Applying Tappi Principles in Housing

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23/05/23

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Future Need:

Demography

- Ageing Population, especially over 75's
- Ageing across Scotland
- More specialist older housing will be needed in the future
- Older people are attracted to the local area, access to shops, social relations with neighbours and the design of the home interior.

Social Economics

- Nearly 40% of the population will be over pensionable – 'grey pound'
- Up to 20% of older people are living in relative poverty
- Older people move (right now) at aged 70
- They are typically living independently at 79

Health & Care

- Living longer, but with ill health
- More likely to be dependant on carers
- Older people from SIMDs areas are likely to access housing and care services sooner

Connectivity: People and Technology

- More older people will live alone
- The proportion of older people using the internet is very low (right now, will change over time).
- 60-70% recognise that Bield (Specialist Housing) help them to live independently

Bield Housing and Care

Our Services

Social Housing
4,616 units
Over 6,000 tenants

Care & Support Services
Average of 2,500 care
hours per week
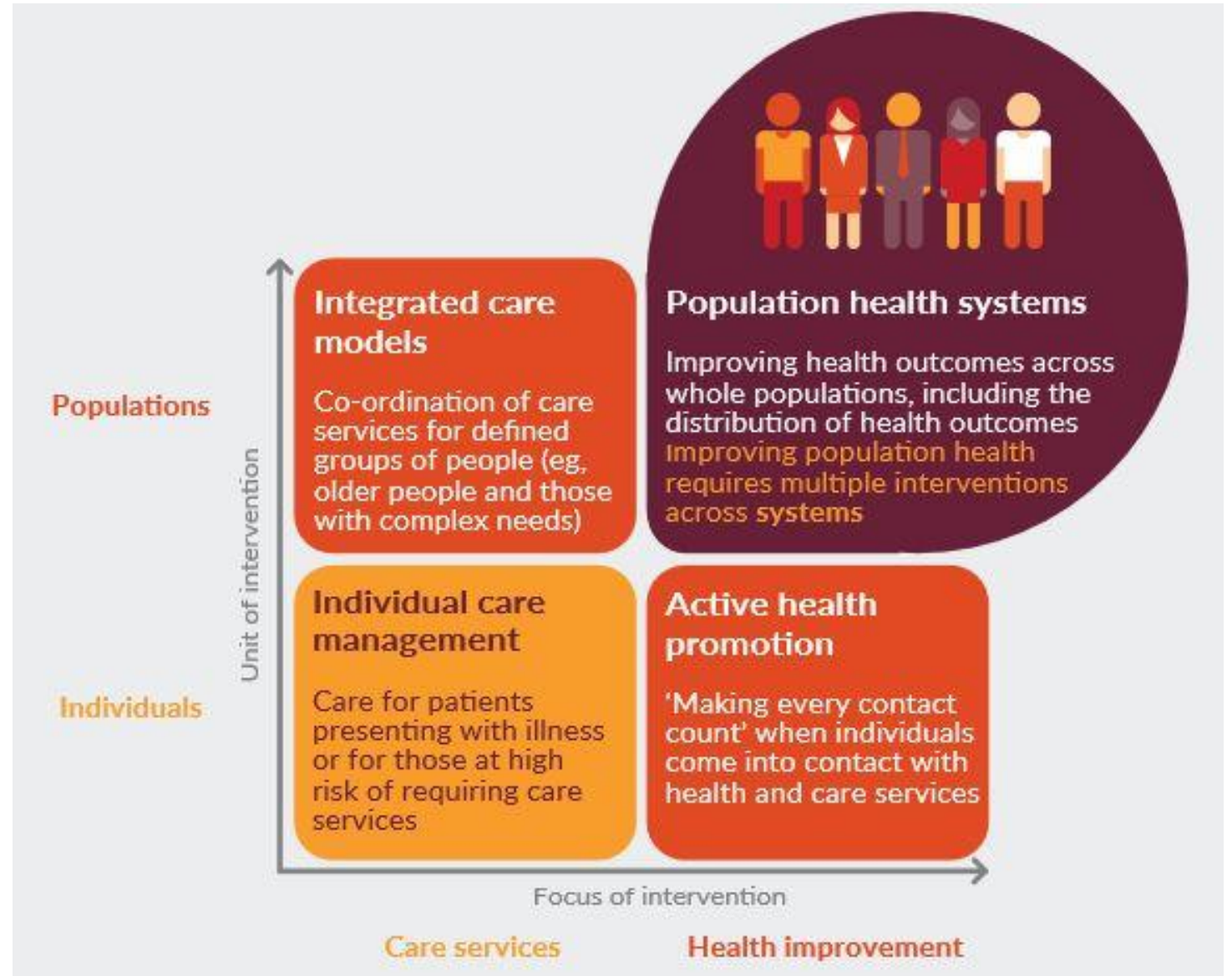150 day care customers

