



Welcome to The East of England Technology in Care Summit



DSPT
Better Security.
Better Care.

DATA SECURITY & PROTECTION

Deb Parker

Information Governance Training & Support Lead

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THE NATIONAL PROGRAMME - BSBC

BETTER SECURITY, BETTER CARE

Funded programme to support & help Adult Social Care Providers to store & share information safely.

It covers paper & digital records, helping Providers to complete the Data Security and Protection Toolkit (DSPT).

THE NATIONAL PROGRAMME - BSBC

DSPT

An annual, on-line self assessment covering Staffing & Roles, Data Security, IT Systems & Devices and Policies & Procedures.

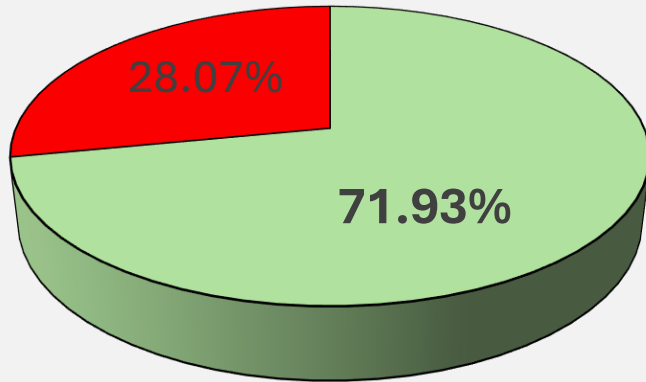
CQC will ask for evidence of a current DSPT when inspecting Governance, within Well-Led, as part of their Assessment Framework.

Both Residential & Homecare should complete a DSPT annually.

BSBC PROGRAMME – Where are we now?

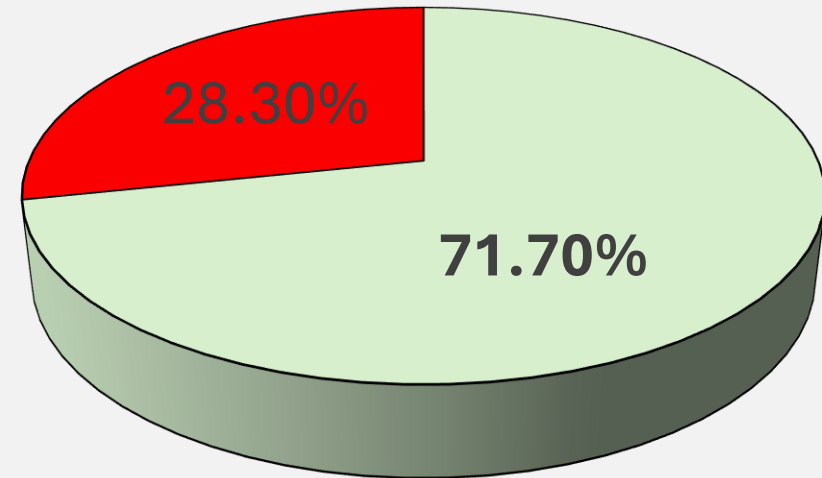
DSPT compliance 2020 - <11%

National 01/03/25



■ Current DSPT ■ No Current DSPT

East of England 01/03/25



■ Current DSPT ■ No Current DSPT

WORKING WITH DATA

Your Data

- Know what you have.
- Know where it's held.
- Know who you are sharing with (outside the organisation).
- Know why you are sharing.
- Ensure ALL of these are mapped.

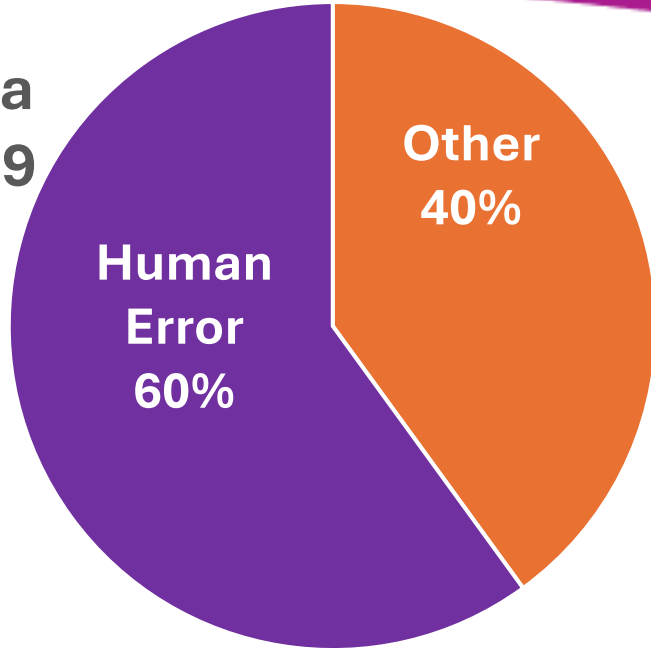
[How to Document Your Data Processing - Digital Care Hub](#)

Your Staff

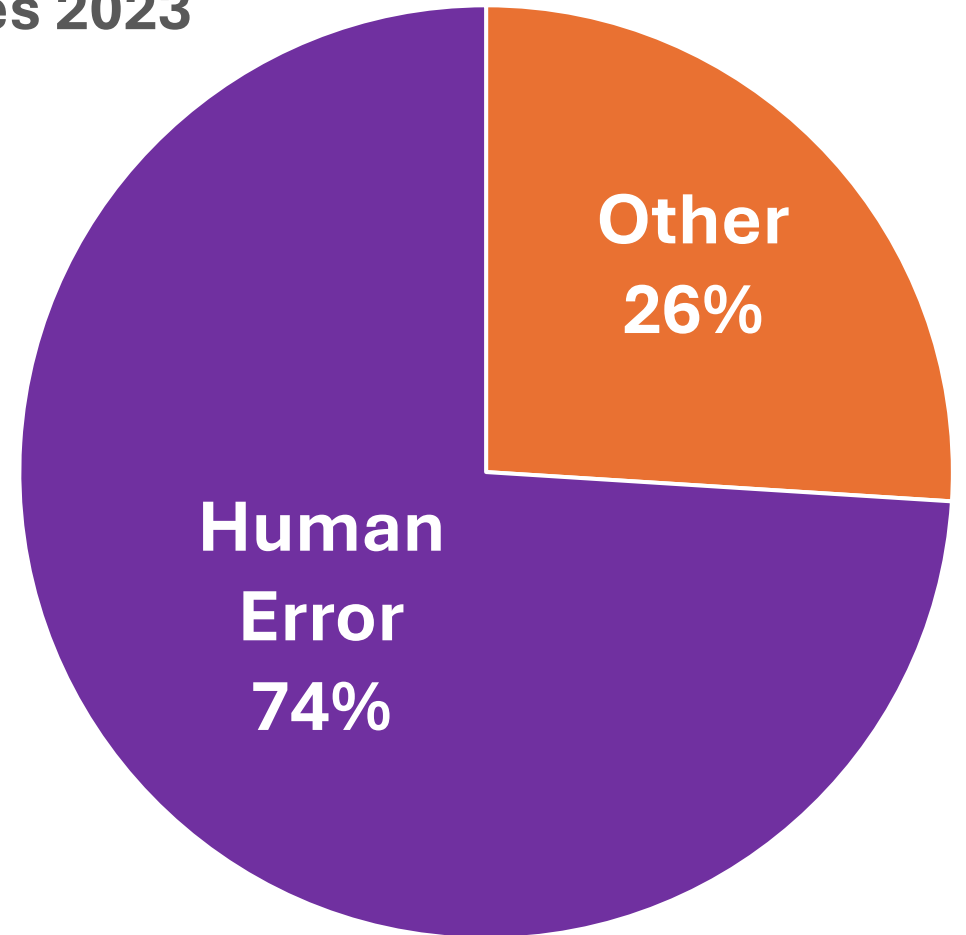
- Ensure Data Security & Protection training is completed annually.
[Data Security And Protection In Social Care Course](#)
- Data Security & Protection clause in contracts must include responsibility for the Confidentiality, Integrity and Availability of all data in the workplace.
[Staff Data Security Contract Clause - Template - Digital Care Hub](#)

DATA BREACHES

Reported Data Breaches 2019



Reported Data Breaches 2023



Training is key to reducing Human Error Data Breaches!

Your Systems & Devices

- Must still be supported by the supplier.
- Must have the current software, operating platforms etc.
- Regularly monitor that devices are up to date (both business & own use).

WHERE TO GET HELP – Local Support Office

Central Bedfordshire and Bedford

Central Bedfordshire Council

Websites <https://dspt.bedscaregroupLtd.co.uk/>

Email SCHHServiceDevelopment@centralbedfordshire.gov.uk

Norfolk

Norfolk & Suffolk Care Support Ltd

Website <https://norfolkandsuffolkcaresupport.co.uk/bsbc>

Email bsbc@norfolkandsuffolkcaresupport.co.uk

Tel 01603 629211

Suffolk

SCA Ltd Suffolk Care Association

Website scaservices.org.uk

Email admin@scaservices.org.uk

Tel 01449 490750

Cambridgeshire and Peterborough

The Care Alliance

Visit: www.thecarealliancecnp.co.uk

Email: admin@thecarealliancecnp.co.uk

Tel: 07831597711

Hertfordshire, Essex, Thurrock and Southend

Hertfordshire Care Providers Association

Website <https://www.hcpa.info/data-protection/>

Email DataProtection@HCPA.co.uk

Tel 01707 708 018

WHERE ARE WE GOING?

- The Sector must understand how to manage data securely.
- Many Local Authorities are writing DSPT into their contracts.
- Many funding opportunities are dependent on a current DSPT.
- Paper & Digital records are reliant on Accurate, Complete, Up to Date & Fit for Purpose data to carry out appropriate care provision.
- Technology will increasingly become an integral part of our daily lives, we need to adapt and understand where technology and data fit together to provide Person Centred Care.

SO MUCH TECH ALREADY

What are you already using?

Falls prevention & detection tools

Shared visibility of medical information

Wearable health monitoring & diagnostic devices

Smarthome Apps & devices

Medication Dispensing

Voice Activated controls

Pain assessment

Devices & apps for connecting with people

Video calls with healthcare professionals

Text to Speech apps

Digital Social Care Records

Time to discover what else is out there

THANK YOU

ENJOY THE DAY

Deb Parker

Information Governance Training & Support Lead

dspt.dparker@hcpa.co.uk



10:10am Seminar

Caroline Day – NHS England

Title of talk: Digitising Social Care: The future vision.



Digitising Social Care: The future vision

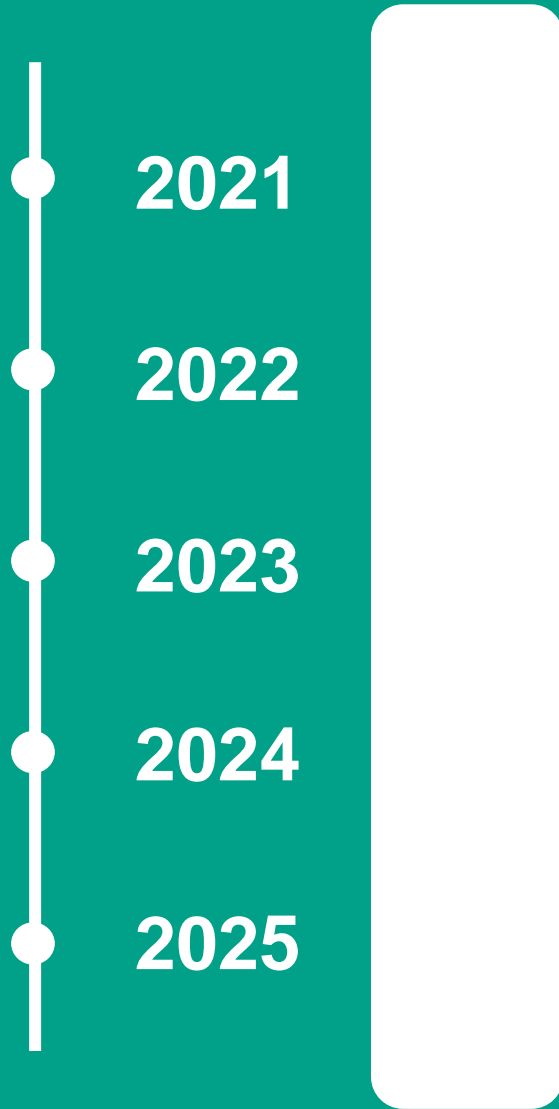
Caroline Day

Digitising Social Care

NHS England Transformation Directorate

www.digitisingsocialcare.co.uk





2021

40% of care providers and 50% of people had a digital social care record, with the majority using paper-based records



2022

Government publish the People at the Heart of Care white paper



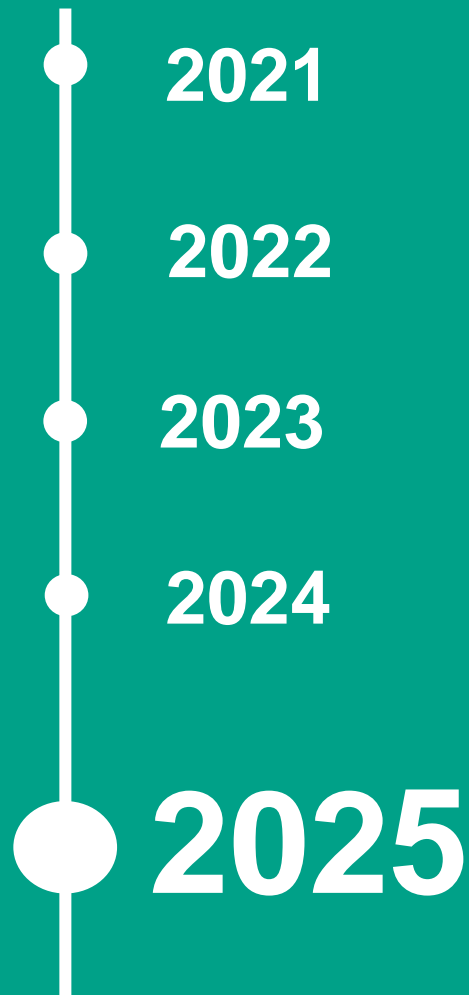
2023

2024

NHSX Unified Tech Fund supported 13 ICS to start implementing digital social care records



2025



2021

Approximately 70% of care providers and 80% of people have a digital social care



2022

12 social care record suppliers are currently fully compliant with standards



2023

2024

2025

We have been working with ICS to build evidence for the impact of care technologies



Beryl's Story: Living Independently



Beryl's Story 2.0

Beryl has various care technologies in her home to help her live independently, offering reassurance to her family and friends, including:



Motion sensors

A combination of door sensors, motion sensors and smart plugs, designed to monitor routines and trigger an alert if there's a problem.



