

BRING YOUR OWN DEVICE (BYOD)

THE USE OF AN ALEXA AND CONSUMER DEVICES IN A TELECARE SETTING



Falkirk Council



PROOF OF CONCEPT

The Scottish Government Technology Enabled Care Programme granted funding to Falkirk - HSCP which enabled a specific proof of concept. The parameters were defined and essentially meant that we would provide an analysis of:

- Implementation and deployment of Alexa in a Telecare setting
- Connection of the Alexa to the Alarm Receiving Centre
- Provide understanding of how Alexa links with other smart devices
- Capture views of Service Users and their families/carers
- Identify GDPR risks and Cyber Security risks
- Provide options for a sustainable future service delivery model

WHAT DID WE FIND?

Pros

- Service Users liked Alexa and the benefits it provided them
- Service Users were able to use Alexa
- There are no **corporate** cyber security risks
- **Procurement - Why Alexa and not others?**

Cons

- Service Users do not know how to set up Alexa or re-configure them without support
- **Alexa devices are not resilient in the event of power or connectivity loss**
- Alexa requires service users to have a mobile telephone and home broadband
- **GDPR**

GDPR

- The DPIA (Data Protection Impact Assessment) identified that Falkirk HSCP could not mitigate the risks of managing smart speaker devices on behalf of users. Therefore, we gifted the devices to the Service users. **We are not (and couldn't be) the data controller between the user and the device provider, the Service User is in complete control.**
- With the above in mind, any new project would need to consider the following elements:
 - The devices would be provided at no cost to service users (gifted) or Service users would provide their own devices (BYOD)
 - The user agreement makes clear that ownership of the device passes to the user
 - Falkirk HSCP would not provide support or manage the device but could support the user to benefit from it.
- There are risks during installation and support as the Service Users can require support to create online accounts (it is apparent that users are not concerned about this)

SERVICE USER FUNCTIONS

Alexa was used to:

- Summon help
- Contact anyone in the user's telephone address book, including our Alarm Receiving Centre
- Provide an easy to use reminder service, including, **Medication Prompts**
- Switch on / off / dim lights
- Switch on / off / adjust heating
- Support this demographic to engage with digital technology
- Entertain Service users, which assisted with alleviating social isolation

THE TECHNICAL STUFF.....

