

## CSIP Telecare eNewsletter

**April 2007**

Welcome to the April 2007 CSIP telecare eNewsletter. The Care Services Improvement Partnership (CSIP) is responsible for providing general implementation support to organisations building their telecare and telehealth 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.

If you are an organisation implementing telecare and have an interesting local telecare story for inclusion in a future newsletter then e-mail Mike Clark (newsletter editor) at [telecare@csip.org.uk](mailto:telecare@csip.org.uk)

If you or a colleague would like to receive future copies of the newsletter then all you need to do is register at [www.cat.csip.org.uk/telecare](http://www.cat.csip.org.uk/telecare).

**CSIP resources are located at [www.cat.csip.org.uk/telecare](http://www.cat.csip.org.uk/telecare)**

**The previous web site ([www.icesdoh.org/telecare](http://www.icesdoh.org/telecare)) which is referenced in Building Telecare in England and the Preventative Technology Grant Circular will divert you to the new site.**

**Our e-mail address is [telecare@csip.org.uk](mailto:telecare@csip.org.uk).**

**You can register for regular newsletters and special alerts at:  
[www.cat.csip.org.uk/telecare](http://www.cat.csip.org.uk/telecare)**

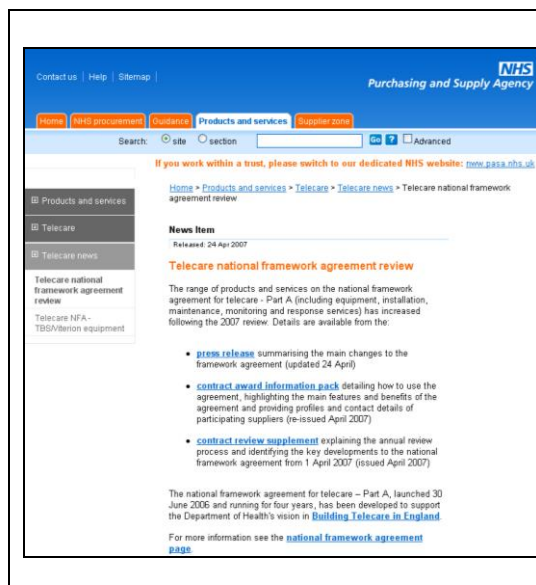
**The Care Services Improvement Partnership is not responsible for any external web sites and does not endorse any particular products or services.**

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# 1 NHS PASA updates to the telecare national framework

NHS PASA has recently worked through its first review gate of the National Framework Agreement for Telecare. Suppliers from the framework submitted information on new products, sub-contractors and affiliates, upgrades and price changes. There are now 2900 individual lines of equipment/services available within the framework agreement. These arrangements continue to provide extensive choice to organisations implementing telecare and telehealth solutions without going through extensive tendering procedures. NHS PASA report that £10m of orders have now gone through the telecare national framework agreement.



The main changes to the telecare NFA following the yearly review are now available from the PASA web site.

The changes include:

- Introduction of 958 new individual equipment lines.
- Introduction of 118 new equipment packages.
- Introduction of 216 new services/service packages

There are now 2900 individual lines within the framework.

*Telecare national framework agreement review including:*

- *News release (March/April 2007) – covers the main changes to the framework:*
- *Contract Award Information Pack (April 2007) – covers the main features and benefits of the agreement together with supplier profiles*
- *Contract Information Supplement (April 2007) – explains the annual review process and identifies the key developments to the NFA that apply from 1 April 2007*

<http://www.pasa.nhs.uk/PASAWeb/Productsandservices/Telecare/Telecarenews/Telecarenationalframeworkagreementreview.htm>

## NHS PASA Press Release – 18 April 2007

### Telecare NFA - TBS/Viterion equipment

Following a recent report published on the TelecareAware website (30 March 2007), NHS PASA can confirm that all TBS/Viterion products available from the telecare national framework agreement (NFA) since 30 June 2006 have appropriate CE Marking accreditation. NHS PASA undertakes a high level assessment of all products and services introduced on to the NFA to provide assurance to users of the NFA.

### Assessment procedures

A key element of this assessment for the introduction of products to the NFA includes the assessment of CE marking accreditation received for products proposed. NHS PASA will check to see if the CE accreditation is valid (via checks on certification/registration numbers) and appropriate for the equipment proposed (such as if the product proposed is a medical device, it must have a Class I CE mark). The assessment process adopted for the original contract award was replicated in the recent 2007 review.

NHS PASA Press release – Viterion equipment (18 April 2007):  
<http://www.pasa.nhs.uk/PASAWeb/Productsandservices/Telecare/Telecarenews/TelecareNFATBSViterionequipment.htm>

## 2 CSCI performance assessment handbook

During April and May 2007, social care authorities will be completing their 2006/7 returns for the CSCI Performance Assessment Handbook.

The April 2007 version of Annex 4 from the Self Assessment Guide of the Performance Assessment Handbook covers the requirements.

Main Web link – Then go to Annex 4 – Self Assessment Survey Guidance:  
[http://www.csci.org.uk/professional/councils/performance\\_assessment/performance\\_assessment\\_handboo.aspx](http://www.csci.org.uk/professional/councils/performance_assessment/performance_assessment_handboo.aspx)

Download the handbook

Download the handbook and the annexes available so far.

