

CSIP TELECARE eNEWSLETTER – MARCH 2006

Welcome to the sixth 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:

1 Countdown to 1 April 2006 and the Preventative Grant	2
2 Recent Publications from Government Departments and CSIP ..	3
3 ASAP becomes TSA.....	3
4 Developing a National Framework Agreement for Telecare.....	4
5 Making it happen - further help from CSIP	5
6 Telecare innovations	6
7 Telecare Advisory Network.....	7
8 PASA National Framework Agreement for Community Equipment Services IT Management Systems	7
9 Event listing.....	8
CSIP Telecare Team	10

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. Further networks are being added prior to April 2006. If you have a mechanism for circulating 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>.

1 Countdown to 1 April 2006 and the Preventative Grant

With less than a month to go, it is important that organisations are taking final steps to use the Preventative Technology funding effectively to support people in their local areas. There are concerns in some areas in linking the PT Grant to Supporting People allocations, whilst in other areas, partners are leveraging in additional funding. What is happening in your area?

Here is a quick list to check your readiness for 1 April 2006.

- 1) Have local partners agreed how to use the PT Grant and any additional funding to implement telecare within a budgetary process?
- 2) Are commissioning plans in place and potential service providers identified?
- 3) Have service redesign issues been addressed together with arrangements to monitor the impact of introducing any new services?
- 4) Are systems in place as part of Fair Access to Care Services, Single Assessment Process, Supporting People, direct payments, charging, long term condition management and local preventative strategies?
- 5) Have users, carers, staff and other stakeholders been consulted and involved in preparing information, leaflets and examining any implementation/ethical/self-purchase issues?
- 6) Are protocols in place for handling calls, triggers, alerts, vital signs data on a round-the-clock basis with clinician support where necessary?
- 7) Have arrangements been made to link with health, housing and social care record systems?
- 8) Has work been carried out on the procurement of equipment, installation, maintenance, monitoring and response services?
(Note: the PASA national framework agreement will be available in June 2006 to simplify procurement)
- 9) Is work underway to check the March/April baseline for the proposed delivery and improvement statement (DIS)?

10) Are all aspects of the planned service under project management control with clear responsibility for performance?

11) Have all necessary staff undergone training as part of a coordinated programme?

12) Has relevant publicity and briefing been put in place to tell people about your plans?

How did you do on the twelve questions? A wide range of factsheets are available at www.icesdoh.org/telecare if you need assistance.

2 Recent Publications from Government Departments and CSIP

On 24 February 2006, the Department of Health published 'Supporting people with long term conditions to self care: A guide to developing local strategies and good practice'. This covers useful advice for health, housing and social care on providing self-care services. There are references to telecare on Page 37 of the document within the 'Role of PCTs'.

Press release:

http://www.dh.gov.uk/PublicationsAndStatistics/PressReleases/PressReleasesNotices/fs/en?CONTENT_ID=4130873&chk=%2B0mC1n

Publication:

http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4130725&chk=o9VokD

A Department of Health circular on the Preventative Technology Grant is expected in March. It will take forward the approach set out in 'Building Telecare in England' (July 2005).

A Housing LIN briefing on the recent white paper together with the latest Housing LIN newsletter (February 2006) which features a telecare update is available at

www.changeagentteam.org.uk/housing.

3 ASAP becomes TSA

Paul Gee has advised us that ASAP has now re-branded as the 'Telecare Services Association' (TSA). The repositioning has been made to reflect the new vocabulary and reality of the marketplace. As part of the change, TSA will now open its membership and welcome all organisations who have a role to play in the end-to-end process that is Telecare.

Beyond its traditional focus on quality of service provision through its Code of Practice, TSA will this year upgrade its web site to

become a data-rich point of reference for health/care professionals and service users alike.

Web site: <http://www.telecare.org.uk>

Membership enquires: admin@telecare.org.uk or call 01634 846209

4 Developing a National Framework Agreement for Telecare

Over 30 organisations attended the NHS Purchasing and Supply Agency (PASA) suppliers pre-tender meeting on 21 February 2006 to hear about the detailed arrangements for the national framework agreement for telecare and related services (Part A) which commences in June 2006.

Comments from organisations on the specification document have now been examined and included wherever possible. PASA wishes to thank the many organisations that have responded as part of recent consultations and the prompt responses to requests for information.

The national framework agreement 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.

