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PRE EVENT INFORMATION

PLEASE NOTE: Pre Event Information is NOT confirmation of a booking. If you wish to reserve a place please visit our website to book online at www.northern-consortium.org.uk/page/events.

**Assisted Living Conference
Developing the role of housing in independent living**

**21st February at York Racecourse
Conference and Exhibition**

Please find enclosed:

- Detailed programme for the day
- Venue details, including a location map, travel information and directions for York Racecourse
- Information relating to workshop choices and a fax back form
- Further important information relating to the event

I hope you enjoy this informative event and ask that throughout the day you take the time to fill in our evaluation form, which you will find in your delegate pack. This will provide you with a chance to express your views, comments and ideas, which we consider for all future events.

If you have any queries concerning the event please do not hesitate to contact the events team on 0191 566 1000 or email events@northern-consortium.org.uk



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Programme

9.30 Registration, refreshments and exhibition viewing

10.30 Chair's introduction and welcome

Matthew Walker, Chief Executive, Leeds Federated Housing Association Ltd

10.40 Telecare and telehealth – what now?

Stephen Johnson, Head of Long-term Conditions, Department of Health

In this session Stephen will give the Department of Health perspective covering:

- Implications of the Whole Systems Demonstrator findings
- Accelerating the benefits of telehealth and telecare
- If not telehealth and telecare then what?

11.10 The assisted living innovation platform

Graham Worsley, Lead Technologist, Assisted Living Innovation Platform

Outlining the work of the Technology Strategy Board in driving forward innovation, this session will cover:

- Technology Developments
- Implications for Housing
- The DALLAS programme – Delivering Assisted Living Lifestyles At Scale

11.40 Refreshments and exhibition viewing

12.00 Professional practice sessions

A. Making assisted technology first choice among care professionals

Sheila Latham, Manager, Initial Access Team, Reablement and Independent Living Service, Blackburn with Darwen Borough Council

Blackburn with Darwen Council along with local partners has made considerable progress in expanding the uptake of telecare solutions to help residents live more independently at home, and they are currently undergoing a joint procurement with local GP commissioners. In this session Sheila will explain how:

- To engage front-line social care workers in prioritising telecare solutions

- Appropriate training and support helps to change the attitude of staff
- Public awareness to understand assistive technology
- To take a similar approach with telehealth solutions

B. Assistive technology and housing – an integrated approach

Jim Ellam, Assistive Technology Project Lead, Joint Commissioning Unit, Staffordshire County Council

Nigel Haywood, Tenancy Services Manager, Cannock Chase Council

Mark Pearson, Independent Living Manager, Aspire Housing

Through discussion and case examples, this session will demonstrate the outcomes of an effectively integrated approach in the use of a wide range of assistive technologies within housing, covering the key issues of:

- User, carer and staff engagement
- The use of technology in assessment, monitoring and personalised support
- Risk management and safeguarding
- Training and promotion - understanding role and responsibilities
- Working as a virtual team - flexibility and trust between agencies
- Proportional use of assistive technology

C. Achieving efficiencies through service rationalisation

Glyn Hall, Head of Housing, Durham County Council

As a consequence of Local Government Review that brought seven district authorities together with the existing County Council, making Durham County Council the fourth largest Unitary Authority in England, Glyn and his team were tasked with integrating the community alarm service and merging four control rooms. Just to make life interesting, following the Comprehensive Spending Review, the service was also faced with making a further £600,000 of efficiencies and negotiating a new contract! In this session Glyn will explain:

- How the Council approached this challenge and achieved the efficiencies
- Consequences for customers and staff, "warts and all"
- Lessons learned for service rationalisation on this scale

D. Managing innovation and technological change in assisted living services

Dr Kevin Doughty, Deputy Director, Centre for Usable Home Technology, University of York

Technology offers significant opportunities to streamline the way that older, disabled or other vulnerable people are currently supported or assisted in their ambition to live independently; it can also completely change the way that such support is delivered. The challenge is to successfully embrace or adapt a general technology in such a way that it can be included in a service that doesn't stigmatise the user. There are ample digital retail examples of products that can transform service

delivery including the set-top box, digital camera, wireless broadband hub, smart phone and tablet computer:

- Developing mCare and mHealth business propositions, and apps that are worth buying
- Making the touch-screen tablet the home care station
- Tracking movement and location – inside and outside the home
- Overcoming social isolation

