



TELECARE DEVELOPMENT PROGRAMME

SUMMARY OF CURRENT & DEVELOPING TELECARE SERVICES IN SCOTLAND

August 2007

Aberdeenshire- (IA: £316,248)

Governance: The development of Telecare is overseen by the Community Planning Board, with implementation managed by the joint Older Peoples Management Team.

Focus of TDF: TDF provides for a Telecare Project Officer employed by Robert Gordon University whose role is to develop a long term strategic approach to Telecare and develop specific projects with measurable outcomes. Three projects are being developed initially;

- A virtual care village model within an existing 27 unit sheltered housing complex at Inverurie, building on the existing call system and individual packages of support.
- Expansion of Intermediate Care Provision. The above complex will also provide 4 places of Intermediate Care (Max 12 week stay), with a range of integrated services including assessment and rehabilitation where risks will be managed/assessed through a combination of telecare and environmental controls.
- Management of Long Term Conditions – a service at Stonehaven will monitor the vital signs of approximately 20 older people on a regular basis, with information being reviewed by health practitioners in the local health service. Aim is to provide community based interventions within chronic disease management to prevent unnecessary hospital admissions.

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

Aberdeen City- (IA: £266,174)

Governance: Overseen by the partnership's Joint Future Operational Management Group, Aberdeen City will appoint a Telecare Development Officer to undertake the programme management and develop an overall strategic focus for Telecare.

Focus of TDF: The Telecare Officer will be funded from the programme and will also be responsible for the development and implementation of a programme of training for staff/service users/carers, including the provision of information packs and assessment materials linked to the ongoing development of Single Shared Assessment across Grampian.

There are also specific project elements covering:

- The expansion of a Rehabilitation step-down project at Smithfield Court, which provides a facility for people leaving hospital. TDF will be used to upgrade an additional 5 flats fully equipped with Telecare. Links are being made with the Scottish Centre for Telehealth to develop a pilot telehealth service on this site, or on alternative new development linked to the Housing for Varying Needs investment programme.
- A review of the existing community alarm service will also be undertaken to identify specific service users who may benefit from Telecare overlay (in particular where there is a risk of admission to hospital or care home).

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

Angus – (IA: £154,741)

Governance: Overseen by the Angus Community Planning partnership, with project management provided by a programme Reference Group consisting of Community Health Partnership Manager, head of Angus Council Housing Division and head of Angus Council Older Peoples Services.

Focus of TDF: There are a range of specific project elements being funded;

- Sidlaws Virtual sheltered housing scheme – Using videophones within the West Sidlaws area of Angus to undertake virtual visits/well being checks/encourage social interaction between recipients for approx 30 older people (+ 20 family/carers) supported by a peripatetic warden service, with transport links to facilitate shared activities.
- Doorstoppers Initiative –Using Door side bogus caller alarms with microphone linked to call centre to tackle the problem of high pressure cold calling – and establish “no cold-calling zones”. Referrals will be made by call centre staff to Trading Standards, Community Wardens, Police as appropriate, with the provision of evidence to support legal proceedings. The aim is to enhance the confidence and security of service users and reassure carers. It is anticipated that approx 280 Older People and other vulnerable households will be supported, with the development of an associated training DVD, and motion activated reminder devices to assist people to remember how to manage “cold callers” safely.
- Long Term Conditions Telehealth Trial - Establish how best the technology can be deployed to improve self-management and patient motivation, reduce episodes of unscheduled care and reduce need for home or clinic visits for routine testing within a GP practice serving a deprived or hard to reach community. Training on the use of the equipment will be provided by Practice/District Nurses, who will remotely monitor and provide follow up where required. Care companion Telehealth base unit with diagnostic peripherals e.g. peak flow meter, blood pressure monitor, glucometer, pulse oximeter and Carestation videophone with integral stethoscope. Approx 60-80 people per annum. 2 month mini pilot within the heart failure service, including 3 patients receiving care at home supported by the heart failure team based at Ninewells Hospital, Dundee. Subject to successful evaluation by July 2007, will then

expand to other heart failure patients and pilot in relation to other LTC,s e.g. COPD.

