

CSIP TELECARE eNEWSLETTER – May 2006

Welcome to the eighth CSIP telecare eNewsletter. The Care Services Improvement Partnership (CSIP) is responsible for providing general implementation support to organisations building their telecare programmes. Our plan is to maintain a monthly e-newsletter to keep organisations up to date with progress on this important Government initiative to support people at home.

This month we are focusing on:

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Recipients of this newsletter are active subscribers on the ICES web site or people that have been involved in previous telecare events organised by the Telecare Policy Collaborative or Care Services Improvement Partnership (CSIP). The newsletter is currently circulated directly to around 3100 contacts each month. It is also circulated to Housing LIN members and via the Integrated Care Network. If you have an arrangement for circulating telecare information to interested parties please let us know at telecare@icesdoh.org.

If you do not wish to receive future editions of this e-newsletter you can unsubscribe at the foot of this page but this information may be helpful to others, therefore, would you kindly alert your colleagues who are responsible for the development of telecare in your area and ask them to register in their own right (details below).

If you would like to know more about our plans please let us know by e-mailing your details to telecare@icesdoh.org. Also, if a colleague would like to receive an e-newsletter each month then it is possible to subscribe to the web site at <http://www.icesdoh.org/register.asp>. CSIP will also be providing update information through the Housing & Telecare Learning Improvement Networks (LINs) which has a slightly different newsletter arrangement and covers the important telecare initiatives in housing developments across the country. You can find

out more about the Housing & Telecare LINs at <http://changeagentteam.org.uk/index.cfm?pid=10>.

All previous telecare eNewsletters are available at <http://www.icesdoh.org/telecare>.

The Care Services Improvement Partnership is not responsible for any external web sites and does not endorse any particular products or services.

1 Making telecare happen - further help from CSIP

CSIP is continuing to support national and local telecare events.

The easiest way for you to access CSIP services is to send an e-mail to telecare@icesdoh.org with the relevant reference in the subject heading eg

- If you want a one day masterclass type 'masterclass' in the e-mail subject heading
- If you want a ready reckoner spreadsheet - type 'RR'
- If you are a late starter and need to discuss your strategy – type 'Catch-up call'
- If you are a project lead or service commissioner and want the regular news links – type 'Telecare news service'
- If you are a project lead or commissioner and want to benchmark and network with colleagues type one or more from 'dementia', 'intermediate care', 'falls', 'extra care', 'COPD', 'LTC', 'LD' or enter your professional group eg 'nurse' or enter a region 'North West'
- If you have a particular interest in a product or service, enter the name in your e-mail subject heading eg 'glucose meter', 'pill dispenser', 'dementia monitoring and response', 'RFID'

When you e-mail us, please confirm that you are happy for CSIP to add your name to a mailing list and share it with like-minded colleagues.

Further services will become available in the coming months particularly after the national framework agreement for telecare is published in June 2006.

2 Developing a National Framework Agreement for Telecare

The national framework agreement being developed by PASA (NHS Purchasing and Supply Agency) allows organisations involved in telecare implementation to simplify procurement arrangements and get best value from the Preventative Technology Grant. It is expected that many organisations will be able to reduce the lead

times for procurement by 50% or more leading to more users benefiting from equipment and services in 2006/7.

We are now in the tender evaluation period so news is limited at this time.

Following the completion of the full tendering process and successful award of the National Framework Agreement in June 2006, details of suppliers and products/services that are included within the National Framework Agreement will be available via NHS E-cat (PASA's electronic catalogue).

Details on how to access NHS E-cat or receive further information regarding the framework agreement upon its award will be available via the CSIP Telecare E-newsletter in June and July. A wide range of organisations (including direct service providers in health, housing and social care as well as third sector organisations providing services or supporting direct payments) will be able to access this key information.

<http://www.pasa.nhs.uk/eat/telecare.stm>

3 The challenges of implementing electronic assistive technology including telecare

Local authorities and health trusts are now starting to consider the longer term implications of the use of technology in supporting people at home.

Over 60 categories of electronic assistive technology have been identified of which the first twelve groups appear in the PASA national framework agreement available from June 2006 – this covers community alarms, telecare and telehealth items.

A year ago, it was difficult to track down more than a handful of telecare or telehealth news items each month by monitoring the Internet, now there are 20 or more news items a week.

Telecare is now available in the high street and the prices of equipment and services are starting to fall.

There is convergence of TV, Internet, mobile and digital technology in the home with the increasing availability of wireless devices and broadband.

These external changes will have an impact on how telecare and related services are provided in future. For instance, we are likely to see the development of a single home hub with a range of peripheral devices which connect using common standards.

Organisations should by now be ready with their programmes for the implementation of telecare. This will mean having a clear commissioning and procurement strategy ready to take advantage

of the PASA national framework agreement as the electronic catalogue becomes available in June 2006.

