

Telecare and technology to help you live independently - customers and carers survey report

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Herefordshire Council Intelligence Unit

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Key points:

- About respondents:
 - Eighty nine per cent of respondents used telecare and technology to support independent living.
 - Seventy six per cent of respondents were aged 75 years or over
 - Physical disability was the most common condition among the respondents followed by age specific conditions and dementia.
- 94 per cent of respondents used a 'life pendant', 16 per cent used a 'Smoke detector connected to a call centre', and 14 per cent used a 'fall detector'.
- The majority of respondents were satisfied with the current service and on-going support from their telecare provider.
- A large majority agreed that telecare equipment 'provides reassurance for your family, knowing that access to help is available quickly' and 'makes you feel safe and secure in your home'.
- Just under 60 per cent of respondents thought 'health checks at home' and 'regular calls to check all is okay' might be very important or helpful in supporting them to remain independent.
- Eighty nine per cent of respondents paid for the services that they received while for three per cent it was paid for by 'a family member/friend'. Six per cent of respondents had the services paid for by the council.
- Thirty seven per cent of respondents would be willing to contribute 'up to £3 per week' to the cost of technology enabled care services followed by 13 per cent 'up to £6 per week and six per cent 'up to £8 per week.

Introduction

Herefordshire Council is developing a new technology enabled care service to support independent living. 'Using telecare and technology to help you live independently' survey was launched to gather views to understand what the customers and carers think about the current provision of telecare services and what they might be interested in using to support them in future.

Methodology

An online questionnaire was published on the Herefordshire Council website and all Herefordshire residents, telecare service customers and carers were invited to complete it between 21 June 2016 and 1 August 2017.

This report presents the results of the responses to the questionnaire. The base used for calculating percentages is specified for each question. Note that percentages are rounded to the nearest whole number in the tables. If Respondents could select more than one answer to a particular question (for an example Q2), percentages may add up to more than 100 per cent.

All comments provided by respondents are listed in full in appendix B.

Results

There were 291 responses to the questionnaire; 96 per cent of which were completed on paper and four per cent submitted online.

Section 1

Q1a. About you

Eighty nine per cent of respondents used telecare and technology to support them while 11 per cent cared for someone who uses telecare and technology. One respondent worked with someone who uses telecare and technology.

Table 1: responses to Q1a

	Number of respondents	Per cent of respondents
I use telecare and technology to support me	236	89%
I care for someone who uses telecare and technology	29	11%
I work with someone who uses telecare and technology	1	0%
Total respondents	266	100%
Not answered	25	

Q1b. Postcode of the person being supported

207 respondents provided their full postcode- please see map (appendix A- map of respondents to consultation)

Q1c. Age of the person being supported

Seventy six per cent of respondents were aged 75 years or over, 11 per cent each aged 45-64 years and 65-74 years and two per cent aged 25-44 years.

Q1d. Specific conditions of the person being supported

(please tick all that apply)

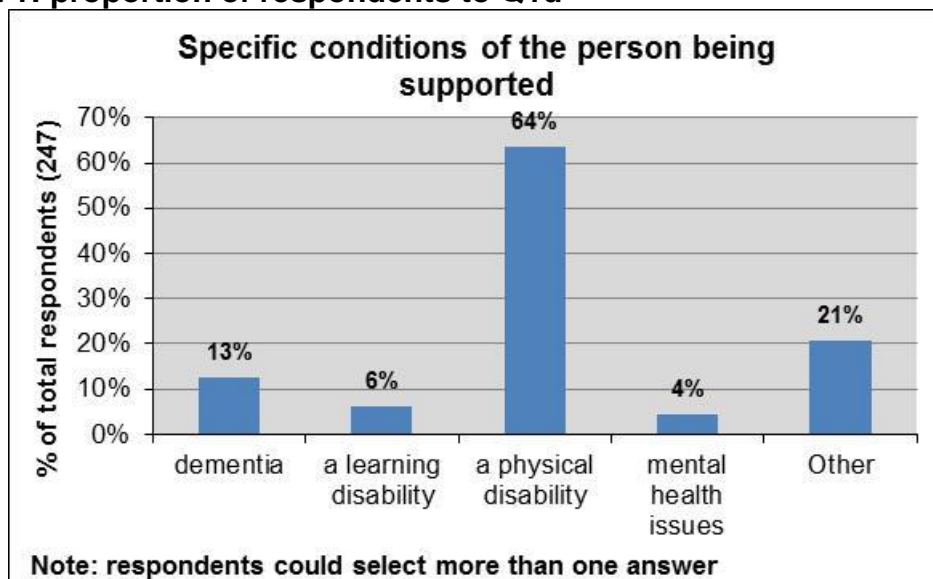
Physical disability was the most common condition among the respondents, as stated by sixty four per cent of respondents, followed by other conditions (21 per cent) which were mainly age related conditions and dementia (13 per cent). A further six per cent reported a learning disability and 4 per cent a mental health issues.

Table 2: responses to Q1d

	Number of respondents	Per cent of respondents*
dementia	31	13%
a learning disability	15	6%
a physical disability	157	64%
mental health issues	11	4%
Other	51	21%
Total respondents	247	100%
Not answered	44	

*Note: respondents could select more than one answer.

