

Telecare Development Programme News

June 2009

Joint Improvement Team

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Launched in August 2006, the National Telecare Development Programme promotes the use of telecare as a means to assist more people in Scotland live at home for longer. The programme aims to provide a strong telecare foundation through the provision of a £16.350m development fund to enable telecare to become an integral part of community care services across Scotland.

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Telecare Development Programme Funding Allocations

All partnerships have been notified of their allocations for 2009/10. Some are requiring to complete telecare reviews. The intention is that formal grant offers will go out late summer with transfer of programmes in the autumn. Total allocations equal near £3.5m of £4m programme, £300k for Innovation Fund and £300k for Programme Management and ongoing monitoring. Innovation Fund submissions requested, particularly those demonstrating effective and positive impacts from including telecare with other parts of the system.

Joint reviews offered for 2009/10 – 5 have taken up this offer so far, any more should contact Moira Mackenzie (moira.mackenzie@scotland.gsi.gov.uk) or Grant Hughes (grant.hughes@scotland.gsi.gov.uk) urgently to schedule this year.

Progress with Awareness Raising

Raising awareness of the potential of telecare continues to be an important element of the programme. The following progress has now been made on the development of materials to assist those working at a local level.

DVD: An Introduction to Telecare

An introductory DVD on telecare is now available free of charge to all local telecare partnerships.

The DVD includes:

- A summary of the demographic challenges facing Scotland.
- An introduction to telecare/what it looks like and how it's used.
- Comments from key stakeholders working in local partnership areas, and service users and carers about the benefits and challenges of telecare.

Many thanks to all who have contributed to this area of work.

Digital Stories

As part of this awareness raising work, Karen Barrie from ISD has developed around half a dozen "digital stories" on telecare. These are in-depth interviews with individuals on particular elements/situations which are important to them. This approach has been particularly effective when used in other policy areas. The stories tend to consist of a series of photographs, important to the individual as illustrative of the situation they then outline in an accompanying audio commentary. The 'telecare digital stories' are available to partnerships free of charge to assist with raising awareness on the potential impact of telecare at a local level. In addition copies are available for all Telecare Lead partners and are distributed at conferences and events.

Case Studies Leaflets

Local partnerships have been submitting details of individual case studies as part of their quarterly returns on progress with telecare in their areas. These case studies have now been processed and published for wider use and circulation in leaflet format on the JIT website. Currently Dementia and Falls Management Case Study leaflets are available. In addition to this we have a leaflet on case studies from

North Lanarkshire and are awaiting approval to publish similar material from other partnerships. If you would like any case studies produced with the JIT format and published on our website please send them to Dawn Sungu (dawn.sungu@scotland.gsi.gov.uk). It would also be useful to have any photographs which you think would be useful to include. To see the case studies currently available please see the link below.

<http://www.jitscotland.org.uk/action-areas/telecare-in-scotland/telecare-case-studies/>



Training Update

Call Handling Workshop

A workshop took place on 30 April 2009 to discuss with managers possible responses to the many challenges facing call handling centres over the next few years. Topics included standards and accreditation; training, and partnership with health. The event was opened by Colin Anderson (Director of Midlothian Council, and representing ADSW) he summarised the range of service challenges and described how Midlothian Council intended to respond.

There was wide representation from all partnerships at this event. All material including presentations are available on the JIT website.

<http://www.jitscotland.org.uk/action-areas/telecare-in-scotland/telecare-publications/>



A report on the responses of participants, and the ways in which JIT can support change initiatives will shortly be available.

The event included a presentation from CSHS on their City and Guilds validated training programme (level 2) "Certificate in Supporting Users of assistive technology". We understand that Edinburgh Council are considering inviting CSHS to run this course for their staff later this year.

Telecare and Dementia

JIT developed a linked workshop on Telecare and Dementia (with special reference to safe walking) on 12 March, at the Iris Murdoch Centre at Stirling University. A further conference was arranged on 22nd May due to demand. All the material from these events will be available on the JIT website. A factsheet "Using Telecare to support people with Dementia" will shortly be distributed.

The event also marked the publication of "Using electronic technology to support people with dementia", a training pack prepared by Fiona Taylor, and published by DSDC, and North Lanarkshire Council. This pack has proved so popular, and useful, that we are now commissioning four other packs (on using telecare to support people with learning disability, sensory impairment, Mental health problems, and complex physical disabilities). These should be available by the end of this year.

Telecare Standards

The Telecare Services Association (TSA) launched their new code of practice In Scotland on 10 June. A team of staff from North Lanarkshire Council gave

a powerful account of what accreditation with TSA had meant for them, positive and negative! Brian Kerr explained why we are encouraging all partnerships to seek accreditation to a recognised code, and summarised other work on regulation and standards with the Care Commission and SWIA.

TSA are now running training programmes for partnership leads on the mechanics of applications and the detail of the standards. (Three Scottish partnerships will be attending the first session next month) JIT will be contacting all partnerships later in the summer to ask what they have decided to do in relation to accreditation, and if they want or need support.