Organisations could continue to procure from outside of the framework agreement but will need to take in to account EU tendering requirements and any local best value audit or scrutiny. It is anticipated that the savings benefits (in terms of time, resource and bringing together the buying power of the public sector) and range of products and services provided by the framework, will see public sector organisations who procure telecare equipment/services, utilise this agreement.

There will be no charges for using the PASA framework. It will cover installation, maintenance, monitoring and response as well as equipment. The National Framework Agreement Part A is the first phase in making available a wide range of assistive technology and telehealth equipment and services.

Organisations will be able to mix and match – eg equipment may be procured using the framework and the response service arranged with a local provider under an existing service level agreement if that will meet the needs of the local community. Service commissioners will also be able to compare costs under the framework with any existing arrangements.

The invitation to tender documents are expected to be issued to the short-listed organisations on 10 March 2006. This is followed by a 40 day period for responses. When the tenders are returned, there

will be a period of evaluation in April/May prior to final recommendations/decision regarding the organisations that will be included on the framework.

The Stakeholder Management work-stream has now commenced to look at how all of the stakeholders will be kept up to date on the new arrangements as the Department of Health Circular is published for the Preventative Technology Grant in March. This work-stream is being led by the South East Regional Centre of Excellence with the involvement of Department of Health, PASA, Care Services Improvement Partnership, Connecting for Health and the Office of Government Commerce. The Stakeholder Management work-stream reports into the overall Telecare Project Management Group. The South East Regional Centre of Excellence is taking a national lead on behalf of the nine RCEs on adult social care and has links with many organisations involved in service design and improving efficiency (<http://www.rcoe.gov.uk/>). If you have any examples of local stakeholder engagement and consultation please let us know at telecare@icesdoh.org.

Following the completion of the 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. 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.

5 Making it happen - further help from CSIP

In the January 2006 newsletter, we offered a limited number of briefing sessions and masterclasses, also a ready reckoner service to help you examine your options for using the PT Grant. We have had over 35 responses. We are hoping to run some further events for interested organisations in April and beyond so are able to build up a small reserve list for sessions and masterclasses. We can respond to all ready reckoner requests.

Members of the CSIP team will be making contact with Strategic Health Authorities and community matrons over the coming months to highlight the messages in the recent White Paper and show how telecare and community alarms can contribute to the long term conditions agenda. If you are using remote monitoring for managing long term conditions or plan to pilot services in the near future, please let us know so that we can build this part of the telecare and

telehealth network. E-mail at telecare@icesdoh.org and put 'community matron' or 'long term conditions' in the title.

6 Telecare innovations

Each month, we will be featuring some of the telecare innovations, good ideas and best practice from around the country. If local authorities, PCTs, housing associations, independent sector and voluntary service providers have examples that could be included please send them to telecare@icesdoh.org.

a) Stoke-on-Trent City Council – recent telecare launch

Hi-tech sensors to safeguard older people in their own homes are being trialled in Stoke-on-Trent. The pioneering scheme began in January this year, and aims to make sure both the resident and their home are safe and well. It was officially launched on 6 February.

The telecare system - which will be piloted in up to 50 homes for the next two years - is directly linked to a 24-hour 7-days-a-week control centre that can contact the resident direct to check everything is alright, or call a carer who can go and check on them. If needed, they can also call out the emergency services and the pilot has been developed in partnership with the NHS.

The pilot will focus on older people who:

- are frail or have limited mobility
- have a chronic illness like heart disease or
- have mild dementia.

Alan Coe, Assistant Director for Adult Social Care, said: "This is all about helping older people to carry on living in their own homes, keeping their much-valued independence. The new monitoring system can help them feel safe, and know that help is at hand if needed."

A special flat has been kitted out with the equipment for staff to understand how it works and for older city residents to see if they would benefit from it being installed in their own homes.

The pilot is being run by Stoke-on-Trent City Council with additional funding from the Supporting People grant.

Dianne Underwood, of North Staffordshire Carers Association, said: "We support the project whole-heartedly because we think it will give carers a lot more confidence and a chance to have a break from caring. A lot of carers have told us that although the pilot is focussing on older people, they think the technology will enable other vulnerable people to live independently in future. We hope

that the pilot will be successful and that this support will continue long-term.”

The City Council are also looking to establish a regional benchmarking group for telecare in the West Midlands. If you wish to be involved in the first meeting then contact Joanna Stanaway (joanna.stanaway@civic1.stoke.gov.uk).