Chart 1: proportion of respondents to Q1d



Q2. What type of equipment do you currently use? (please tick all that apply)

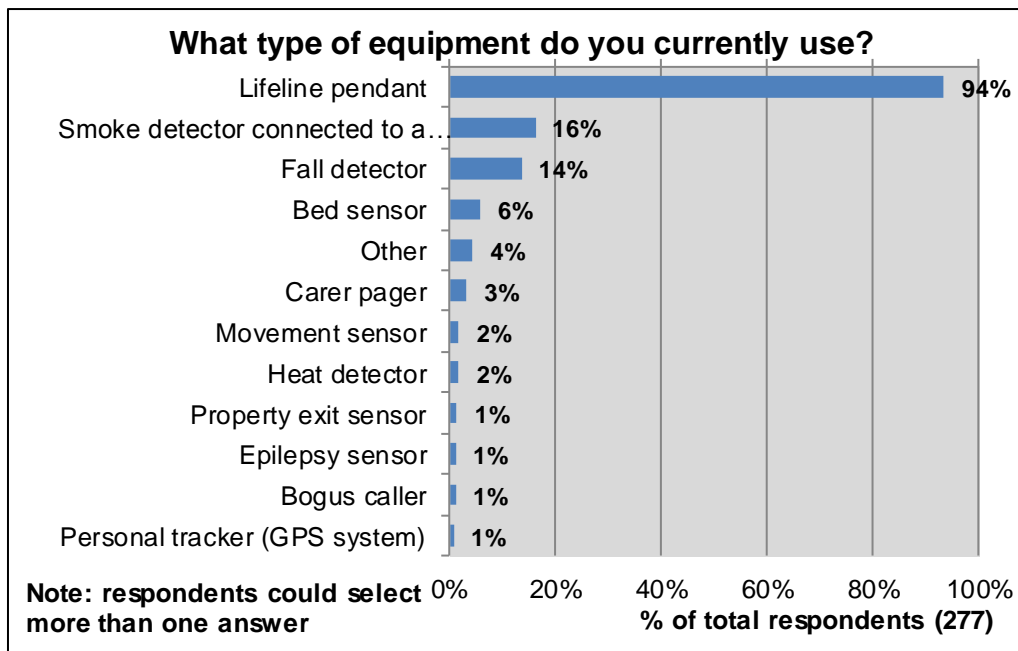
A large majority of respondents (94 per cent) used a 'life pendant', 16 per cent used a 'Smoke detector connected to a call centre', and 14 per cent used a 'fall detector'. The other types of equipment were used by less than ten per cent of respondents each. There were 26 comments provided to specify other types of equipment used by respondents. Please see appendix B-Q2 for full list of comments

Table 3: responses to Q2

	Number of respondents	Per cent of respondents*
Lifeline pendant	259	94%
Smoke detector connected to a call centre	45	16%
Fall detector	38	14%
Bed sensor	16	6%
Other	12	4%
Carer pager	9	3%
Movement sensor	5	2%
Heat detector	5	2%
Property exit sensor	4	1%
Epilepsy sensor	3	1%
Bogus caller	3	1%
Personal tracker (GPS system)	2	1%
Chair sensor	1	0%
Flood detector	0	0%
Total respondents	277	100%
Not answered	14	

*Note: respondents could select more than one answer.

Chart 3: proportion of respondents to Q2



Q3. How satisfied are you with your current service and on-going support from your telecare provider?

The majority of respondents (91 per cent) were satisfied with the current service and on-going support from their telecare provider.

Table 4: responses to Q3

	Number of respondents	Per cent of respondents
Satisfied	248	91%
Neither satisfied nor dissatisfied	25	9%
Dissatisfied	1	0%
Total respondents	274	100%
Not answered	17	

Q4. To what extent do you agree your telecare equipment does the following?

The majority of respondents agreed with all the statements about the purposes of telecare equipment, in particular, a large majority agreed that telecare equipment 'Provides reassurance for your family, knowing that access to help is available quickly' (89 per cent of respondents) and 'Makes you feel safe and secure in your home' (86 per cent of respondents).