Owner Services
900 owners

BR24
Bield - 4,875
Owners - 1,145
External 13,398

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10-Year Vision

- Aspirational, bold, aligned to current policy context
- 'Age in place, home at centre of integrated network within community

- ***'We will lead, set and deliver the global standard for ageing at home'***

Integrated care models

Co-ordination of care services for defined groups of people (eg, older people and those with complex needs)

Population health systems

Improving health outcomes across whole populations, including the distribution of health outcomes
Improving population health requires multiple interventions across systems

Individual care management

Care for patients presenting with illness or for those at high risk of requiring care services

Active health promotion

'Making every contact count' when individuals come into contact 'with health and care services

Populations

Individuals

Unit of intervention

Focus of intervention

Care services

Health improvement

What is definition of Independent living?

The Social Care (Self-directed Support) (Scotland) Act 2013 and Statutory Guidance, is based on a clear and agreed definition of Independent Living. This states: 'Independent living means **people of all ages having the same freedom, choice, dignity and control as other citizens at home, at work, and in the community**.
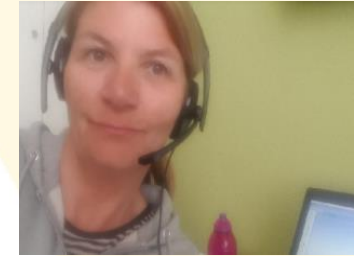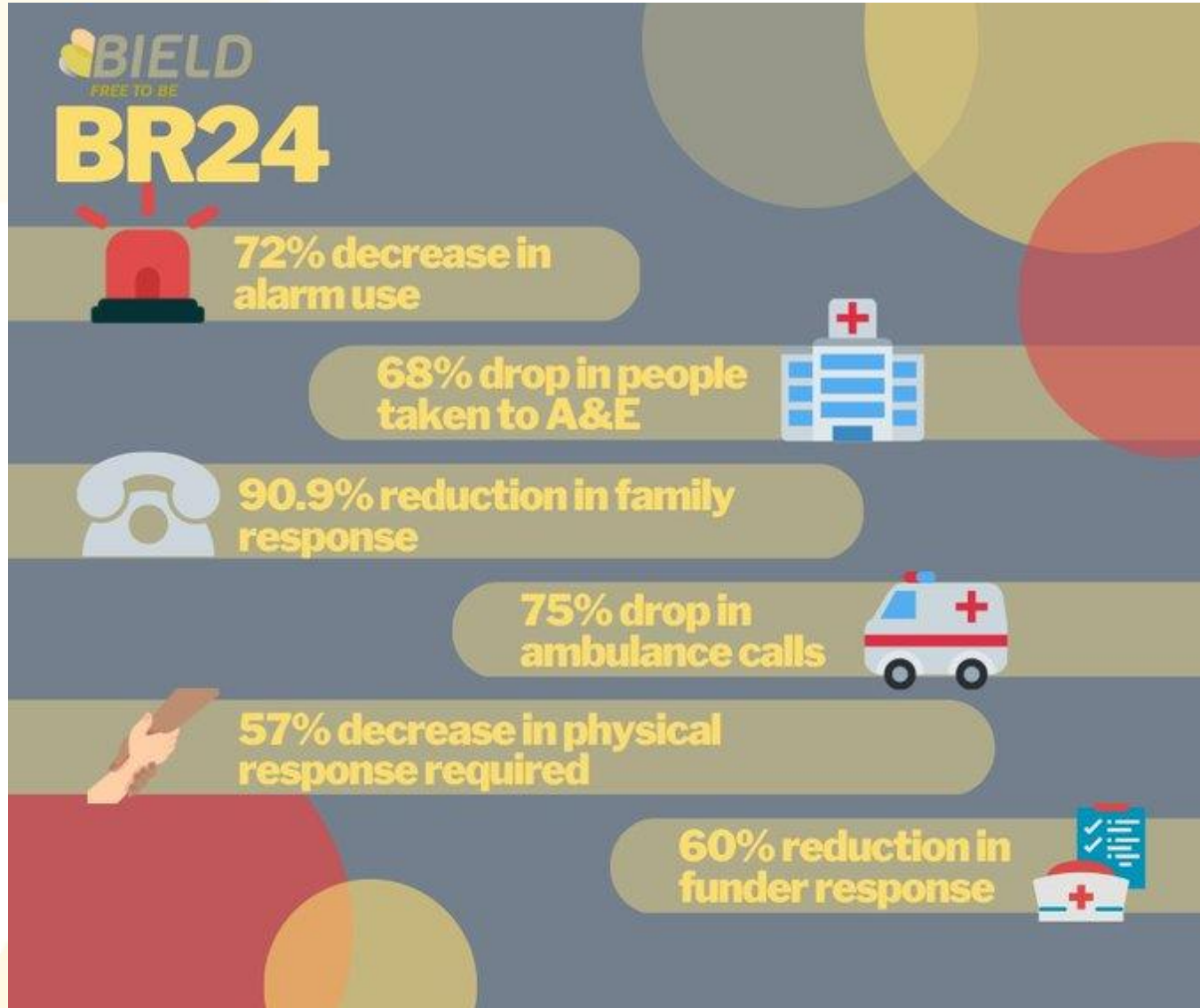
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Inspire Project
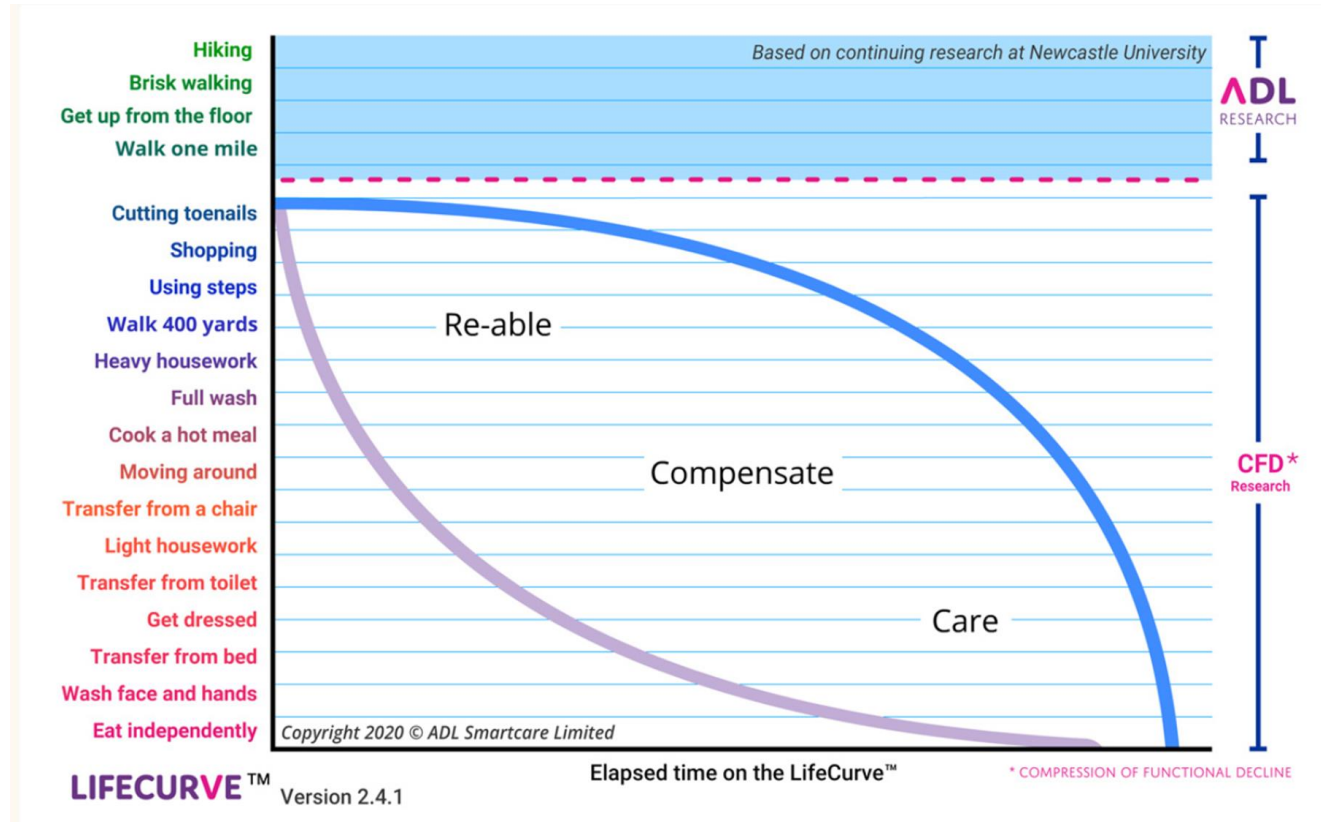
- **AIM**: To test Proactive Telecare for health promotion, prevention and earlier intervention to increase a tenants/ service users' ability to be independent and remain active, healthy and socially connected.