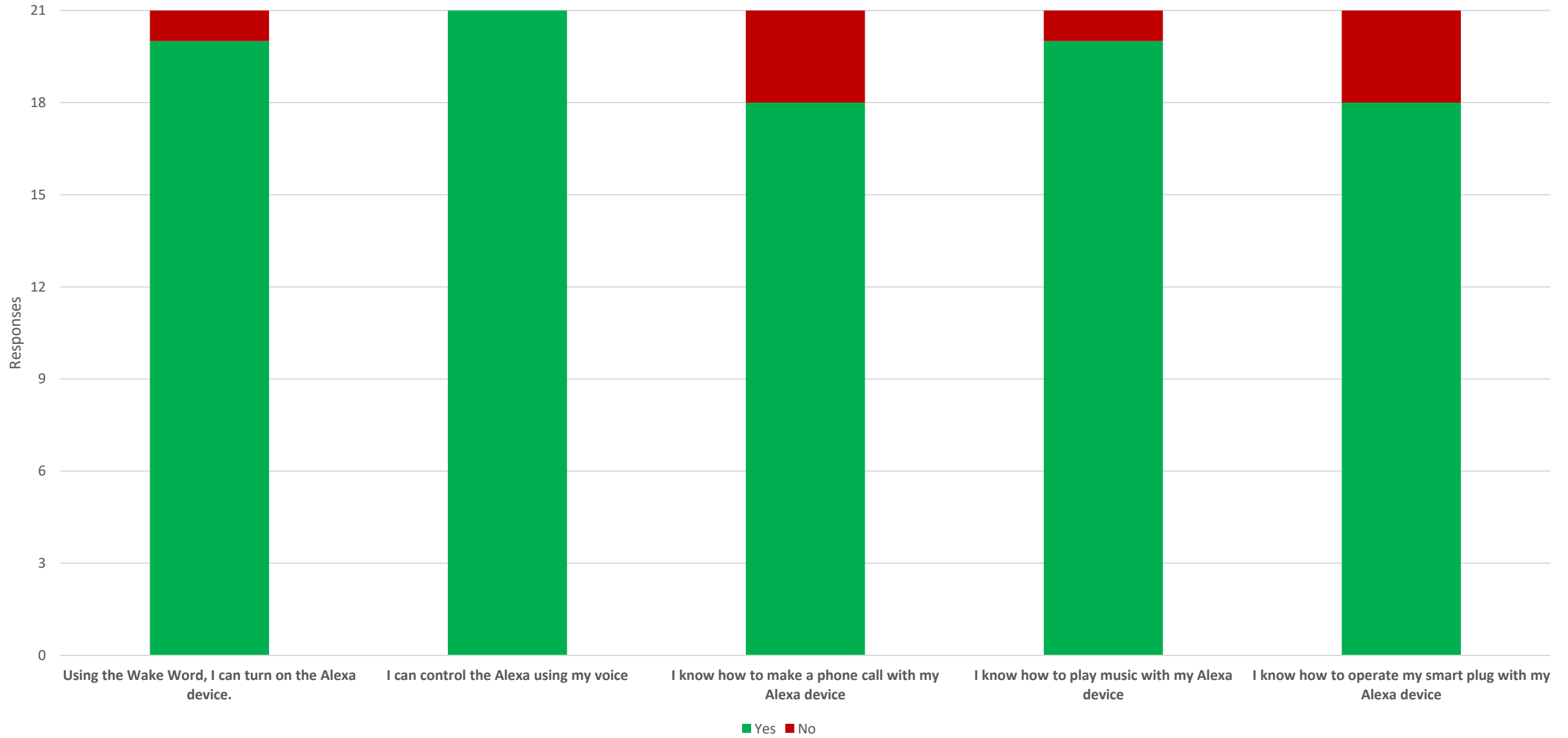
- Each service user was provided with an Alexa Device and an Amazon branded smart socket.

We found:

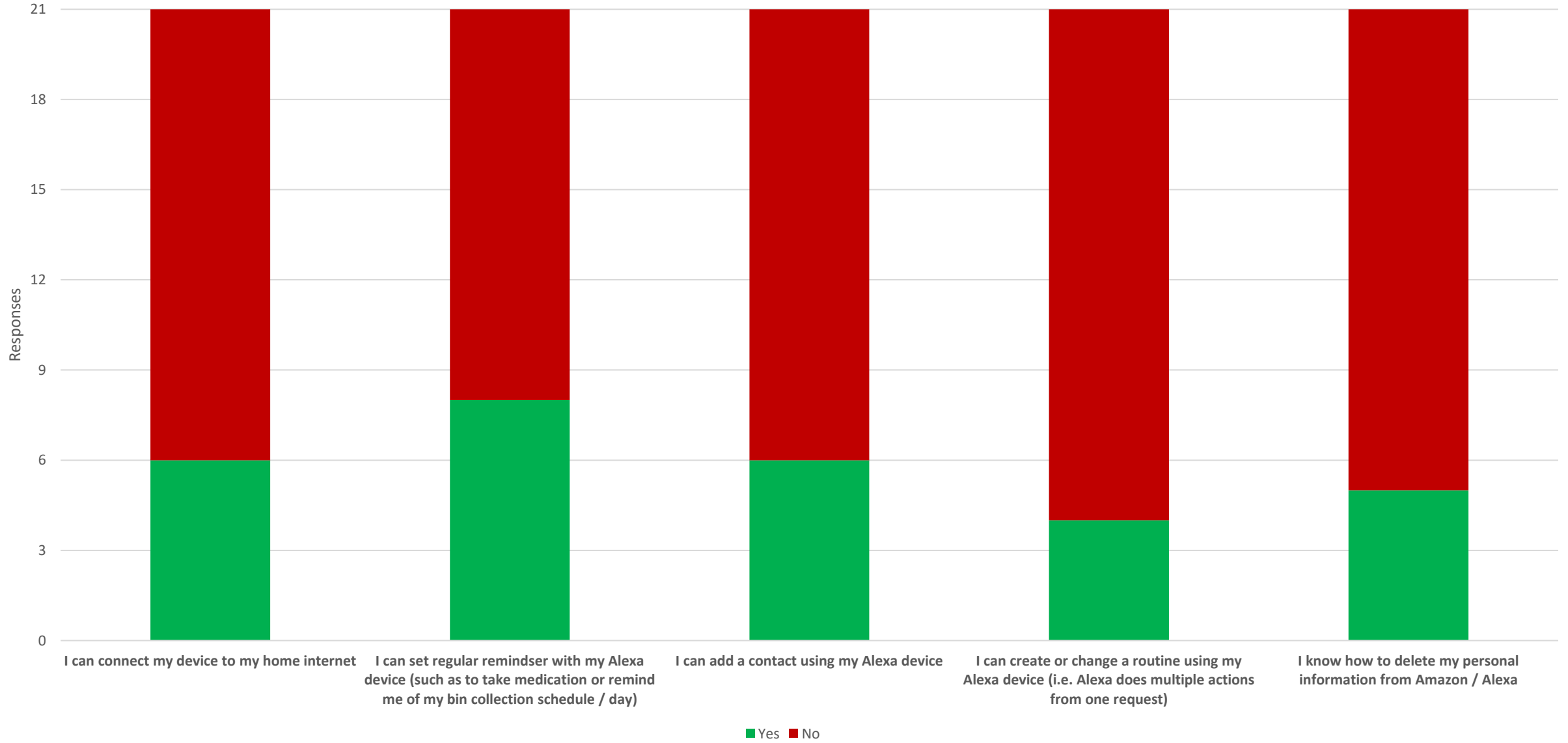
- The Echo show, whilst more expensive, was easier and quicker to install
- The Amazon branded SMART sockets were also easier to install and configure (plug and play)
- SMART phones and home internet is a requirement
 - We attempted to install 4G connectivity for users who did not have internet access – this caused a lot of issues and is **not** recommended
- Service Users who had an account with Vodafone / BT / EE could also receive incoming calls using the device
- The Service Users required an email and an Amazon account, they also needed to download the Alexa app to their mobile telephone
 - This was supported by our digital champion

