

# Telecare Development Programme News

## October 2010

**Joint Improvement Team**

St Andrew's House, Edinburgh EH1 3DG T: 0131 244 3715 |

E: [jit@scotland.gsi.gov.uk](mailto:jit@scotland.gsi.gov.uk) | W: [www.jitscotland.org.uk](http://www.jitscotland.org.uk)

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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

Scottish Government support for the national Telecare Development Programme continues for a further year, with grant funding of £4 million being made available in 2010/11. All local partnerships in Scotland have confirmed their ongoing involvement, and have received grant offers of approximately £120,000 each. Funding transfers are due to take place in the Autumn.

Within their plans for this year, Local Partnerships intend to further mainstream telecare services and increase convergence with telehealth activity (particularly around Long Term Conditions Management). Details are contained within a summary of the 'Statements of Intent 2010/11', produced by the Joint Improvement Team which also identifies match funding contributions from local partnerships of over £5.5 million. Additional detail includes:

- 16 partnerships continue to use an element of TDP to fund staffing. Mainly project management and admin but some responder/technical staff (22% of TDP Funding)
- 11 intend to use TDP funding for some element of training/awareness raising/marketing, although this does not tend to represent significant proportion of funding (i.e. 5% of TDP).

- Majority of funding is being applied to purchase of equipment and funding of projects.
- The convergence agenda with health strongly features, with 23 partnerships outlining an element of this in their proposed development plans.
- Interestingly a small number of partnerships (five) are developing approaches which will integrate data from telecare more effectively within main data systems.

Partnerships also remain committed to evidencing the impacts of telecare supported services, with all 32 agreeing to continue with their quarterly monitoring returns for 2010/11. Though extremely useful for national purposes, these have also been utilised effectively for local reporting and benchmarking across partnership areas.

## Assessment Report on the Development of Telecare in Scotland

Newhaven Research have recently completed an independent review, which:

- Presents data on the growth of telecare through TDP funding, based on the quarterly reports submitted by Scottish local partnerships.
- Provides an assessment of progress against the initial business case made for TDP funding in Scotland, using the quarterly reports and other available data.
- Provides a broader review of progress against '*Seizing the Opportunity*' – the Telecare Strategy for 2008-10.
- Considers the extent to which efforts to promote telecare over the period 2006-10 have led to mainstreamed services across Scotland.



In summary the report concludes that, “a great deal has been achieved in a short space of time. Most local partnerships in Scotland are on the way to delivering telecare as a mainstream service, there are recognised and accepted standards for this service, and increasing awareness of the power of telecare to

transform lives as well as working practices.”

The report will be published in electronic format and will be made available on the JIT website.

## Telehealthcare Action Plan

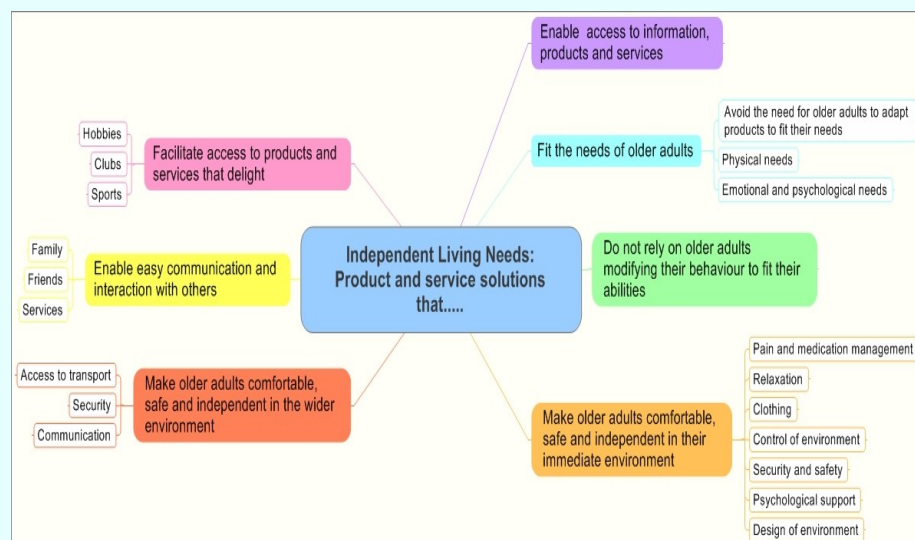
Building upon the priorities and activities outlined in *Seizing the Opportunity: Telecare Strategy 2008-10*, and the Scottish Centre for Telehealth's Strategic Framework, a Telehealthcare Action Plan is currently being progressed by the national Telecare Programme Board. The Action Plan aims to provide strategic direction for Telehealthcare in the period up to 2012 and guide/support local activity. A draft plan was agreed at the Board meeting on the 20<sup>th</sup> of August, and will be the subject of a wider consultation to ensure it is reflective of local experience and priorities.

