

Adult Services and Wellbeing
Calderdale Metropolitan Borough Council

**Standard Operating Procedure (SOP):
Assistive Technology (AT)**

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Procedure Version Control

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1. Overview

Assistive Technology (AT) in Calderdale is an integral part of the council's commitment to empowering people to live independently, safely, and with dignity. It encompasses a wide range of tools, devices, and systems designed to support residents with disabilities, older adults, and those with health or social care needs. By leveraging innovative technologies, Calderdale aims to enhance quality of life, reduce reliance on traditional care services, and ensure equal opportunities for all.

2. Main Aims

Promote independence:

Assistive technology empowers people to:

- Manage daily tasks with minimal assistance, maintaining dignity and autonomy.
- Live in their preferred environment, reducing the need for residential care.
- Build confidence in their abilities through tailored solutions that address specific challenges.

Enhance Safety and security:

AT plays a critical role in ensuring the safety of residents by:

- Reducing risks such as falls, medication errors, or wandering.
- Enabling rapid response to emergencies through alarms, sensors, and monitoring systems.
- Supporting people and families to feel more secure, particularly for those living alone or with complex needs.

Support Inclusion and Participation:

The council aims to use AT to bridge barriers and promote inclusivity by:

- Enabling access to education, work, and social opportunities for people with disabilities or health challenges.
- Facilitating communication and engagement through tools like text-to-speech devices, hearing aids, and accessible technology.
- Encouraging equal participation in community activities and fostering a sense of belonging.

Provide Cost-Effective Care Solutions:

AT is a strategic tool to deliver efficient and sustainable care by:

- Reducing the demand for one-to-one care or hospital admissions.
- Allowing carers to focus on high-priority tasks while technology supports routine activities.
- Ensuring resources are allocated effectively, balancing quality care with budgetary constraints.

Foster Well-Being and Quality of Life:

Calderdale Council prioritises enhancing well-being by:

- Improving physical, emotional, and mental health outcomes through personalized AT solutions.
- Supporting people to maintain control over their lives, reducing stress for them and their caregivers.
- Offering tools that adapt to changing needs, ensuring long-term support.

Encourage Innovation and Collaboration:

The council is committed to innovation in AT by:

- Partnering with health services, educational institutions, and technology providers to deliver cutting-edge solutions.
- Exploring new technologies, such as smart home devices and AI-driven tools, to meet evolving needs.
- Providing training and awareness to residents and staff, fostering digital inclusion.

Ensure Accessibility and Equity:

AT services aim to be accessible and equitable for all Calderdale residents by:

- Removing barriers to accessing technology for people with financial or social challenges.
- Ensuring AT solutions respect cultural, linguistic, and personal preferences.
- Continuously reviewing and updating services to reflect the diverse needs of the community.

By focusing on these aims, Calderdale Council strives to create a supportive and inclusive environment where assistive technology empowers people to lead fulfilling, independent lives.

3. Objectives

The provision of assistive technology in Calderdale focuses on:

Promoting Independence

- Enabling people to manage daily activities, reduce dependency on carers, and live in their preferred environment.

Enhancing Safety

- Providing tools to monitor risks, prevent harm, and respond promptly to emergencies.

Supporting Inclusion

- Ensuring that people of all abilities can access education, employment, and community activities.

Improving Efficiency

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- Reducing the demand on health and social care resources by implementing cost-effective AT solutions.

Workforce Development

- Invest in the recruitment, training, and retention of a skilled and compassionate AT workforce who can hold confident, clear, and positive conversations with people in need of support.

Quality Assurance

- Regularly audit the service to ensure compliance with this SOP and continuous improvement of AT services. Collect feedback from people and their carers to assess satisfaction and areas for improvement.

Safeguarding

- Ensure all staff are aware of their role in reporting safeguarding concerns and the role they play in preventing abuse from occurring.