You can find out more about the services on their new web site at <http://www.stoke.gov.uk/ccm/navigation/social-care/older-people/telecare---a-new-service/>

b) European funding for Southampton

Southampton PCT has received European funding for a major telemedicine initiative. This will include working with European partner cities and organisations on the development of new services. The work will be underway in the next few months. More information is available from <http://www.telemedicine-europe.net/>

If you have been involving users and carers in your telecare programmes, providing information in other forms (eg Braille, translations), we would like to hear from you.

7 Telecare Advisory Network

The Telecare Advisory Network has met since mid-2003 to support telecare initiatives including the Telecare Implementation Guide. Three new sub-groups have been formed to cover 'communications', 'standards' and 'training'. If you are interested in contributing or sending comments about these areas you can do so via telecare@icesdoh.org. The next meeting of the network is 28 March 2006.

8 PASA National Framework Agreement for Community Equipment Services IT Management Systems

The PASA National Framework Agreement for Community Equipment Services IT Management Systems expired on 28 February 2006.

Following a review of the effectiveness of the contract PASA, has decided it will not to renew or extend this framework agreement.

After reviewing use of the agreement during the duration of the framework, it was evident that uptake and use of the national agreement has decreased rapidly, particularly over the last 12 months.

The review undertaken demonstrated that Community Equipment Services were undertaking their own procurement processes on a local/regional basis than utilising the national framework. Benefits outlined following the review of IT Management Systems for

Community Equipment Services of procuring these services locally included:

- Development of systems that can meet local needs and requirements
- Synergy of developing systems that fit in the local strategies and service development
- Innovative solutions might be more readily offered by new or smaller suppliers who might not have the ability to service a national agreement
- Ability to include suppliers that can provide bespoke solutions that have not be included within the National Framework Agreement.

Organisations considering implementing new IT Management Systems will now need to undertake this activity on a local/regional basis.

There is a legal requirement for Community Equipment Services to tender any contract that is expected to be worth in excess of £93,738 (this figure is exclusive of VAT) via the Official Journal of the European Union (OJEU), as part of the EU public procurement regulations. Local policy and procedures (Standing Financial Instructions etc) must also be adhered to.

For further information regarding the end of the National Framework Agreement for IT Management Systems for Community Equipment Services, contact Paddy Howlin, Category Manager - Wheelchairs, CES and EAT via paddy.howlin@pasa.nhs.uk

9 Event listing

a) Regional events on long term conditions – includes presentation and workshop on telecare

A series of regional events on long term conditions are planned for the following dates and venues:

- 1 March 2006 – York
- 2 March 2006 – Wolverhampton
- 15 March 2006 - London
- 16 March 2006 – Haydock
- 22 March 2006 – Exeter
- 30 March 2006 - Nottingham

Further information is available at:

http://www.integratedcarenetwork.gov.uk/event_forth_list.php.

b) Jeremy Porteus from CSIP will be involved in Kent County Council's conference 'Modernising Adult Social Care – Opportunities for Offering Choice and Independence' on 29 March 2006 at

Ashford, Kent. This will feature some of the innovation and lessons learned from introducing telecare and new technology in Kent. For more information:

<http://www.pavpub.com/pavpub/useredit/conferences/pdf/modadul-tsoccareflyer.pdf>

c) 'Managing New Realities 2006 – Exploring choice, sharing risk and promoting citizenship through integrated delivery of health, housing and social care services' – Guardian and Care Services Improvement Partnership, London 22/23 March 2006. Further information is available at

<http://www.pavpub.com/pavpub/mnr/index.asp>

d) Forthcoming Housing LIN meetings

- 2 March - West Midlands (Berryhill Village, Stoke-on-Trent)
- 7 March - North West (Old Trafford, Manchester)
- 26 April - Yorkshire & Humber (Leeds)
- 27 April - North East (Newcastle)
- 4 May - West Midlands (Wolverhampton)
- 12 May - South West (Westbury Fields, Bristol)
- 5 June - Eastern (Chelmsford)
- 9 June - London & SE (venue tbc)

Places can be reserved by sending an e-mail to

housinglin@cat.csip.org.uk

e) TeleMed & eHealth '06: Transforming the patient experience, the role of telecare and eHealth, London, November 2006 – call for abstracts by 28 April 2006. See

<http://www.icesdoh.org/events.asp?ID=432>

f) 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@eac.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 local 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.

www.csip.org.uk