Proactive Telecare results

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BR24

72% decrease in alarm use

68% drop in people taken to A&E

90.9% reduction in family response

75% drop in ambulance calls

57% decrease in physical response required

60% reduction in funder response

TAPPI Challenge:

1. Digital literacy in older people and workforce
2. Personalisation, how can technology support our tenants to live independently
3. Proactive, use of technology in care group – predictive analytics.

Adaptable
Able to adapt to changing user needs and technological advances

Co-produced
Involving people to co-create solutions to inform how they want to live their lives

Quality focussed
In designing products, systems and services to ensure 'fit for purpose'

Cost-effective
Offer value for money and benefit both to individuals but also to workforces in local housing and care economies

Preventative
Focused on prevention rather than reactive models

Choice-led
Enabling access to more options that meet individual needs and wishes

10 TAPPI Principles

Person-centred
Putting the person first to give control over own environment, care and support needs etc

Interoperable
Ability to integrate and work across systems and platforms to meet individuals' diverse needs and aspirations

Outcome-focussed
Improve health & wellbeing to improve quality of life or maintain independence

Inclusive
Reduce digital, health, income inequalities to enable active involvement in home, local community or networks

Key Enablers

- Co-Production: Working with and alongside tenants & service users
- Our TAPPI Tenant Champions have been involved in all stages of the process including procuring solutions/technology
- Agile programme approach
- Quality assured Alarm Receiving Centre TEC Quality QSF.
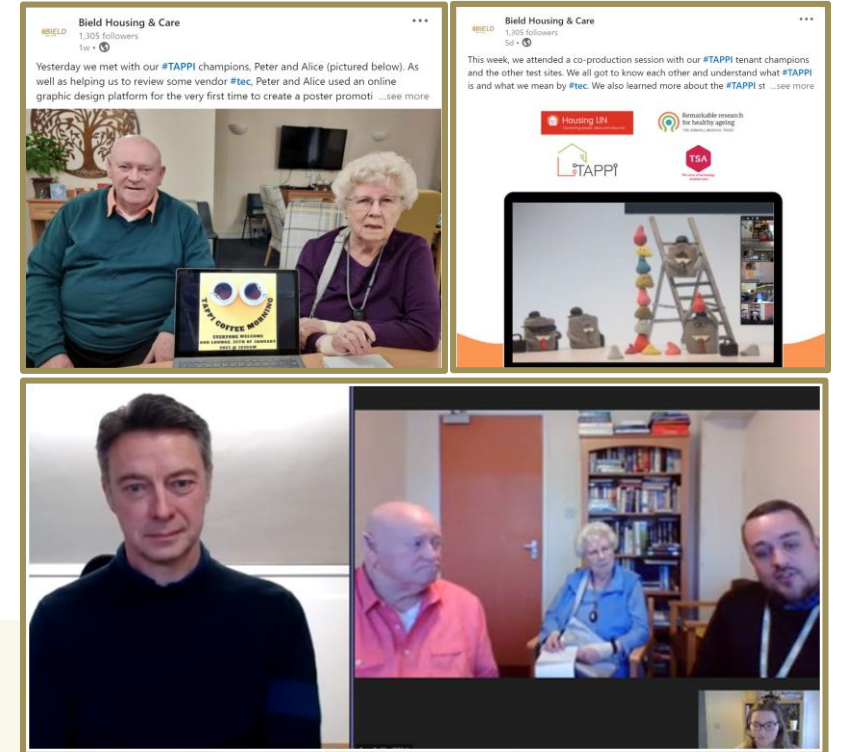
If Not Now Then When?

- How do we shift the paradigm, think differently to consider solutions that work?
- Affordability of technology solutions at scale?
- Join the dots, Housing can be a key asset in helping statutory services reform?
- Digital adaptation not just physical adaptation
- Assessment and triage for Proactive telecare to maximise scarce resources
- Integrated strategic planning across Health, Social Care and housing

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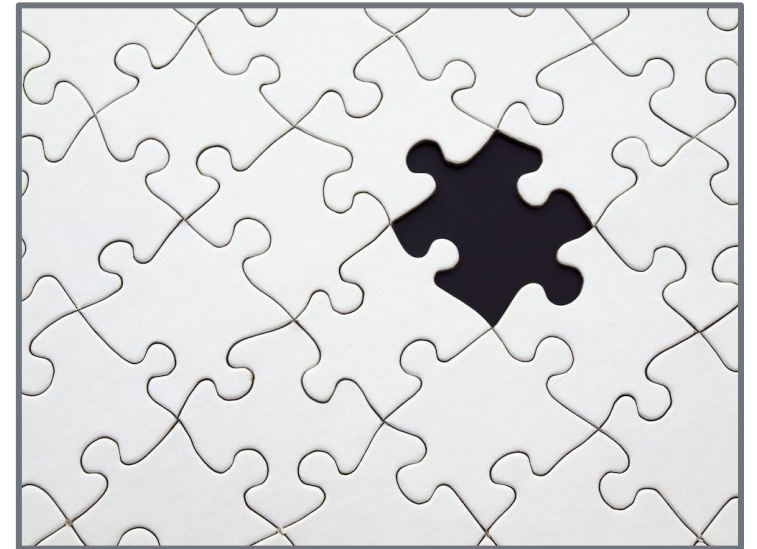
Vision of The Future

- Working with people to empower them to live independently in their own homes for longer

- Understanding how we engage older people with technology to improve their quality of life and healthy years lived.

- Shifting the paradigm on role of housing in joining the dots across the wider public sector, championing personalisation and independent living.