USER FEEDBACK

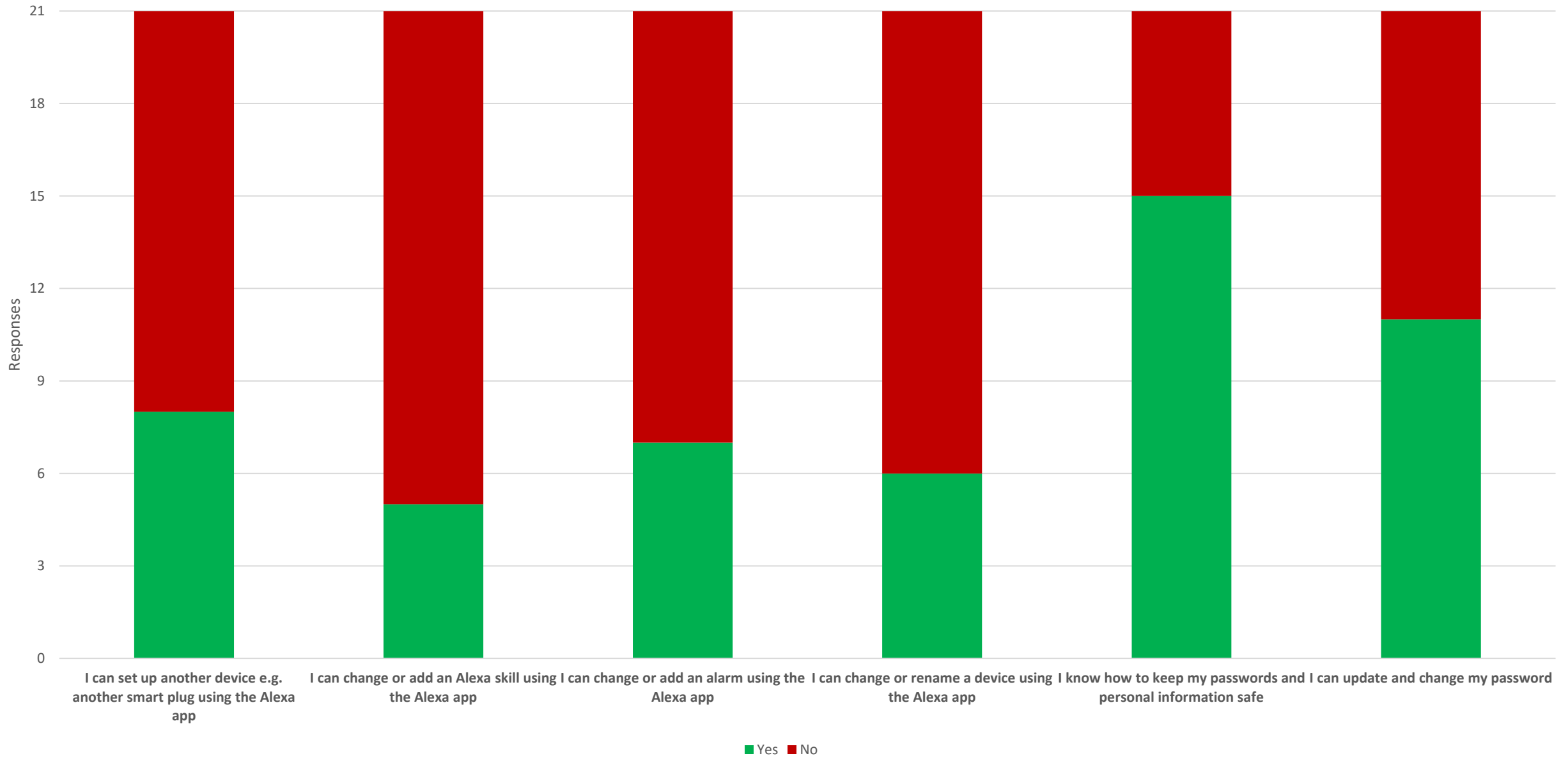
Using an Alexa Device to Support Everyday Life