- Rural Virtual Clinics - Upgrade of equipment within a district nurse-led clinic in Letham to enable approx 60 older people, and other adults with restricted mobility to continue to consult with their GP in a medical practice 10 miles distant. Upgrade will involve updating videoconferencing/videophone equipment with a range of diagnostic equipment to be used in remote clinic setting and during district nurse visits to housebound patients. TDF will be used to implement this model in at least one other rural practice. This initiative will complement video based specialist consultations in Minor Injuries Units and in the delivery of the Out of Hours service. Approx 300 patients.
- Intermediate Care at Home
Rapid deployment of base telecare units with other peripheral devices alongside a tailored package of intensive care to approximately 30 service users (at risk of residential care home admission) at home, instead of other intermediate care setting
- Promoting Telecare
Equip 2 mainstream properties in Forfar and Arbroath with a full suite of telecare, telehealth and other assistive technologies for demonstration/training/promotion to staff, service users and carers. Anticipated to cover 50 assessment officers/care managers/GP's, 200 staff trained, 200 potential users and carers.

Procurement Approach: Have used the PASA National Framework.

Argyll & Bute – (IA: £141,953)

Governance: Overseen by the Argyll and Bute Telecare Strategy Group which reports to Argyll & Bute Strategic Health & Social Care Partnership.

Focus of TDF: The funding is being used to part fund a project manager for the Integrated Equipment Service whose role is to integrate telecare with other community equipment services to effect efficiencies in procurement, stock control, management and maintenance of equipment; to support the roll-out and promotion of Telecare; and to link in to a Telehealth pilot.

- Purchase of equipment to expand the current Telecare Response Service from 1,000 to 1,500 service users by April 2008. to include hub unit, bed sensors, PIR, medication dispensers, temperature extreme sensors and door exit monitors, lifestyle monitoring and telehealth monitors.
- LTC Telehealth pilot in Oban and Campbeltown to provide remote monitoring equipment, IT and training

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

Clackmannanshire – (IA: £75,000)

Governance: Overall governance provided by the Clackmannanshire CHP.

Focus of TDF: The telecare development funding covers 2 project areas;

- Equipping 5 houses currently used for respite to provide temporary accommodation for clients with learning difficulties, brain injuries and neurological conditions. The

properties will be fully equipped to assess individual need (fall detectors, chair/bed occupancy, video door entry, fire/flood and carbon monoxide detectors, cooker isolators, voice recognition, automated reminders, door management systems, epilepsy monitors, door and window controllers, movement monitors. The aim is;

- to aid transition from parental home;
- or hospital discharge;
- demonstration area for clients to try out equipment;
- or community respite.

Clients will then be assisted to move-on to independent living with a tailored Telecare package to suit their needs.

- Providing communication and prompting devices to clients with a range of cognitive problems (Ablelink technology including computer, PDA, telephone and camera plus software, hands free telephones which can be operated by touch screen or switch).

Procurement Approach: Have used the PASA National Framework.

Dumfries & Galloway – (IA: £219,964)

Governance: Telecare management group established to monitor progress reporting to the Joint Future Senior Management Group.

Focus of TDF: A part-time Project Manager has been appointed, who will establish baseline data, raise awareness, undertake evaluation for future local planning purposes plus recruit a temporary Care Manager to carry out initial assessments. There are also 2 key project strands;

- Long Term Conditions – Identification of approx 190 people with long term conditions with a high readmission risk to be targeted for a Telecare Service.
- Sheltered Housing Upgrade – 120 additional telecare packages to be provided to tenants within sheltered housing developments with the aim of delaying admission to care homes.

Procurement Approach: At present time, a more beneficial contract has been signed with an alternative supplier (Northern Housing Consortium).

Dundee City – (IA: £141,755)

Governance: The Telecare Programme Development Group is responsible for implementing telecare and reports to the Dundee Health & Local Authority Forum.

Focus of TDF: The TDF is anticipated to provide administrative support via one full time administrative post.

The intention is to apply telecare across a spectrum of care needs in different contexts built on the existing Community Alarm infrastructure. The specific projects include;

- Interim Lifestyle Monitoring using 5 portable, web based monitoring systems, with wireless sensors installed for a specified period (usually a week) to assist assessment of need.
- Bogus/Threatening Caller Initiative – provision of bogus caller alarms to 100 households which consists of an integrated camera and microphone to those at risk of domestic abuse, other vulnerable adults whose safety is at risk, and vulnerable witnesses.