E. Assistive technology supporting reablement

*Jason Lowe, Head of Independent Living, Coast & Country
Janet Quinn, Senior Occupational Therapist, Reablement Team,
Redcar and Cleveland Borough Council*

Coast & Country Housing and Redcar & Cleveland Borough Council are developing the use of telecare in supporting effective and efficient reablement services across the Borough. Looking at how telecare is used, the most used technologies, purpose, impact, and integration into the reablement package, the workshop will also cover:

- The role and remit of reablement in the Borough
- The structure, staffing and skill mix
- The training and the scope of the reablement staff
- Measuring success - data, and outcomes measurement
- Future vision

13.00 Lunch and exhibition viewing

14.00 Making a reality of integrated care in the home: a whole-system problem

Nick Goodwin, Senior Fellow, Policy, The King's Fund

In this session Nick will cover:

The implications of the integrated care agenda

- Lessons from the application of nurse-led case management
- Lessons from the deployment of home-based technologies
- Moving forward - the change equation and the role of housing

14.25 Let's make UK telecare the best and the broadest in the world

*Dr Kevin Doughty, Deputy Director, Centre for Usable Home
Technology, University of York*

Advanced service provision could offer customers a full range of assistance from level access shower provision through to portable tools for living and monitoring of activities, vital signs, sleep and social engagement. In this session Kevin will:

- Explore the Assisted Living Providers (ALP) model that encourages this holistic approach
- Propose methods of measuring and improving quality through audit and decision-support tools which encouraging bench-marking and adoption of more standard approaches

- Explore the potential for housing associations to become ALPs will be explored

14.50 A user perspective on assistive technologies: what we need to know

Karen Croucher, Research Fellow, Centre for Housing Policy, University of York

Drawing on research about how older people respond to technology, in this session Karen will look at:

- Changing demographics: implications for housing in the North
- What makes a difference to the quality of life of older people with high support needs
- What do older people want from assistive technologies

15.15 Panel discussion

15.45 Chair's closing remarks and close of conference

Directions

York Racecourse
The Racecourse
York
YO23 1EX
Tel: 01904 620911

Website: <http://www.yorkracecourse.co.uk/index.asp>

Please note, these directions are to be used as a guideline only, for exact directions from your departure point, please use one of the following websites:

Multimap - <http://www.multimap.com>

AA - http://www.theaa.com/travelwatch/planner_main.jsp

Google Maps - <http://maps.google.co.uk/>

BY ROAD:

York Racecourse is just outside the city of York with good motorway links on the M1 and A1. Once near the city, from the south, east and west the A64 and A1036 are the roads to follow. From the north, use the A19 and A59, then the York Ring Road to avoid the city centre.

CAR PARKING:

There is ample free car parking at York Races. Please follow directional signs at all times.

BY RAIL/PUBLIC TRANSPORT:

Fast and frequent rail services take as little as 1 hour 52 minutes from London Kings Cross and some 2.5 hours from Edinburgh. Manchester and Birmingham are also direct. (The course is 1 mile from the station and City Centre) For station information, train times and routes please visit National Rail's website <http://www.nationalrail.co.uk>

If arriving into York Train Station, the best way to reach the Racecourse is either via taxi costing approximately £5.00 or via bus costing approximately £2.50 for a return fare.

'First' operate a bus service to the Racecourse, details are as follows:

- Service 4 operates every 10 minutes and drops off at Tadcaster Road (approx 5 minutes walk to the Racecourse entrance)
- Service 12 & 13 operates every 30 minutes and drops off at Tadcaster Road (approx 5 minutes walk to the Racecourse entrance)
- Service 11 operates every 30 minutes and drops off at Knavesmire Road (approx 2 minutes walk to the Racecourse entrance)
- Further information can be found on their website <http://www.firstgroup.com/index.php>