4. Outcomes

Calderdale Council's assistive technology (AT) services aim to deliver meaningful and measurable outcomes for people, caregivers, and the wider community. By utilising AT effectively, the council seeks to enhance independence, safety, and well-being while ensuring that resources are used efficiently and sustainably.

Key Outcomes for People

Increased Independence

- People can perform daily tasks with minimal assistance, maintaining autonomy and dignity.
- Enhanced ability to remain in their preferred environment, such as their own home.
- Reduction in dependency on carers, fostering self-confidence and resilience.

Improved Safety and Security

- Lower risk of harm through the use of fall detectors, medication reminders, and GPS trackers.
- Faster emergency response facilitated by telecare systems and alarm devices.
- Reduced anxiety for people living alone or with complex health conditions.

Enhanced Quality of Life

- Improved physical and mental well-being by reducing stress and enabling easier management of daily life.
- Access to tailored solutions that adapt to person needs, offering greater comfort and usability.
- Empowerment to engage in education, employment, and social activities.

Key Outcomes for Families and Carers

Reduced need for Caregiving

- AT provides tools that help with routine tasks, reducing the physical and emotional demands on carers.
- Peace of mind knowing loved ones are safe and supported.

Improved Communication and Support

- Tools like communication aids facilitate better interactions between people and carers.
- Remote monitoring systems enable carers to stay connected and respond effectively when needed.

Key Outcomes for the Community

Inclusive and Accessible Society

- AT solutions remove barriers for people with disabilities, allowing greater participation in community life.
- Promotion of equal opportunities in education, work, and social activities.

Awareness and Collaboration

- Increased understanding of AT benefits among the community, fostering a supportive environment.
- Enhanced collaboration between public, private, and voluntary sectors to provide holistic support.

Key Outcomes for the Council and Care Services

Cost-Effective Service Delivery

- Reduction in reliance on traditional care services, hospital admissions, and emergency interventions.
- Efficient allocation of resources by using technology to address routine and low-risk needs.

Innovative and Adaptive Care

- Enhanced service provision through the adoption of smart technologies and data-driven solutions.
- Ability to respond dynamically to changing needs using scalable and adaptive AT systems.

Policy and Performance Improvements

- Measurable impact on person outcomes informs future policy and strategy development.
- Positive feedback and evidence of success reinforce public trust in council services.

Long-Term Impact

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By achieving these outcomes, Calderdale Council aims to:

- Build a resilient and self-sustaining community that supports people of all abilities.
- Ensure that assistive technology continues to evolve alongside advancements in technology and societal needs.
- Foster a culture of independence, safety, and inclusivity that benefits current and future generations.

These outcomes align with Calderdale Council's broader vision to create a borough where all residents can thrive, regardless of their challenges or circumstances.

5. Values and Principles

The delivery and implementation of assistive technology (AT) in Calderdale are underpinned by a set of core values and guiding principles. These ensure that services remain person-centred, inclusive, and effective in meeting the diverse needs of the community.

Values

Empowerment

- AT aims to enable people to take control of their lives, promoting independence and self-determination.
- Solutions are designed to build confidence and resilience in managing day-to-day challenges.

Dignity and Respect

- All people are treated with respect, and their preferences, cultural backgrounds, and unique needs are prioritized.
- AT solutions are implemented in a way that upholds the dignity of users.

Inclusivity

- Services are accessible to everyone, regardless of age, disability, socioeconomic status, or cultural background.
- AT is designed to reduce barriers and foster participation in all aspects of life.

Collaboration

- Strong partnerships with people, families, caregivers, and external organizations ensure holistic and integrated support.
- Shared decision-making is encouraged throughout the assessment, implementation, and review process.

Innovation

- The council is committed to adopting and promoting innovative AT solutions to address evolving needs.
- Continuous improvement is prioritized through feedback, research, and advancements in technology.

Accountability and Transparency

- Clear communication about processes, funding, and outcomes ensures trust and understanding.
- Services are delivered ethically and in line with legislative frameworks and best practices.