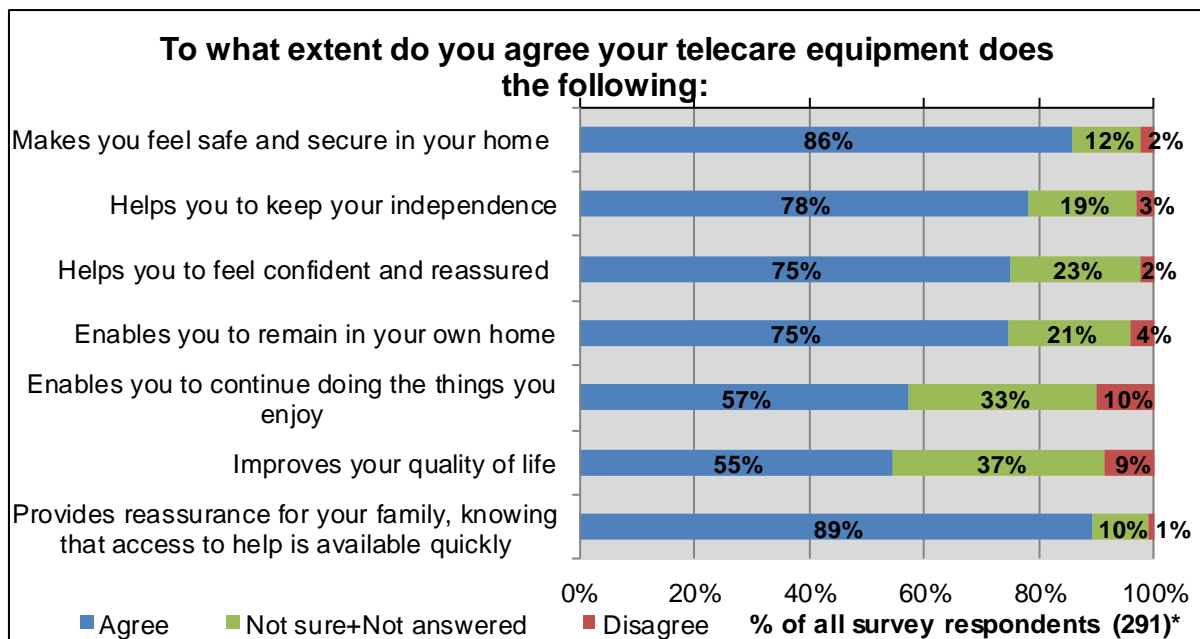
A few respondents disagreed that telecare equipment 'Enables you to continue doing the things you enjoy' (10 per cent of respondents) and 'Improves your quality of life' (nine per cent of respondents).

Table 5: responses to Q4

	Agree	Disagree	Not sure	Not ans.	Total resp.	Base* (291)
Makes you feel safe and secure in your home	250	7	14	20	271	100%
	86%	2%	5%	7%	93%	
Helps you to keep your independence	227	9	13	42	249	100%
	78%	3%	4%	14%	86%	
Helps you to feel confident and reassured	218	7	25	41	250	100%
	75%	2%	9%	14%	86%	
Enables you to remain in your own home	217	12	20	42	249	100%
	75%	4%	7%	14%	86%	
Enables you to continue doing the things you enjoy	167	29	34	61	230	100%
	57%	10%	12%	21%	79%	
Improves your quality of life	159	25	40	67	224	100%
	55%	9%	14%	23%	77%	
Provides reassurance for your family, knowing that access to help is available quickly	260	3	5	23	268	100%
	89%	1%	2%	8%	92%	

*Base=all survey respondents (291)

Chart 4: Proportion of respondents to Q4



5. There are some new technologies available nationally to help people manage their health and care needs at home, preventing unnecessary journeys to hospital or GP practices. Please let us know how important you think the following might be to support you to remain independent.

Just under 60 per cent of respondents thought ‘health checks at home’ (59 per cent) and ‘regular calls to check all is okay’ (58 per cent) might be very important or helpful to support them to remain independent. Around 45 per cent thought the same with ‘measuring and reporting temperature, blood pressure and other vital signs at home to save visiting your GP’, ‘wearable technology’ and ‘Medication reminders’.

According to around 50 per cent of respondents, the following technologies were not considered important in helping them to remain independent.

- ‘sending and receiving health information using mobile phones’ (50 per cent),
- ‘mobile phone applications (apps) to support health needs e.g., manage own mental health, weight, blood pressure, test own bloods, urine’ (49 per cent)
- ‘trackers to help you out and about in the community’ (49 per cent) were not likely to be important in enabling them to remain independent – see table 6.