Digital companions and wellbeing coaches

AI powered smart speakers that provide gentle nudges and companionship

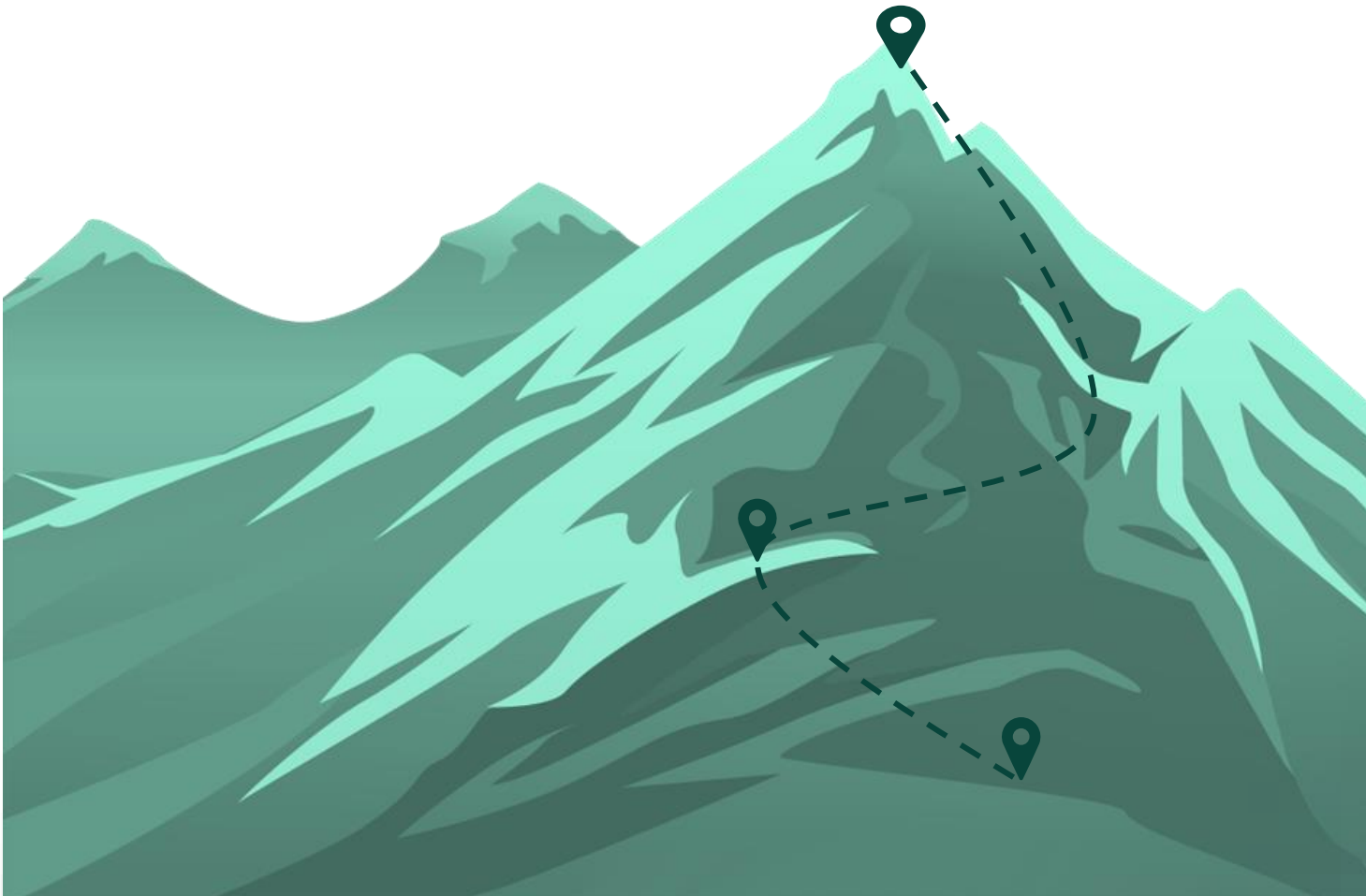


Smart Watch

A watch that can detect if Beryl has fallen and needs assistance, sending an instant alert to family or friends



Looking to the future



- Improving access to technology
- Setting standards for new care technology
- Joining up data

Improving access to care and support



- Strengthening the evidence base on technology, helping care providers to make informed decisions on technology investment.
- Providing guidance for using technology inside and outside the home.
- Supporting the optimisation of technology already in use to ensure care providers and people in care are getting the most out of their technology such as accessing medical information and providing family and friends with access to care plans.



Setting Standards for Care Technology



- Set new standards for digital social care records and other types of care technology.
- Categorise types of care technology and provide a list of solutions that are compliant against standards.
- Enable people who draw on care, their families and care providers to confidently buy what works and get the safest, most effective technology into their homes or services.
- Promoting better choice and control for people in care and care providers.



Examples of care technologies

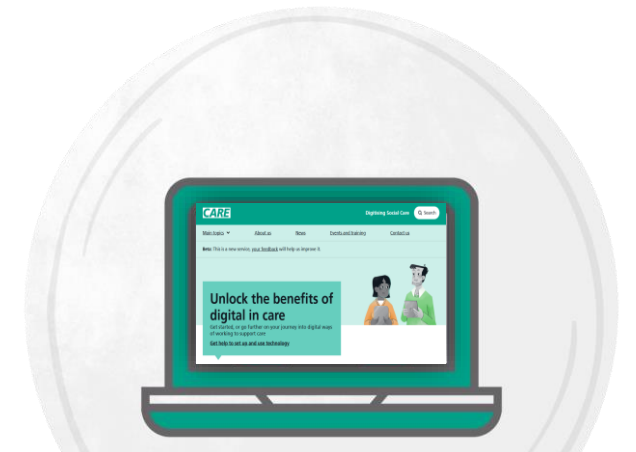
- Non invasive monitoring sensors in people's homes to keep them safe
- Artificial intelligence powers apps that detects pain levels in nonverbal people receiving care
- Wearables such as smart socks that detect stress and anxiety and can help to predict falls
- Use of virtual reality to calm people with dementia
- Use of smart glasses to support domiciliary care workers



Joining up Data to Support Care



- Sharing NHS data with social care providers to support them in delivering more efficient and safer care for people
- Supporting the adoption of GP Connect, which gives care providers a restricted view of the primary care record.
- Joining care records together through a shared platform to allow up-to-date information to be shared between the NHS and care.
- Ensuring care providers meet an appropriate level of cyber and data security before information is shared.



CARE



Welcome to The East of England Technology in Care Summit



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10:55am Seminar

Shan Kilby – Data Inspired Living

Title of talk: Data Inspired Living: Personalised care, powered by technology



Hertfordshire's Assistive Technology solution Data Inspired Living

19 March 2025

Background

- Hertfordshire County Council has a telecare service that has transitioned from analogue to digital which provides a reactive emergency response
- In 2019, the Council outlined its vision to use modern digital technology to transform the way that care services are provided and support Hertfordshire's residents to live healthy and fulfilling lives
- This digital strategy recognised the need to think differently to help address financial challenges in local government
- We wanted to identify emerging problems and work preventatively, reducing risk of needing crisis interventions
- A dedicated Assistive Technology Team was established to underpin the delivery of the strategy's ambitions.
- In depth research and analysis led us to develop our own solution in Data Inspired Living

Our AT solution



Data Inspired Living is a digital tool for social care practitioners to use as part of care planning for the residents we support and for carers to have an understanding when someone's normal routine may vary.

It consists of an online dashboard, which provides a view of residents' routines at home using various small, discreet sensors that are placed around the home that help to build a day-to-day picture of someone's normal routine.

LGC Awards 2024

- Shortlisted for LGC Awards in 2 categories - Digital Impact and Innovation
- Over 900 entries for 22 categories
- Presented DIL to a panel of judges with great feedback
- Winner of Innovation Award



The judges were thoroughly impressed with their approach of co-producing technology that is adaptable and scalable, showcasing a true learning culture aimed at continual improvement.

The judges said their dedication, passion, and commitment to innovation serve as an inspiration to us all.

The Dashboard

First of its kind in the UK - “Hertfordshire is leading the way in using artificial intelligence in a societal way and that is the best example of Assistive Technology I have seen so far” **Chair, Westminster Briefing on AI, November 2021**



- The AT professional's dashboard, **Data Inspired Living**, provides data in real time for sensors installed in a person's home
- It supports us with **identifying where there is a change in pattern or behaviour** that may signify a change in condition for a person
- **Preventative alerts** are generated to highlight where there is an issue
- The AT practitioners manage the **HCC in-house preventative service**
- **Data can support care planning, assessments and reviews**

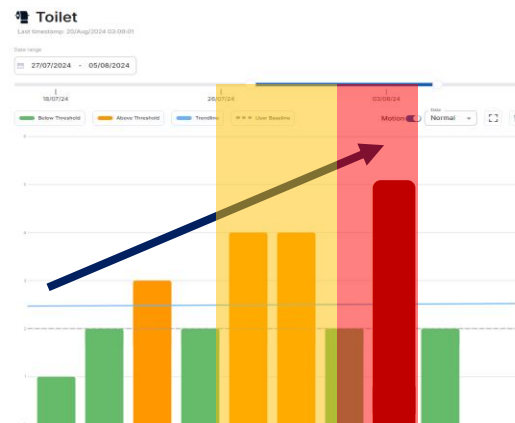
Preventing hospital admission



Data Inspired Living

Jennifer is an 86-year-old lady who lives on her own. She experiences recurrent urinary tract infections (UTI's) and this has previously resulted in hospital admission.

This example shows how a recent UTI was identified.



Alerts were received at the point mobility showed a sharp decline and toilet use increased, indicative of an infection settling.

Early contact was made following alerts and family contacted the GP for antibiotics. Jennifer made a quick recovery following this and returned to baseline levels for toilet use and mobility.

Intervention

- Motion sensors in all rooms
- Smart plugs on microwave and kettle
- Fridge sensor
- Front and back door sensors
- Toilet flush sensor
- Access to the carer's dashboard

Outcome

- Resident feels safe and supported
- No further hospital admissions
- Reassurance for her and her sister
- Early identification to resolve issues
- Automatic alerts generated
- Health and wellbeing maintained

AT also supports Jennifer by:

- Providing reassurance help is on hand when needed
- Access to a carer's dashboard for her sister which also provides reassurance
- Identification of changes to routine or pattern and alerts to highlight these
- AT can be personalised to the person and relevant sensors installed
- Identifying issues has been able to prevent Jennifer experiencing acute symptoms of a UTI and helping prevent further hospital admissions

Improved outcomes for residents



Residents

- ✓ Maintaining independence
- ✓ Remaining at home
- ✓ Positive impact on health and well being
- ✓ Working preventatively to support residents and being able to update care providers

Hertfordshire County Council

- ✓ Cost savings by preventing a move/delay to a residential home
- ✓ Proportionate packages of care
- ✓ Support frontline workers in creating time efficiencies
- ✓ Insights and evidence-based conversations



Creating a cleaner, greener,
healthier Hertfordshire



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11:30am Seminar

Rhianna St John

Better Security, Better Care, Digital Care Hub

Title of talk: 'AI in social care: safe and secure use'



