

# Exploring the views and the use of information and communication technologies to access post-diagnostic support by people living with dementia and unpaid carers: A systematic review

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## Introduction

Post-diagnostic support includes all services that support and address the needs of people with dementia and unpaid carers.

The COVID-19 pandemic increased the use of **information communication technologies (ICT)** to access post-diagnostic support services.



<https://ageingbetter.resourcespace.com/pages/search.php>

## Review questions

1. How has ICT been used to access post-diagnostic support that address the needs of people with dementia, or those of the dyad?
2. What are the views of people with dementia and unpaid carers on accessing dementia-related post-diagnostic support services remotely?

## Methods

Searches were conducted across six databases in March 2021 and updated in March 2022.

Empirical studies, with any study design, written in English, French or German published after 1990 and that meet the following criteria were considered for inclusion.

- Participant lives with dementia and resides in the community and / or is an unpaid carer
- Study describes at least one ICT format to access post-diagnostic support that addresses the needs of people with dementia, or those of dyad, and reports on:
  1. The characteristics of support accessed AND / OR
  2. The views on accessing support remotely

The methodology of the studies was appraised using the Hawker tool.

## Results

18 papers, reporting on 17 studies were included. All studies were of good methodological quality.

Evidence emerged from six countries, and six studies investigated accessing remote support during the pandemic.

The presence or participation of an unpaid carer, alongside the person with dementia, was a requirement in four studies, and encouraged in two studies.