For information on other modes of public transport, please visit

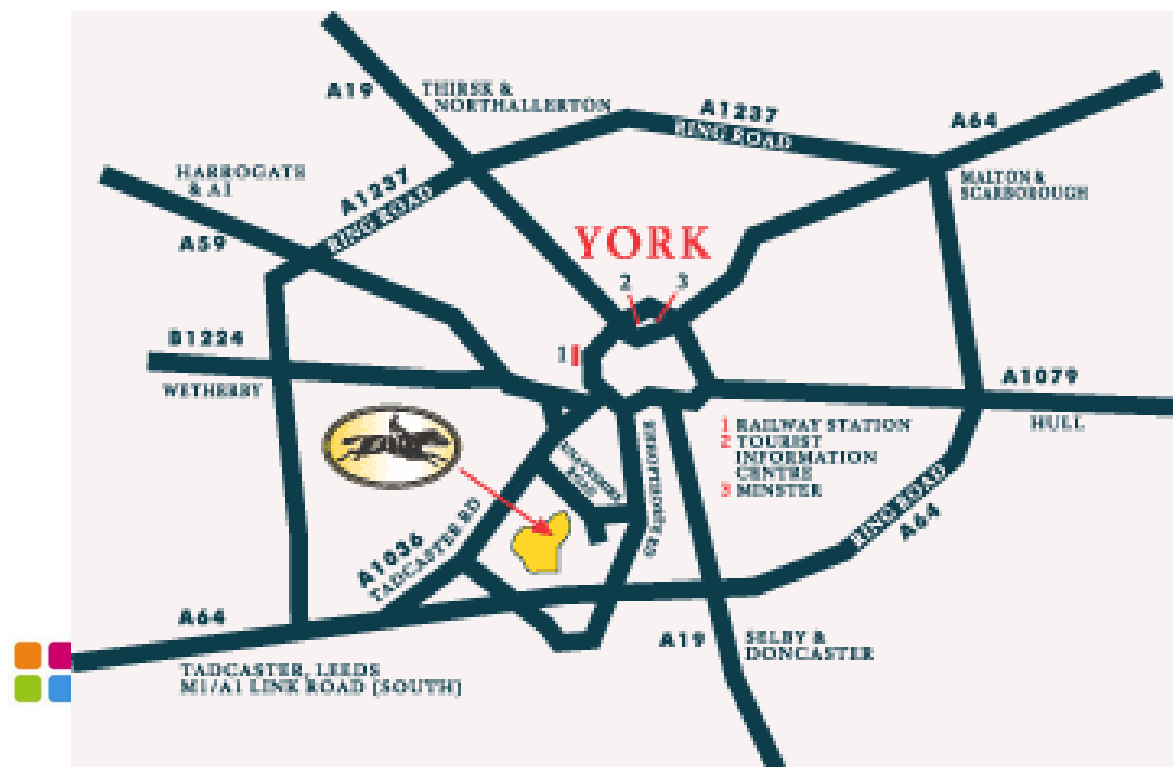
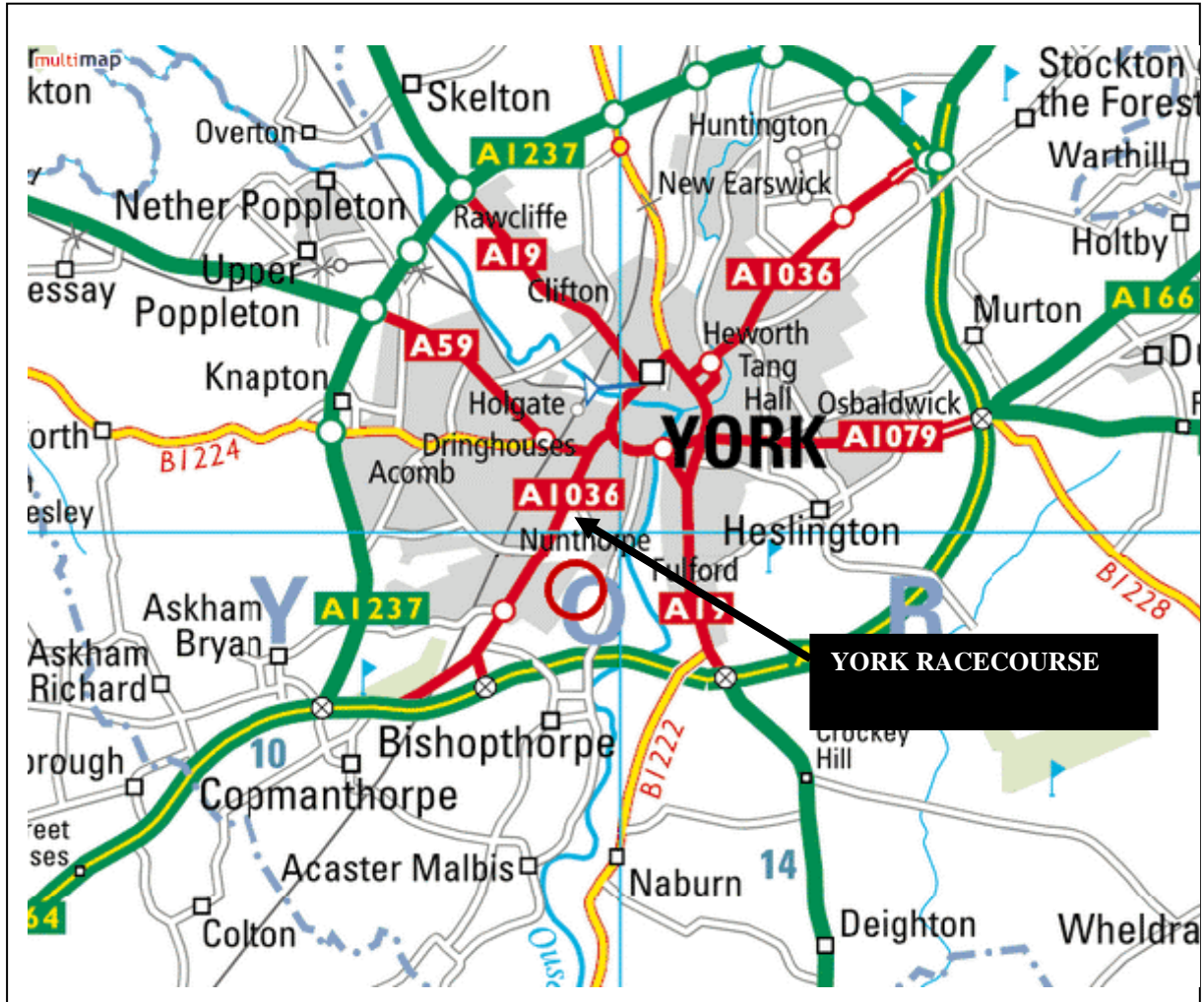
<http://www.yorkshiretravel.net/> or <http://www.visit-york.org/information/> which details alternative modes of transport and directions.