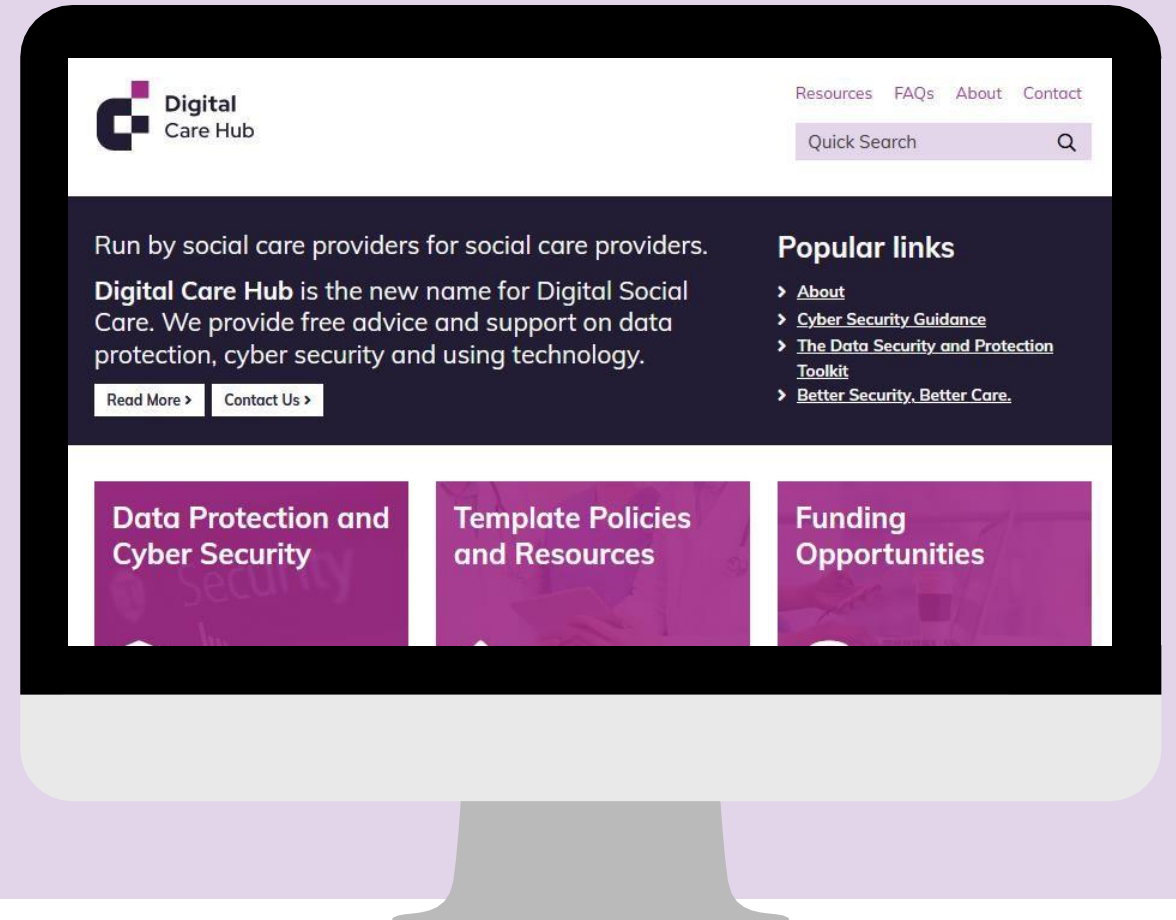


Run by social care providers
for social care providers.

AI Projects

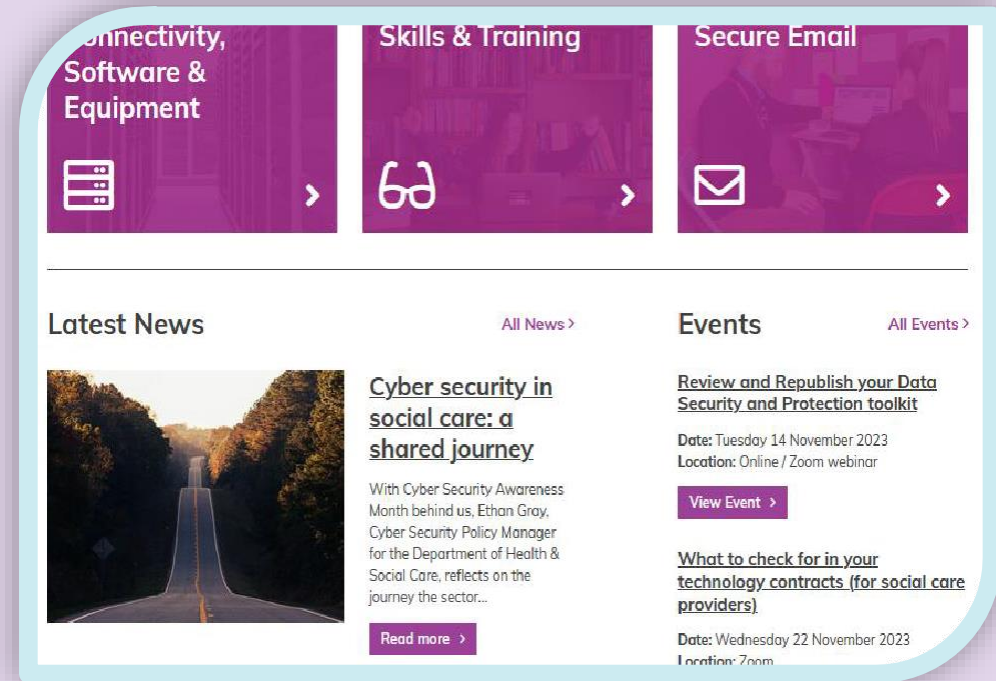
Digital Care Hub – who are we?

- A partnership project run by the Care Provider Alliance. We represent care providers of adults with physical, sensory or learning disabilities, people with mental ill-health, and older people
- Cover almost 10,000 organisations, employ over 600,000 staff and support an estimated 1 million people.
- **Run by social care providers, for social care providers.**
- We work in partnership with providers, representative bodies, and statutory bodies to support the digital journey of adult social care providers in England.
- We are funded by Department of Health and Social Care and NHS England



What do we do?

- Guidance and support
- Helpline
- Success Stories
- Newsletter
- Funding resources
- Events and webinars
- Digital Special Interest Group
- and more ...



What is artificial intelligence?

“the intelligence demonstrated by a machine which can learn and make decisions for itself. Artificial Intelligence shows up in technologies as varied as spellcheck to self-driving cars. It is an area which is growing rapidly in health and social care. E.g.

Machine
Learning

Natural
Language
Processing

Predictive
Analytics

Roomba
(iRobot)

Pepper
(Softbank
Robotics)

Siri
(Apple) or
Bixby
(Samsung)

Cortana
(Microsoft
)

Tesla (and
other self-
driving
cars)

What is Generative AI?



Copilot

Your everyday AI companion



ChatGPT

Gemini



DALL·E 2



synthesia

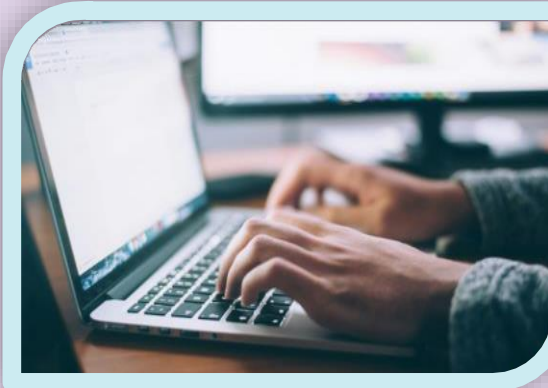
'Generative AI' is a type of AI that has been trained using vast amounts of text, images etc. to create new text, photos, videos etc. that read, look or sound like they have been produced by a human.

How are care organisations using generative AI?



ChatBots

- To respond to enquiries
- To support staff



Efficiencies

- To draft policies
- To summarise meeting notes
- To support with email responses

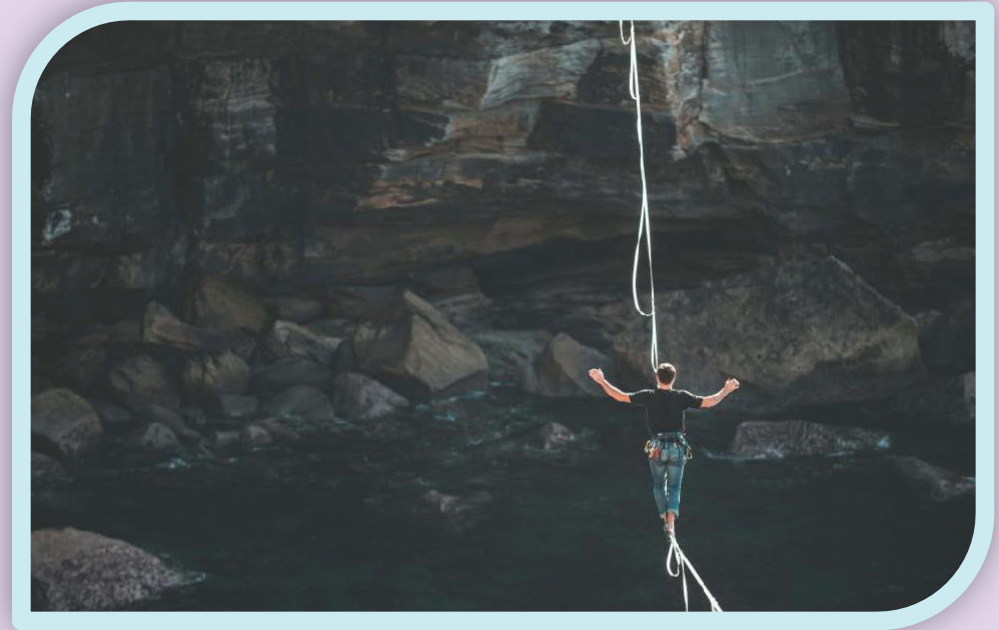


Activities

- Sharing AI with clients and residents
- Developing photos and games

What are some of the risks?

- Poor data
- Bias
- Hallucinations
- Disempowering staff



The Oxford Statement on the Responsible Use of Generative AI in Social Care

- Institute of Ethics in AI, Oxford University, Casson Consulting and Digital Care Hub
- First of a series of 'AI in adult social care' roundtable events to take place as part of a co-production initiative for people in adult social care
- Representatives from 30 organisations



<https://www.oxford-aiethics.ox.ac.uk/oxford-statement-responsible-use-generative-ai-adult-social-care>

What's in the statement?

“We urgently need to develop a shared, co-produced framework to underpin the ‘responsible use of generative AI’ in adult social care following this statement and over the next six months (autumn 2024)”

“We also need to co-produce actionable guidelines for appropriate usage and deployment of generative AI in social care as well as developing a plan to upskill the whole sector in the use of this technology, a roadmap of existing use cases, clarity around the position of government and regulator, and a compendium of learning from across the globe.”



Photo by [Desola Lanre-Ologun](#) on [Unsplash](#)

- In collaboration with the Care Workers Charity
- Hosted 22 care and support workers on 16th May 2024
- Forthcoming statement
 - Some staff already using this
 - Significant concerns around
 - Data protection
 - Personal liability
 - Loss of jobs – though not for them?
- They want support and help from employers on this

What have we done so far?

- Set up a steering committee
- Held a care workers' roundtable in collaboration with the Care Workers Charity
- Setting up working groups
 - Practical resources for care providers
 - Ethical framework for choosing generative AI
 - Technology providers
 - People with lived and living experience (Co-production Groups)
- [‘Defining responsible use of AI chatbots in social care for older adults’](#) –Caroline Green, article in Nature
- Links with Care Quality Commission, Department of Health and Social Care (DHSC) and Scottish Care, Social Care Wales

Steps forward

- More working groups
- Launch our public facing website with information on the project, how to get involved and transparency information
- Ethical approval for co-production groups
- Publication of care worker's statement
- Collecting and publishing use cases for generative AI
- Outputs - Autumn 2024
- Stanford AI Deliberation Platform



Thank you



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12:00noon Seminar

Andrew Spiers – Social Ability

Title of talk: Technology: Prevention & Therapeutic intervention





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13:15pm Seminar

Paul Davis – Virtual IT

Title of talk: DPST to CSAF: Are You Prepared for the Security Shake-up?



THE HERTFORDSHIRE CARE PROVIDERS ASSOCIATION

DSPT to CAF: Are You Prepared for the Security Shake-up?



VIRTUALIT

PRESENTED BY
PAUL DAVIS



INTRODUCTION

PAUL DAVIS

Virtual IT



VIRTUALIT



CyberSecurity in the Care Sector:

From DSPT to CAF

DSPT to CAF: Are You Prepared for the Security Shake-up?

What is DSPT & CAF?

DATA PROTECTION AND SECURITY TOOLKIT (DSPT):

Scope and Application: Focused on healthcare organisations.

Framework Structure: Comprehensive for data security and regulatory compliance.

Risk Management: Evaluates existing security measures.

Regulatory Compliance: Ensures compliance with healthcare regulations.



CYBER ASSESSMENT FRAMEWORK (CAF):

Scope and Application: Broad application across multiple sectors.

Framework Structure: Structured approach to evaluating and improving security protocols.

Risk Management: Provides a more structured and comprehensive approach to managing risks.

Regulatory Compliance: Aligns with the latest cybersecurity standards and regulations.

The Garden of Care: Nurturing Patients and Protecting Data



Why is Compliance Important?



Who's my Neighbour?



February 2025



The Medusa Ransomware Attack on HCRG Care Group

- Cyber criminal gang infiltrates healthcare provider
- Stole 2.275 TB of data
- Demanded a ransom of £1.6 million
- Threatening to leak the information online
- Charge £8,000 per 24 hrs to delay leaks

The Potential effect of a Cyber Attack?



- **Business folds!**
- **Service Disruptions**
- **Patient Data Compromised**
- **Privacy concerns and fines**
- **Damaged Reputation**
- **Potentially dire consequences to patient health**
- **Loss of contracts**
- **Lost revenue**
- **Supply chain disruptions**
- **Invoice fraud**

Just How at Risk is the Care Sector?



- 2.39 million instances of cybercrime in 2023.
- 52% of these targeted health and social care businesses.
- Average cost of a data breach in the health and social care sector is up to £3 million per incident.



**Is My
Organisation
at Risk?**

If so, from what?

Ransomware Attacks

Phishing & Social Engineering

Insider Threats & Human Error

Unsecured IoT Devices

Weak Data Protection & Compliance Issues

Embrace Compliance...