## Telecare Learning Network Event: 11 August 2010

There is an ongoing programme of quarterly Telecare Learning Network events, which are jointly sponsored by the JIT and the Chartered Institute of Housing in Scotland. Practitioners meet to update on programme activity, discuss a themed issue and network with colleagues working across Scotland. The dates and programmes for each event can be accessed via the Joint Improvement Team website, and are hosted and facilitated by the Dementia Services Development Centre at the Iris Murdoch Building, University of Stirling.

The most recent network event: "Scottish Technology Showcase: Partnering for Innovation", explored the potential benefits and challenges of a closer collaboration between industry and health and care practice. Janette Hughes, Project Manager with the Scottish Enterprise-sponsored Wellness, Health and Innovation Project (WHIP), provided an introductory overview. She identified a number of emerging opportunities for the Scottish business community to provide solutions in support of Independent Assisted Living (IAL) and explained that WHIP's role is to assist Scottish companies analyse and understand the market influences better and to use these opportunities to best effect.

To this end, WHIP supported a recent research project which sought to better grasp the issues from an individual



perspective. Around 25 people were asked to maintain diaries of daily activities, and identify associated challenges/experiences which may present

business opportunities. Data gathered from this project will be used to inform the development of suitable products for the market place.

Though there are new IAL products and services, much of the time these products fail to meet the needs of users. Manufacturers need to continue to bridge the gap between products and services, whilst tackling the challenges that ergonomics and design present.

The main opportunities identified included:

- Providing safety in older people's own, as well as wider, environment
- Enable easy communication and interaction with others
- Access to information
- Access to products and services that delight
- Fit the needs of older adults
- The behaviour of older adults should not be expected to be modified to fit their abilities

Users are looking for better quality of life and companies are aware of the need to deliver better solutions to meet gaps in market. What barriers are there for older people in utilising this technology and why are some products failing to be used? Even at this early point in time, companies are able to make some educated guesses. For instance, though there is a small research base from which to effectively market products, companies are beginning to understand the market well enough to begin to make products that meet the diverse needs of users and this can be seen in two innovative products that were demonstrated at the event:

The first was a 'Home Hub' solution which can package together social



integration activities e.g. keep in touch with families/peers, alongside wellness promotion, safety, health monitoring applications. The second was a device called eConsole which has the benefit of being able to link peripheral devices in. As it is PC and

not TV-based, it can utilise a great number of software applications. The company is currently working with Age Concern and Stockport Council to explore implementation as well as collaborating with Lothian on data protection.

At two upcoming workshops, loosely organised around the themes of Falls Prevention & Management and Dementia Care, technology developers will

present their products and solutions and are interested in honest feedback. Scotland is rich around technical expertise, but successful products and innovations need to reflect the service context and user needs. Quality feedback can therefore support the development of business models that can be used to support technical development.

## **Improving Procurement**

Work continues to find the best way to support partnerships in the Procurement of telehealthcare equipment and services. Nick Kempe, of Scotland Excel continues to take the lead, working with a steering group convened by Colin Anderson (ADSW and Telecare Programme Board member).

The steering group has met twice since the last newsletter was published. Unfortunately, a number of members were unable to attend both meetings and this has meant that it is hard to achieve real ownership of detailed work or proposals from the two subgroups. The specification subgroup has made most progress, and the final draft of the equipment specification they have been working on will be presented to the Joint Network event on 3<sup>rd</sup> November.

We have now had two meetings with National Procurement making sure that NHS procurement issues are properly represented and two telehealth specialists are to be invited to join the steering group. In addition, we continue to talk with Buying Solutions to make sure that anything we develop here in Scotland adds value to what is already available. In addition we are talking to colleagues in Wales who have been down the same exploratory path and face similar difficulties.

