

Freedom of Information Act 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

Currently, we are working on Feasibility study of wearable devices for Healthcare service and Social Care service.

I would like to ask some questions below.

**1) What wearable devices used for your service? Reason for the select?
OR Are you considering to implement wearable devices for your service?**

Leicester City Council, via an Adult Social Services referral, provide three wearable Health Monitoring products potentially analogous to the products included in the "Product Market Redacted.pdf" document attached to the original FOIA request.

These are:

Nocturnal Hypoglycaemia Sensor

These devices are requested by Social Care staff to assist service users with insulin dependent diabetes. Such users, whilst sleeping, may experience symptoms that include perspiration and a drop in skin temperature. These are two common symptoms of hypoglycaemia. The device is worn on the wrist or ankle and will sounds an audible alarm and vibrates upon detecting either a drop in skin temperature or the presence of perspiration (sweating). This alarm and persistent vibration from the device is sufficient to awake most users from their sleep enabling blood tests and/or remedial action to be taken.

Fall Sensors (Waist and Wrist worn)

These devices are requested by Social Care staff to assist service users that may be prone to falls or have recently fallen. These fall sensors are helpful tools in the event of a Service User falling. The devices will automatically detect a fall and immediately contact LeicesterCare, the Council's local social alarm monitoring centre, even if the Service User is unable is incapable of manually seeking assistance. Some makes of fall sensor can be body worn on the wrist whilst others can be clipped to a belt or worn with a waist pouch accessory. Fall sensors will typically trigger an alarm if it detects either an impact, sudden acceleration, or the service user in a non-vertical position for a period of time. This is what occurs in the majority of falls.

2) Is it efficient? Revenue up? citizens satisfaction up?

The purpose of the Assistive Technology and LeicesterCare service provided by the Council is to help enable and support the independence of people with a varying range of issues including frailty, poor mobility, physical impairment, high risk of falls, enuresis, epilepsy, dementia and many other conditions. The wearable Assistive Technology devices described above, and provided by the Council, are a part of the overall Assistive Technology offer. These wearable services may facilitate timely hospital discharges, avoid admissions and readmissions into both hospital and

residential care, reduce the impact on primary health care and cost-effectively enable the citizens of Leicester to live their lives as independently as possible.

3) Wearable hardware satisfy you? If not, what are they? Contents?

Any Assistive Technology offered to service users will stem from an assessment of need undertaken by an experienced professional such as Care Management Officers, Occupational Therapists, Social Workers, etc. It is important to acknowledge that no one solution fits all service users so the selection of the right equipment for the right person is paramount. Therefore the Council understands any limitations or practical implications of selecting one device compared to another and endeavours to best match the needs of the service user to the functionality of the device.

It is also important to note that these types of wearable devices are prone to generating 'false alarms' due to the sensitivity of the devices. However, for the protection of the service user, generating an alarm in error is preferable to no alarm being generated in the event of an incident.

4) Number of customers using the wearable devices? Area?

The Council offers Assistive Technology and LeicesterCare solutions to the adult citizens living within the City boundaries.

Device	Number of devices currently in use
Nocturnal Hypoglycaemia Sensor	48
Fall Sensor (waist worn)	99
Fall Sensor (wrist worn)	25

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

If you are dissatisfied with the handling of your request please write to:

Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You may also seek independent advice from the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.