

## **CSIP TELECARE eNEWSLETTER – DECEMBER 2005**

Welcome to the third monthly 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. Our newsletter is currently circulated to around 2800 contacts each month.

This month we are focusing on:

- 1) Business case models – what are you using for costing and modeling telecare implementation?
- 2) Procuring telecare – progress on a national framework
- 3) Updating the telecare implementation guide and factsheets – make sure that your knowledge is up to date
- 4) Consulting with users – tell us what you are doing to involve users, carers and stakeholders
- 5) FAST – Foundation for Assistive Technology
- 6) Supporting People – consultation
- 7) POPPS – Partnerships for Older People Projects
- 8) Major survey of telecare in local agencies planned
- 9) Getting Started – Communication Aids
- 10) Event listing

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).

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](mailto: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 Learning Improvement Network (LIN) 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 LIN at <http://changeagentteam.org.uk/index.cfm?pid=10>.

### **>>>1 Business case models**

When Building Telecare in England (BTiE) was published in July 2005, the Department of Health made available a Strategic Business Case Model. The model consists of two spreadsheets with accompanying guidance notes. It is available from the BTiE web site at [http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/OlderPeoplesServices/OlderPeopleArticle/fs/en?CONTENT\\_ID=4116208&chk=g6m5JL](http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/OlderPeoplesServices/OlderPeopleArticle/fs/en?CONTENT_ID=4116208&chk=g6m5JL)

The model had previously been demonstrated with a small group of organisations involved in telecare implementation who commented favourably on the concept.

CSIP would like to get some feedback from organisations that have used the model in their plans. Did using the model make you think about the design of future services where telecare would be provided or change the way in which you are costing telecare in your plans for the Preventative Technology Grant from April 2006? If you found the model inappropriate for your services or difficult to use, are you able to tell us why? Have you used a different model in your area? If further explanation or training was provided for the published model would this

make a difference? Are you still planning to use the model before April 2006 but have not looked at it yet? If you have any comments then send them to [telecare@icesdoh.org](mailto:telecare@icesdoh.org).

## **>>>2 Developing a national framework for the provision of telecare and telehealth equipment**

At the moment, there is the possibility of 150 social services departments, over 200 community alarm providers together with health trusts, housing organisations, independent and voluntary sector organisations purchasing telecare and telehealth equipment as part of their implementation plans. This would mean hundreds of individual contracts with most of the larger purchasing organisations having to work through months and months of European tendering.

On 24 November 2005, the NHS Purchasing and Supply Agency (PASA) placed an OJEU advert for the provision of Telecare/Telehealth equipment and relevant installation, response and maintenance services.

This will be the first of a phased approach to develop a national framework approach that can be utilised by a wide range of public sector, voluntary and independent sector organisations (all as outlined in the advert). The scope of the advert is quite broad as this is to allow the project management team set up to deliver this contract with sufficient flexibility to develop the contract as discussions develop.

At present the advert covers the majority of existing telecare/telehealth systems that services have told us they are interested in.

The framework agreement is expected to be for four years, commencing in April 06. This will take organisations beyond the 2006-2008 Preventative Technology Grant and facilitate the development of long-term local telecare services.

The deadline for companies to submit expressions of interest in providing a competitive tender for this contract is 12 noon on 29 December 2005. If you would like to check the detail of the advert then go to the following web links:

[http://www.pasa.bravosolution.com/services-java/host/ojec/ojecShowTender.jsp?archived=null&tenderId=tender\\_4110&tenderTitle=Telecare%20\(Phase%20A](http://www.pasa.bravosolution.com/services-java/host/ojec/ojecShowTender.jsp?archived=null&tenderId=tender_4110&tenderTitle=Telecare%20(Phase%20A)  
[http://ted.publications.eu.int/official/Exec.jsessionid=A3F7F122F8EFF8E9114FBAB7189E78A5.sirius2005\\_2?DataFlow=ShowPage.dfl&Template=TED/N\\_one\\_result\\_detail\\_curr.htm&docnumber=223169%202005&docId=223169-2005&StatLang=R/](http://ted.publications.eu.int/official/Exec.jsessionid=A3F7F122F8EFF8E9114FBAB7189E78A5.sirius2005_2?DataFlow=ShowPage.dfl&Template=TED/N_one_result_detail_curr.htm&docnumber=223169%202005&docId=223169-2005&StatLang=R/)

## **>>>3 Updating the telecare implementation guide and factsheets**

Is CSIP meeting your needs with the Guide and factsheets? Did you know that running a Google UK search is likely to place [www.icesdoh.org/telecare](http://www.icesdoh.org/telecare) at the top of the list?