- Rockwell & Tullideph Supported Living Project – 20 former residents of Dundee Liff Hospital with learning difficulties or autistic spectrum disorder who have been resettled in the community with 24 hour staff support, will receive a range of telecare sensors which will replace inappropriate technology more suited to a care home environment which had been previously provided to them.
- Smart Transitional Living Unit – An existing ‘smart flat’ facility which was designed to address the complex rehabilitation needs of adults with acquired brain injury (primarily for inpatients of Centre for Brain Injury Rehabilitation), is to be made available to other community-based individuals. Newer technologies are to be incorporated within the facility and subsequently assessed. It is intended to investigate how such a facility could be integrated with community alarm based technologies including some of the more advanced dispersed alarm technologies.
- Expand Technical Expertise – propose to send a clinical scientist on a 5 day course for training.
- Staff, Service User and Carer Training – Training for approx 200 members of staff/Trying out of equipment at new Joint Store which contains a suite of domestic rooms to allow equipment to be demonstrated. Also proposed to install a range of monitoring and support systems within the Disabled Living Centre for demonstration and assessment purposes.
- Provision of Assistive Technology – purchase of a broad range of assistive technologies to address a range of needs and disabilities for approximately 25 service users (Environmental Control Equipment, Integrated wheelchair Controllers etc. Part fund a Technical Instructor Post to support the introduction of assistive technology.

Procurement Approach: Not using PASA yet, but plan to use it in relation to this project where able to provide the required equipment.

East Ayrshire – (IA: £181,500)

Governance: East Ayrshire Joint Future Partnership has responsibility for the strategic direction of Telecare, with implementation undertaken by the Joint Future Implementation Group.

Focus of TDF: TDF is to be utilised to provide;

- Replacement of warden call systems in 2 sheltered housing units to enable the provision of SMART sensors.
- Provision of 112 dispersed alarm units with associated sensors tailored to individual need, which would link in with an assessment/rehabilitation house to be provided within the sheltered housing units.
- Provision of 25 wrist care units to be used as a joint social alarm and telehealth monitoring system, to review lifestyle patterns for individuals and the overall wellbeing of older people with dementia/people with chronic illnesses. Also to be used to support early hospital discharge.

Procurement Approach: Intend to use PASA

East Dunbartonshire – (IA: £143,260)

Governance: East Dunbartonshire Joint Planning Forum provides strategic governance for Telecare, with operational oversight provided by the Joint Older

Peoples Planning & Performance Strategy Group (with a specific joint steering group established).

Focus of TDF: TDF is to be used to;

- Contribute towards the cost of upgrading the current Hourcare 24 calls handling equipment
- Purchase stocks of Telecare equipment (*numbers to be confirmed*)

Procurement Approach: Have used the PASA National Framework.

East Lothian – (IA: £82,401)

Governance: Governance is to be provided by the East Lothian Partnership which will receive reports from a Telecare Project Board.

Focus of TDF: TDF has been used to appoint a Telecare Development Officer to scope out a Telecare Strategy. In addition it is proposed to;

- Undertake training and awareness raising,
- Purchase and installation of 30 core units of telecare equipment, and provide for the pump priming of a response service.

Procurement Approach: Plan to use PASA in relation to this project.

East Renfrewshire – (IA: £125,176)

Governance: Governance provided by the East Renfrewshire CHCP which is a subcommittee of the East Renfrewshire Community Planning Partnership. Project management will be provided by the Older People and Long Term Conditions Group. Telecare is to be an integral part of the whole system service redesign for people with Long Term Conditions which is being undertaken on a phased basis.

Focus of TDF: Specifically the TDF will be used within the implementation of Phase 1 (People in own homes) & the initiation cost of Phase 2 (Extra Care, Sheltered, Very Sheltered) to provide;

- Input to Assessment & Care Management Training
- Information
- Purchase of stocks of equipment for approx 50 service users, including pendants, flood/gas detectors, door monitors, PIR's, falls detectors, bed/chair monitors, door controls. Telemedicine/monitoring devices are to be considered within phase 3 (Chronic Disease Management) of the overall strategy.

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

Edinburgh (City of) – (IA: £565,711)

Governance: Overall governance is provided by the City of Edinburgh Partnership, with a Telecare Programme Management Group overseeing the delivery of the programme.

