

CSIP TELECARE eNEWSLETTER – NOVEMBER 2005

Welcome to the second 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.

This month we are focusing on:

- 1) Forthcoming Circular covering the Preventative Technology Grant
- 2) Delivery and Improvement Statement (DIS) – telecare questions for 2006 to 2008
- 3) Procuring telecare – new factsheet
- 4) Telecare and long term condition management
- 5) Telecare champions and project management
- 6) Involving users and carers in telecare development
- 7) Telecare on the high street
- 8) Events listing – Long term conditions, Housing LIN and other events
- 9) CSIP Telecare Team

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. 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) Forthcoming Circular covering the Preventative Technology Grant

The detailed Preventative Technology Grant allocation is expected in a Department of Health Circular in early 2006.

>>>2) The Delivery and Improvement Statement (DIS) – Telecare questions for 2006 to 2008

Quote from *Page 18 of Building Telecare in England, DH, July 2005*

“We will be developing, in partnership with the Commission for Social Care Inspection, a method of identifying the numbers of people benefiting from telecare over the two years of the grant from 2006/7 to 2007/8”.

Reference:

http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4115303&chk=AZNQjz”

The proposed questions shown below in regard to telecare are those which are in the Delivery & Improvement Statement for 2005/2006. The proposed questions are currently out for consultation with all 150 Councils with Social Services Responsibilities (CSSR) and subject to the responses they may be subject to amendment. If you would like to comment on the proposed questions please send your views by email to alan.rosenbach@csci.gsi.gov.uk

The Department of Health (DH) requires the Commission for Social Care Inspection (CSCI) to monitor the numbers of people benefiting from telecare through the use of the new grant allocation (the Preventative Technology Grant) to councils from April 2006 as well as any other funding. The guidance will set out in more detail the information requirements for each year starting from 2006.

The questions below are the proposed questions for 2005/6 and beyond. These are the new questions for the DIS and will appear in the area older people - and it is proposed that they are aligned with the outcome 'independence and choice' as defined in the Green Paper.

Proposed Questions:-

Number of users aged 65 and over who already have 1 or more items of telecare equipment in their own homes (or equivalent eg. Extra Care/Warden Housing) at 31 March 2006. This may have to be estimated rather than actual for 2005/6. A split will be asked for by those provided by CSSR funded service only and those provided through a joint service, with a total column.

Number of new users aged 65 and over provided with one or more items of telecare equipment in their own homes (or equivalent eg. Extra Care/Warden Housing) 2006-07. A split will be asked for by those provided by CSSR funded service only and those provided through a joint service, with a total column.

Number of new users aged 65 and over provided with one or more items of telecare equipment in their own homes (or equivalent eg. Extra Care/Warden Housing) 2007-08. A split will be asked for by those provided by CSSR funded service only and those provided through a joint service, with a total column.

CSSRs will be required to set out in the form of a summary Statement – a description of their planned telecare service model for 2006/2007, how this will fit with any existing services, projected numbers of beneficiaries and anticipated outcomes.

>>>3) Procuring Telecare – new factsheet

A new factsheet is now available on procuring telecare. This is available along with the Telecare Implementation Guide and range of factsheets at <http://www.icesdoh.org/telecare>. The factsheet has been developed by CSIP and the NHS Purchasing and Supply Agency (PASA).

Many organisations involved in telecare implementation will be looking at their existing and future procurement arrangements as the Preventative Technologies Grant becomes available in April 2006. Further work is being carried out nationally to look at the emerging technologies and any options that could simplify the process.

Firstly, we would like your views on the factsheet itself. It will have some further revision before the end of the year and also early in 2006. The revisions will reflect the local issues that you tell us about and some changes in the EU tendering legislation.

Secondly, we would like to find out about the assistive technologies that you are looking at - from medication reminders via mobile text messages to long term condition monitoring, from pedometers to home monitoring sensors. What is the single most important way in which procurement information could help you in developing your services? Is it about standards or specifications or frameworks or market information or evaluation and evidence or something else?

If possible, we would like to receive your comments by around 14 November so that we can collate the information for some important meetings in that week. You can e-mail your responses to telecare@icesdoh.org.

>>>4 Telecare and long term conditions management

A number of services are now seriously looking at the use of remote vital signs monitoring equipment to support long term conditions management. The equipment can monitor a number of vital signs in the person's home such as blood pressure, weight, ECG, blood sugar etc and in some cases collect answers to questions about how the person is feeling. Long term conditions include heart and respiratory diseases which would normally involve a lot of hospitalisation. In many cases, people could be supported more comfortably at home using a case management approach by medical and nursing staff. Careful monitoring by a clinician could improve management of the condition and reduce unnecessary hospital admissions.

