



Northern Periphery and
Arctic Programme
2014-2020



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European Regional Development Fund



RemoAge
REMOTE SUPPORT OF AGED PEOPLE

Shetland RemoAge Experience

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Shetland RemoAge Project Manager



Programme

- Brief overview of project area
- Experience of remote assisted Social Care
- Benefits
- Summary



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SCOTLAND



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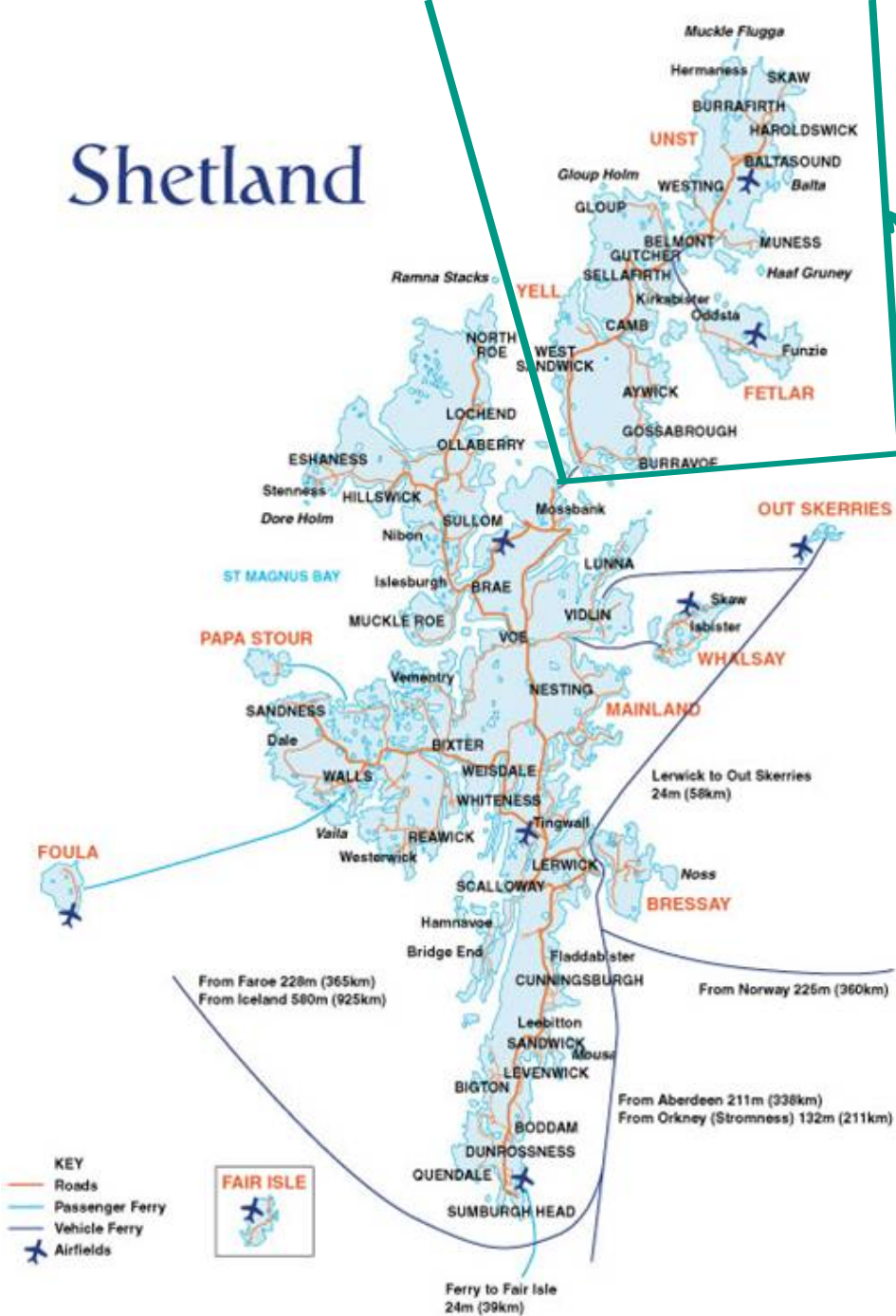


