replace – human intervention.

## Principles

- People living with dementia have a right to:**
- 1 Enjoy equity of service and service provision.
  - 2 Participate in decisions that affect them.
  - 3 Feel safe, take positive risks and enjoy freedom of choice.
  - 4 Have their strengths and experience acknowledged and used to maintain and develop skills.
  - 5 Attain and maintain maximum independence, health and wellbeing.
  - 6 Enjoy access to recreational, leisure and cultural life in their community.
  - 7 Have a strong, clear voice.
- Partners in care need to:**
- 1 Have the health, safety and wellbeing of people living with dementia at the heart of what they do.
  - 2 Share information and data with all other partners in care who support people to live well with dementia.
  - 3 Value the knowledge and experience of those living with dementia.
  - 4 Include people living with dementia in the design and development of technology enabled dementia care.
  - 5 Support positive risk taking and agree and share risk and responsibility.
  - 6 Ensure technology is considered and included in the design of internal and external living environments.
  - 7 Be confident that everyone involved in delivering care and support is aware of, and up-to-date with, the positive benefits of technology.

### Enabling & empowering

- 1 To support what people can, and want to, do for themselves.
- 2 To increase choice and opportunity.
- 3 To support what is important to the person with dementia and their families and carers.
- 4 To support the ordinary everyday activities of daily life.
- 5 To reduce isolation and disconnection from personal and social communities.
- 6 To maximise existing skills and abilities and support the development of new skills.
- 7 To assist with communication and reduce the impact of sensory loss.
- 8 To support memory, reasoning, judgement and decision making.
- 9 To maintain social networks and enhance personal connection through social and digital media.

### Health & well-being

- 1 To maximise confidence, capacity and capability of the individual to self-manage their dementia and any other health conditions they may have.
- 2 To support physical and mental health and wellbeing through the use of technology enabled care.
- 3 To help create or maintain routine.
- 4 To support the search for information, advice, support and help.
- 5 To reduce the risks associated with falls and disorientation.
- 6 To support reminiscence and life story work.
- 7 To support medication regimes.

### Safety & independence

- 1 To provide individualised solutions to concerns about safety, security and independence.
- 2 To reduce risk of fire and prevent accidents.
- 3 To support people with dementia to walk freely and safely both indoors and outdoors.
- 4 To encourage going out and about and reduce the risk of being lost or the risks associated with being lost.
- 5 To facilitate the person with dementia to communicate with a remote partner in care should clarity or reassurance be required.
- 6 To automatically alert a remote partner in care to the real time occurrence of a risk to the person or property.

# Benefits of Technology Enabled Dementia Care

## Further information

### Focus on Dementia – Changing minds, improving lives in Scotland

Focus on Dementia is a partnership improvement programme which brings together and maximises the skills, expertise and knowledge of improvement professionals, policy practitioners and the third sector in order to support the continuing transformation and modernisation of dementia services in Scotland. Focus on Dementia actively supports application of the Technology Enabled Care programme.

<http://www.qihub.scot.nhs.uk/quality-and-efficiency/focus-on-dementia.aspx>

### Alzheimer Scotland

Alzheimer Scotland provides a wide range of specialist services for people with dementia and their carers. Alzheimer Scotland offers personalised support services, community activities, information and advice, at every stage of the dementia journey.

[www.alzscot.org](http://www.alzscot.org)

### Dementia Circle

Finding, testing & sharing domestic products to help people with dementia living at home.

[www.dementiacircle.co.uk](http://www.dementiacircle.co.uk)

### The Scottish Fire & Rescue Service

The Scottish Fire and Rescue Service (SFRS) looks to work closely with individuals and partners to identify those who may be at an increased risk of fire due to a range of lifestyle and health issues, including dementia, and work collectively to reduce that risk whilst supporting independence and dignity of our citizens.

[www.firescotland.gov.uk](http://www.firescotland.gov.uk)

### Dementia Friendly Communities – Community Interest Company

How people with dementia achieved their dream to roam free and safe in the remote, rural Scottish Highlands – Summary of Freedom to Roam project, the GPS devices used, and the ethics around using this form of technology for people with dementia – Published April 2015

[http://adementiafriendlycommunity.com/wp-content/uploads/2015/06/DFC\\_-\\_GPS-Booklet1.pdf](http://adementiafriendlycommunity.com/wp-content/uploads/2015/06/DFC_-_GPS-Booklet1.pdf)

### Living It Up

Living It Up is a health, wellbeing and self-management website for people over 50 in Scotland who may be living with long term conditions.

The site hosts everything from localised event information, tools and technology to help with monitoring health, to inspirational videos and support to find new hobbies. Living It Up is supported by NHS24 and the Scottish Government.

<https://portal.livingitup.org.uk/>

### Dementia Services Development Centre, University of Stirling: Design and Technology Suite

The Suite at the Iris Murdoch Building showcases practical design solutions for people with dementia and their carers. In addition there is now a virtual care home which provides virtual examples of dementia friendly rooms in which the significance of particular features are described. There is also a section on the importance of individual aspects of design including lighting, orientation and signage and getting outside

<http://dementia.stir.ac.uk/housing-dsdc/design-housing>

### Disabled Living Forum

Disabled Living Forum (DLF) is a national charity providing impartial advice, information and training on independent living since 1969. This hyperlink will take you to factsheets that provide general advice on topics such as features to look for when choosing different items of communication aids and easy-to-use telephones.

[www.dlf.org.uk/content/communication-aids-telecoms-and-alarms](http://www.dlf.org.uk/content/communication-aids-telecoms-and-alarms)

### The Scottish Centre for Telehealth & Telecare

The Scottish Centre for Telehealth and Telecare (SCTT) is part of NHS 24 and aims to support and develop the use of technology enabled health and care services across Scotland. They provide practical support and evaluate the impact of technology in practice as well as providing a great many other services.

[www.scctt.scot.nhs.uk](http://www.scctt.scot.nhs.uk)

### Digital Health & Care Institute

Established by NHS24, University of Edinburgh and Glasgow School of Art, the Digital Health & Care Institute (DHI) to co-create sustainable economic growth through new products, services and systems developed together with businesses, academics, healthcare specialists and citizens. Their aim is to generate high value health and social care solutions to the benefit of the people of Scotland and wider.

<https://dhi-scotland.com/>

### Telecare Services Association

Telecare Services Association (TSA) is the industry body for telecare and telehealth, and the largest industry specific network in Europe. They are a not-for-profit membership based organisation, with a current membership of over 350 organisations.

[www.telecare.org.uk/consumers-and-carers](http://www.telecare.org.uk/consumers-and-carers)

### The Royal College of Nursing (RCN)

The Royal College of Nursing (RCN) are actively engaged in the development of technology in the United Kingdom. Here you will find many useful links as well as an exploration of the many terms used in regards to technology in healthcare.

[www.rcn.org.uk](http://www.rcn.org.uk)

### The World Health Organisation

The World Health Organisation (WHO) has a role in the distribution of mobile technology around the world. This hyperlink provides a wealth of information including links to several documents examining the impact of technology and its uses. You'll also find links to find out what's happening with telecare around the world.

[www.who.int/topics/ehealth/en/](http://www.who.int/topics/ehealth/en/)

### We would like to acknowledge the generosity of the Alzheimer's Society in sharing their work (as below)

### Alzheimer's Society

Alzheimer's Society has worked with a number of other organisations to produce a dementia-friendly technology charter that provides more information about assistive technology and how it can help people. This is available at [alzheimers.org.uk/technologycharter](http://alzheimers.org.uk/technologycharter)

[www.alzheimers.org.uk/site/scripts/documents\\_info.php?documentID=109](http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=109)

Walking in a safe environment is usually a positive experience and can provide physical and psychological benefits.

[www.alzheimers.org.uk/site/scripts/documents\\_info.php?documentID=579](http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=579)

## For reference

Charter of Rights for People with Dementia and their Carers in Scotland (Cross Party Group in the Scottish Parliament 2009) [www.dementiarights.org/charter-of-rights](http://www.dementiarights.org/charter-of-rights)

National Health and Wellbeing Outcomes – Scottish Government [www.gov.scot/Topics/Health/Policy/Adult-Health-Social-Care-Integration/Outcomes](http://www.gov.scot/Topics/Health/Policy/Adult-Health-Social-Care-Integration/Outcomes)

NHS Scotland 2020 Vision – Scottish Government [www.gov.scot/Topics/Health/Policy/2020-Vision](http://www.gov.scot/Topics/Health/Policy/2020-Vision)

Scotland's National Dementia Strategies (2010 – 2013-, 2016 and onwards) [www.gov.scot/Topics/Health/Services/Mental-Health/Dementia](http://www.gov.scot/Topics/Health/Services/Mental-Health/Dementia)

Standards of Care for Dementia in Scotland (2011) [www.gov.scot/resource/doc/350188/0117212.pdf](http://www.gov.scot/resource/doc/350188/0117212.pdf)

Promoting Excellence: A Service Framework for all health and social services staff working with people with dementia, their families and carers (2011) [www.gov.scot/resource/doc/350174/0117211.pdf](http://www.gov.scot/resource/doc/350174/0117211.pdf)

Talking Points – Personal Outcomes Approach [www.jitscotland.org.uk/wp-content/uploads/2014/01/Talking-Points-Practical-Guide-21-June-2012.pdf](http://www.jitscotland.org.uk/wp-content/uploads/2014/01/Talking-Points-Practical-Guide-21-June-2012.pdf)

A National Telehealth and Telecare Delivery Plan for Scotland to 2015 – Driving Improvement, Integration and Innovation [www.gov.scot/resource/0041/00411586.pdf](http://www.gov.scot/resource/0041/00411586.pdf)

Mental Welfare Commission for Scotland (September 2015) Decisions about Technology Principles and guidance on good practice when considering the use of telecare and assistive technology for people with dementia, learning disability and related disorders. [www.mwccscot.org.uk/media/241012/decisions\\_about\\_technology.pdf](http://www.mwccscot.org.uk/media/241012/decisions_about_technology.pdf)

Dementia Managed Knowledge Network [www.knowledgescot.nhs.uk/dementia.aspx](http://www.knowledgescot.nhs.uk/dementia.aspx)

Improving the design of housing to assist people with dementia (DSDC, JIT, CIH Scotland and University of Stirling) [www.cih.org/resources/PDF/Strling%20general/Improving%20the%20design%20of%20housing%20to%20assist%20people%20with%20dementia%20-%20FINAL.pdf](http://www.cih.org/resources/PDF/Strling%20general/Improving%20the%20design%20of%20housing%20to%20assist%20people%20with%20dementia%20-%20FINAL.pdf)