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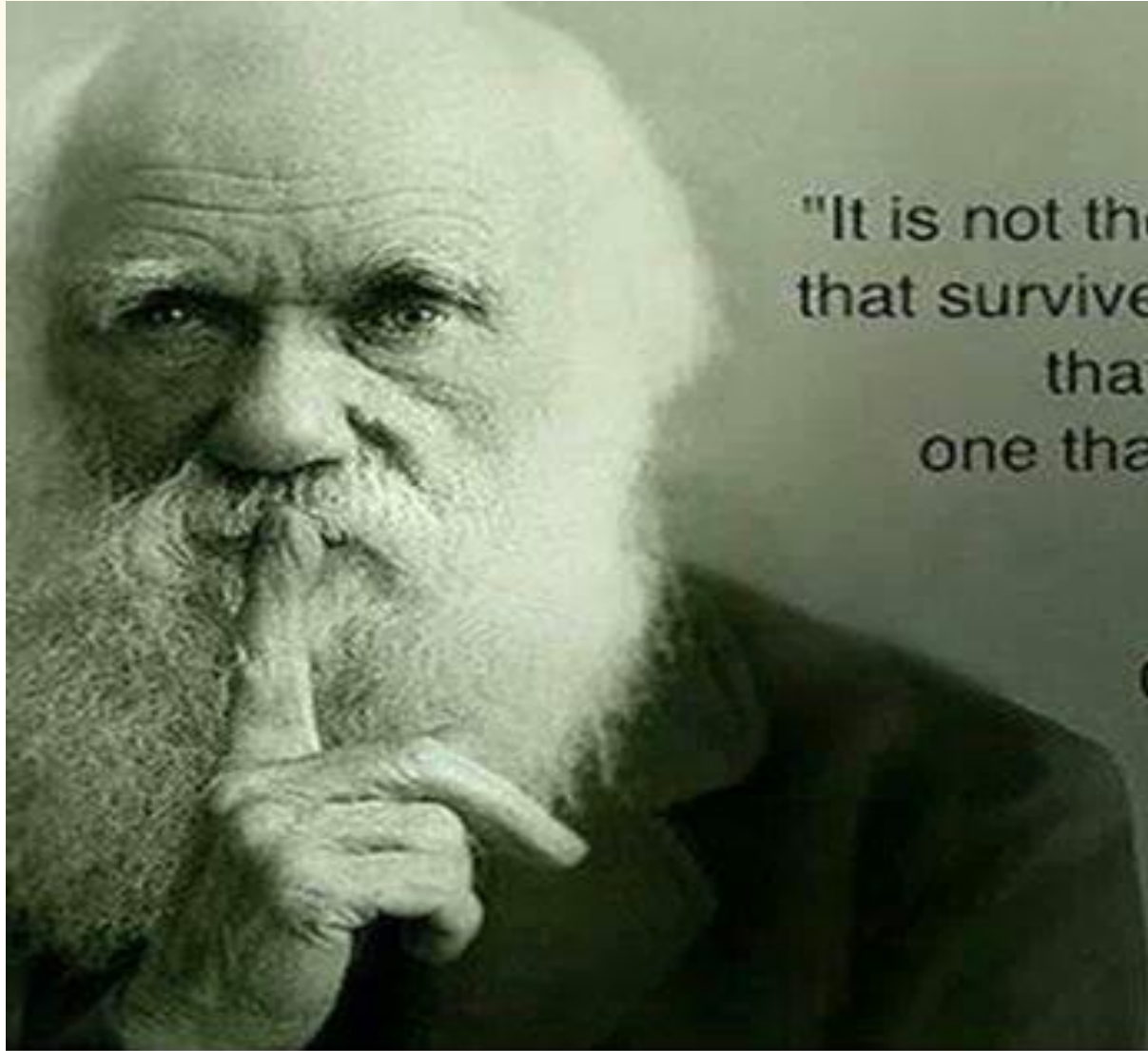
"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change".

Charles Darwin

Thank you

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