Principles

Person-centred Approach

- AT assessments and solutions are tailored to the person's specific needs, goals, and circumstances.
- The person's voice is central to all decisions, ensuring that technology aligns with their preferences and aspirations.

Holistic Support

- AT is integrated with other health, social care, and educational services to provide comprehensive support.
- Consideration is given to the person's physical, emotional, and social well-being.

Proactive Risk Management

- AT solutions are designed to minimize risks, such as falls, medication errors, or safety concerns, while promoting independence.
- Emergency response systems and monitoring tools are used to enhance safety without compromising autonomy.

Sustainability and Efficiency

- Resources are allocated wisely to deliver cost-effective solutions that provide long-term benefits.
- AT is chosen and implemented with a focus on durability, adaptability, and ongoing usability.

Accessibility and Affordability

- Efforts are made to ensure that AT is available to all residents, regardless of financial or logistical barriers.
- Simple, user-friendly solutions are prioritized to enhance usability and engagement.

Continuous Review and Adaptation

- AT solutions are regularly reviewed to ensure they remain effective and relevant as person needs change.
- Feedback from users and stakeholders is actively sought to refine services.

Ethical Use of Technology

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- AT is deployed in a way that respects privacy, autonomy, and consent.
- Data is handled securely and in compliance with GDPR and other relevant legislation.

By adhering to these values and principles, Calderdale Council ensures that its assistive technology services are equitable, effective, and aligned with the needs and aspirations of the community. This approach fosters independence, inclusivity, and well-being for all residents.

6. Contacting the Service

- Referrals come into the service via Gateway to Care either by self-referral or other professional.

7. Eligibility Criteria

Calderdale Council provides assistive technology (AT) to people who can benefit from devices or systems that enhance independence, safety, and quality of life. Eligibility criteria are designed to ensure that resources are allocated fairly and to those most in need, in line with the council's broader commitment to inclusivity and accessibility.

- People who are experiencing environmental barriers which prevent them from being able to engage in their activities of daily living.
- The person must have an identified need that can be addressed through assistive technology.
- Carers may qualify for AT to reduce caregiving burdens or enhance the safety and independence of the person they support.
- People at risk of falls, wandering, or emergencies due to physical or cognitive impairments.
- Those who need monitoring tools (e.g. Telecare systems) to live safely.
- Adults with disabilities who require support with daily tasks or safety monitoring.
- Adults who wish to remain independent in their own homes.
- People aged 18 or over.
- People living in the Borough of Calderdale.

8. AT Delivery

Service is operational between the hours of Monday to Friday 9am to 5pm.

The team can be contacted directly via email at Telecare@calderdale.gov.uk

Gateway to Care number: 01422 393000.

Email: gatewaytocare@calderdale.gov.uk.

9. Processes and Procedures

Initial Contact

Referrals made via Gateway to Care or directly to OT duty from other professionals.

Contact OTgateway@calderdale.gov.uk

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Referrals are checked daily by the AT team and initial screening takes place to ensure AT criteria is met.

AT Process.

The AT staff member will review the referral and record any conversations on the person's record and evidence any action taken. The referral form is then associated to the person's record. Prescription of medication dispensers, memo minders and any other stand-alone equipment are completed by the Assistive Technology team. Installation of Footprint Careline and any linked sensors is completed by Progress Lifeline.

Case Note Recording.

Will be legally literate, timely and clear.

Information Sharing.

Staff are aware of what information can be shared with the person's consent only.

Risk Assessment and Safety Planning.

Staff are trained on situations which may require a risk assessment.

When to raise a Safeguarding Concern.

Staff are trained in safeguarding and are aware of what constitutes a safeguarding and when and how to refer.

10. Roles and Responsibilities:

Principal Occupational Therapist.

Responsible for the performance and quality of the service. To manage and oversee all HR processes. To provide supervision for the Advanced Practitioner Occupational Therapists. To liaise with internal and external partners to improve flow and service delivery.

Assistive Technology Assistants.

To triage referrals, complete visits, complete appropriate assessments, provide low level assistive technology.

11. Process map:

