

## **TSA Member case study**

### **Supporting people with Learning Disabilities using technology App 'AutonoMe'**

TSA members Devon County Council and [AutonoMe](#) partnered to conduct a pilot to discover if, and how, video content on mobile devices could improve how people with Learning Disabilities can be supported to maximise their independence.

#### **Background**

Local Authorities are responsible for ensuring their learning disabilities population receives the support they need to maximise their independence and live their lives as fully as possible. However they often find it difficult to access clear evidence which identifies how well an individual is managing a range of daily living activities; making informed assessments difficult in this area. This can lead to planning for too many or too few hours of support. Too little support can risk a person's physical and mental health; too much can deskill a person and reduce their independence.

With the Authority adopting a strength-based approach to care and support planning, the Council was keen to provide support for activities such as cooking, cleaning, maintaining personal hygiene and being safe in a way that developed and built upon each individual's own abilities. .

#### **The solution**

Devon County Council commissioned a pilot with AutonoMe with the aim of providing some of this support through the service users own smart device. Furthermore, Devon wanted to explore how they could better understand their support requirements by gathering and evaluating the data obtained through an App.

AutonoMe is a virtual support provider designed to improve the lives of people with learning disabilities. The app enables people with learning disabilities to increase their independence through instructional videos which provide step-by-step instructions covering a range of independent living skills within the home. The app measures and provides real-time data on service users' independence, so Local Authorities are able to make evidence-based decisions on the support needs and achievable outcomes of their learning disability population.

Local Authorities get feedback directly from service users on their independence; enabling commissioners to purchase the right support in the right areas. Rather than having to wait until a review or a problem before becoming aware of a person's changing support needs; the app enables Local Authorities to see in real-time quantitative evidence of their service users' needs and abilities

The self-testing service is for patients who have recently experienced heart failure or chronic obstructive pulmonary disease and need to be monitored to ensure their vital signs are within safe range and complements the work of the trust's heart failure team which attends to patients in clinic, at home and via telephone consultation.

## **Outcome**

Overall outcomes showed improved independence, a better understanding of service user support requirements and improved provider efficiency. One service user within the year-long pilot showed the following outcomes:

- It took 6 weeks to work alongside her support worker to embed AutonoMe into her daily routines.
- There was a reduction of 2 hours in her 1:1 support hours after the support package was reviewed at year end resulting in ongoing savings of circa £1800 per annum.
- A strong partnership approach developed between AutonoMe and the support provider that maintained a positive impact on the service user's progress throughout.
- Towards the end of 12 months, operational managers and Social Workers started using data from the app to regularly measure internal KPI's
- The learning from the pilot of 15 service users led to further developments and improvements in the AutonoMe App.
- Since the success of this pilot, Devon Council has expanded this partnership to 200 service users over the next 3 years.

## **About TSA**

TSA is the industry body for technology enabled care (TEC) services, representing organisations including telecare and telehealth service providers and suppliers, commissioners, digital health businesses, housing associations, emergency services, academics, charities and government bodies.

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