BY AIR:

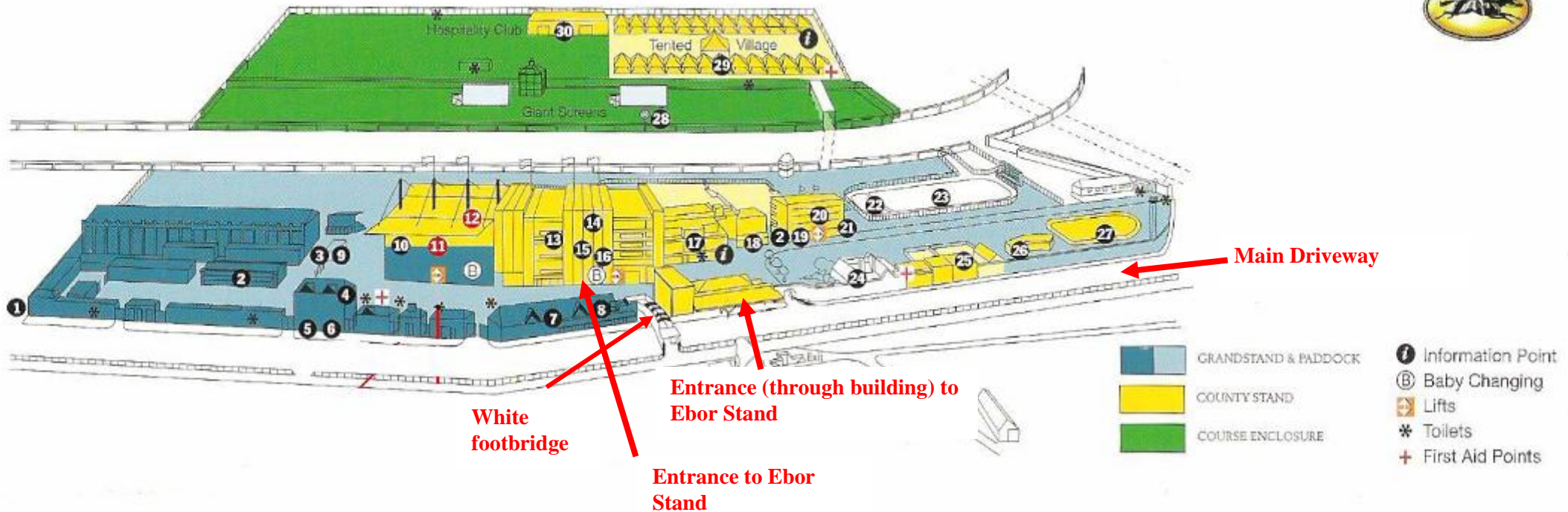
Leeds/Bradford and Manchester International airports are within fifty and ninety minutes respectively.

