Executive Summary

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Recommendations

1 BSI should develop a standard to provide assurance in the emerging digital health market between app developers, health service providers and the public; and develop principles that allow personal information to be used as a commodity for accessing the right healthcare.

2 BSI should develop a standard to highlight the principles of handling money and finances, as long term care moves away from institutionalized models. The scope of this standard should look to include best practice for businesses and financial institutions for the financial transactions of older adults who are living with impairments.

3 BSI should work with the public, charities and other professional bodies to consider the key principles around developing a person-centric service for those that require long term care for a variety of conditions and scenarios.

4 BSI should work with providers of technology-enabled care products, services and systems to consider how standards can support the next generation of development and open up new markets.

5 BSI should focus on the needs and wishes of the public in order to build standards that will address further aspects of 21st century long term care provision, as outlined in this strategy document.

6 BSI should work with other countries to develop strategies and programmes for international standards that will help to place the UK as cutting edge in innovative long term care provision globally.

Recommendations 1, 4 and 6 meet common objectives of BSI and Innovate UK; these are the priorities for future collaborative projects between the two organizations.

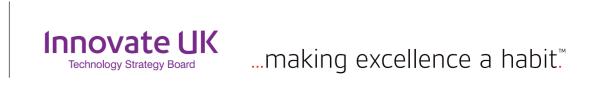# A framework for standards to support innovation in long term care

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Technology Strategy Board

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Innovate UK – the new name for the Technology Strategy Board – is the UK's innovation agency. Our aim is simple – to accelerate economic growth by stimulating and supporting business-led innovation. For more information about Innovate UK please see: www.innovateuk.gov.uk or contact: support@innovateuk.gov.uk.

Timely, consensus-based use of standards plays a vital role in ensuring that the knowledge created in the UK's research base is commercialized and brought to market as well as playing an important role in driving innovation. Innovate UK is working with BSI, Research Councils and Catapults to establish new standards earlier in the development of new technologies and services.
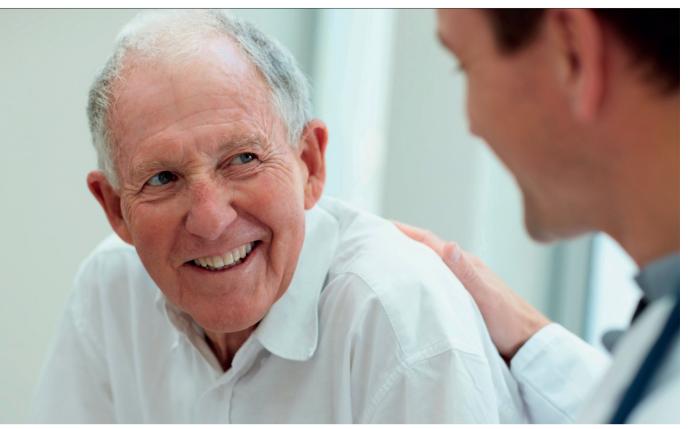
We are collaborating in four emerging areas to define standards that will accelerate the development of those technologies and services; and provide UK businesses with a competitive "first mover advantage":

Synthetic biology

Cell therapies

Assisted living

Offshore renewable energy

The four technologies are at different stages of development and face different challenges in their commercialization. All four technologies are internationally competitive areas, and it is important that the UK creates successful capabilities quickly.

BSI is the UK National Standards Body, and is responsible for developing British Standards and related publications that serve the interest of a wide range of stakeholders, including Government, business and society. BSI represents the UK view on standards in Europe, and internationally (ISO and IEC), and has a globally recognized reputation for independence, integrity and innovation, ensuring standards are useful, relevant and authoritative.

Innovate UK
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Introduction

Standards offer businesses and organizations the means to fine-tune their performance, manage risks while operating in more efficient and sustainable ways, and to demonstrate quality to their customers. Any service providing healthcare will be expected to meet standards and regulations, which reflect the quality of care provided, amongst other areas.

Research findings

BSI undertook research to establish what excellent long term care might look like in the future, the challenges in creating new approaches and how those challenges could be overcome. The results of the research showed long term care falls into seven categories: medical and healthcare needs; wellbeing; combating loneliness and isolation; personal care; day to day living; financial management and security. These seven categories form the basis for how standards could help to meet the expectations and aspirations of society in the future. Common principles of what participants felt constituted high quality long term care provision were flexible, well co-ordinated and tailored care and support, provided in a timely manner, in the home if desired, preferably by a person who knows the recipient and delivered by a team the recipient trusts.

Summary of the results

The public is keen to receive health and social care in settings beyond traditional GP surgeries, clinics and hospitals, such as drop-in health centres, and also wants to see improvements to out of hours services, or the possibility of home visits or remote consultations. The impact of information on digital health and wellbeing apps should be monitored and standardized as well, as this sector is continually growing.

Participants suggested broader activities should become available in the community so there is something for everybody to enjoy, and also highlighted the importance of companionship from the wider community (not just friends and family) to combat loneliness and isolation. This extends to better facilities being available in the community for older adults, such as better transport options.

More time could be provided so that carers can cater to the needs of individuals without being bound by time or workload constraints. Digital technologies could be developed and utilized in the home to make it easier to provide long term care, and also used to integrate information from around the home to ensure the individual is safe and secure. Clearer financial support should be provided to those who require long term care services.

Challenges

Challenges around providing a long term care service that is joined up and centred on the individual include achieving an early diagnosis, access to products and services when needed and smooth communication between agencies. With regard to paying for long term care, the challenge is to build a system that is seen as fair, affordable and that makes sense to people. A loss of continuity due to trusted workers moving to other roles and NHS bureaucracy were also cited as barriers. Finally, societal attitudes can be a challenge in terms of individual support and work opportunities in health and social care professions.