Focus of TDF: A temporary project manager has been appointed using TDF plus proposing to employ a half time administrative support officer and a full time Telecare Assessment Officer. The following specific projects have been outlined;

- Upgrade of the current Community Alarm software which is considered essential to enable many of the projects submitted.
- Upgrade of call systems in sheltered properties to full wireless, broadband. Pilot to include 3 developments with 125 units in total.
- Pilot with Supporting People housing support providers to reduce waking night or sleepover cover via the use of telecare.
- Improve hospital discharge performance by utilising medication dispensers/wrist bands linked to community alarm technology and existing support services. This will also involve the promotion and demonstration of telecare to hospital staff.
- Remote door locking systems to be used to enable access for care professionals to the homes of approximately 20 people with complex needs.
- Provision of comprehensive 'Smart House' technology to 2 service users
- Development of promotional materials for Carers to increase uptake of service.
- Study visits of up to 40 places to support the development and implementation of the projects
- 150 additional telecare packages

Procurement Approach: May use PASA in planned upgrade to existing system.

Falkirk – (IA:£197,162)

Governance: is provided by Forth Valley Health and Falkirk Council Housing and Social Work Services.

Focus of TDF: Falkirk have identified a number of very specific, projects in priority order to be taken forward as part of the programme. A number of these involve upgrading and expanding existing MECS (Mobile Emergency Care Service) provision;

- Modernising MECS Operations – upgrade and relocation of current hardware and software to enable introduction of more sophisticated trigger devices to current 5,700 community alarm users.
- Passive Alarm Replacement – existing telecare is several years old and requires substantial upgrade and modernisation. Propose to upgrade the older technology and employ a broader range of sensors (gas, flood, smoke, temp extremes, wandering, CO2) within more complex configurations, particularly equipment for approximately 60-70 people with dementia, learning difficulties or memory impairment.
- Increase Falls Detection Programme – increase of current national award winning Falkirk Falls Management Project within FVAHT to an additional 50 people who have been assessed as being at severe risk of falling
- Ablelink technology.
- Upgrade and expansion of Environmental Control Equipment.
- Modernising Alarm Pendants/Council Housing – Replacement of outdated pendants (radio frequency change) to approx 100 people with mobility problems living in dispersed housing.
- Sheltered Housing Smoke Alarms – linking of smoke detectors to community alarm system in 15 satellite bungalows (20 service users) to improve safety for residents.
- Increase of Fixed Cellular Terminals – provision of an additional 6 temporary phone lines to enable vulnerable people to be connected to MECS service on an emergency where there is no current fixed telephone line.

- Increase Epilepsy Monitoring – provision of basic community alarm equipment with sensors to monitor tonic/clonic seizure for an additional 12 people.
- Zero touch Sensors – an increase of 6 of these triggers to address needs of those with lack of movement or poor manual dexterity who are unable to use standard trigger devices..

Procurement Approach: Have used the PASA National Framework.

Fife – (IA: £485,376)

Governance: The Health & Social Care Partnership is responsible for the strategic direction of Telecare development, reporting to the Fife Community Planning Partnership. A Telecare Implementation Group has been established for ongoing operational issues.

Focus of TDF: TDF is to be used to provide 2 temporary posts - Telecare Implementation Manager, and Telecare Training/marketing Co-ordinator. Although operation will be Fife-wide there will initially be a focus on the following specific new developments;

- Intermediate Care (West & Central Fife)
- Levenmouth Whole System Initiative - Introduction of Lifestyle Monitoring integrated with telehealth to assist in multi-agency assessment, care planning and support.
- Interagency Out of Hours Services
- Expansion of existing Telecare Service to an additional 280 users

Procurement Approach: In discussion to determine whether use PASA framework or other model for procuring telecare services and equipment.

Glasgow (City of) – (IA: £911,102)

Governance: Overseen by the Glasgow Community Planning Partnership, Glasgow's approach to Telecare is part of its wider strategic plan to modernise the home care and alarm services.

Focus of TDF: Funding is focused on the acquisition of telecare devices to support 750 home care service users, with a small element retained for equipment installation and training. The following specific uses are identified for TDF;

- Purchase of Core packages for 750 service users (unit, pendant, smoke alarm, bed sensor, PIR detectors, temperature extreme sensor) plus around 150 enhanced packages including fall, flood, gas detectors.