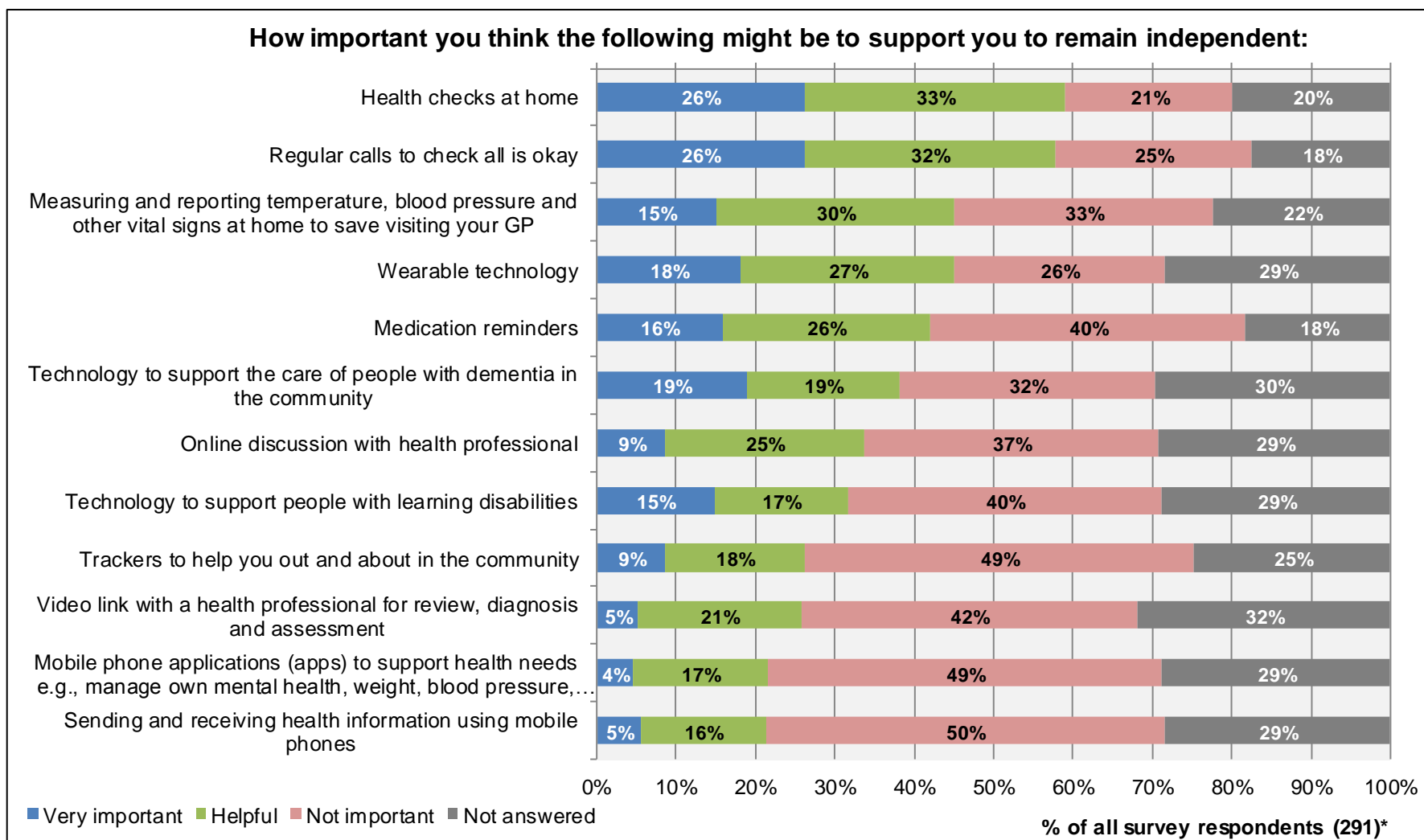
Please note that at least 18 per cent of all survey respondents did not answer one or more of the statements in this question.

Table 6: responses to Q5

	Very important	Helpful	Not important	Not ans.	Total resp.	Base*
Health checks at home	76	96	61	58	233	100%
	26%	33%	21%	20%	80%	
Regular calls to check all is okay	76	92	72	51	240	100%
	26%	32%	25%	18%	82%	
Measuring and reporting temperature, blood pressure and other vital signs at home to save visiting your GP	44	87	95	65	226	100%
	15%	30%	33%	22%	78%	
Wearable technology	53	78	77	83	208	100%
	18%	27%	26%	29%	71%	
Medication reminders	46	76	116	53	238	100%
	16%	26%	40%	18%	82%	
Technology to support the care of people with dementia in the community	55	56	94	86	205	100%
	19%	19%	32%	30%	70%	
Online discussion with health professional	25	73	108	85	206	100%
	9%	25%	37%	29%	71%	
Technology to support people with learning disabilities	43	49	115	84	207	100%
	15%	17%	40%	29%	71%	
Trackers to help you out and about in the community	25	51	143	72	219	100%
	9%	18%	49%	25%	75%	
Video link with a health professional for review, diagnosis and assessment	15	60	123	93	198	100%
	5%	21%	42%	32%	68%	
Mobile phone applications (apps) to support health needs e.g., manage own mental health, weight, blood pressure, test own bloods, urine	13	50	144	84	207	100%
	4%	17%	49%	29%	71%	
Sending and receiving health information using mobile phones	16	46	146	83	208	100%
	5%	16%	50%	29%	71%	

*Base=all survey respondents (291)

Chart 5: Proportion of respondents to Q5



Q6. Who pays for the services you receive at the moment?

The majority of respondents (89 per cent) paid for the services that they received while for three per cent it was paid for by 'a family member/friend'. Six per cent of respondents had the service paid for by the council.

Two respondents stated 'other' ways of paying for services as follows:

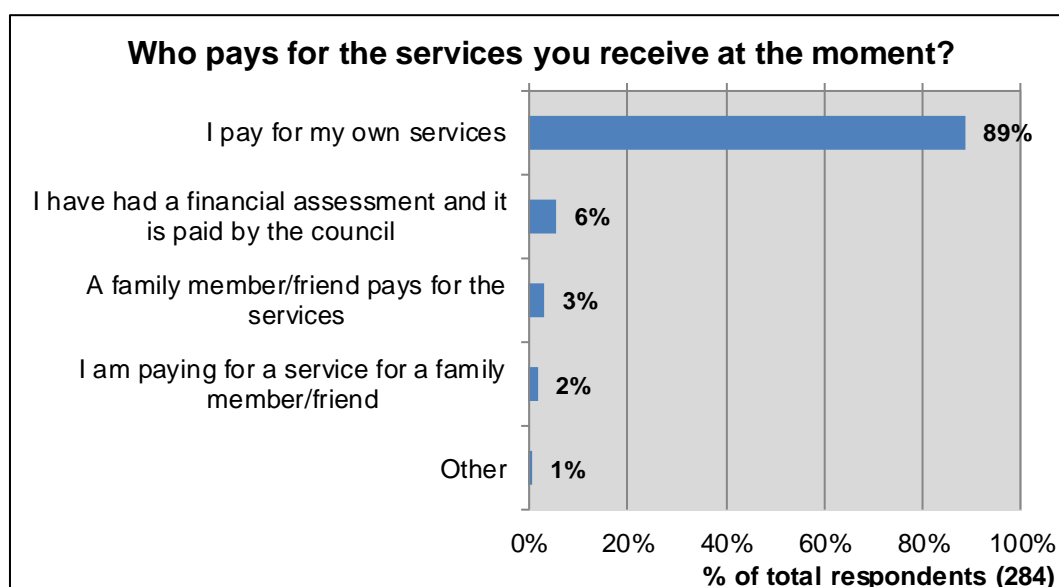
'Fall alarm installed on loan from NHS '