UNIVERSITY of
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Norwegian Centre for
E-health Research

Shetland



Project test area

- KEY
- Roads
 - Passenger Ferry
 - Vehicle Ferry
 - ✈ Airfields





Shetland RemoAge test area

Population	Total	65 +
Yell & Fetlar	1053	272
Unst	613	196



Fetlar

- Daily ferry connection to the islands of Yell and Unst - 25 minute journey
- 17 mile journey through Yell to further 20 minute ferry to Shetland Mainland
- 28 miles to main town of Lerwick; approximately 40 minutes
- No doctor on the island, though a nurse is based there
- No Social Care Workers based on the island – need to travel from Yell
- An aging population with overall numbers decreasing gradually: 61 people (2011 census)



Supporting people who are ‘hard to reach’

Davie’s Story

Davie is a 65 year old man with a diagnosis of Parkinson’s Disease living alone on the island of **Fetlar**, refusing services and determined to remain independent. Previously a very active man, he was now developing an increasingly chaotic lifestyle and using alcohol to cope as the disease progressed. Spending much of his time indoors on his computer.



Circumstances leading to Davie's referral

- Fell at home June 2017 and lay for 3 days until found
- Hypothermic and admitted to hospital in Lerwick
- Transferred once stable to Care Home on island of Yell
- Resistant to input and accept support to go home
- Discharged home with no Social Care support
- Further attempts to engage with him were unsuccessful