Here are some useful areas to consider as you implement your plans for 2006 and look at the longer term for mainstreaming various forms of electronic assistive technology:

a) Leading organisations will have linked referral and assessment arrangements in with existing systems. Telecare and telehealth are part of a range of service options available to health, housing and social care to meet the needs of users. Organisations should avoid developing new paperwork and systems where existing arrangements are perfectly adequate. Remember, where there is an assessment, it is important to synchronise and link record systems so that the monitoring and response are clearly part of an agreed care plan and review arrangements. Records of falls, medication compliance, vital signs etc need to be available to clinicians and others responsible for a care plan. A service responder that does not have a full set of relevant information agreed by the user may not be able to provide an effective service.

b) Community alarms, telecare and telehealth are part of a range of care options and the leading organisations will be commissioning and planning these together as part of services for older people, people with learning disabilities etc. You would expect to see references to telecare and telehealth in local committee and board reports covering extra care housing, NSF for older people, Supporting People and long term condition management. This will include important links to client health, housing and social care records. An integrated approach is important. It will make little sense to a service user to have a community alarm, a telecare installation and vital signs monitoring without proper coordination of equipment and service response.

c) There are pros and cons for organisations using their integrated community equipment services (ICES) Section 31 agreements for telecare. The same models are available for handling VAT for telecare and telehealth equipment as for other assistive technology provided that VAT requirements are met. Has your organisation considered the best way to commission, procure and manage a wide range of assistive technology? Does your organisation run separate or integrated inventory and stock control systems? Do you have a complex arrangement of pooled and non-pooled funds which are confusing to practitioners? Is there a single record that shows all of the assistive technology provided for one person that links to an existing care plan that is available to all relevant practitioners with the consent of the user?

d) The range of assistive technology and remote monitoring will continue to grow. Have you considered, for instance, how

pedometer step programmes, heart rate, oxygen saturation could be linked together for remote monitoring of obesity management programmes? Have you involved a range of local organisations in your commissioning plans? Have you considered how equipment will be updated, tested, recycled? Do you have systems in place for monitoring adverse incidents particularly for medical devices?

e) The cost of RFID tags is reducing all of the time. The first bookstore has opened in Holland with all items electronically tagged. Supply chain arrangements and baggage handling worldwide are moving over to tagging as a replacement for bar coding. Expensive retail items in stores will be tagged in future. A Radio Frequency ID tag holds a unique number which is identified when the item is near a scanner. Tagged items in a supermarket shopping trolley could be totalled in one go without individual item scanning. Runners in the recent London Marathon wearing chips on their running shoes had their start and finish time logged as they went over the special mats which read the individual tag ID numbers. Tags could appear on all types of assistive technology eg hoists, bath lifts, walking frames – when the tag passes a scanner, a signal could be sent to a remote monitoring site to show use of the item and user lifestyle. Tags can be easily inserted into clothing. Have you considered how RFID tags will impact on stock management and inventory control as well as the ethical issues of client monitoring in or outside of their homes?

f) How will monitoring and response services be commissioned and specified in the future? Who will provide them? What problems arise if telehealth monitoring is not linked to telecare monitoring and the user's health, housing and social care records? Could some vital signs monitoring eg twelve lead ECG monitoring be provided on a regional or national basis by 24/7 centres with the expertise to read the traces? What are the advantages and disadvantages of national, regional and local services? Will organisations procuring telecare begin to look for end-to-end solutions covering equipment hire, monitoring and response?

g) Will end users pay for equipment and services in the future? Building Telecare in England (DH, July 2005) sets out the issues to be considered in making charges, yet monitoring of local service web sites does not yet fully reflect charging arrangements under different circumstances. Has your local authority reviewed the charging issues as part of its fairer charging policies?

h) How are preventative telecare and telehealth services provided locally? Many people consider that telecare and telehealth can make a difference in preventing deterioration and supporting independence. Is it possible to provide services to low and moderate banded users under Fair Access to Care Services when all

of the current emphasis is on higher banding and more complex cases?

i) How is telecare awareness being raised locally and how are staff being trained to provide telecare and telehealth services? Have workforce and training issues been examined as part of mainstreaming telecare services? Using telecare and telehealth equipment with remote monitoring requires some adjustments to work methods to ensure that they are effective.

j) With any changes to existing arrangements it is important to monitor cost-effectiveness. How effective are the new services being implemented in your area? Will there be a smooth transition from telecare pilots to mainstream services? Are you measuring user and stakeholder views and satisfaction as well as admissions avoided? Do you independently evaluate your progress? Is it possible to leverage in additional funding from existing services as a stronger case is made for remote monitoring? Is there still a balance between human contact and technology?

CSIP provides a number of factsheets to assist with meeting the challenges at www.icesdoh.org/telecare.

4 Telecare research at Imperial College

Researchers at Imperial College London are due to begin a two year study on the adoption and diffusion of telecare in the UK in June 2006. The project will draw on research on other complex innovations to investigate the processes underlying the spread of telecare. One area of particular interest is how the evidence for telecare benefits influences decision making.

It is hoped that the project will lead to a database of innovative telecare projects from which to conduct future longitudinal research.

The project is being funded by the Engineering and Physical Science Research Council. For further details please contact Professor James Barlow (j.barlow@imperial.ac.uk).