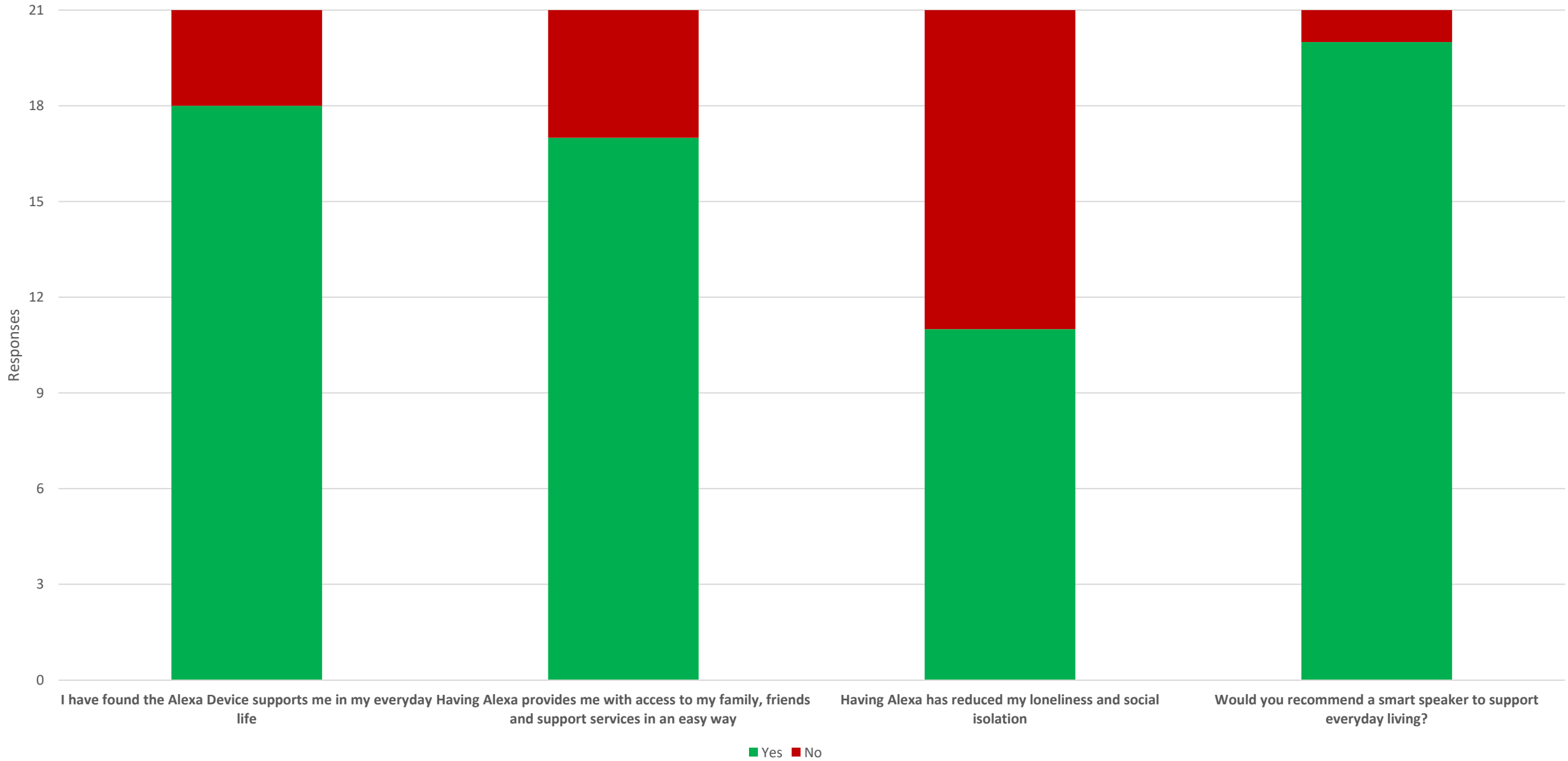
Configuration and Support Requirements



Support Requirements for Configuring Alexa App



Feedback from Service Users



- “Having the Alexa has changed quite a bit for me, using the Alexa has been easier than using my mobile phone”;
- “Using it sooner rather than later in life would be a better advantage to people. You always need help to know what to do. Help keep in touch with the outside world, it's useful and handy, especially when talking to my family”;
- “I can now call my family which I couldn't do before as I can't work a mobile telephone. I am partially sighted, and this has made a big difference. I am getting used to it and sometimes Alexa doesn't understand me, I have learned to use the wake word. I have told my brother to get one”; and
- “My husband was recently discharged from hospital, this device enabled him to access contacts without using a mobile phone and even kept him entertained”.

NEXT STEPS

- Falkirk are exploring any funding opportunity to scale up and gift Alexa devices to all telecare users
- Our scope would be to deploy smart speakers as a one off but provide ongoing support to users and their family
- We have begun engagement with Amazon UK and Stirling University, a transformational business case is being drafted for consideration by our HSCP.

QUESTIONS