Get the *fundamentals*
in place and
partner with the
right **technology**
provider



Focus on
delivering
exceptional care
while **compliance**
is taken care of in
the background.

...and Win Coveted Tenders

Smooth Sailing in Healthcare Compliance

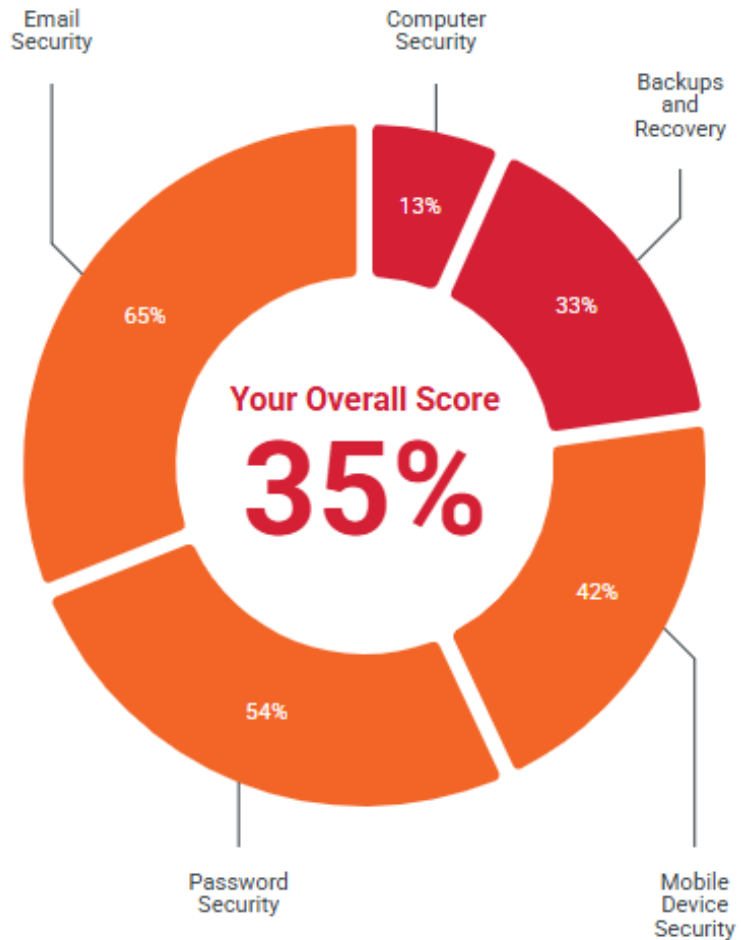
Ensure compliance
is met by
partnering with
the right provider



Continue to
provide excellent
patient care



Discover your Cyber Health Scorecard



EMAIL CYBER@VIRTUALIT.CLOUD

WEB WWW.VIRTUALIT.CLOUD



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THANK YOU

*DSPT to CAF: Are You
Prepared for the Security
Shake-up?*

PRESENTED BY PAUL DAVIS



VIRTUALIT



Welcome to The East of England Technology in Care Summit



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13:50pm Seminar

Ed Farthing - Howden

Title of talk: Are you Prepared for a Cyber Incident?
Exploring real life incidents, responses and means of protection.



Are You Prepared For A Cyber Incident?

Exploring real life incidents and responses

Ed Farthing
Senior Account Executive, Howden



Hospitals cancel operations as NHS declares 'critical incident' after cyber attack

Three hospitals have had to cancel urgent operations in London after a cyber attack on services run by NHS IT firm Synnovis.

By **ISABELLA MARSANS, FIONA CALLINGHAM**, Health Reporter specialising in medical studies, symptoms of diseases and conditions, real life stories and the latest public health issues.

13:01, Tue, Jun 4, 2024 | UPDATED: 13:26, Tue, Jun 4, 2024

News | Cybercrime

UK Defence Ministry targeted in cyberattack: Minister

Third-party payroll system with names and bank details of armed forces staff hacked, reports say.

Redcar cyber-attack 'cost council £10.4m'

© 5 August 2020

NEWS 3 JUN 2024

UK School Forced to Close Following Cyber-Attack

Cambridge among universities hit by 'malicious' cyber attack

The attack meant internet access was intermittent and some services for staff and students were 'degraded'

NEWS By **Cait Findlay** Senior Reporter

11:20, 20 FEB 2024 | UPDATED 12:17, 20 FEB 2024

Bookmark 



Leicester care home warning as cyber incident hits services

© 14 March

Ready meal distributor Apetito restores 'limited' deliveries in UK following cyber-attack

Adam Bannister 28 June 2022 at 14:30 UTC
Updated: 29 June 2022 at 07:34 UTC

Santander cyber hack puts 30m bank accounts at risk of dark web sale - should UK customers worry?

- Dark Web Informer say millions of customer details are up for sale

By **MIKE SHEEN** ✕
UPDATED: 13:12, 3 June 2024

An incident IS going to occur

2.39 million instances of cyber crime and 49,000 instances of fraud relating to cyber crime in 2023.

52% of health and social care businesses were hit by a cyber attack.

The average cost of cyber crime for businesses is estimated at approximately £15,300 per victim.

A perfect storm of economic and sector specific challenges has led businesses to taking their eyes off the ball – the 2023 UK Cyber Security Breaches Survey stated that the number of micro businesses describing cyber security as a high priority fell from 80% in 2022 to 68% this year

Top 9 Common Cyber Risks

Phishing Attacks
Ransomware
Insider Threats
Malware and Viruses
Weak Passwords and Authentication
Social Engineering
Outdated Software and Systems
Data Breaches and Information Theft
Misconfigured Cloud Resources

Case Study 1 – Social Engineering in a Care Setting

Route In: A Brute Force Attack on the CEO's email password

Causation: Weak Password or Use of Commonly Used Password & Human Error

Worsening Factors: No Multi-Factor Authentication, Lack of Due Process Being Followed

Route of Attack:

Brute Force Attack into CEO's Email Account – Access Gained to Calendar and Inbox – Calculated Schedule and How Transfers in the Business Take Place – Established Best Relationships with Finance Team Members – Waited Until CEO on Holiday – Email Spoofing Episode with Finance Team Member to Gain Trust (Not Using CEO's Account so Reply Wasn't Flagged) – Requested Settlement of an Invoice for £47,584 – Personal Touch Applied Throughout inc Nickname, Reference to Holiday, Personal Life – FUNDS PAID – Repeated the Next Day for £39,731 - Incident Flagged 1 Week Later When CEO Returned and Transfers Mentioned Verbally

Response:

Incident Reported to Police and Banks 1 week after funds transferred – Recovered just £600 via Banks

Incident Then Reported to CFC Cyber Team – Incident Response Team Activated – On Site/On Phone with Client within hours of notification and waiting period – Managed Incident Response including Reset of Passwords to Correct Standard - Searched Network to Identify Other 'Open' Entry Points – Liaised with Client to Manage Reputational Element – Recovered Funds for Client Under Policy Features

Impact:

With Cyber Insurance:

Funds recovered, full support recovering from the incident, vulnerabilities identified, discussed with management and rectifications made

Without Cyber Insurance:

Prospective Loss of £86,715 if Cyber Insurance wasn't purchased, no support in respect of incident recovery, no automatic vulnerability searches

Case Study 2 – Social Engineering in a Care Setting

Route In: Malware via Portal and Email Spoofing

Causation: Use of fraudulent portal allowing Malware infection

Worsening Factors: Lack of Due Process Being Followed in Respect of Checking Portal Links

Route of Attack:

Brute Force Attack to Gain Access to MD's Email Account - Spoof link sent via MD's Email Address to Finance Manager to set up a portal to make payments for third-party services – Finance Manager Fills in Credentials and Creates Account on Portal – Hacker Sends Out Email Asking for Donations to the Home as suffering with Increased Bills – Call from the 'Bank' – Finance Manager gives the Bank ALL of the details including Credentials, Secret Pin etc – Whole Bank Account Cleared for the Home

Response:

Police notified, attempt at funds recovery, mitigation of loss via Director's Loan to allow the business to continue running

Impact:

With Cyber Insurance:

Funds recovered, full support recovering from the incident, vulnerabilities identified, discussed with management and rectifications made

Without Cyber Insurance:

Loss of over £50,000 no support in respect of incident recovery, no automatic vulnerability searches

Ransomware



DAYS 08 HOURS 18 MINUTES 16 SECONDS 57



HCRG Care Group

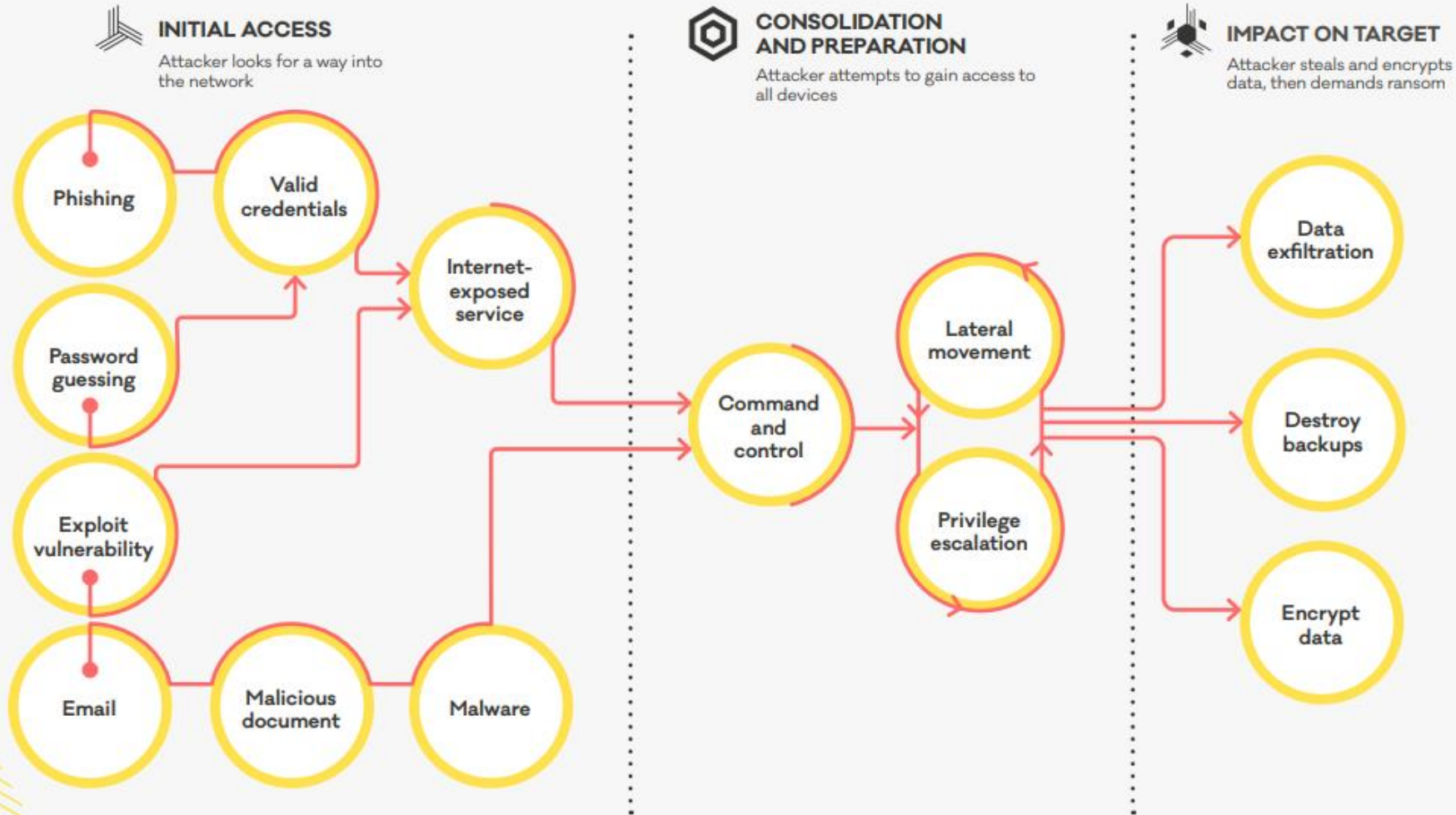
HCRG Care Group (founded in 2006) is a healthcare company that provides healthcare services such as physician clinics and specialty clinics. HCRG Care corporate office is located in The Heath Business and Technical Park, Runcorn, Cheshire, WA7 4QX, United Kingdom and has 5,000 employees. The total amount of data leakage is **2.275 Tb** Direct file tree download link due to big file size: <https://www.sendspace.com/file/...>

[Add time 1 day](#) [Delete All Data](#) [Download data now!](#)

10000\$ 2000000\$ 2000000\$

LIFECYCLE OF A RANSOMWARE INCIDENT

The common attack paths of a human-operated ransomware incident based on examples CERT NZ has seen.



Ransomware Attack:

The use of a type of malicious software designed to block access to systems until a sum of money (a ransom) is paid.

The totals required to gain access to the decryption key vary greatly with one of the highest payouts being CNA, ironically an insurance company, who paid \$40million to regain control of their system after two weeks.

[According to](#) security shop Cybereason, last year 78 percent of organizations that paid a ransom were attacked again, with 63 percent facing demands for an even larger payout the second time around

How can you protect from an attack?