Procurement Approach: Have used the PASA National Framework.

Highland – (IA: £331,527)

Governance: is provided by Highland Community Care Partnership under the auspices of the Joint Committee for Action in Community Care. A dedicated project board has been established for Telecare, with the project manager role being undertaken by the Joint Head of Community Care integration.

Focus of TDF: TDF is to be utilised to provide external project management, development of new telecare assessment processes and procedures, staff training and awareness raising, and evaluation of implementation. In addition, the following specific projects are to be undertaken;

- **Telecare Service:** Upgrade of existing community alarm service to Lifeline 400 for 3,264 service users by end of December 2007 (components of basic package currently being reviewed).
- **Telecare Plus:** enhanced telecare service in a number of areas of Highland to inform roll-out to approximately 300 service users with a wide range of specific needs. This will involve the provision of Lifeline 4000+ alongside range of additional sensors (smoke detectors, extreme temperature sensors, flood detectors and PIR detectors). This additional core package will also be used in more remote areas to save on staff/engineer time. On basis of assessed need, also provide environmental risk sensors (fire, flood, temperature, gas shut off), personal risks (falls, inactivity, burglary, bogus calls etc) and personal care aids (enuresis and epilepsy). Also automatic medication dispenser to release home care staff time.
- **Calls Monitoring:** Cost/Benefit analysis to be undertaken to determine the most cost effective, and efficient solution for calls handling for the whole of Highland by March 2008. Joint procurement of new equipment and devices also being explored with Moray, Aberdeenshire and Aberdeen City.

Procurement Approach: Have used the PASA National Framework.

Inverclyde – (IA: £123,922)

Governance: is provided by Inverclyde Joint Care ELPA through the Joint Care Board and the Joint Future Partnership.

Focus of TDF: TDF is to be used for training for assessors, promotion and installation costs, and for a number of specific service developments;

- The provision of 3 telecare demonstration centres – within Hillend Respite Centre, Inverclyde Centre for Independent Living and a planned intermediate care facility to raise awareness of telecare, facilitate training and provide a facility for service users/staff/carers to see technology (including smoke, flood, extreme temperature, PIR's, Carephone, pendant, CO Detector, door contact, bed and chair occupancy, fall detector, bogus call, pressure mat, pill dispenser).
- Provision of 10 mobile telecare packages to support hospital discharges (including door alarms, medication prompts, PIR's and fall detectors).
- Telecare support to 8 service users with Learning Disabilities who are being discharged from long term hospital care.
- Upgrade of community alarm provision within 123 sheltered housing units to enable remote response out of hours, with recycling of duplicated units to other service users.

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

Midlothian – (IA: £111,845)

Governance: is provided by the Midlothian Community Care Partnership. Strategic direction is informed by the Joint Community Care Executive Group which requires reporting from the Telecare Joint Forum (Multi-agency).

Focus of TDF: TDF is being utilised to 'pump-prime' the broader system infrastructure and includes the following staff posts; 2 social care workers within the Rapid Response Team, a Telecare Development Worker, a part-time (10 hrs pw) Telecare Advisor to advise on appropriate technology, Training and computer infrastructure costs. Midlothian have given clear commitment that these posts are either of a temporary nature or will be funded from identified resources after the period of the funding.

The above focus has been identified for TD funding as Midlothian have identified significant capital resources to upgrade their current community alarm service to a Telecare Service. A core package will be provided to approximately 170 service users including a personal alarm or trigger, 2 smoke detectors, 2 flood detectors, extreme temperature sensor, 2 PIR's, intruder alarm and bogus caller alarm. Additional equipment (bed/chair occupancy, fall detectors, medication reminder, and wandering alert) will be provided on the basis of individual assessment.

Procurement Approach: Although not using TDF for equipment, Midlothian are exploring the use of PASA and its compliance with council procurement policies.

Moray – (IA: £121,280)

Governance: Overall governance is provided by the Community Health and Social Care Partnership Committee, with a Management Group having devolved accountability for managing funds and achieving operational targets. An operational group has been established for the Telecare project which involves key stakeholders.

Focus of TDF: Telecare is to be focused on people receiving intensive home care packages and/or at risk of readmission as identified by SPARRA. The TDF will contribute to project management (full time project officer in place), training (including the development of a tele-learning module), plus the purchase and installation of telecare equipment for 110 service users by end of March 2008.