'I pay for my tele monitor but pay towards my daily carer'

Table 7: responses to Q6

	Number of respondents	Per cent of respondents
I pay for my own services	252	89%
I have had a financial assessment and it is paid by the council	16	6%
A family member/friend pays for the services	9	3%
I am paying for a service for a family member/friend	5	2%
Other	2	1%
Total respondents	284	100%
Not answered	7	

Chart 6: Proportion of respondents to Q6



Q7. Higher contributions could support a service with more features such as reassurance and reminder calls, technology to support you outside your home and staff to provide a first response service whether you are at home or out in the community. If Herefordshire Council was to invest in more technology enabled care services, which could help you to remain in your own home for longer, would you be willing to contribute to the cost of this service?

Thirty seven per cent of respondents would be willing to contribute 'up to £3 per week' to the cost of technology enabled care services. The higher the contribution per week, the smaller the proportion of respondents who were willing to contribute towards the cost of telecare.

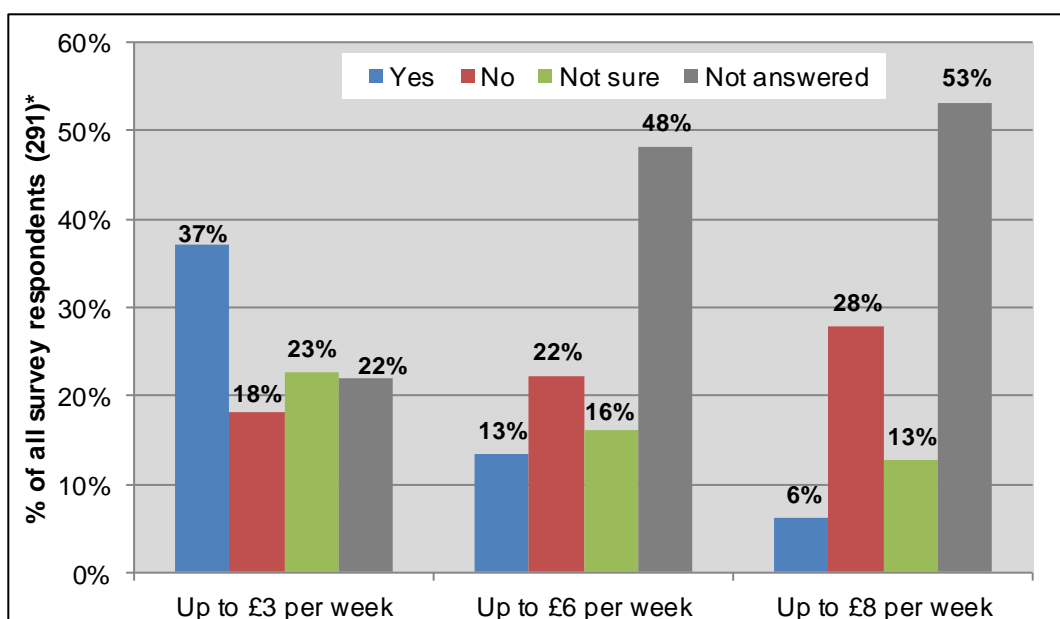
Please note that there were a considerable proportion of respondents who did not answer this question.

Table 8: responses to Q7

Respondent's contribution	Yes	No	Not sure	Not ans.	Total resp.	Base*
Up to £3 per week	108	53	66	64	227	100%
	37%	18%	23%	22%	78%	
Up to £6 per week	39	65	47	140	151	100%
	13%	22%	16%	48%	52%	
Up to £8 per week	18	81	37	155	136	100%
	6%	28%	13%	53%	47%	