- Implement Cyber Essentials compliance, adherence to DSPT or equivalent where possible
 - Ensure Third Party software providers are also compliant with this standards, adhere to the DSPT toolkit
 - Introduce a formal cyber incident response plan
 - Implement robust frontline firewalls for SME and medium sized businesses or EDR (Endpoint Detection and Response) tools
 - Use multi-factor authentication where appropriate and available
 - Back up your data at regular intervals and be cautious about cloud providers for sensitive data – what protections and guarantees can they offer?
 - Train your staff regularly, not just via an online module at induction
 - Ensure there is a connect between you and your IT Team whether this is internal or an external partner
 - Have you run a dummy event within your business?
 - What would you do first if ransomware popped up on your screen demanding cryptocurrency to unlock your files?
 - How would you manage the PR side of informing your service users their data was compromised?
 - How would you recover the data post event?
 - How would you trade without this data being available?
 - What is the direct impact on your service users?
 - Purchase Cyber Insurance – some products will cover most of the above inclusive of the premium you pay
-

What's covered under a Cyber Insurance Policy?

- Incident response costs
- Legal and regulatory costs
- IT security and forensic costs
- Public communication costs
- Privacy breach management costs
- Extortion and cyber-crime
- System damage and rectification costs
- Loss of profits
- Consequential reputational harm
- Network security liability
- Privacy liability
- PCI fines
- Some Penalties
- Regulatory fines – via separate cover
- Defamation and breach of IP

 beazley

 cfc

 OSR



Coalition®



cowbell®

Covers differ per policy and may be subject to additional premium depending on circumstances and availability

Services included under a Cyber Insurance Policy?

- Free Antivirus Licenses
- Free Access to Risk-Engineering Teams
- Free 1 hour session with cyber-resilience experts
- Free licenses for CPD accredited training courses for ALL staff
- Access to breach response app
- Access to training catalogue including downloadable best practice guides
- Free Port Scans pre-inception
- 5% premium reduction next year for completion of accredited training courses

 beazley

 cfc

 OSR



Coalition®



cowbell®

Covers differ per policy and not all carriers offer all of the above options and additional services

Q & A



Welcome to The East of England Technology in Care Summit



DSPT
Better Security.
Better Care.



14:25pm Seminar

Mark Tattum-Smith
Digital Practice Lead at Suffolk County Council

Title of talk: Introducing Reverie: Virtual Reality as an accessible therapeutic technology for people with dementia.





Introducing Reverie:

VR as an accessible therapeutic technology for people with dementia

East of England Technology In Care Summit
19th March, 2025

Mark Tattum-Smith
Project Lead for Reverie
Suffolk County Council
Email: Mark.Tattum-Smith@suffolk.gov.uk



Hello ...

Digital Practice Lead (Waveney) Suffolk County Council

- Worked within Adult Social Care in Waveney for 16 years
- Registered Social Worker
- Part of the Cassius Digital Care Team.
- Project Lead for Reverie VR



Clinical Research Findings



Improvement in Memory,
Attention & Cognition



Reduction in Agitation &
Challenging Behaviours



Significant Enhancement
in Mood & Wellbeing

Despite these significant findings, the number of care settings that are making regular or even occasional use of VR are very limited indeed.

Project Timeline 2021 - 2023



Digital Care Team were awarded moneys from Suffolk 2020 Fund to explore how we could make Suffolk-based Virtual Reality experiences available across all care settings.

End of
2020

Developed and defined our Specification and went out to tender.

2022

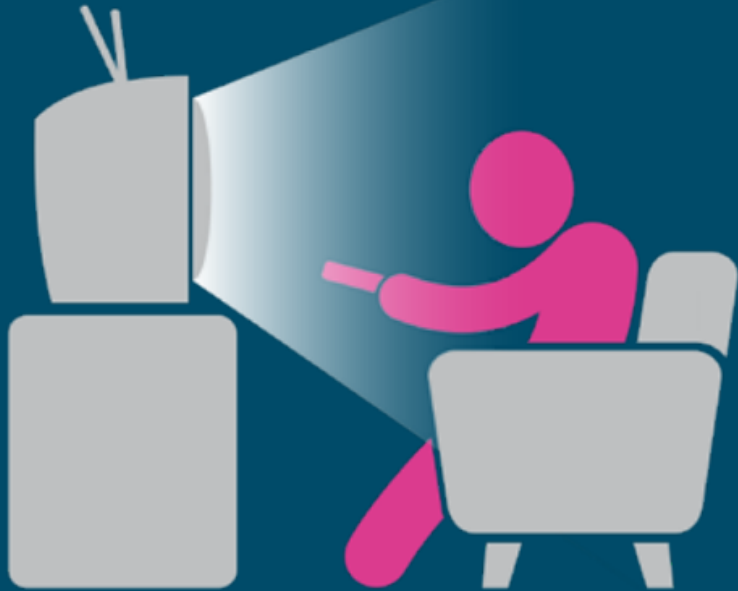
During
2021

Conducted extensive market and stakeholder engagement and obtained specialist legal advice to proceed with an ambitious procurement.

SPARK

October
2022

Suffolk County Council awarded an £80k contract to Spark Emerging Technologies Ltd to develop a commercially available bespoke VR app which will deliver VR experiences to people living with dementia by pairing a VR headset to a tablet to enable safe, carer-driven therapeutic experiences.



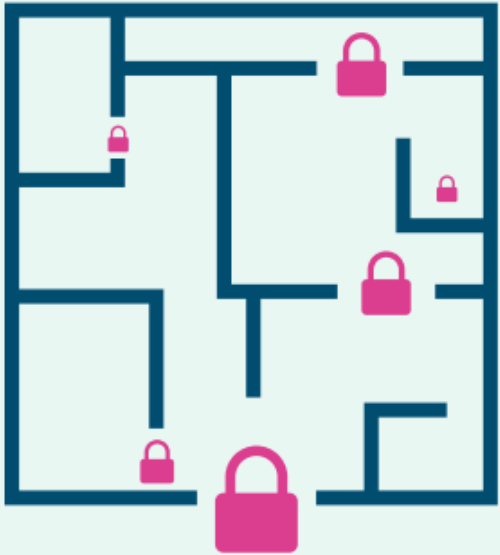
“She’d just be watching telly all day, sitting in her chair.”

Stimulating and engaging activities were seen as important for people’s wellbeing, but this was missing from the experience of some people with dementia living within local residential care or nursing homes.

Problem 1) Cognitive Stimulation

Lack of stimulation

“She was not engaging, she didn’t come out of her room, she’d just given up and their attitude was, ‘Oh, well, she doesn’t want to come out of her room we’ll leave her in there’. And that’s not in someone with dementia’s best interest....Just because they don’t want to come out, there are ways. You take the mountain to Mohammed, don’t you? You go in to them, you chat with them.” (Carer, Interview)



Confinement

"She was completely locked up with no access to outside and she could only get through the doors to the living area or back to her room if they allowed her, everything was keypad..."

"[It was like a] part time prison, it was horrible, I hated it."

(Carer, Interview)

Problem 2) Autonomy & Freedom

'They were singing Old MacDonald had a Farm.'

"My dad did go somewhere twice. I remember the second time I picked him up and they were singing, Old MacDonald Had a Farm.... He got back in the car and went, 'I am not going back there again'. Fine. That was it." (Carer, Interview)

Problem 3) Personalisation

"My wife tried the local day centre but stopped after four weeks because she found it boring and the activities childish. The transport was not reliable to get her there." (Carer, Feedback form)

A carer's view of VR

“You can't get them to a forest walk every day, you can't get them to a beach every day, you can't get them to a cathedral every day and it's as close to those environments that they can then get to regularly ... so it's... definitely beneficial for them because I mean [the PWD] wouldn't have seen the lovely countryside today if it hadn't of been virtual reality unfortunately ... so it's great. It stimulated him.”

Carer cited in (2021) Rose et. al. “Bringing the outside in: The feasibility of virtual reality with people with dementia in an inpatient psychiatric care setting”. *Dementia*, 20 (1), pp. 106-129



A summary of the contract



- The VR app will link a laptop with a VR headset to enable carer-driven, supported VR experiences.
- This means that the carer will be able to pause or stop the film if the user is becoming bored or in anyway distressed.
- No dependency on Wi-Fi.
- Once the build of the app and testing is complete, the app will be openly commercialised with Spark.
- ROI - SCC have secured a significant discount on the cost of set-up and subscription which it will make available to all accredited care settings in Suffolk.
- Spark will supply hardware and provide ongoing software support.
- App will enable personalised VR experiences tailoured to individual interest and likes.

Synergy VR Co-production Group



In February '23 we launched our Synergy VR Co-production Group that is made up of people living with dementia, family carers as well as a range of health and social care professionals.

We are also working with staff and residents at a Care UK residential and nursing home in Suffolk.

Clinical health leads have approved our safety protocols.



Synergy Workshop 1: March 2023





**Feedback from
People with Dementia
in Suffolk
Experiencing
Virtual Reality**

**"It's bloody
marvellous!"**

**"It's amazing!
I can't believe it.
It's not scary...
it's exciting!"**

**"It's a good
experience."**

**"I like the
music."**

**"It's fantastic.
It's... resplendent.
I feel... excited."**

**"His
communication
was better while
it was on, I was
impressed"**

**"It's pretty
strange to be
somewhere else.
It's cool."**



**"It's so beautiful!
You don't expect
to see this."**



Development: 2023 - 2024

2023

Co-production over Reverie Lobby & Branding

Commencement of film capture – Southwold / Bury St Edmunds / Cycle ride from Thorpeness / Snape Maltings / Flatford Mill / Colchester Zoo

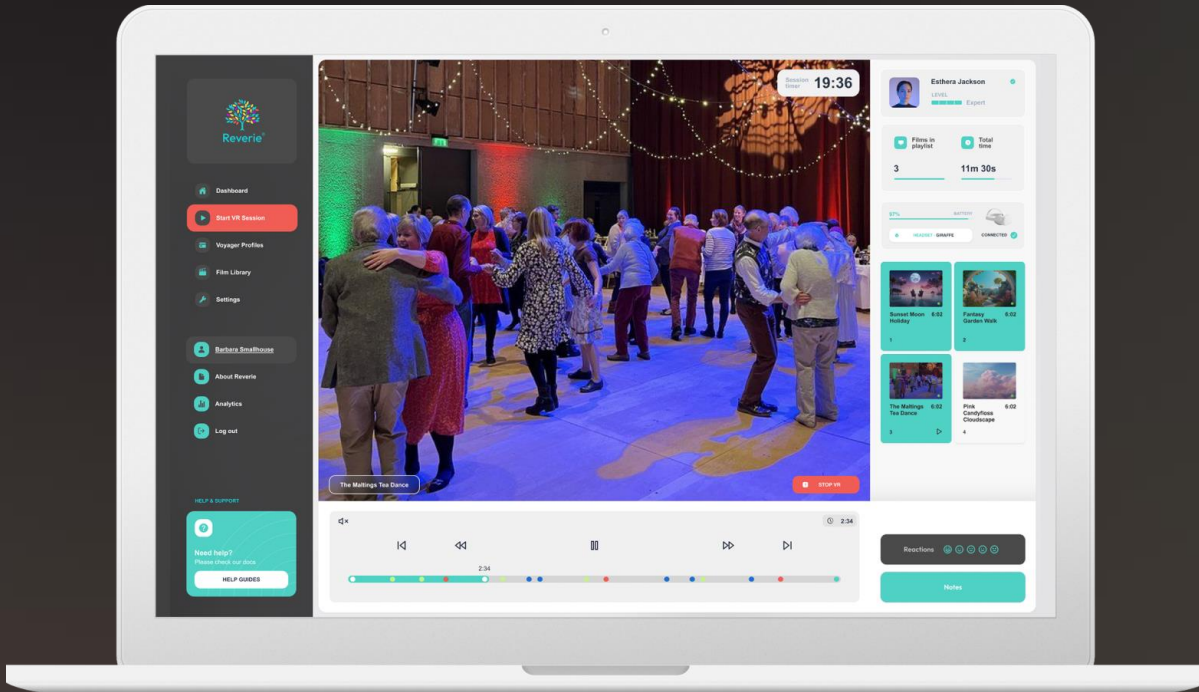
Back-end work on the app to enable system to be Wi-Fi free;

Planning of UI structure of the app;

2024

Cyberessentials certification & DPIA sign-off

External Website Build





How to get Reverie:

1/ Hardware – one-off cost

2/ Software – Monthly or annual payment for license



Angel Kozlev
Manager

OVERVIEW

HOST PROFILES

VOYAGER PRO



Angel Kozlev
Carehome Manager

Profile Information

ORGANISATION
Spark Cares

EMPLOYED
03/07/2020

Full Name: Angel Kozlev

Email: ak@spark-lab.co.uk

Edit details

Host profile

Voyager access

VOYAGERS	LEVEL	TIME IN VR	PROFILE ACCESS	PROFI
Darrel Buckridge	BEGINNER 	1hr 20m	<input checked="" type="checkbox"/>	VIEW
Adrienne Goodwin	EXPERIENCED 	1hr 20m	<input checked="" type="checkbox"/>	VIEW
Marcella Hilpert	BEGINNER 	1hr 20m	<input checked="" type="checkbox"/>	VIEW
Brandon Weimann	BEGINNER 	1hr 20m	<input checked="" type="checkbox"/>	VIEW



Look through our VR session film library

Browse all the potential destinations

FILM LIBRARY

Reverie dashboard Start Here

Start a VR session or review voyager profiles.