- The current Community Alarm Service will be enhanced to include additional sensors on a needs led basis for 110 users (PIRs, falls and bed/chair occupancy monitors, smoke, temperature, flood and gas sensors). Lifestyle monitoring will be used in the person's own home for an assessment period on discharge, with local NHS staff monitoring the data. The Community Hospital also has video-conferencing links to the Grampian Acute Hospitals, and it is anticipated that this facility along with telecare/telehealth, will allow service users to have more of their health monitoring provided nearer to home (A virtual Medical Ward scheme is already in operation). The project will start in the Keith/Speyside area which is rural and has few residential options for people who need extra supervision at home.

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

North Ayrshire – (IA: £131,140)

Governance: Governance for the Telecare Programme is provided by North Ayrshire Older Peoples Partnership which is a decision making group of senior managers across Health and Local Authority. They are responsible for the management of all service delivery/development relating to Older People Services in North Ayrshire.

Focus of TDF: TDF is to be utilised to purchase equipment (gas cut off valves, GSM transmitters, wandering alarms, bed occupancy, medication dispensers, CO2, fall, flood, extreme temperature, smoke detectors, bogus callers buttons, activity sensors) for approximately 20 service users by end March 2008. In addition the funding will be used to recruit a co-ordinator to support staff/assessors in the use of telecare devices, and devise systems to record performance of telecare within North Ayrshire. Confirmation has been given that ongoing funding will be available from other sources.

The TDF will focus on the following specific projects;

- The provision of a dementia respite service utilising Telecare to 20 high risk clients in the Irvine/Kilwinning area, with the aim of preventing admission to a Care Home.
- Providing Telecare and a response service to 20 Older people with complex needs who require care management and additional support to stay at home.

Procurement Approach: Not planning to use PASA as have other arrangements in place.

North Lanarkshire – (IA: £452,127)

Governance: Overall governance is provided by the North Lanarkshire Health and Care Partnership. A named officer is to be appointed (not in post yet) who will report to the Older Peoples Project Board in terms of operational progress.

Focus of TDF: The TDF is to be used fund the short term Project Leader post and to meet the start-up revenue costs associated with additional community alarm service cover, and support staff. Publicity materials also to be developed. Specific project elements include;

- The upgrade of the existing alarm system plus additional telecare sensors,
- installation of video cameras in 17 sheltered housing complexes,
- equipment for Intermediate Care service,
- telemedicine, pages and locators.

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

Orkney Islands – (IA: £75,000)

Governance: Overall Governance is provided by the Orkney Community Planning Partnership, with operational responsibility undertaken by the Joint Management Team which is a decision making body with the remit of monitoring joint strategic progress and setting joint working priorities across Social Care, Housing, Health and the voluntary sector.

Focus of TDF: TDF is to be utilised to provide training and purchase telecare equipment.

A specific project focus has been adopted, with the aim of informing wider roll-out of local processes/applications.

- The initial focus is on supporting 4-8 people with moderate dementia and their carers, by utilising a lifestyle reassurance system – currently reviewing a range of potential equipment to identify which would be most effective (Quiet Call, Just Checking, other Tunstall and Initial systems). After initial evaluation of this element of the project it is planned to extend the use to very sheltered housing to support people with moderate dementia.

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

Perth & Kinross – (IA: £190,825)

Governance: The Perth and Kinross Health and Wellbeing Partnership will oversee the telecare programme at a high level, and a Telecare Working Group has been established to progress the development and implementation of the programme.

Focus of TDF: A project manager has been appointed and an identified supplier has been identified. Currently identifying targeted 100 service users for pilot phase to test processes. TDP will be used to fund IT and Accn contingencies, purchase and installation of equipment for pilot phase of 100 service users, marketing and training, project management. Additional resources has been identified to support the implementation of telecare and provide additional staffing for the enhanced response service and call centre. Also additional funding from within Supporting People fund identified to provide 1000 telecare packages, post pilot phase. Telecare Business Case has been developed. The overall project based focus is;

- to provide 1000 basic telecare packages (module, pendant, smoke alarm, heat sensitive monitor, flood detector, 2 PIR movement detectors) to targeted current community alarm/homecare/sheltered housing service users and 200 new users by end December 2008. In addition, additional devices will be provided for approx 100 of these clients on the basis of assessed need (e.g. property exit monitors, falls detectors).