The cost of vital signs units may initially look expensive. However, there are a number of potential benefits:

- Consideration of parameters for disease management (NICE Guidance and best practice)
- Tailored response services for individual cases
- Better use of resources – secure web-based computer software can help prioritise cases for visits and calls whether through a control centre or direct to a clinician's laptop computer
- Consistent record keeping and analysis of changes
- Possible impact on hospital attendance, length of stay, tariff charges (Payment by Results from April 2006), practice-based services
- Some units can record information and maintain records for a number of users

Remember, user, carer and staff training is very important. Also, services will need to consider that the vital signs units are medical devices. This means that they need to have proper checks to ensure that accuracy is maintained. Local integrated community equipment services (ICES) could play an important role in the maintenance, testing, cleaning and decontamination of these devices. The devices could be included in an ICES Section 31 (Health Act 1999) agreement. Alternatively, services will need to carefully commission maintenance and technical support as part of their procurement strategy.

A factsheet on telehealth will be available in December 2005. In the meantime, the spreadsheet called 'Telecare on the Net' (<http://www.icesdoh.org/telecare>) has links to the main suppliers of equipment.

>>>5) Telecare champions and project management

Over the last 2-3 years, we have learned a lot about telecare implementation from pilots. We are now seeing the beginning of mainstreaming of services. Services require a clear vision with telecare champions and a project management approach to ensure efficient and effective implementation between now and April 2006 when the Grant becomes available.

Champions may come from existing staff, project managers, enthusiastic senior officers, extra care scheme managers, community safety organizers, cabinet and board members, independent organisations and of course users and carers who are directly benefiting from the technology.

There are a number of factsheets that can assist with project management and building awareness available at <http://www.icesdoh.org/telecare>. In particular:

- Telecare Implementation Guide
- Policy Context
- Service Design
- Evidence
- Case Studies
- Roles and Responsibilities
- Project Plan (Gantt Charts etc using Microsoft Project software)
- Reducing the Lead Time
- Report to Cabinet and Board
- Procuring Telecare

The Housing LIN CD-Rom, 'Telecare: Living with Independence', is available by e-mail at housinglin@eac.org.uk. This video has some excellent examples of how telecare can be developed and implemented with the support of a clear vision and service champions.

>>>6) Involving users and carers in telecare development

As telecare develops as a mainstream service, organisations will need to think carefully about the information that is available to users and carers. Factsheets are available on 'User Involvement' and 'Information for users and carers' (see <http://www.icesdoh.org/telecare>). Awareness of new services will need to be raised with users and carers and anxieties worked through. There are also some ethical issues to think about (see factsheet on 'Ethics'). Most organisations providing community alarm systems have helpful leaflets and web pages. Indeed some web sites support online referrals. A comprehensive list of telecare web pages from across the country is available in the spreadsheet called 'Telecare on the Net' – this will provide useful information on how users can learn about telecare in their area. The availability of leaflets and web pages is a useful indicator for telecare progress. If you are changing your literature and web site to include sensors, telehealth etc, we would like to hear from you at telecare@icesdoh.org.

>>>7) Telecare on the high street

We are now on the lookout for telecare on the high street. The first signs are starting to appear in large DIY and computer retailers. In one case, a device can pick up the sound from your home smoke alarm and other sensors and send a message to a control centre or your mobile phone. In a further example, a range of motion and temperature sensors as well as cameras can be linked to a computer that will send messages to a mobile phone if there is a problem. Why is this important? Telecare will really take off when the equipment is readily available in the high street. Staff will need to be familiar with the choices and options available locally where users and carers can have direct payments or wish to make a self-purchase. If you have seen innovative equipment in your area, we would like to know – you can e-mail at telecare@icesdoh.org.

>>>8) 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 of telecare.– more details including venues and confirmed dates will be available later. Provisional dates are as follows:

January 2006 - London

February 2006 - York

March 2006 – Cambridge, Birmingham, South East, North West, Exeter/South West, Nottingham

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

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

Y&H Housing LIN (Sheffield) - 2 December

NW Housing LIN (Cheshire) - 13 December

SW Housing LIN (Devon) - 13 January

East Housing LIN (St Neots) - 17 or 23 January 2006

West Housing LIN (Lichfield) - 19 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

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>

2) Three regional events on telecare are being planned in the first quarter of 2006 as a follow-up to the BTiE (Building Telecare in England) launch event in London 19 July 2005.

>>>9) 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. 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.

>>> In next month's e-newsletter

The next e-newsletter will be available in the first week of December 2005 and cover training and awareness, telehealth, customised information for service providers, regional conferences and events.

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.