We have been looking at the downloads from the web site and here are the top five:

- 1 Telecare Implementation Guide
- 2 Service Design Factsheet
- 3 Telecare Case Studies Factsheet
- 4 Telecare slides for Building Telecare in England
- 5 Telecare Ethics Factsheet

The Guide has around 50% of the total downloads with nearly 1600 hits between July and the end of November 2005.

Surprisingly, at the bottom of the list is the 'Telecare on the Net' spreadsheet which includes around 500 web links to all of the top telecare sites around the world including all of the community alarm providers on the internet.

It is clear that people are making use of the extensive range of documentation that is available to help reduce down the lead-time for telecare implementation.

We are making a number of updates for early 2006 and we are always looking for feedback on how we can best meet your needs so do please take the opportunity to let us know how we are doing by e-mailing [telecare@icesdoh.org](mailto:telecare@icesdoh.org).

#### **>>>4 Consulting with users (available from 9 December 2005)**

For some time we have had factsheets on involving users and where to find user information from the 200 or more UK existing telecare sites (ie local community alarm and careline providers).

The CD ROM video that was produced for the July 2005 conference together with the videos prepared by some local authorities in the UK suggest that it will be current users and carers that will most convince other people about the benefits of telecare. Case studies and practical examples will always add weight to factual information about the different types of sensor available and the response arrangements.

We have now moved on to draft out some information that you can start to use with users, carers and other stakeholders. You can find this new document (dated 5 December 2005) at the [www.icesdoh.org/telecare](http://www.icesdoh.org/telecare) web site from around 9 December 2005.

As more telecare becomes available and the concepts are better understood, it becomes easier to explain how it can be used to support people at home. In the meantime, we need to find simpler, clearer ways of explaining what telecare can do.

This includes information that can be used on web sites or can be translated or made available in graphical form. It includes information for users and carers that overcomes worries and anxieties about 'something different'.

The CSIP version starts to move in that direction but it is now up to services locally to customise it for their own local use. We would like to hear about your local telecare consultations with users – what works? Do you have leaflets available locally in different formats and languages?

The CSIP information could also be used by voluntary and independent organisations to consult with users about telecare. Contact us at [telecare@icesdoh.org](mailto:telecare@icesdoh.org) with your examples.

#### **>>>5 FAST**

The Foundation for Assistive Technology's annual report is available and has several references to telecare. The document "Research and Development Work Relating to Assistive Technology 2004-05 (October 2005)" is available at [http://www.fastuk.org/Section%2022\\_2005.pdf](http://www.fastuk.org/Section%2022_2005.pdf)

Whilst at the FAST web site, also of interest to eNewsletter readers is the pan-European EASTIN database of equipment at <http://www.eastin.info/> (co-funded by the European Commission) and the work being carried out on education and continuing professional development. <http://www.fastuk.org/atforum-education.php?Ref=1048>.

#### **>>>6 Supporting People**

ODPM has published its initial strategy for taking forward the Supporting People programme. "Creating Sustainable Communities: Supporting Independence" sets out the Government's

initial views, and marks the start of a consultation with all stakeholders which will inform the development of the future strategy. Consultation will run until 28 February 2006. ODPM intend to publish its conclusions following that consultation in Summer 2006. The web sites covering the document and consultation are:

<http://www.odpm.gov.uk/index.asp?id=1161576>

[http://www.odpm.gov.uk/embedded\\_object.asp?id=1161594](http://www.odpm.gov.uk/embedded_object.asp?id=1161594)

