

Listening Activities – Older People & Digital Remote Monitoring Further Recommendations

Value of face-to-face

Sub-theme: Human contact

- Recognising the importance of face-to-face contact in providing care to older people; identifying pathways where choice of delivery options could be considered. Initial personalised face to face assessment prior to offering DRM.
- Assurance of regular telephone check ins and assurance that a health professional will be at the end of a telephone.
- The words virtual and remote can alienate some people; using “monitoring you at home via a central hub operated by professionals” can offer reassurance that the devices are not remote and disconnected from human contact.

Sub-theme: Takes time and support to change and trust technology

- Consideration of utilising local groups/charities (e.g., Age UK) to commence community digital conversations to bring the voluntary sector in supporting the raising of awareness of digital offers.
- Hosting of digital kit “trial” sessions within community settings.

Usability

Sub-theme: Need knowledge to use devices and technology (signs and symptoms monitoring)

- Development of accessible and easy to use instruction manuals to include all steps for using both the digital technology and associated medical equipment.
- To support the adoption of technology, development of frameworks to ensure support available for both clinical and technical queries 24/7.
- Development of guidance to support self-management for those who wish for this.

Sub-theme: Ability to use

- Development of accessible and easy to use instruction manuals to include all steps for using digital technology e.g., plugging in and switching on.
- Training staff to support individuals with dexterity issues.

Sub-theme: Technical practicalities

- Clear guidance at time of onboarding of technical requirements e.g., wi-fi, and offers of support to enable equitable access.

Knowing me

Sub-theme: Need to feel supported as an individual

- Providing information at onboarding on how information is shared with medical teams and acted upon.
- Providing assurance at onboarding that DRM practitioners reviewing data know what is normal for you and take into consideration existing conditions.

Sub-theme: Need to understand how DRM interacts with other parts of the system

- Provision of accessible information (leaflet) to describe how information will be shared within the health and care system and the benefits this will provide to the individual, their carers and families.

Helpful and limiting

Sub-theme: Impact on living

- Recognition that one option does not fit all. Technology needs to be adaptive to support individuals not to be inconvenienced. An individualised discussion of both benefits and burdens is needed when onboarding individuals to technology.

Sub-theme: Impact on carers

- In any digital/remote monitoring offer, consideration of additional carer burden and resources to support.
- Inclusion of direct question with individual and family to fully understand care support network.
- Promotion of the importance of Comprehensive Geriatric Assessment (CGA).

Privacy

Sub-theme: Safeguarded data

- Providing information at onboarding on how and who data is shared with.
- Consideration of utilising local groups/charities (e.g., Age UK) to commence community digital conversations to bring the voluntary sector in supporting the raising of awareness of how data is transferred and held.