

Stay Well at Home

Gwent E-TEC Project

Information sheet

Who is Who?

The new Stay Well at Home - Gwent E-TEC project is a free non-intrusive monitoring service being tested by Aneurin Bevan University Health Board (ABUHB) in partnership with a smart home monitoring provider, HOWZ. This system aims to help people retain their independence by supporting people to stay safer at home for longer. The project team consists of members of staff from the Blaenau Gwent MAS Service and HOWZ.

What and why do we collect information about you?

The Stay Well at Home - Gwent E-TEC project is providing a proactive digital care service, for people diagnosed and living with dementia to enable an independent lifestyle. The project provides technology-based kits to enable health and well-being monitoring in the person's home.

This is an important new service designed to reassure people during a difficult period and help identify signs of ill-health earlier, so that prompt advice and support are provided.

Devices provided will measure people's daily routine, temperature, pulse and blood oxygen saturation as key indicators. Specifically gathering objective markers of well-being along with subjective reports on an ongoing basis will result in alerts to the project team where significant changes are identified.

Where a change is detected, the project team, which is supported by clinicians, will contact the individual by phone or video link to further assess the situation. Those with severe and deteriorating symptoms will be redirected to the necessary team, i.e., GP or MAS Service, amongst others.

What devices will I receive and how they will be used?

This will depend on your needs, kits will be bespoke to fit individual needs. The following is a list of the digital remote monitoring devices you may receive:

- Interactive clinical devices that will monitor body temperature, blood oxygen saturation and pulse. These will need to be taken by the individual or a carer and provide the results.
- Motion sensors are placed in the home that measures movement so that significant changes can be identified. If movement was to significantly drop, for example, this may indicate a person has become unwell.
- Door sensor on the front or back door of the home. This can help to identify if someone has left or entered the home and if regular patterns of movement have changed.
- A smart plug attached to the most frequently used electrical item in the kitchen to identify if a person is following normal patterns of behaviour for eating and drinking.
- A tablet enabling a person to record and see their readings, interact with the project team and regularly answer a very short questionnaire about their health and well-being.

How long will I use the devices?

The project will initially be offered for up to a year, then it will then be reviewed.

Do I have to be involved in the project?

No. It is entirely up to you as to whether you would like to be involved in the project. It is an addition to your usual care, which will not be affected.

If, at any time, you decide not to be involved in the project your decision will in no way compromise your rights and the standard of care you will receive.

Can I change my mind?

Yes. You are free to withdraw at any time without giving us a reason. If you choose to withdraw, this will not affect your care in any way.

What do you do with my personal information?

Your contact details (name, address, telephone number, date of birth, NHS number, and other similar information) will be used by the project team to stay in touch with you.

If one of the devices you have in your home alerts us to a symptom or situation that may be a cause for concern, we will use your personal information to contact you.

Who can see my personal information and the data you collect from me?

Members of the project team will have access to your personal information to enable us to offer customer support.

The information collected by the devices in your home is monitored on a digital dashboard by the project team who remotely monitors your health and well-being. They will also be responsible for maintaining the dashboard.

How do I know my privacy will be protected?

Your personal information and data will be kept confidential and stored securely. All personal information shared with HOWZ is stored on secure NHS approved servers. We only share your information through a secure transfer portal. Data collected electronically, such as through the devices in your home, will be stored in secure access-controlled computer databases that can only be accessed by members of the project team. Both ABUHB and HOWZ have their own privacy notice, if you want further information then please access them here: <https://abuhb.nhs.wales/about-us/information-governance/>

What is in my records?

Your personal information (e.g., contact details, date of birth, NHS number, GP contact) as well as data collected by the remote monitoring devices. This data will be added to your ABUHB Health Record if required.

What is the legal basis for processing my data?

Please refer to the ABUHB and HOWZ privacy notices if you want further information. You can access these here:

ABUHB - <https://abuhb.nhs.wales/about-us/information-governance/>

HOWZ - <https://www.howz.com/pages/howz-privacy-policy>

How long will you keep my records?

We will retain your information as part of your overall health record at our Health Board in accordance with the ABUHB Health Records Management Policy. All Mental Health records will be retained for a period of 20 years or 8 years after death.

At the point of discontinuation of the service, Howz will remove the pseudonym from your non-identifiable records thus anonymising your data. Any personal data held by Howz will be deleted once transferred to ABUHB for retention in accordance with policy.

Withdrawing Consent

You can remove access for those you share data with at any time by contacting Blaenau Gwent MAS Service or the HOWZ team.

What are my rights about the data you hold on me?

Please refer to the Privacy Notices at:

ABUHB - <https://abuhb.nhs.wales/about-us/information-governance/>

HOWZ - <https://www.howz.com/pages/howz-privacy-policy>

Need further details on how we use the information we keep about you?

Please refer to the Privacy Notices at:

ABUHB - <https://abuhb.nhs.wales/about-us/information-governance/>

HOWZ - <https://www.howz.com/pages/howz-privacy-policy>

What if I have more questions?

Please contact the HOWZ team on 0203 86 86 850.

What if I am unhappy or wish to make a complaint?

If you are unhappy at any time and wish to complain formally, you can contact:

Chief Executive
Aneurin Bevan University Health Board
St Cadoc's Hospital
Lodge Road
Caerleon
NP18 3XQ

Tel: 01495 745656

Email: Puttingthingsright.ABHB@wales.nhs.uk

Details can be obtained from <https://abuhb.nhs.wales/about-us/complaints-concerns/>

Thank you for reading this information sheet