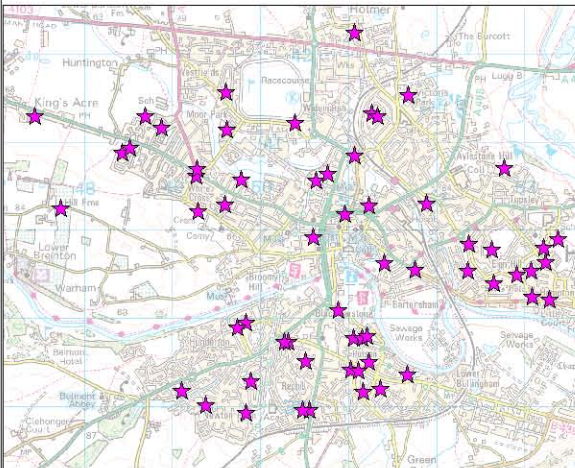
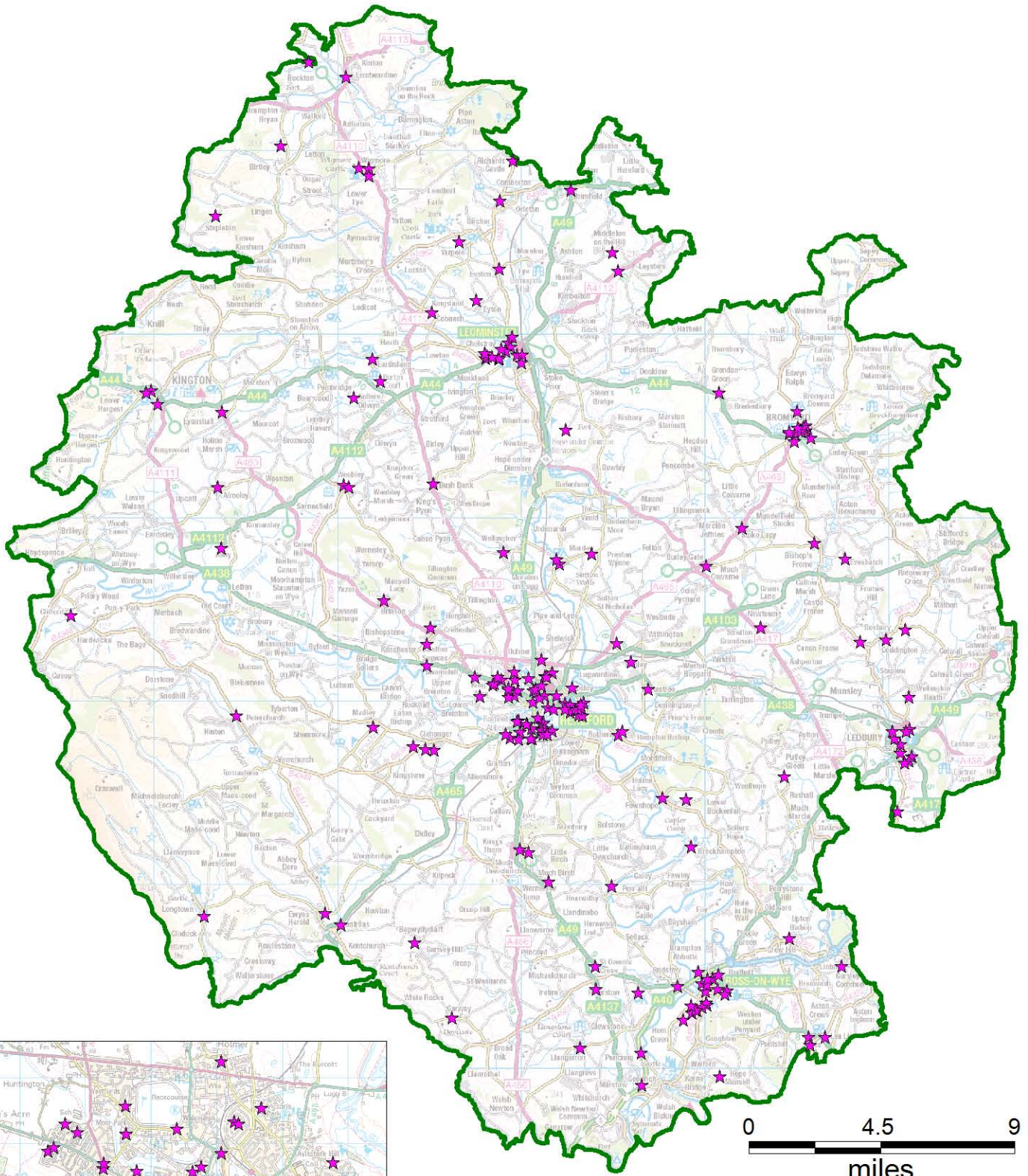
*Base=all survey respondents (291)

Chart 7: proportion of respondents to Q7



Appendix A: Map of respondents to the survey

Appendix B: List of comments



Appendix B-Full list of comments

Some of the comments have been edited to preserve anonymity, where this has been done the changes are marked within < >.

Note: Some of the comments refer to the statement number in the questionnaire. Where necessary, please refer to the questionnaire in appendix C.