Begin setup →

START



Profiles →

VIEW ALL

downloads 35

device 4h 31m 1s

65.61%

VIEW FILM LIBRARY

Reactions

Past 8 days



● Positive reactions
● Negative reactions

ANALYTICS

Dashboard

Start VR Session

Film Library

Settings

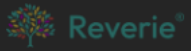
Angel Kozlev

About Reverie

Analytics

Log out

Quit Reverie



Voyager profile



Adrienne Mirabel Goodwin

Sessions: 17

Level

Total time logged

Beginner

5 hours

Session notes

Voyager does not have any notes.

Dislikes



Adrienne Mirabel Goodwin

LEVEL

Beginner

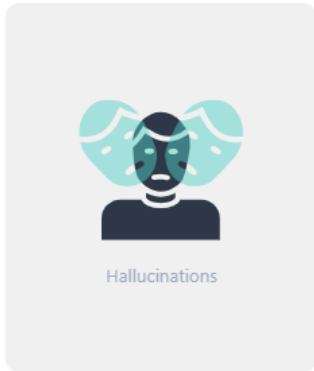
- Dashboard
- Start VR Session
- Film Library
- Settings

- Angel Kozlev
- About Reverie
- Analytics
- Log out
- Quit Reverie

Create Risk Assessment

Risk assessment

Please answer the following questions to ascertain the suitability of the voyager to use the VR headset



Hallucinations

Known to experience hallucinations, visual disturbance or psychosis?

Yes



No



Unsure



⚠ This voyager is not suitable for Reverie as it could exacerbate their symptoms and potentially induce further psychological distress.

⚠ Professional opinion override

Yes



No



Question 2/9

Previous

Next

Close

Stage 1 Preparing your voyager

Pre Immersion

Immersion

12% complete

Post Immersion

Check profile

Back

Next



Start VR Session Voyager profile



Adrienne Mirabel Goodwin



Level



Total time logged

Session notes



Dislikes

Voyager does not have any notes.

Beginner

5 hours

Sessions: 17

SEX	AGE	IPD	HEARING AID	GLASSES	RISK ASSESSMENT CREATED	LAST UPDATED
Female	52		No	No	04/02/25	04/02/25

Risk assesment

Adverse Reactions

Session log

SESSION DATE	HOST	FILMS WATCHED	RAG	DURATION	FULLY WATCHED	RATING	REVIEW
11/12/24	Angel Kozlev	2 films ▼	●	3m 12s	✓		No
11/12/24	Angel Kozlev	2 films ▼	●●	1m 42s	✓		No
20/12/24	Angel Kozlev	0 films ▼		Incomplete	✓		No
06/01/25	Angel Kozlev	2 films ▼	●●	Incomplete	✓		No
06/01/25	Angel Kozlev	0 films ▼		Incomplete	✓		No
06/01/25	Angel Kozlev	1 film ▼	●	2m 46s	✓		No
10/01/25	Angel Kozlev	2 films ▼	●●	10m 20s	✓		No
14/01/25	Angel Kozlev	1 film ▼	●	3m 4s	✓		No
14/01/25	Angel Kozlev	1 film ▼	●	45s	✓		No
15/01/25	Angel Kozlev	1 film ▼	●	Incomplete	✓		No
29/01/25	Angel Kozlev	3 films ▼	●●	7m 13s	✓		No
29/01/25	Angel Kozlev	4 films ▲	●●●	6m 3s	✓		No
		Watch the world go by from...	●	4m	✓	★★★★☆	View
		A walk down Southwold Pier	●	4m 44s	✓	★★★★☆	View
		A walk outside Snape Maltings	●	6m 32s	✓	★★★★☆	View
		Thorpeness Meare	●	4m	✓	★★★★☆	View
29/01/25	Angel Kozlev	4 films ▼	●	11m 1s	✓		No



Adrienne Mirabel Goodwin

LEVEL

Beginner



Dashboard



Start VR Session



Film Library



Settings



Angel Kozlev



About Reverie



Analytics



Log out



Quit Reverie

Stage 1 Preparing your voyager

12% complete



Back

Next



Start VR Session Voyager consent




Adrienne Mirabel Goodwin



LEVEL

Beginner



Obtain consent

Adrienne is able to grant verbal or non-verbal consent

No - Adrienne declines consent - return to dashboard

No - but carer felt it was in the best interest of Adrienne to proceed

Consent

Guide

History

Use the resources above to obtain consent from Adrienne that they are happy to continue

Stage 1 Ask Adrienne if they are happy to use the headset today

20% complete

Pre
Immersion

Immersion

Post
Immersion

Obtain
consent

Back

Next

Dashboard

Start VR Session

Film Library

Settings

Angel Kozlev

About Reverie

Analytics

Log out

Quit Reverie



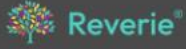
Start VR Session
Film library

ALL (A-Z) ↑↓ RAG RATING ▾

 **Adrienne Mirabel Goodwin** ✓

LEVEL
 Beginner

Search the library
35 films.



A bike ride from Thorpeness to Aldeburgh 20:00
Reverie
45 Views ☆☆☆☆☆



A groovy jazz tune at Snape Malting's Christmas Tea Dance 2:44
Reverie
51 Views ☆☆☆☆☆



A short communion service in Edmund Chapel 16:27
Reverie
5 Views ☆☆☆☆☆



A walk around Abbey Gardens 6:00
Reverie
7 Views ☆☆☆☆☆



A walk down Southwold Pier 4:44
Reverie
20 Views ☆☆☆☆☆



A walk outside Snape Maltings 6:32
Reverie
4 Views ☆☆☆☆☆



Stage 1 Add films to the voyager playlist

28% complete

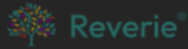


Choose films

Back

Next

- Dashboard
- Start VR Session
- Film Library
- Settings
- Angel Kozlev
- About Reverie
- Analytics
- Log out
- Quit Reverie



Start VR Session Media preview



Content tags

Thorpeness Aldeburgh
water

Voyager Reviews (0)
No reviews yet

Stage 1 Select film for

Pre
Immersion

Choose
films

Timeline

- 0:00 Introduction
- 0:15 The history of the Penny Farthing
- 0:20 Peter travels all over Suffolk on his Penny Farthing!
- 1:12 Bike choice
- 1:15 Which ride would you like? High on a Penny Farthing with commentary from Peter or from a regular bicycle with music?
Choice Penny farthing ride Bike ride
- 1:24 Thorpeness
- 1:34 We start our ride in Thorpeness, a Suffolk seaside village
- 1:57 Listen to Peter throughout the ride for stories and the history of the area
- 3:24 In the early 1900s Thorpeness and the surrounding land was owned by Glencairn Stuart Ogilvie, a Scottish barrister whose father had made a fortune building railways around the world
- 6:04 Ogilvie turned Thorpeness into an elite private fantasy holiday village, to which he invited his friends' and colleagues' families during the summer months
- 7:19 Thorpeness Meare
- 7:19 This is Thorpeness Meare. It's a boating lake created from an Elizabethan shipping haven that had silted up
- 7:39 J.M. Barrie, creator of Peter Pan, knew the landowner well, and it was Barrie's tales of the Neverland that inspired the creation of the Meare
- 8:09 Tiny islands on the Meare contain locations found in Peter Pan, such as the Pirate's Lair, Wendy's House, Captain's House and many others
- 8:48 We're now on the road to Aldeburgh. Just over 1 mile to go
- 9:27 Coastal road
- 10:09 What a lovely sunny day!
- 11:06 Scallop sculpture
- 11:08 The Scallop, created in 2003, is formed of two halves of a broken shell, fabricated from steel

Close



Adrienne Mirabel Goodwin

LEVEL

Beginner

- Dashboard
- Start VR Session
- Film Library
- Settings

- Angel Kozlev
- About Reverie
- Analytics
- Log out
- Quit Reverie

ss to

Expand

ose from
listening to
s and a...

Expand

y

enny
r from a

% complete

Post
Immersion

Back to library

Add to playlist



Start VR Session Media preview



Content tags

Thorpeness Aldeburgh cycling coast sunshine
water

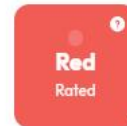
Content warning

Speed motion Water

Voyager Reviews (0)
No reviews yet

Host Reviews (0)
No reviews yet

A bike ride from Thorpeness to Aldeburgh



Film rating Views

☆☆☆☆☆ (0) 45

Creator Creator



Duration: 20:00
Download size: 5 GiB
Creator: Reverie
Website: reveriev.co.uk

Summary

Expand

Go on a bike ride from Thorpeness to Aldeburgh. Choose from two views: either high on a Penny Farthing with Pete listening to his live commentary, or from a regular bike with Deb and a...

Timeline

Expand

- 0:00 Introduction
- 0:15 The history of the Penny Farthing
- 0:20 Peter travels all over Suffolk on his Penny Farthing!
- 1:12 Bike choice
- 1:15 Which ride would you like? High on a Penny Farthing with commentary from Peter or from a regular bicycle with music?



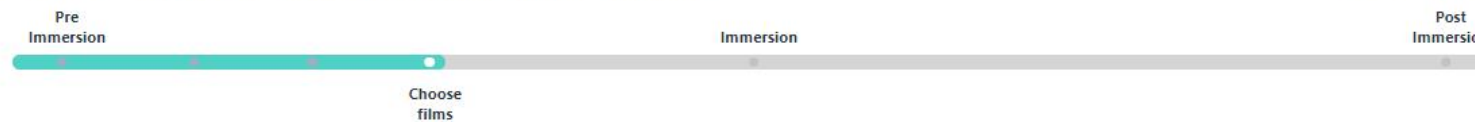
Adrienne Mirabel Goodwin

LEVEL

Beginner

Stage 1 Select film for your playlist, or go back to the library to choose another film

28% complete



Back to library

Add to playlist

- Dashboard
- Start VR Session
- Film Library
- Settings

- Angel Kozlev
- About Reverie
- Analytics
- Log out
- Quit Reverie



Session timer **0:21**

END SESSION

Forrest Macejkovic

LEVEL Beginner

Films in playlist **2**

Total time **26m 45s**

20% **BATTERY**

WEARING **CONNECTED**

HEADSET - BLACK-REINDEER

 A walk down Southwold Pier 4:44 1	 A bike ride from Thorpeness to Aldeburgh 20:00 2
--	---

LOBBY

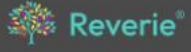
STOP VR

Preview media 4:44

0:00

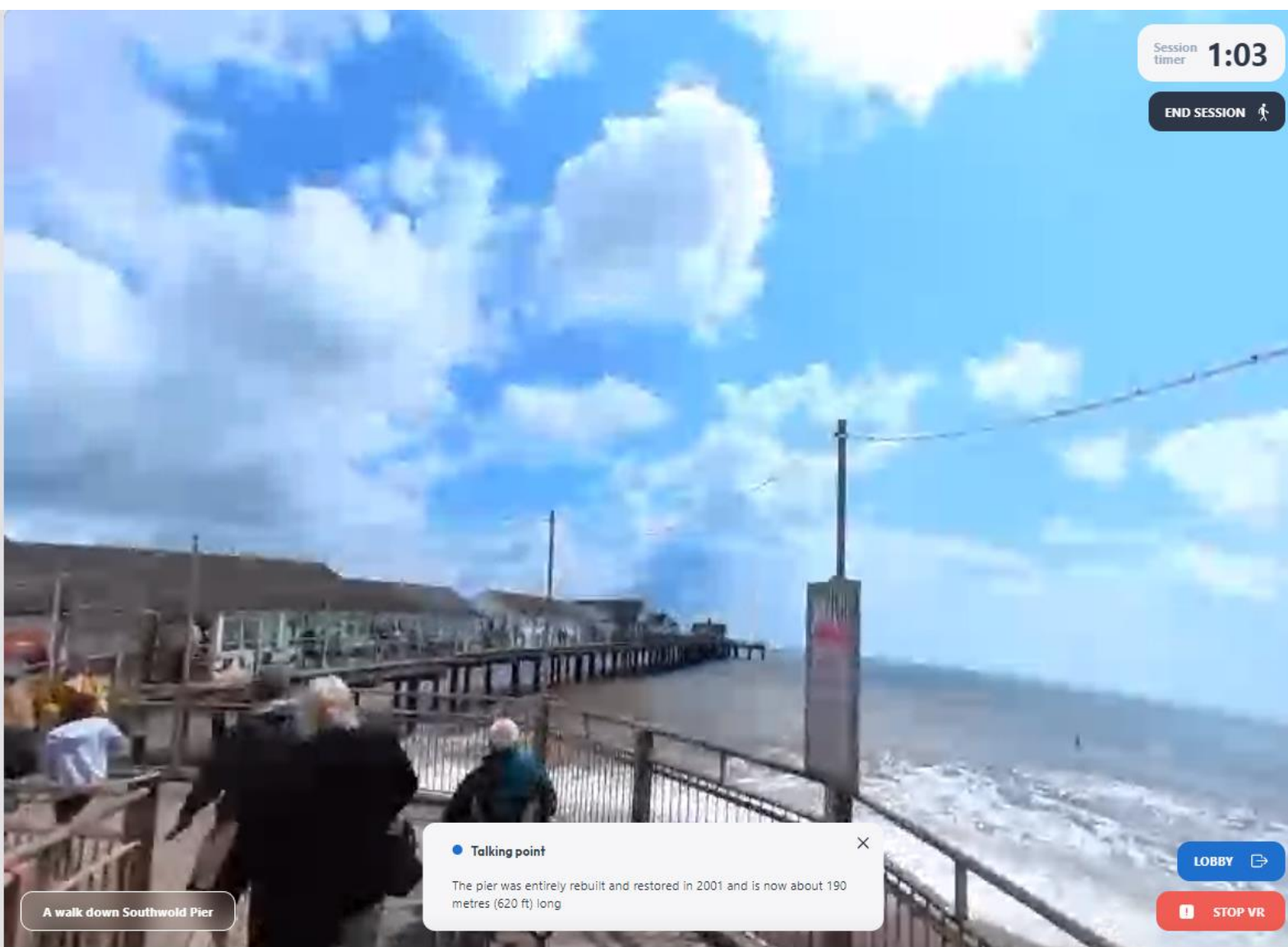
Angry **Unhappy** **Neutral** **Happy** **Excited**

Notes



- Dashboard
- Start VR Session
- Film Library
- Settings

- Angel Kozlev
- About Reverie
- Analytics
- Log out
- Quit Reverie



Session timer **1:03**

END SESSION

Forrest Macejkovic

LEVEL Beginner

Films in playlist **Total time**

2 **26m 45s**

20% **BATTERY**

WEARING **MEDIA PLAYBACK**

HEADSET - BLACK-REINDEER

A walk down Southwold Pier 4:44

1

A bike ride from Thorpeness to Aldeburgh 20:00

2

A walk down Southwold Pier

Talking point

The pier was entirely rebuilt and restored in 2001 and is now about 190 metres (620 ft) long

LOBBY

STOP VR

Preview media **4:44**

A walk along Southwold Pier

0:18

Talking point

Angry Unhappy Neutral Happy Excited

Notes



Post immersion
Wellbeing check



Did you observe any adverse reactions
(eg. dizziness, motion sickness, head
ache etc.).