<http://www.spkweb.org.uk/Subjects/ODPM+Supporting+People+Strategy/Creating+Sustainable+Communities+-+Supporting+Independence.htm>

### **>>>7 POPPS – Partnerships for Older People Projects**

The successful bids for POPPS were recently announced. Some of the projects which commence in 2006 include telecare. The press release from November can be located at [http://www.dh.gov.uk/PublicationsAndStatistics/PressReleases/PressReleasesNotices/fs/en?CONTENT\\_ID=4122760&chk=MJU/kR](http://www.dh.gov.uk/PublicationsAndStatistics/PressReleases/PressReleasesNotices/fs/en?CONTENT_ID=4122760&chk=MJU/kR). The project profiles for the first 19 projects are available at:

[http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/OlderPeoplesServices/OlderPeopleArticle/fs/en?CONTENT\\_ID=4099198&chk=5OV7NB](http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/OlderPeoplesServices/OlderPeopleArticle/fs/en?CONTENT_ID=4099198&chk=5OV7NB). The Change Agent Team's web site (<http://www.changeagentteam.org.uk/index.cfm?pid=267>) also provides information about the arrangements.

### **>>>8 Major survey of telecare in local agencies planned**

Early in the New Year a major survey of local 'stakeholders' will take place. The survey, which is supported by the Telecare Advisory Group for England and the Independent Telecare Alliance will be seeking important information from local agencies about their preparedness for the Preventative Technology Grant, and exploring factors likely to hold back or support the local roll-out of telecare.

The survey is being conducted by researchers working within two Engineering and Physical Sciences funded consortia. The findings will be of interest to a wide range of groups ranging from local and central government, the academic community and manufacturing sector. If you receive a questionnaire, please do complete it and send it back. A copy of the findings will be sent to you on request. If you'd like more information about it at this stage, please contact John Woolham at [jwoolham@northamptonshire.gov.uk](mailto:jwoolham@northamptonshire.gov.uk)

### **>>>9 Getting Started – Communication Aids**

This 'Getting Started' pack intends to provide a useful resource for commissioners, managers and practitioners in a wide range of statutory and voluntary sector organisations to understand the rationale behind the provision of communication aids and provide further guidance to assist them in developing appropriate services locally. The pack includes a range of external resources and references to make communication aid provision a reality in your organisation.

» Getting Started: Communication Aids

<http://www.icesdoh.org/doc.asp?ID=38>

### **>>>10 Event listing**

a) Long Term Conditions NSF – regional events

A series of events are planned for the first quarter of 2006 on the long term conditions NSF. They will include a presentation on telecare – more details including venues and confirmed dates will be available later. Provisional dates are as follows:

## b) Forthcoming Housing LIN (Learning Improvement Network) Regional Meetings

The Housing LIN often includes references to telecare at its meetings. Forthcoming meetings include:

NE Housing LIN (Gateshead) – 12 December 2005  
NW Housing LIN (Cheshire) - 13 December 2005  
SW Housing LIN (Devon) - 13 January 2006  
West Housing LIN (Lichfield) - 19 January 2006  
East Housing LIN (St Neots) - 23 January 2006  
London & SE LIN (Barking) - 31 January 2006

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 the Housing LIN meetings please send an email to [housinglin@eac.org.uk](mailto:housinglin@eac.org.uk)

## c) Other events

1) Innovating Through Inclusive Design, College of Occupational Therapists, London, Wednesday 18 January 2006

After the success of the seminar 'Growing your business through inclusive design' held earlier this year at the Royal College of Art, the College of Occupational Therapists is organising this follow up workshop (in partnership with the Helen Hamlyn Research Centre and Innovation RCA) as another opportunity to move forward with the inclusive design agenda.

<http://www.icesdoh.org/events.asp?ID=428>

## >>> CSIP Telecare Team

The CSIP Team involved in supporting the telecare initiative includes Ian Salt, Jeremy Porteus (Chair of Telecare Advisory Group), 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](mailto: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](mailto:OPDEnquiries@dh.gsi.gov.uk)

Local Authorities and their partners can contact us at [telecare@icesdoh.org](mailto: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.