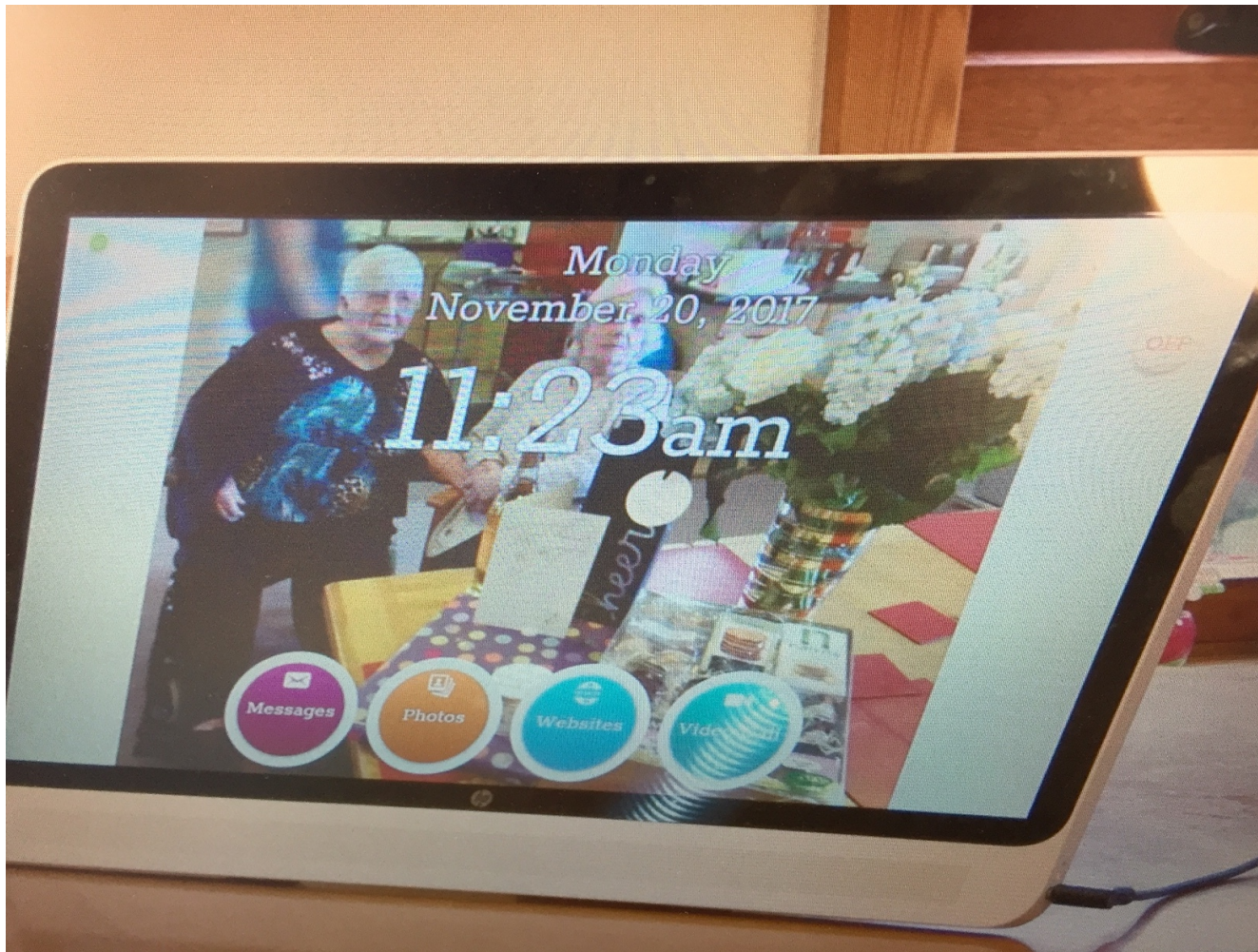
RemoAge Project

Ethel – Elderly Care Hub

Consideration was given to trying this device to support Davie for the following reasons:

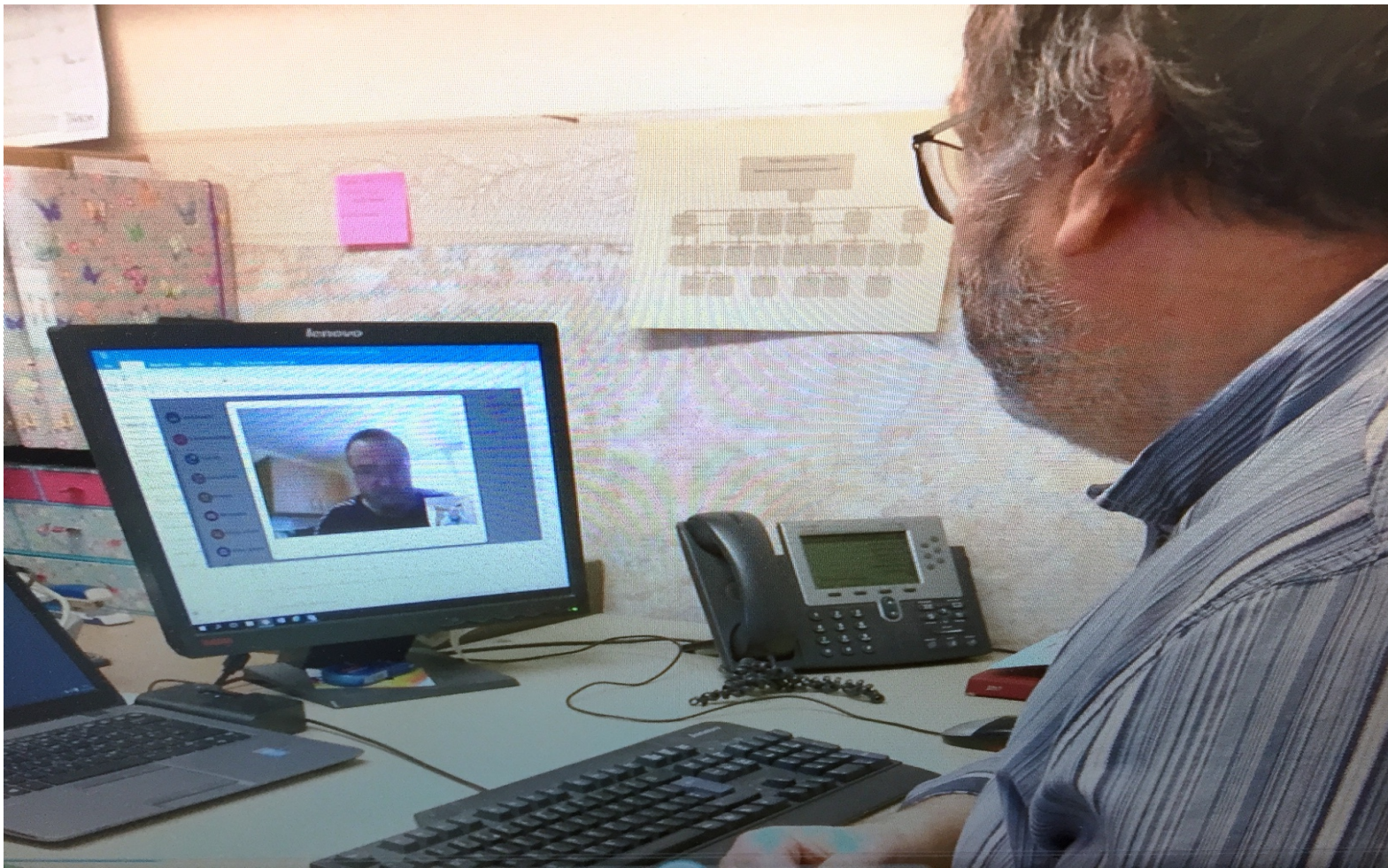
- He was technologically competent
- It was a 'low touch' option
- Provided a link to Social Care services without being intrusive
- Provided a potential solution to remote access to social care support
- Provided him with an acceptable alternative to conventional input