No Yes

SELECT ADVERSE REACTION

PHYSICAL

- ANGINA / HEART ATTACK
- ATTEMPTED TO STAND DURING EXPERIENCE
- DIZZINESS
- EYE STRAIN
- EYE TWITCHING
- FAINTING EPISODE
- FALL IMMEDIATELY AFTER IMMERSION
- FATIGUED
- GRABBED / REMOVED HEADSET
- HEADACHE / MIGRAINE
- IMBALANCE
- NAUSEA (MILD)
- NAUSEA (SEVERE)
- NECK / BACK PAIN
- PALPITATIONS
- SICKNESS, VOMITING
- SKIN REDNESS, IRRITATION
- SORE DRY EYES
- VERTIGO
- OTHER

Clear selection

Stage 3 Post immersion checks



69% complete

Forrest Macejkovic
LEVEL
Beginner

Fils in playlist: 2
 Total time: 26m 45s

20% BATTERY
WEARING HEADSET - BLACK-REINDEER
CONNECTED

A walk down Southwold Pier 4:44
1

A bike ride from Thorpeness to Aldeburgh 20:00
2

Back

Next

- Dashboard
- Start VR Session
- Film Library
- Settings

- Angel Kozlev
- About Reverie
- Analytics
- Log out
- Quit Reverie



Post immersion Feedback

Feedback

Angry

Unhappy

Neutral

Happy

Excited

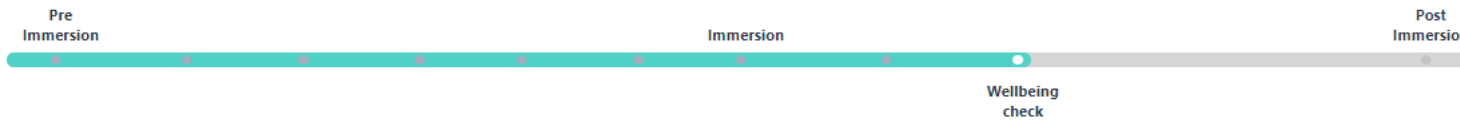
Ask Forrest how they are feeling

Select the emoji above that best suits your voyagers current state of wellbeing

[VIEW VIDEO GUIDE](#)

Stage 3 Complete voyager wellbeing form

69% complete



Forrest Macejkovic ✓

LEVEL
 Beginner

Films in playlist
2

Total time
26m 45s

20% BATTERY

WEARING CONNECTED ✓

HEADSET - BLACK-REINDEER

A walk down Southwold Pier 4:44
 1 ▶

A bike ride from Thorpeness to Aldeburgh 20:00
 2

[Back](#)

[Next](#)

- Dashboard
- Start VR Session
- Film Library
- Settings

- Angel Kozlev
- About Reverie
- Analytics
- Log out
- Quit Reverie



Post-immersion
Film review - Voyager



A walk down Southwold... 4:44
Rated 99% ★★★★★☆

1



Submit

sdbshbdsjhb asjbdhjsbd

Edit



A bike ride from... 20:00
Rated 99% ★★★★★☆

2



Submit

sadmbsamndb mnbsamdb

Edit



Forrest Macejkovic



LEVEL

Beginner



Films in playlist

2



Total time

26m 45s

19%

BATTERY



WEARING

CONNECTED



HEADSET - BLACK-REINDEER



A walk down Southwold Pier 4:44

1



A bike ride from Thorpeness to Aldeburgh 20:00

2

Stage 3 Complete voyager wellbeing form

78% complete

Pre Immersion

Immersion

Post Immersion

Review films

Back

Next

Dashboard

Start VR Session

Film Library

Settings

Angel Kozlev

About Reverie

Analytics

Log out

Quit Reverie

1 connected

A range of guides have been written and are being uploaded to the app and portal platforms to ensure there is adequate support for the application.

Virtual Reality
– Easy Read Guide



– What is
Virtual Reality?



Easy Read Guide Produced March 2025



**Adverse Reactions
Guidance**

Support and best practice guidance in the delivery
of VR sessions through the Reverie app.



Date of publication: January 2025



**Reverie Best
Practice Guidance**

Support and best practice guidance in the delivery
of VR sessions through the Reverie app.



Date of publication: January 2025



**Infection Control
Guidance**

Support and best practice guidance in the delivery
of VR sessions through the Reverie app.



Date of publication: January 2025 (Version 1.2)



**Risk Assessment
& Mental Capacity
Guidance**

Support and best practice guidance in the delivery
of VR sessions through the Reverie app.



Date of publication: January 2025

Redefining dementia care with immersive VR therapy

A groundbreaking carer driven VR solution improving the quality of life for dementia patients. Reverie enhances cognitive function in a safe, user friendly, and engaging experience.



www.reverievvr.co.uk



Welcome to The East of England Technology in Care Summit



DSPT
Better Security.
Better Care.



14:55pm Seminar

Danny Brown, Co-Founder, Simon Care Management

Title of talk: Autonomy through Confidence: Non-invasive and automated means to support carers and people with dementia in reducing stress and maintaining independence.



Autonomy through Confidence:

Non-invasive and automated means to support carers and people with dementia in reducing stress and maintaining independence.

Speaker: Daniel Brown, CEO SIMON



SIMON

People with dementia are people first

People like you and me

While dementia can be **life-changing** for both individuals and their caregivers



A dementia diagnosis should not deny individuals the **independence, control, and dignity** that they deserve to live with every day.



Caregivers want to be **informed, confident, and prepared** for the changing needs of those for whom they care.

We built SIMON guided by one simple question



SIMON



What is the most simple way to solve the biggest problems
for the most people?

Simplicity + scale + impact
(simple tech) + (widely available) + (autonomy) - (stress)

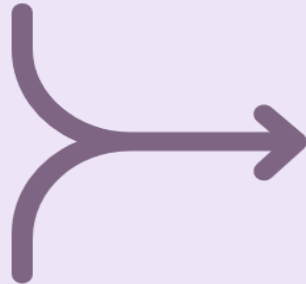
We rely on nudge technology to automate simple prompts



SIMON



As memory declines, demands increase on friends, family, and individuals living with dementia



People forget to take their medications, get lost, or completely lose track of the date, time, and even their appetite



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Combining a calendar, task list, location services, secure nudge technology,* emergency notification system, and Machine Learning

App functionality offers support to manage needs and alert users (and their caretakers) to abnormalities in behavior

*Secure nudge technology = the geo-specific prompts and push notifications necessary to extend independence i.e., securely prompting a door code as you arrive at home, a grocery list at the market, your ID information at hospital

Our goal is to promote autonomy

**Emphasizing out-of-home navigation and
socialization**

The smartphone is a great form factor

(The Intuition Study is proving that)

Features can support both person living with dementia and care partners



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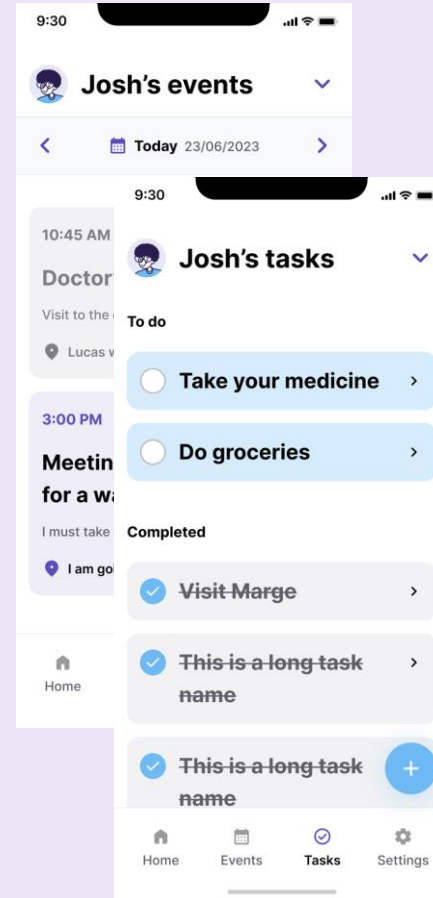
Emergency ID

- Provides real-time notification to care partners if PLWD arrives at an ER
- Pushes visible notification (*without the need to unlock the phone*) to PLWD's phone, providing name, emergency contact, date of birth, and eventually medical basics (allergies, history, etc.)



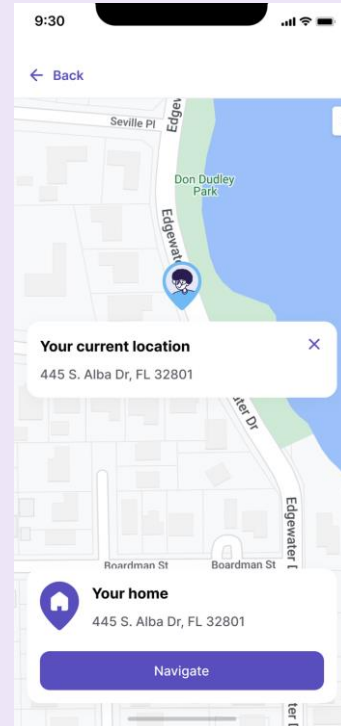
Calendar & Task List

- Shared calendars allow care pods to share responsibilities through assigning other people to events enabling better care for loved ones
- Shared task list provides autonomy in daily routines, with a trusted digital tool for checking off the task list
- Calendar and task list have been extensively tested, and built to capture the most necessary functions of the day



Location Services

- Knowing that someone is safe and where they need to be is a primary concern of individuals caring for PLWD
- Location services provides notifications upon arrival at new events, and will enable our proprietary ML model to predict wandering in PLWD who appear lost



SIMON currently focuses on 3 key use cases



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1. Supporting Loved Ones

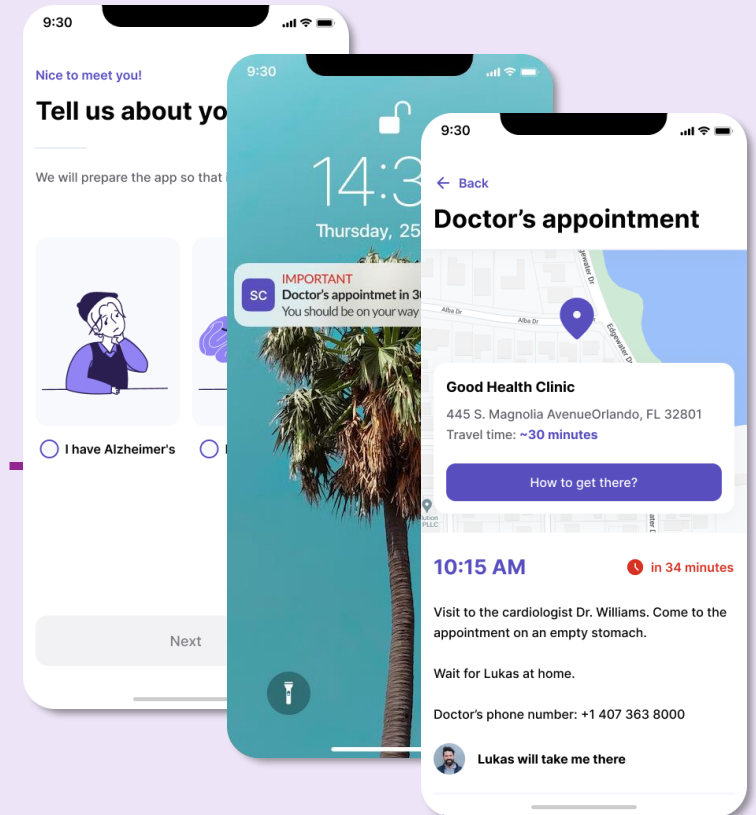
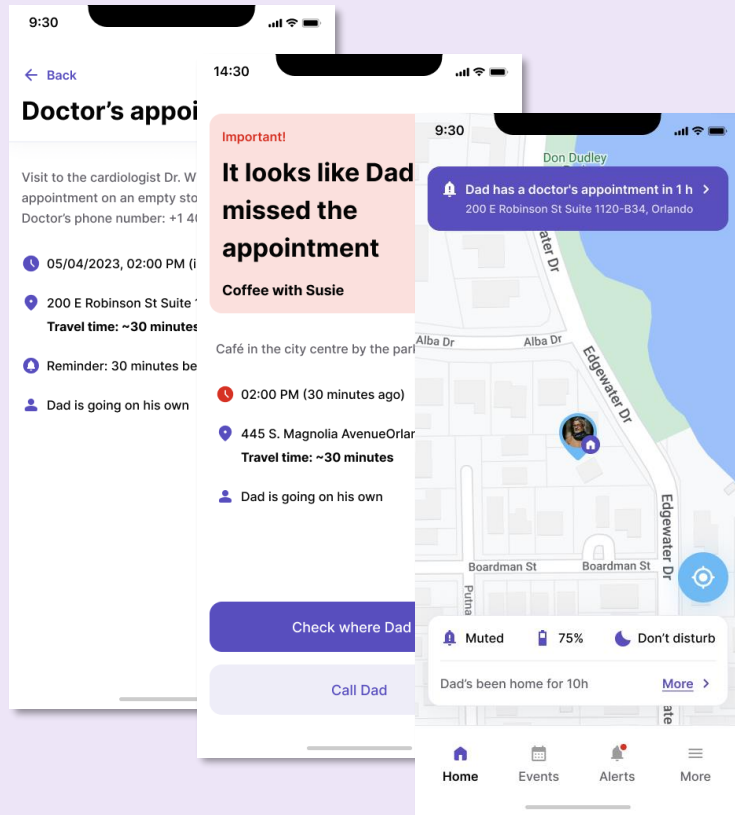
- Care management
- Coordination & delegation between caregivers
- Remote check-ins to retain independence