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

Renfrewshire – (IA: £241,048)

Governance: Renfrewshire Community Health Partnership has charged the Older Peoples' Joint Planning and Performance Improvement Group with responsibility for monitoring and evaluating the Telecare project. A project group has been established, led by the Assistant Principal Officer for Home Care.

Focus of TDF: The focus is on key areas where problems lead to hospital admissions, readmission or admission to institutional care. Approach will target falls prevention, dementia, needs assessment, medication prompts and aiding rehabilitation/promoting independence.

- Renfrewshire has an established telecare service (Basic alarm with pendant, gas, smoke, flood detectors and pressure mats), and it is anticipated that an additional 150 service users will receive enhanced packages of telecare

(lifestyle monitoring, medication alarms, chair occupancy, dementia clocks, audio/visual controls) by end March 2008 via TDF.

Procurement Approach: Have used the PASA National Framework.

Scottish Borders – (IA: £159,932)

Governance: Scottish Borders Community Planning Structure 'New Ways' provide overall Governance for the approach to Telecare. There is a partnership Telecare Development Group taking forward implementation.

Focus of TDF: The TDF to be used to fund a Telecare Development Manager post and meet various infrastructure costs including training, telecare promotion, review of storage premises, integrated data systems.

- Main approach is to develop more integrated systems for Telehealth and Telemedicine and will involve the provision of a basic telecare package to 3150 users and a complex telecare package to 250 users by end March 2008.

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

Shetland – (IA: £50,000)

Governance: Development of Telecare in Shetland is overseen by the Community Health Partnership, with practical implementation taken forward by the Older Peoples Services Team.

Focus of TDF: TDF is to be utilised to fund a part time project manager (in post from Sept 2007) to develop the strategic role for Telecare and implement key projects; the purchase of equipment to enhance a mobile Response Service; and expand the range of Telecare sensors available. There are 2 key project elements to the use of TDF in Shetland;

Reshaping the On-Call, Out of Hours response service, which could potentially involve upgrading and purchase of equipment to enable this to operate more effectively. Upgrading the current Community Alarm Service with a particular interest in providing enhanced telecare packages (e.g. fall detectors, pressure mats) to 15 vulnerable people in the community and 5 people with Dementia (exploring the use of tracking technology linked into existing Telecare infrastructure).

Procurement Approach: Not planning to use PASA as have other arrangements in place.

South Ayrshire – (IA: £157,400)

Governance: Overall governance and management is undertaken by the South Ayrshire Joint Future Planning Partnership who are responsible for the strategic, planning development and monitoring of joint services. This group reports into the South Ayrshire Community Planning Partnership.

Focus of TDF: South Ayrshire have an existing, but limited, telecare service which uses a broad range of telecare devices on the basis of assessed need (including movement, smoke, falls, flood, carbon monoxide, temperature extremes detectors, epilepsy monitors, video door entry, wandering client, environmental controls, pressure

mats, bed/chair occupancy and enuresis sensors). South Ayrshire is currently upgrading all its community alarm platform to facilitate additional sensors. TDF is to be used to enhance and develop the existing mainstream service by;

- Training and information workshops for 200 assessment and care management staff, including the development of staff and service user handbooks,
- Provision of a telecare service to an additional 300 people by the end of March 2008 (upgrade to 4000+, environmental controls – falls, hearing impairment, dementia - lifestyle monitoring).
- Have delivered initial awareness raising materials to Senior Social Workers and Community Health Managers. Also more detailed training will be delivered to Assessment and Care Management staff.

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

South Lanarkshire – (IA: £419,728)

Governance: Joint Future Older Peoples group is responsible for the implementation and strategic direction of the South Lanarkshire Telecare Initiative.

Focus of TDF: The focus is on developing the current ad hoc telecare service arrangements into a robust telecare strategic infrastructure. An additional 240 service users across a range of client groups anticipated to benefit. TDF to be used for;

- Temporary Telecare Co-ordinator and Telecare Technician posts,
- publicity,
- staff training,
- potential requirement for additional resources in the response service,
- Telecare equipment in response to assessed need and an upgrade to the Control Centre equipment to facilitate telecare calls handling.