Figure 1. PRISMA flowchart

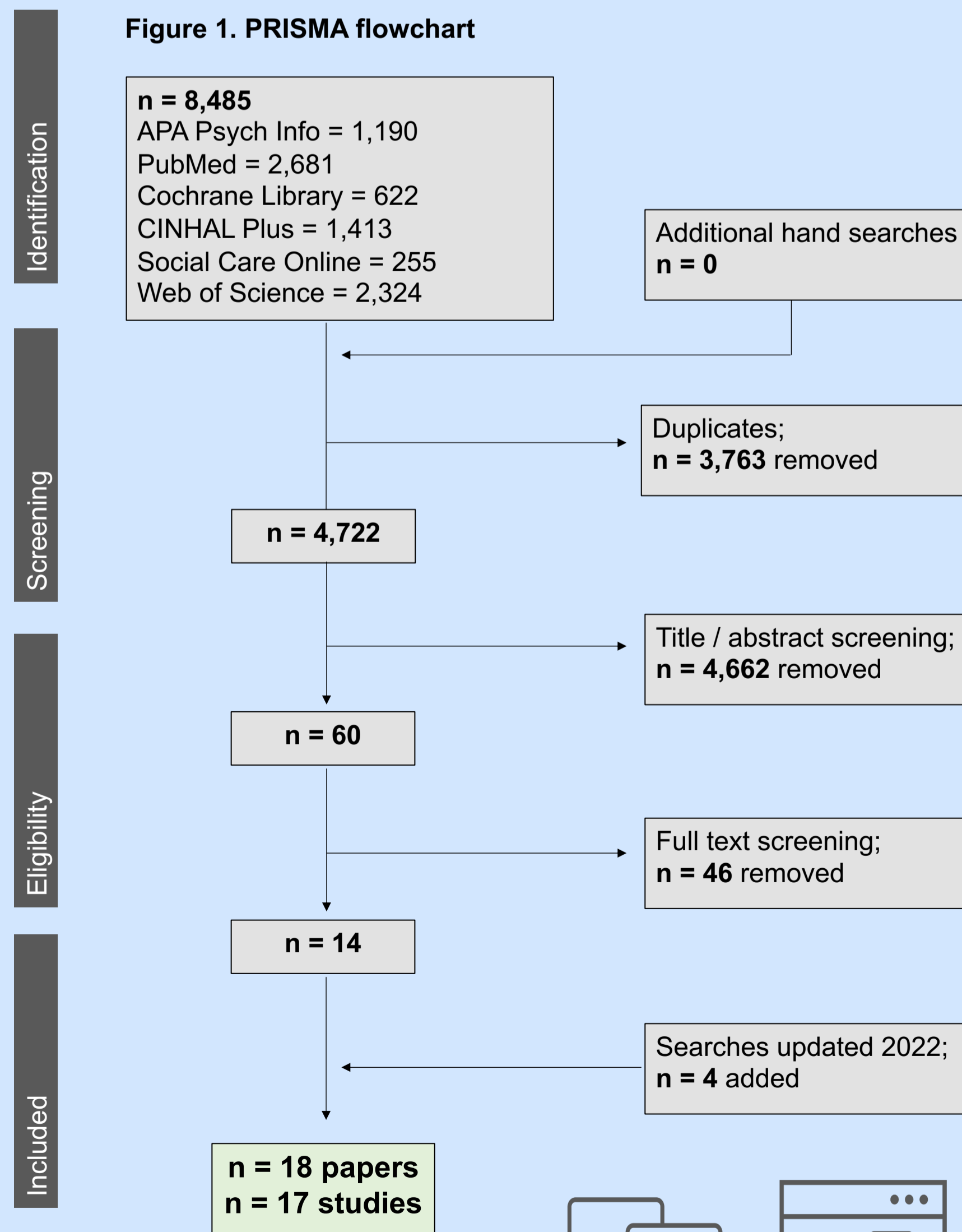
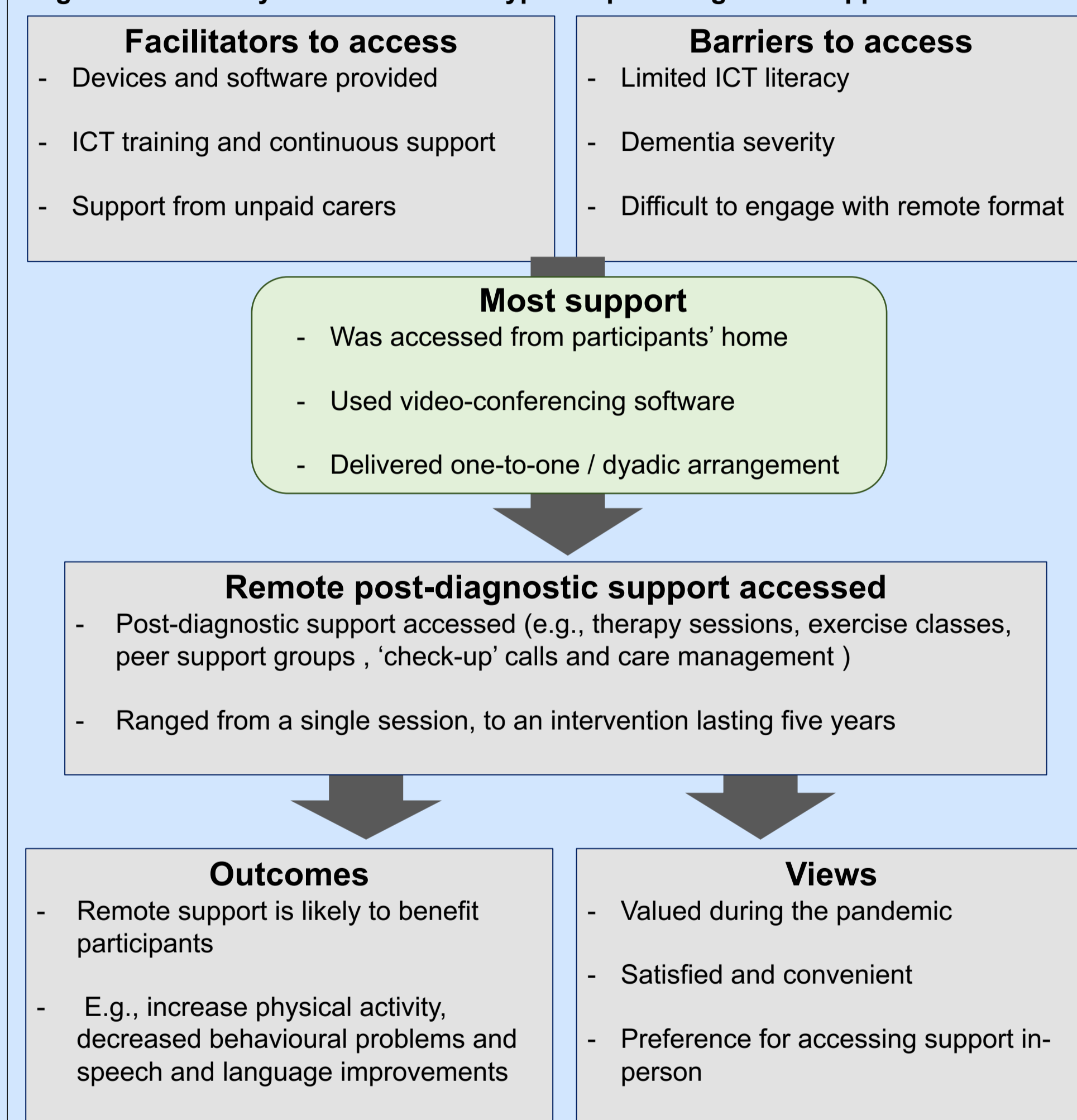


Figure 2. Summary of the views and types of post-diagnostic support accessed



## Conclusions

Remote post-diagnostic support benefits some people with dementia and unpaid carers, but a preference for in-person services was found.

**Further research** is required to understand what support people with dementia require to access and engage with remote post-diagnostic support.

As a **hybrid approach** to service delivery is likely to continue, it is important that services accommodate to care recipients who are **digitally excluded** or who **prefer** accessing services in-person.

This will help to avoid **widening inequalities** in access and health outcomes.