Q1d Specific conditions of the person being supported:

Comments:
Cerebral palsy
Poor eyesight
Heart, breathing, diabetes and kidney problems, limited mobility
95 years old Legs, mobility
Asperger's syndrome (a form of autism)
Sensory loss
Visual disability
Anxiety
Balance
Blind, deaf, Parkinson's, arthritis, incurable ailments
Bone and lung problems, Can't walk far. Use e/scooter, walking frame
Brain injury
Broken leg, registered blind
Cognitive impairment
Cushing's disease, asthma acute, osteoporosis
Deafness
Diabetic, heart, Osteo, kidney, neuropathy
Dystonia/deaf
following a stroke
foot and leg problems - circulatory podiatry
I have balance problems caused by 13 ear operations and mini stroke
I have had a stroke 6 years ago and my speech is impaired
I have Parkinson's
Leukaemia, requiring constant medication due to constant infections. Neuropathy causing problems with mobility.
Life limiting conditions Encephalitis - unable to do most things
Multiple sclerosis (MS)
memory problems
Multiple myeloma
Muscle wasting disease, swallowing difficulties, breathing difficulties
Osteoporosis
Parkinson's with dementia, I have diabetes
Recovering from knee and hip replacements. Walking difficult and stopped driving
Registered blind and limited mobility. Use hearing aids
Rheumatic pain in knee and foot

Comments:
stroke related mental capacity and very limited mobility
Stroke, hollow visceral myopathy
stroke, memory and speech problems
Stroke, my wife in wheelchair 24/7
Treatment for brain tumour which has affected mobility and eyesight - glaucoma
Trouble walking after stroke
visually impaired
Wear hearing aid. Suffer from macular degeneration. Use crutch to aid walking and balance. Osteoarthritis
Wheelchair bound due to a stroke
Diabetes (type 2), Prostrate cancer
Heart condition, stroke, deafness
High cholesterol. Macular degeneration and cataracts. Actinic Keratosis
Lewy Body Dementia (linked to Parkinson's disease)
Mobility issues and frail elderly
Arthritis (knee review 1916) depression forgetful, attended memory clinic, cognitive impairment
Motor Neurone disease
Arthritis, heart and colostomy
Asthma
Cancer and Parkinsons
Diabetic
Elderly, living alone (3)
Elderly, age related conditions (20)
Epilepsy
Falls
Giddy turns on and off all day. Can fall at any time.
Had a fall in January
Hearing
Heart - I collapse and fall
I am falling over
Living alone
Living alone, a bit wobbly at 85 but very independent. Accidents can happen and bad rheumatism and artificial knee makes other people sometimes anxious about me
loss of balance, prone to dizziness
Medical disability, severe heart condition, quite severe hearing loss
Mobility, Cardiac vascular
Mobility problems
Multiple Myeloma
Polymyalgia Rheumatica (PMR), Arthritis, Crohns disease, adhesions
Parkinson's
Parkinson's disease
Parkinson's disease, prostate cancer
Poor memory, elderly
Recommended by Falls Clinic as I am prone to falls
Scleroderma. Raynaud's. Pulmonary fibrosis
Severe epilepsy. Memory lapses

Comments:
Type 2 diabetes, Hypertension, Pernicious anaemia, polyuria
Used for me as my husband has dementia
Vertigo
Stroke July 2010
After stroke effects
Old age, heart and mobility problems
Cancer and Chemo
Accident - fall
Unexplainable falls (with minor damages)
Isolated - no near neighbours
Son always at home mother in hospital - at home son full time carer
Atrial fibrillation (AF)
Diabetes causing circulation problems. Trans ischemic attack, heart condition
Falling down
General feebleness due to old age (101 years old)
This was recommended to us for my mother about 10 years ago because she lives on her own and is elderly. She has never had to use it.

Q2. What type of equipment do you currently use? Other, please specify:

Comments:
2 smoke detectors - not sure if connected to a call, gas detector, loud warning signals for telephone and doorbell
Bedroom exit sensor
carbon dioxide detector Do not use lifeline pendant
Carbon mon detector, ordinary smoke alarms
CO2 detector
Lifeline home unit/personal radio trigger round neck
medicine dispensers
mobile phone
My husband has an OWNPHONE which works outside but also has a pendant
Pull call button in bathroom
Smoke detector not connected to call centre Walking frame (3 wheels), pair of walking sticks
Wrist lifeline
alarm pull cord in shower wet room
But sometimes I feel I can't use it because the call handler sounds cross and angry/impatient with me and because the 'delay' in speaking is very frustrating! The actual 'responders' are very nice.
CO2 monitor
commode
Do not require any more of these services at the moment
Fall detector - possibly faulty - waiting for engineer to check. It was auto waking itself on four occasions soon after being fitted
Fall detector not used as keeps giving false alarms
Herefordshire Housing Mobile responder service
I still have the equipment which I believe should have been collected
Its a pendant to press if I have a fall
Lifeline bracelet

Comments:
lifeline bracelet
Lifeline pendant on wrist
Smoke alarm pillow vibrator new system fitted by H&W fire service 04.07.17 - Herefordshire council apparatus awaiting collection
smoke detector not connected to a call centre, would like to be connected
Stair lift, bath lift, wheelchair, commode
Tablet system (round, white) with alarm
walking sticks

Q6. Who pays for the services you receive at the moment? Other, please specify:

Who pays	Comments:
I am paying for a service for a family member/friend	Husband
	I have had a financial assessment and it is paid by the council
A family member/friend pays for the services	My daughter pays for telecare
I have had a financial assessment and it is paid by the council	I pay £11 per month for my line
	I pay part of the cost
	No longer in use as my partner has passed away. I was his carer for many years
I pay for my own services	And I am paying for a service for a family member (3 in family) 2 alarms for myself and wife. 1 alarm for mum
	And I am paying for a service for a family member. Asked to pay with no assessment
	And I have had a financial assessment
	And I have had a financial assessment
	And I have had a financial assessment I contribute a small amount to the service
	And I have had a financial assessment and it is paid partly by the council
	As yet I only require the lifeline pendant as I can manage without outside help at the present time
	Because I haven't had a financial assessment
	I have had a financial assessment and it is paid by the council
	I have not used the service yet so will review in 6 months
	I pay for my own services at present but for how long, I don't know!
	No other services received
	Part pay for own services. also have had a financial assessment part paid by council
	Pay for carers
	Pension credit
Other (please specify)	Fall alarm installed on loan from NHS
	I pay for my tele monitor but pay towards my daily carer

Using telecare and technology to help you live independently Customers and carers survey

Herefordshire Council is developing a new technology enabled care service for Herefordshire to support independent living. You may be more familiar with the term telecare. However, there are other types of equipment that can be used to support people so that they and their carers have greater choice and control over their lives. It can also help you make decisions about where you wish to live and increase your independence, confidence and safety.

At the moment, the charge for a telecare service supplied by Herefordshire Council is £2.86 per week and equipment is provided on loan free of charge. We are considering introducing some new additional services which we would need to charge for and would like to ask for your thoughts on this.

Please complete and return this survey to help us understand what you think of the services you currently receive and what you might be interested in using to support you in the future.

You can either post the survey to:

Technology Enabled Care Services
Herefordshire Council Research Team
FREEPOST SWC4816
PO Box 4
Hereford
HR4 0BR

Or email it to: awbcommissioning@herefordshire.gov.uk

The deadline for responses is 1 August 2017 and the results will be published on the council's website.

If you are unable to complete this survey by yourself, please ask a family member or friend to help you. If you feel this survey would be more useful in an alternative format, or if you have any questions, please ring 01432 260065 or email awbcommissioning@herefordshire.gov.uk

Confidentiality:

Your personal information (if provided) will be held and used in accordance with the Data Protection Act 1998. The council will not disclose such information to any unauthorised person or body but where appropriate, will use such information when improving its various functions and services. Any comments provided may be included in anonymous form in any published results.

Section 1

The following information helps us to ensure that our services are accessible to all. It will only be used for the purpose of statistical monitoring, treated as confidential and will not be used to identify you.

About you

- I use telecare and technology to support me
- I care for someone who uses telecare and technology
- I work with someone who uses telecare and technology

Postcode of the person being supported:

Age of the person being supported:

- 0-15 years
- 16-24 years
- 25-44 years
- 45-64 years
- 65-74 years
- 75+ years

Specific conditions of the person being supported:

- dementia
- a learning disability
- a physical disability
- mental health issues
- other, please specify:

Section 2

1. What type of equipment do you currently use? (please tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Lifeline pendant | <input type="checkbox"/> Epilepsy sensor |
| <input type="checkbox"/> Fall detector | <input type="checkbox"/> Personal tracker (GPS system) |
| <input type="checkbox"/> Property exit sensor | <input type="checkbox"/> Smoke detector connected to a call centre |
| <input type="checkbox"/> Movement sensor | <input type="checkbox"/> Flood detector |
| <input type="checkbox"/> Carer pager | <input type="checkbox"/> Heat detector |
| <input type="checkbox"/> Bed sensor | <input type="checkbox"/> Bogus caller |
| <input type="checkbox"/> Chair sensor | <input type="checkbox"/> Other (please specify) |

2. How satisfied are you with your current service and on-going support from your telecare provider?

- Satisfied
 Neither satisfied nor dissatisfied
 Dissatisfied

3. To what extent do you agree your telecare equipment does the following?

	<i>Agree</i>	<i>Disagree</i>	<i>Not sure</i>
Makes you feel safe and secure in your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps you to keep your independence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps you to feel confident and reassured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enables you to remain in your own home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enables you to continue doing the things you enjoy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improves your quality of life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides reassurance for your family, knowing that access to help is available quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. There are some new technologies available nationally to help people manage their health and care needs at home, preventing unnecessary journeys to hospital or GP practices.

Please let us know how important you think the following might be to support you to remain independent.

	<i>Very important</i>	<i>Helpful</i>	<i>Not important</i>
Medication reminders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online discussion with health professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Measuring and reporting temperature, blood pressure and other vital signs at home to save visiting your GP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sending and receiving health information using mobile phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health checks at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile phone applications (apps) to support health needs e.g., manage own mental health, weight, blood pressure, test own bloods, urine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trackers to help you out and about in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wearable technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology to support the care of people with dementia in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology to support people with learning disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular calls to check all is okay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video link with a health professional for review, diagnosis and assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other, please specify:

5. Who pays for the services you receive at the moment?

- I pay for my own services
- A family member/friend pays for the services
- I am paying for a service for a family member/friend
- I have had a financial assessment and it is paid by the council
- Other (please specify)

6. Higher contributions could support a service with more features such as reassurance and reminder calls, technology to support you outside your home and staff to provide a first response service whether you are at home or out in the community.

If Herefordshire Council was to invest in more technology enabled care services, which could help you to remain in your own home for longer, would you be willing to contribute to the cost of this service?

	Yes	No	Not sure
Your contribution			
Up to £3 per week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Up to £6 per week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Up to £8 per week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More than £8 per week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for completing the survey