Procurement Approach: Not using PASA National Framework, but are considering it.

Stirling – (IA: £122,527)

Governance: The Telecare Programme project group reports internally to the Stirling Older Peoples Development Group and to the Community Care sub Group of the Local Housing Strategy. The OPDG reports to the Community Health Partnership and the Forth Valley Older Peoples Strategy Group.

Focus of TDF: The funding is to be used for the purchase of telecare equipment for older adults along with the implementation of a training programme for staff. It is anticipated that the project will define two different levels of telecare service, basic and enhanced, building on the current Community Alarm service. Assessment processes and criteria for access to both will also be identified, with the enhanced equipment provided on the basis of assessed need. 50 new service users are anticipated, along with 50 who will have their services enhanced. A broad range of anticipated equipment is identified including dispersed telecare units, GSM receivers (for those without landline connections) home safety package, telemedicine monitors, bed/chair occupancy, CO Detectors, door entry/exit systems, epilepsy sensor, gas shut off valves, medication dispenser, pager solutions.

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.

West Dunbartonshire – (IA: £142,429)

Governance: The Health Improvement and Social Justice Partnership oversee the performance of the project, with decision making delegated to the Older Peoples Strategy Group.

Focus of TDP - purchase of telecare for wider use by older people in the community to assist in the prevention of long term care admissions, delayed discharges, hospital admissions and readmissions. Training of assessment staff and response staff. The specific areas are:

- Telecare assessment packages in the five step up step down flats as part of wider rehabilitation (including bed sensors, chair sensor, movement detector, flood, fall, smoke and heat sensors and enuresis).
- Upgrading smart technology to a sheltered housing complex - smoke and heat sensors.
- Use of telecare in the wider community using a variety of sensors - smoke, heat, fall, flood, bed, enuresis, gas, movement, chair, pressure pads etc. Also use of ruggedised alarms - these are short term use alarms which do not require a land line to work, they work through using a sim card from a mobile phone. These are beneficial in circumstances where a landline requires repair, someone has moved into temporary accommodation and there is no landline, someone has moved house and there is going to be a delay in getting the landline installed.
- Mobile assessments packages to provide a wider assessment of people living at home in the community (smoke, heat, bed, chair, enuresis, alarm, movement)
- Anticipated number of service users is 350.

Procurement Approach: Have used the PASA National Framework (although have purchased the Home Free Wandering System outwith the PASA framework as advised the supplier that they were unable to join the PASA list of approved providers for 4 years).

West Lothian – (IA: £220,163)

Governance: is provided by the West Lothian Community Health & Care Partnership Board who have delegated authority to take policy decisions on behalf of the Council and NHS Lothian. Implementation is via the existing Home Safety Service.

Focus of TDF: West Lothian have an existing mainstream telecare service in place, and the specific project proposal will further develop this;

- Expansion of existing telecare core packages to a further 500 service users. This includes duplex speech unit, smoke detector, 2 x PIR's, 2 x flood detectors, extreme temperature detector.
- Extension of lifestyle monitoring to 100 service users in the community to help to identify the early on-set of illness. Core unit with a range of sensors relaying regular data which is then reviewed/assessed against general patterns of behaviour.

Procurement Approach: Generally not using PASA as have other discount arrangements already in place with supplier. However where items not covered in existing supplier agreement and where PASA would be more cost effective, will use it.

Western Isles – (IA: £75,000)

Governance: Overseen by the Western Isles Partnership, via the Health and Social Care Project Group.

Focus of TDF: The following specific elements have been identified;

- Undertake training for the existing call centre staff on the use of the full range of telecare equipment, to develop a consultation resource for assessment staff.
- Purchase of 4 sample equipment displays for Lewis, Harris, Uist and Barra
- Increase the basic equipment range to existing service users with a diagnosis of dementia.
- Hold an interagency event to promote understanding of existing out of hours health and social care services.
- Wider stock of response triggers and further range of equipment
- Equipment fund for people with complex needs
- Response service budget with cash threshold set per individual

It is anticipated that the above range of developments will support 25 new service users with complex needs, and up to 60 existing users being reassessed for a wider range of equipment supply (principally those with dementia).

Procurement Approach: Not using PASA National Framework yet, but plan to use it in relation to this project.