Health and care technologies: modern solutions to an age old challenge
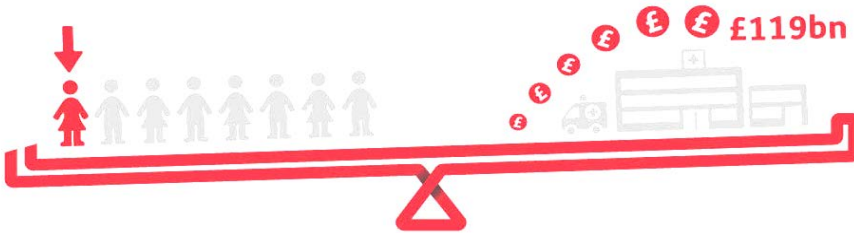
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![carersUK logo — making life better for carers]

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

£119bn

3 million carers combine paid work with care.

That's 1 in 9 people in any workplace.

![CarersUK logo - making life better for carers]

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

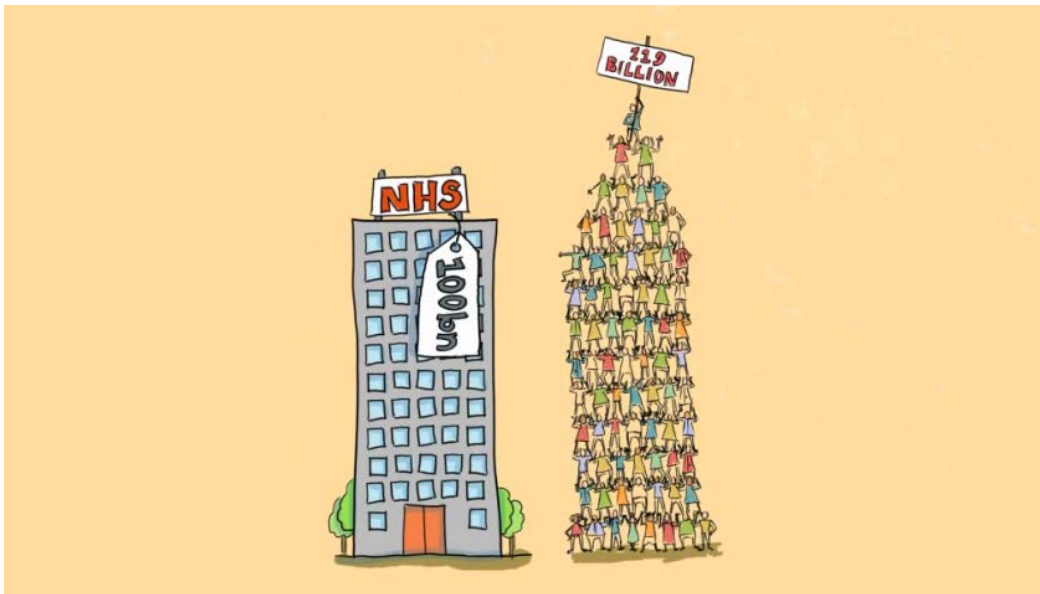- More people are living longer, and at home, with disability and illness

Which means…

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

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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

45% of us have **given up work to care**

Many more are **stretched to breaking point** trying to juggle work and family life...

61% of us have **faced depression because of our caring role**

Many are on duty around the clock, **unable to maintain a life of our own**.

49% of us are **struggling financially because of our caring role**

Many of us live with **constant worries about money**, as well as the person we're looking after.

How can we support carers and the people they care for to build resilience?

Technology solutions for everyday life

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

- Internet for information, online shopping and banking
- 'Apps' for smart 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

And everyday lives include caring too…

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
    - *About Me* – resilience e-learning
    - Self-advocacy toolkit
  - Expert webinars
- Online peer support
  - Carers UK's online forum
  - Virtual carers networks, including in the workplace – Carers Connect

Self care and prevention

- Telecare
- Telehealth
- Telemedicine
- 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
- Online access to services
  - ➤ Booking doctor's appointments
  - ➤ Repeat prescriptions
  - ➤ Booking your own respite breaks
  - ➤ Online marketplaces for care and support services
  - ➤ Comparison websites
    - Find Me Good Care
    - Good Care Guide

Do people know about technologies for caring?

- 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 technologies for caring?

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

What are their benefits to carers?

They respond to complex caring, family and working lives

- Carers UK's annual *State of Caring* survey found that 45% of carers using health and care technologies said they had given them peace of mind

- 11% of carers said that using health and care technologies had given them more independence

- 12% said that using health and care technologies had made them less stressed

- In *Potential for Change* 65% said they thought technology would play a bigger role in the future in supporting families to care for older or disabled loved ones

Public policy issues

- Poor public and professional awareness of health and care technologies

- 'Valley of death': challenges in bridging the gap between technology R&D and product delivery

- Professional and organisational resistance to technology: lack of vision, understanding and buy-in

- New and untested service commissioning structures

- Lack of investment in new markets or new market players – constraints on 'invest to save'

- Short termism: failure to act on demographics

![Carers UK logo - making life better for carers]

How can we make it happen?

Potential for Change sets out Carers UK's vision for promoting technology and caring

- A step-change in public and professional awareness of health and care technologies

- Cross-Government action to identify and realise the potential of health and care technologies

  - ➢ To support health and wellbeing

  - ➢ To support business growth and productivity

  - ➢ To support labour market participation

  - ➢ To support sustainability in health and care

- A vibrant, accessible consumer market

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Structural support in the UK
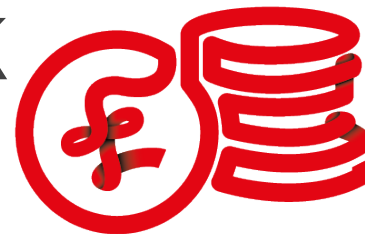
Innovate UK

- Assisted Living Innovation Platform (ALIP): developing new technology solutions

- Delivering Assisted Living Lifestyles at Scale (dallas): scaling technology solutions

- Long Term Care Revolution: disrupting current models of long term care through technology

- Digital Catapults: catalysts for change and sharing innovation

- Digital Health and Care Alliance: building key partnerships between industry, public, private and third sectors

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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.

jointly

Care together from anywhere

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