2. Data for Good

- Data for research
- Data for risk pooling
- Data for patients

3. Living with Dementia

- Health management
- Location support
- Socialization support



Memory triggers, or nudges, are really a series of rules, responding to environmental stimuli

What they're saying



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“The thing about it is, it provided an extra layer of reminder. I went to Scotland for a long-weekend, and it helped me remember to take my meds. And in everyday life, in normal life, I was remembering to take my meds because I was looking at Simon to communicate with James.”

“My siblings and I were always panicking about who would go with mom to her appointment, and fighting about one of us not taking on enough responsibility. Simon alleviated a lot of that negotiation, a lot of that resentment.”

“It gave me the confidence to travel, to be away from my husband”



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Final thoughts

Always include people with dementia in testing and trialling.
There are plenty of groups to support this (we work with Innovations in Dementia, great group)

Try to stay simple in your toolbox

Reach out, the care community is a real community

Thank you!



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Questions comments?



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Welcome to The East of England Technology in Care Summit



DSPT
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Better Care.




15:30pm Seminar

Gosia Kwiatkowska, BSc, MA, FHEA

Title of talk: The use of technology for Digital Advocacy for people with disabilities and differences.

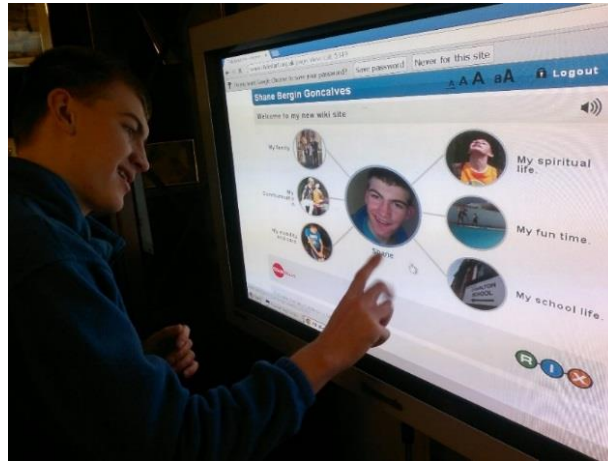
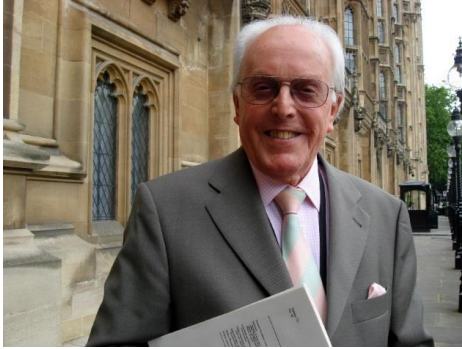




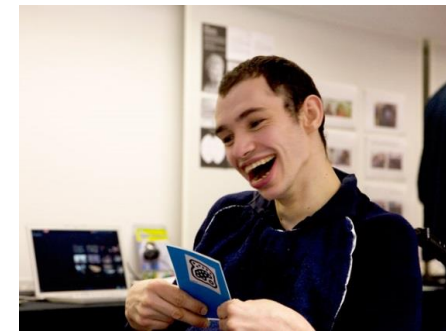
Digital self- advocacy for people with learning disabilities

Associate Professor,
Gosia Kwiatkowska
gosia@uel.ac.uk





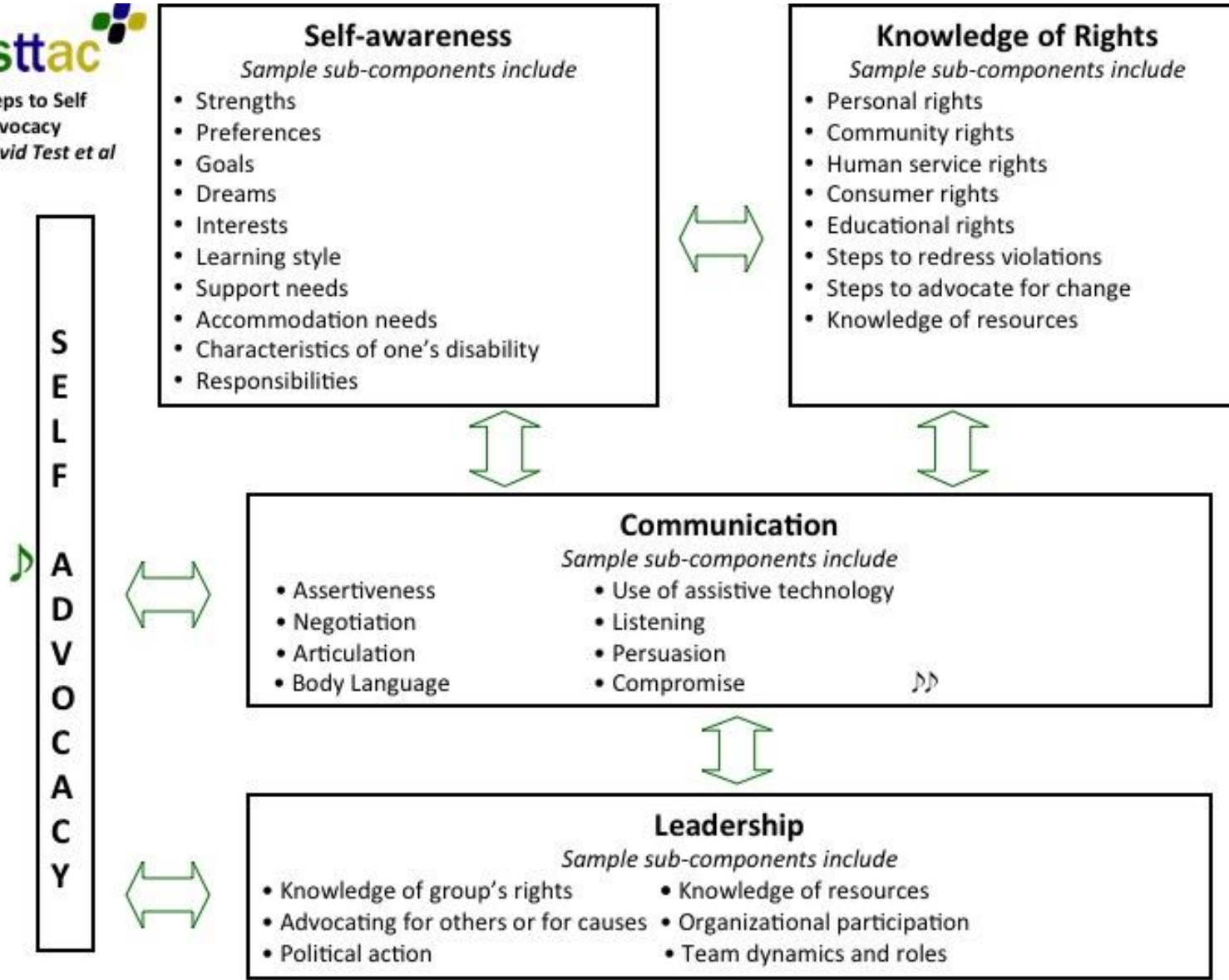
Rix Inclusive Research



Person Centred Working

- Person @ centre
- Teachers, parents, carers as partners
- Active listening and learning
- Person @ driving seat
- Requires: confidence and self-advocacy skills







What is digital self-advocacy?

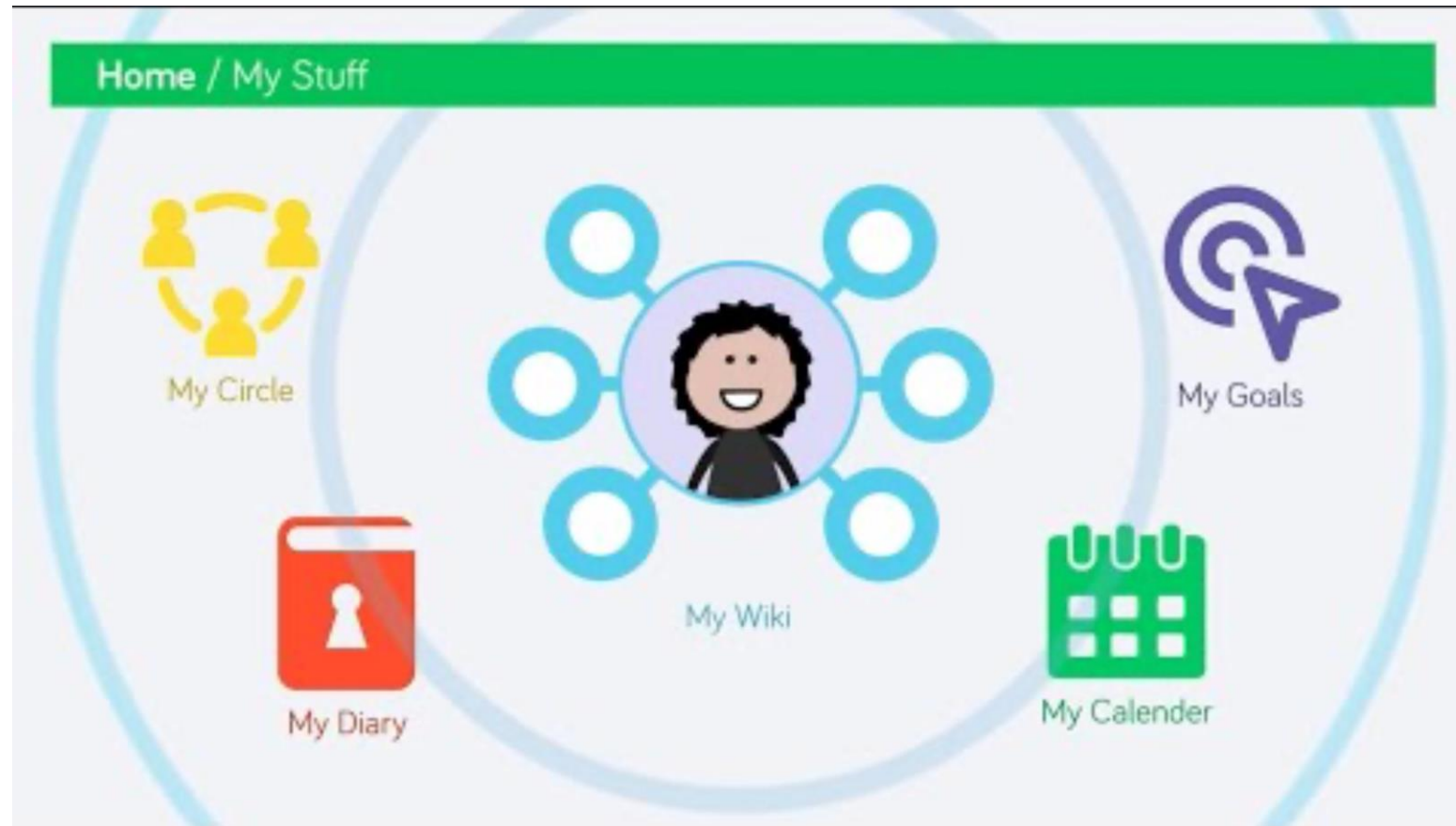


- Digital self-advocacy enables people with learning disabilities to express themselves, make choices, and participate in society using digital tools.



- It allows individuals to share their stories, communicate their needs, and advocate for their rights in accessible and meaningful ways.

Rix Multi me Toolkit



Guidance for Social Care Providers

- Promote digital self-advocacy in daily support
- Provide digital training and support
- Ensure digital accessibility in care settings
- Safeguard online safety and digital rights
- Foster a culture of co-production and participation





Conclusion

- Digital self-advocacy is a fundamental right for people
- By implementing inclusive policies, investing in accessible digital tools, and equipping social care providers with the necessary resources, we can create a society where people with additional needs have equal opportunities to express themselves and advocate for their needs.



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