How linked interactive screens support rural dementia families

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Geographically Challenging
Rural Highlands of Scotland
Scottish Dementia Strategies

**1st Dementia Strategy**
- Problems

**2nd Dementia Strategy**
- 8 Pillar solutions

**3rd Dementia Strategy**
- End of life?

**Self-Management**
Rural test site

East Sutherland chosen as 1 of 5 Scottish Government test sites for the 2nd Dementia Strategy around the 8 pillar model of care

2 year study with £50,000 funding per test site

Working in partnership:

- NHS Highlands
- Alzheimer Scotland
- Dementia Friendly Communities East Sutherland
The 8 Pillar Model of Community Support

Key indicators

- **Dementia Practice Coordinator** – a named, skilled practitioner who will lead the care, treatment and support for the person and their carer on an ongoing basis, coordinating access to all the pillars of support and ensuring effective intervention across health and social care.

- **Support for carers** – a proactive approach to supporting people in the caring role and maintain the carer’s own health and wellbeing.

- **Personalised support** – flexible and person-centred services to promote participation and independence.

- **Community connections** – support to maintain and develop social networks and to benefit from peer support for both the person with dementia and the carer.

- **Environment** – adaptations, aids, design changes and assistive technology to maintain the independence of the person and assist the carer.

- **Mental health care and treatment** – access to psychiatric and psychological services to maintain mental health and wellbeing.

- **General health care and treatment** – regular and thorough review to maintain general wellbeing and physical health.

- **Therapeutic interventions to tackle symptoms of the illness** – dementia-specific therapies to delay deterioration, enhance coping, maximise independence and improve quality of life.
Environment driver

Environment – adaptations, aids, design changes and assistive technology to maintain the independence of the person and assist the carer.

8. Improve awareness/proactive participation in meeting housing needs

7. Promote/enable use of technology that supports dementia families
Where to begin?

- Using technology to connect arts and health therapeutic interventions in remote rural communities
- Project steering group:
  - People with dementia
  - Carers
  - Allied Health Professionals
- Designed for people with dementia, but inclusive of all
- Visualise it → achieve it
- Shared pictures online and offline = motivation and coaching
The first interactive screen

- At the Helmsdale Well-being Hub in September 2015
- Building upon the idea of sharing and connecting
- New interactive screen introduced
- Early concern: a room full of people staring at a screen
- Result: the screen inspired activity and conversation
- Added bonus: instinctive reminiscence
Activities

Discover

Karaoke

Party time

Hobbies

Reminiscence
Connecting to the NHS

Testing technology that would enable us to bridge the gap between service providers and service users – a bridge that had been notoriously difficult to cross due to our remote location and security issues with technology.
An opportunity

- Creating connections
- Taking the project wider across East Sutherland
- Introducing screens to other locations in order to:
  - Connect our communities and services
  - Enjoy shared activities
  - Address issues relating to our remote location and accessing health services
More screens arrive

- Test site funded
- Installed in September 2016
- Installed at:
  - a day care facility
  - a well-being Hub
  - a care home
  - a hospital
- Wi-Fi installed by NHS Highland at two of the locations to accommodate use of the screens
Falls prevention

- Well-being Hub members shown the NHS Highland page on Falls Prevention
- Feedback received from members that it was not user friendly
- Valuable views, which were in contrast to those at training workshop
Cognitive therapy

Cognitive games to measure change in Hub member’s capabilities
Music

- Member’s choice of songs
- New member felt at home when Al Jolson was played and sung along
- A member with Alzheimer's loves to sing along to Vera Lyn
- Another member asks for the sing-a-longs or to listen to favourite singers
- Good way of recording member’s music likes
- Making play lists for life
Supportive technology

- Used alongside tablets
- Introducing shopping online
- Showing Internet as an information tool
- One member now happily able to use a tablet
Feedback from hospital

“Hi, just a bit of feedback re the big screen you brought to us on 28th Sept. I suppose we wondered if our patients would be very interested - how wrong we were! Patients who have been reluctant to come through and be sociable have now joined us and patients have been taking turns to choose what we have on next. We have watched the Pipe Band championships from Glasgow, sheepdog trials, old films, highland interests and a huge variety of music. So, we just wanted to pass on how positive this has been and thanks from all of us.”
“We now have Skype and tested it out with the staff here. We’re using the screen every day. It's been used for teaching people how to use tablets and computers, and for karaoke too. We plan for it to be used by therapists who come in to show us hand and foot massages, for example, as a visual aid. We are also planning to connect with a lady at Migdale who used to go to the Bradbury Centre.”
Feedback from Hub and care home

“I got the wifi going on the screen, it’s fantastic we can’t wait to interact with other centres.”

The care home hoped to organise a Skype call between their 100-year-old resident and a relative in Australia.
Problems encountered

- Confidentiality issues when working with vulnerable older people
- Delay in project implementation – challenges around setting up in small, rural villages
- Limited knowledge of technology in some locations
- Limited local broadband service
- Low storage capacity on screens
The way forward

- Partnership with NHS Highland Public Health to extend project across the Highlands
- Frequent connection between screens
- Using younger/technologically-minded local people to help train screen users
- More screens across the Highlands
Thank you for listening!

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