Ethel Hub



Features:

- Check in
- video-call
- wellness survey
- Reminders
- Email/text messaging
- Call Me requests
- Diary
- Web browsing



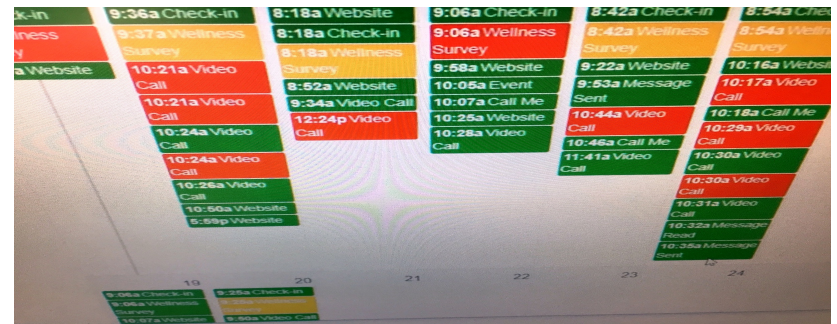
Regular video-calls from the Social Care team helped establish a good relationship with Davie

Benefits to Davie

- Non intrusive support – no carers coming into his house
- Support on his terms, when he wanted it
- ‘Light Touch’ support – minimal intervention
- Could ask for help when he needed it
- Now self-managing a complex medication regime safely
- No cost to him for the service
- Reduced isolation and feelings of helplessness
- Reduced chaotic lifestyle and misuse of alcohol
- Allowed Davie to live well and safely in his own home, preventing further admissions to hospital or residential care

Benefits to Social Care providers

- Met an unmet need
- Enabled engagement with Davie
- Developed a meaningful relationship with Davie
- Has subsequently resulted in acceptance of other support when required
- Provides useful data on Ethel usage



- Saves staff time and costs
- Can be delivered from anywhere where internet can be accessed
- A future model of care?




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Project Summary

- An acceptable compromise for Davie and the care team
- Non –intrusive
- Enables 24/7 access to care
- Promotes client choice, control and independence
- Cost effective
- Potential for redesigning Social Care provision in areas where recruitment is difficult

A photograph of a sunset over a body of water, likely a bay or inlet, with dark hills in the foreground. The sky is filled with soft, colorful clouds in shades of purple, pink, and orange. The water reflects the colors of the sky.

**“People are just as wonderful as sunsets if you let them be.
When I look at a sunset, I don't find myself saying, soften the orange a bit on the right hand corner.
I don't try to control a sunset. I watch with awe as it unfolds.”**

— [Carl R. Rogers](#)



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