MAP

York Racecourse, York



**York Racecourse
Venue Layout Map**



-  GRANDSTAND & Paddock
-  COUNTY STAND
-  COURSE ENCLOSURE
-  Information Point
-  Baby Changing
-  Lifts
-  Toilets
-  First Aid Points

- 1 Creche (on selected racedays)
- 2 Betting Hall
- 3 Ring Inspector's Point
- 4 The Connaught Suite & Sports Bar
- 5 The Diminuendo Champagne Bar
- 6 The Roberto Bar
- 7 Caterers' Office
- 8 Racecourse Office
- 9 Cashpoint
- 10 Voltigeur Restaurant

- 11 Knavesmire stand
- 12 Knavesmire Boxes 4th floor
- 13 Ebor Stand
- 14 Ebor Restaurant (4th floor)
- 15 Ebor Boxes (3rd floor)
- 16 Dante Suite (2nd floor)
- 17 Gimcrack Room
- 18 Old County Stand
- 19 Tote Credit Shop
- 20 The Melrose Stand

- 21 Owners & Trainers Enclosure
- 22 Winners Enclosure
- 23 Parade Ring
- 24 Weighing Room
- 25 Champagne and Seafood Bar
- 26 Moet et Chandon Pavilion
- 27 Pre-Parade Ring
- 28 Winning Post
- 29 Tented Village
- 30 Hospitality Club

PRE EVENT INFORMATION

Professional Practice Sessions

Please find enclosed a form showing professional practice session choices available to attend at this event. If you have not already advised us of your choices can you please complete the enclosed form indicating which sessions you would like to attend and fax it back to us on (0191) 5661001, alternatively you can email your choices to events@northern-consortium.org.uk. Numbers for each session are limited and are allocated on a first come first serve basis.

Professional Practice Session Locations

Details will be available at the Registration Desk and on the Northern Housing Consortium's corporate stand showing which session is taking place where.

Car Parking

There are ample parking spaces available at the Racecourse

Registration and Exhibition viewing

Registration and exhibition viewing will be open from 9.30am and the event commences at 10.30am. Upon your arrival you will need to register at the Registration Desk to ensure you have been signed in and receive all your information for the day. The Registration Desk will be situated on the **third floor of the Knavesmire Stand**. **Please ensure you visit the exhibition stands for further information of products available.**

Messages for Delegates

If you need to be contacted during the conference, please contact the racecourse on 01904 638971. Messages are to be addressed to the NHC Conference. Messages received will be displayed on a small notice board at the Registration Desk as we are unable to deliver messages personally. Please restrict messages to emergencies only.

Conference Fee

Your conference fee includes a delegate pack, lunch and all refreshments throughout the day as detailed in the programme.

Lunch & Refreshments

A buffet lunch will be served in Voltigeur 1 (3rd floor Knavesmire Stand) Refreshments will also be served in this area – please refer to the programme for timings.

Payment/Cancellations

Please note that it is part of our terms and conditions for payment to be received prior to the event. It is also important that you familiarise yourself with our cancellation policy which is situated on the bottom of all booking forms and can also be viewed on our website.

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WORKSHOP SESSION AND FAX BACK FORM

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Fax back form

Name

Organisation

Professional practice sessions 12.00pm	Please tick ONE only
A Making assisted technology first choice among care professionals	
B Assistive technology and housing – an integrated approach	
C Achieving efficiencies through service rationalization	
D Managing innovation and technological change in assisted living services	
E Assistive technology supporting reablement	

Please return to:

Events Team on fax number 0191 5661001, alternatively you can email your choices to

events@northern-consortium.org.uk

The deadline date for the NHC to receive this information is no later than
Tuesday, 2nd February 2012

Delegates who do not choose their workshops by the deadline will be automatically allocated to remaining places in workshops