As indicated there will be a presentation on this work stream at the Network event on 3<sup>rd</sup> November, and we hope that participants will not only have opportunity to comment on progress so far but will also advise us on objectives for the next phase on the work plan, indicating which options are likely to be most helpful to them locally.

## **Telehealthcare Education and Training Update**

### **Telehealthcare Competency Framework**

The implementation of the Telehealthcare Education and Training Strategy Action Plan has progressed at a pace since its launch in March 2010.

The main focus of our efforts so far has been on producing a Competency Framework for Telehealthcare to specify the knowledge, skills, judgment, and attributes that staff need in order to deliver telehealthcare services effectively. By identifying the specific behaviours and skills needed for each telehealthcare role, the Framework should support service providers' to

budget and plan for the training and development of their telehealthcare workforce.

The Framework is being developed in two parts – one for unqualified telehealthcare support staff (support staff who undertake telecare installations, call handling and response) and one for professional staff (social workers, nurses, allied health professionals, doctors, etc) who use telecare and telehealth for assessment, triage, diagnosis and support purposes.

Part One - the Competency Framework for Telehealthcare Support Staff - has been developed by a range of stakeholders including Edinburgh and Glasgow City Councils, NHS24 and the Scottish Centre for Telehealth (SCT) and the North East England Regional Competency Framework Group. The final draft is available for consultation on the JIT [telecare website](#) until 30th November 2010. All feedback welcome.

We're now developing the second part of the Framework (for professional staff) which is due to be completed by January 2011.

The complete Competency Framework, with accompanying guidance on how it can be used to enhance staff development and service standards, will be presented at the Telecare Champions Network event in February 2011.

### **Carers and Telehealthcare – A Lifeline to Normality - A Training Toolkit**

Carers Scotland and JIT are launching a Training Toolkit for use by health, social care and voluntary organisations to improve awareness amongst staff and unpaid carers of the benefits of telehealthcare for carers. It includes a range of training resources including sample training programmes, case studies, digital stories, handouts and trainers notes which can be used flexibly to meet local training needs. The toolkit will be officially launched at the joint JIT/SCT Champions Network event on 3<sup>rd</sup> November 2010. It will be available to telecare service providers and carer organisations upon request via the Carers Scotland's website – [www.carerscotland.org.uk](http://www.carerscotland.org.uk).

### **New Scottish telehealthcare qualifications**

JIT is working with the Scottish Qualifications Authority (SQA) on the development of a National Progression Award (NPA) in Telehealthcare. NPAs are aimed at assessing a defined set of skills and knowledge in specialist vocational areas and are the equivalent of an SVQ2. The award is intended to be a standalone qualification for telehealthcare support staff for whom an SVQ2 in Health and Social Care / Housing qualification is **not** required / appropriate to their job (i.e. for the purposes of SSSC registration).

For those staff that **do need** to attain an SVQ2 award, optional units in telehealthcare will be developed as part of the SVQ2 unit portfolio.

A small Award Design Team - made up of telecare service providers, SSSC and SQA - will lead the work and both award options are expected to be available for first run by mid 2011.

### **Working with universities**

JIT and SCT are working with universities in Scotland to embed telehealthcare into the core curriculum for undergraduate social workers, nurses and allied health professionals. Glasgow Caledonian and West of Scotland Universities are leading the way with plans to start delivering new content to students from January 2011 semester.

Options for developing e-learning opportunities for CPD in telehealthcare for professional staff are also being identified.

### **Telehealthcare in Scotland Community Website**

A new Community website entitled “Telehealthcare in Scotland” is due to go “live” in December 2010. The site is being developed by JIT and SCT and will be hosted by NHS Education for Scotland’s Knowledge Network. The website will be a “one-stop shop” for current telehealthcare evidence, information and evidence, as well as a repository for resources and e-learning. It is intended to support health and social care staff to find, share and use knowledge about telehealthcare in their day-to-day practice and learning. The new site will act as a “portal”, linking to the existing JIT and SCT websites which will continue to provide information about their respective programmes.

If you are interested in finding out more about the implementation of the Training Strategy Action Plan, please contact Donna Henderson for further information – [donna@antaraconsulting.co.uk](mailto:donna@antaraconsulting.co.uk).

### **Forthcoming Events**

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

- **3 November**

Telecare/Telehealth Joint Network Event “Towards Mainstreaming” – Stirling Management Centre (all day event)

- **15-17 November**

Telecare Services Association Annual Conference, Metropole Hotel, London