5 Recent publications

Here are some recent publications that will be of interest to organisations implementing telecare.

a) A new ambition for old age: Next steps in implementing the National Service Framework for Older People:

http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4133941&chk=UKWFIL

b) Caring for people with long term conditions: an education framework for community matrons and case managers:

http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4133997&chk=9g6Jj6

c) Supporting self care – a practical option: Diagnostic, monitoring and assistive tools, devices, technologies and equipment to support self care:

http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4134006&chk=4LNCmR

6 Telecare roundup

a) Liam Byrne has been promoted to Minister of State at the Home Office. Ivan Lewis MP will be joining the Department of Health as the new Minister for Care Services.

b) The recent three day Naidex event featured the telecare show house which proved to be popular and very successful from the initial feedback received. It was of a very high standard and featured products from 18 companies as well as RNIB and RNID. The show house demonstrated assistive technology, environmental controls, telecare and telehealth equipment as well as accessible bathrooms, kitchen, bedroom, lounge and workstation. Consideration had been given to the flooring, tiling and lighting. Visitors were able to try out the equipment and walk through the demonstration home and explore all areas as well as having expert advice from the volunteers who were on hand throughout the event.

c) Slides from the recent workshops on 'Building on Experience: Good Development Frameworks for Assistive Technology' Centre for Urban and Regional Studies are now available at <http://www.curs.bham.ac.uk/Research/CICG/Consul2491Presentations.htm>

d) CSIP are working in Gateshead to explore how telecare can be used to support individuals with acquired brain injury to return to independent living in the community. For more information contact Denise Gillie (dgillie@tesco.net or telephone 01434 682016).

e) Forthcoming CSIP masterclasses for May include Cheshire, Worcestershire, Derby, Stoke.

f) Gloucestershire recently launched their telecare strategy attended by CSIP's Jeremy Porteus.

Additional news services and updates will be provided following the completion of the PASA National Framework for Telecare in June 2006.

7 Event listing

a) Forthcoming Telecare and Housing LIN regional meetings

12 May - South West (Westbury Fields, Bristol)

5 June - Eastern (Chelmsford) – featuring Norfolk POPP bid

9 June - London & SE (Maidenhead)

b) Telecare and Assistive Technology In the 21st Century – 10 May 2006 Disabled Living, Manchester – Ian Salt will be speaking on the PT Grant

c) TAHI – The Application Home Initiative – 17 May 2006 – BT Tower – Building Smart Homes and Communities

<http://buildingsmarthomes.tahi1.com/index.html>

d) The CSIP Housing LIN and the NHS Confederation are supporting the Commission for Architecture and the Built Environment (CABE) at a half day seminar, 'Designing homes for healthcare', on Thursday, 18 May 2006 in London. This is part of CABE's series of seminars taking place during their Health Week 15-19 May 2006. For tickets register at www.cabe.org.uk

e) Telecare 2006 - Coventry – 11 May 2006. Jeremy Porteus from CSIP will be a keynote speaker

<http://www.telecare-events.co.uk/speakers.htm>

f) Telecare Services Association AGM - 23 May 2006

http://www.asap-uk.org/Templates/Internal_Related.asp?NodeID=45575&strPage=&ParentNodeID=&Arc=N

g) TeleMed & eHealth '06: Transforming the patient experience, the role of telecare and eHealth, London, November 2006. See <http://www.icesdoh.org/events.asp?ID=432>

h) NHS Confederation Annual Conference – Birmingham – 14-16 June 2006 – Jeremy Porteus will be chairing a session on 'Maximising Care at Home' where Professor Heinz Wolff is a guest speaker.

<http://www.nhsconfed.org/ac/index.html>

i) The Foundation for Assistive Technology provides a full listing of forthcoming telecare events – see

http://www.fastuk.org/list_events_by_date.php

The Health and Social Care Change Agent Team (part of CSIP) host the Housing LIN web site. The 'Telecare and Assistive Technology' web page can be located at

<http://www.changeagentteam.org.uk/index.cfm?pid=188>. This includes the Housing LIN Factsheet No 5 on 'Assistive Technology and Extra Care Housing'. For further information about future Housing & Telecare LIN meetings please send an email to housinglin@cat.csip.org.uk

CSIP Telecare Team

The CSIP Team involved in supporting the telecare initiative includes Ian Salt, Jeremy Porteus (Chair of Telecare Advisory Network), Rachel Denton, Denise Gillie and Mike Clark. You can send comments and questions about the CSIP Implementation Guide, factsheets or video to telecare@icesdoh.org. We would also like to hear comments about this newsletter – have you found it helpful? If it is a very specific question about the DH publication 'Building Telecare in England' then the e-mail address is OPDEnquiries@dh.gsi.gov.uk

Local Authorities and their partners can contact us at telecare@icesdoh.org to ask any of the team to speak at major events. We also have some limited time to offer consultancy and advice.

CARE SERVICES IMPROVEMENT PARTNERSHIP

We help to improve services and achieve better outcomes for children and families, adults and older people including those with mental health problems, physical or learning disabilities or people in the criminal justice system. We work with and are funded by the Department of Health.