Parliamentary Reception

On 29th April the Scottish Parliament debated the following motion:

“That the Parliament welcomes the developing role of the Aberdeen-based Scottish Centre for Telehealth and the contribution that it can make to developing telehealth across Scotland; in particular considers that there has been significant investment in angiography facilities for coronary heart disease across Scotland, and considers that a national system of decision support for healthcare professionals would optimise coronary reperfusion for patients suffering an acute heart attack”



Notwithstanding the narrow terms of the motion itself, the ensuing well attended debate secured an endorsement debate from all parts of the chamber for telehealth and telecare. A transcript of the debate can be downloaded from the Scottish parliament

website:

<http://www.scottish.parliament.uk/business/officialReports/meetingsParliament/or-09/sor0429-02.htm#Col16878>

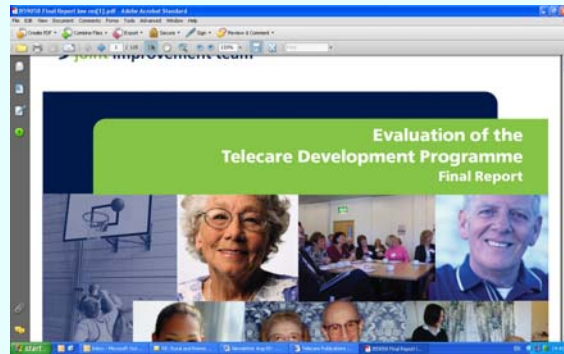
After the debate a parliamentary reception was held at which a number of partnerships were able to present the state of play with respect to telecare provision in their areas to the significant number of MSPs and other guests attending.

Evaluation Update

YHEC

The independent evaluation of the Telecare Development Programme (2006-8) by the York Health Economics Consortium has now been completed and the final report was launched at the “Working Together – Telehealth/Telecare Conference” at Airth Castle on the 24th February 2009. Copies of the report

have been widely distributed, and are also available on the JIT website. Hard copies are available on request to the JIT <http://www.jitscotland.org.uk/action-areas/telecare-in-scotland/telecare-publications/>



The evaluation contains important evidence about the benefits and efficiencies deriving from the contribution telecare has been making to the health and wellbeing of users, carers and their families.

Monitoring Progress 2008/9

Since April 2008, Newhaven Research has continued the telecare progress monitoring previously undertaken by YHEC. An update on the YHEC findings based on monitoring information provided by partnerships for 2008/9 has been prepared, and is now available on the JIT website.

<http://www.jitscotland.org.uk/action-areas/telecare-in-scotland/publications/>

The 2008/9 monitoring data shows:

- Significant progress against the telecare strategy 2008-10 has been achieved, with over 16,000 clients reported as beginning a telecare service since the start of 2007/8
- Increasing numbers able to maintain themselves at home as a result of telecare service provision
- Continued achievement of efficiencies in a range of areas including hospital bed day and care home bed day savings, on-site night care and home check visits required

In overall terms the report concludes that 2008/9 was a year of consolidation of earlier progress, but also notes that further work is needed to ensure telecare is mainstreamed across all care partnerships in Scotland.

Dates for the Diary: Telecare Learning Network Meetings 2009/10

The programme for the Telecare Learning Network has now been established for 2009/10 with the following dates agreed:

- Wednesday 19th August 2009
- Wednesday 11th November 2009
- Wednesday 17th February 2010

These will all be held at the Iris Murdoch Centre at Stirling University, with the Dementia Services Development Centre managing these events in partnership with JIT and the Chartered Institute of Housing in Scotland. As there are a limited number of places available, places are restricted to a maximum of 2 delegates per partnership, with the strategic telecare lead for each partnership identifying the 2 attendees within their partnership area. Reservations can be placed via Jemma Donoghue at jemma.donoghue@stir.ac.uk

Summary of Telecare Services

As part of the continuation in learning, from developments across the partnerships, JIT is currently collecting and collating information on the outcomes achieved nationally since 2006. The aim of the report, to be produced by September 2009, is to provide a practical document which identifies areas of good practice, innovative development and pressure points which will advise both local and national programmes. Throughout June/July 2009 partnerships will be contacted for information relating to their service developments. This will be through a process of face to face and telephone interviews. The input from local partnerships will be appreciated during this phase of the information gathering process.

Implementing Telecare – An Action Guide

The University of Glasgow is working with JIT to develop a guide to assist partnerships in their implementation of local telecare programmes. The guide will be very practically focused, and will include good practice examples and model materials. The contents have been developed based on learning from the joint telecare reviews being undertaken by 9 local partnerships across Scotland. A consultation copy of this guide was circulated to partnership contacts on 5th June and comments to be received by 19th June. It is intended to be published by August 2009.

Forthcoming Events

Full details of the following events can be found in the [Upcoming Events](#) section of the JIT's website.

- **September 2009**
CHPs Annual Conference – Date and Venue to be confirmed. More information can be found at:
<http://www/achp.scot.nhs.uk/pages/events.htm/>
- **16/17/18 November 2009**
National Telecare and Telehealth Conference - London
http://www.telecare.org.uk/information/47914/conference_09/