- [Performance assessment handbook](#) (PDF, 197 KB, opens in a new window)

Annexes

- Annex 1 – [Outcomes and grade descriptors](#) (Word, 292 KB, opens in a new window)
- Annex 2 – [Scoring and how we will reach your star rating](#) (Word, 96 KB, opens in a new window)
- Annex 3 – PAF and PI information including Key Thresholds **Available May 2007**
- Annex 4 – [Self assessment survey guidance](#) (Word, 2 MB, opens in a new window) **Updated 10 April 2007**
- Annex 4a – [Frequently asked questions](#): answers to your questions about the self-assessment survey (Excel, 40 KB, opens in a new window) **New 18 April 2007**

**Please note:** the self-assessment survey has replaced the Delivery and Improvement Statement (DIS).

- Annex 5 – [Glossary](#) (Word 56 KB, opens in a new window)
- Annex 6 – [Policy and guidance on priority improvement councils](#) (Word 77 KB, opens in a new window)
- Annex 7 – Policy and guidance on Zero rated councils **Available May 2007**
- Annex 8 – Moderation and quality assurance arrangements **Available May 2007**
- Annex 9 – [Written representations process](#) (Word 101 KB, opens in a new window) **New 24 April 2007**
- Annex 10 – [Working arrangements with other inspectorates](#) (PDF, 762 KB, opens in a new window)
- Annex 11 – [Routine business meeting guidance](#) (Word 84 KB, opens in a new window)
- Annex 11a – [Routine business meeting record for illustration only](#) (Excel 101 KB, opens in a new window)

It is possible that some organisations may have viewed an earlier version of the telecare section.

It is important to ensure that you are working to the April 2007 version which maintains continuity to the previous year's DIS figures. It is slightly confusing that Annex 4 still has February 2007 on the front even though it was updated on 10 April 2007.



in England and LAC(2006)5 on the Preventative Technology Grant to ensure that information could be provided on the use of the Grant to HM Treasury.

The most common queries are:

- Are users under 65 counted eg people with learning disabilities?
- is a pendant alarm linked to a control centre or a pull cord linked to a local warden/housing scheme service counted as telecare?
- are upgrades to existing users counted eg sensors added to a community alarm installation?
- are standalone items counted eg calendar clock, key safe?

Here is the interpretation we have provided in response to queries (this should be read alongside the definitions and guidance in the CSCI document and does not replace it):

Included in the CSCI figures:

- Pendant/community alarms and warden-linked pull cords as well as sensor configurations/telehealth devices with connections – a user always counts as once only
- Installations where a carer provides the response directly rather than going through a control centre
- Users in sheltered/extra care housing with pull cords, sensors etc with warden or other support for responses

Not included in the CSCI figures:

- Users under 65
- Upgrades/additional sensors to existing systems – it is a count of users and not equipment or equipment upgrades – a user counts as once only, the figures would be meaningless if a user was recounted every time a new sensor was installed
- Standalone items provided for a user without a connection eg calendar clock, key safes
- Items provided for users in care homes, hospitals etc

Of course, local authorities and their partners can provide telecare and telehealth services outside of those counted in the CSCI report as there is flexibility in the use of the PT Grant and they may be using other funding sources. Other users of telecare (eg people with learning disabilities who are under 65) could be counted as a local performance indicator in a telecare strategy but should not be included in the CSCI figures as they would not meet the definitions (ie people aged 65 and over).

If you have any further queries, please send them to [telecare@csip.org.uk](mailto:telecare@csip.org.uk)

### **3 White Paper Whole System Demonstrators**

The White Paper Whole System Demonstrator Programme Team is currently working through the proposals submitted in February 2007. A number of proposals have been shortlisted and those NHS/LA partnerships have now been visited prior to a final selection decision being made. The successful sites are expected to commence their programmes during summer 2007.

## 4 Telecare in Yorkshire

A number of telecare services in Yorkshire have started to meet together on a regular basis. This includes services in Calderdale, Wakefield, Kirklees, Bradford, Leeds. The aim is to meet monthly and rotate the meetings around the area. The next meeting is 17 May 2007. If your local authority would like to make contact then Sharon Jarvis at Calderdale is looking after the arrangements.

*e-mail:*

[Sharon.Jarvis@calderdale.gov.uk](mailto:Sharon.Jarvis@calderdale.gov.uk)

## 5 Telecare – Opportunities and Challenges for Commissioners in London

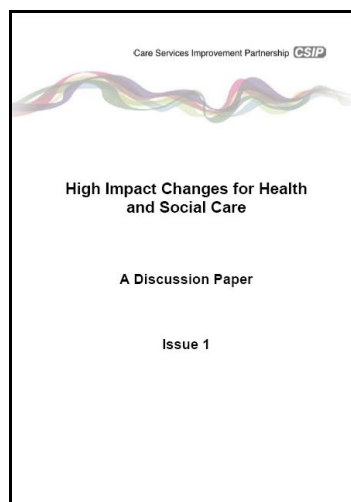
On June 28th there will be a one day conference for key commissioners in London Local Authorities and PCTs. The aim of the day is to understand the current level of Telecare activity and investment, explore its impact in service delivery and the opportunities it provides to help achieve the goals outlined in the White Paper 'Our health our care our say'. The conference will take place at the Department of Health, Wellington House, Waterloo, London from 10.00 to 3.30pm. For further information or to register for this event please contact Caroline Joyce

Caroline Joyce  
PA - PDSI Team (CSIP)  
Section 113, 1st floor  
Wellington House  
133-155 Waterloo Road  
London  
SE1 8UG

Tel: 0207 972 4137

Fax: 0207 972 4957

## 6 CSIP – High Impact Changes for Health and Social Care



On 17 April 07 David Behan, Director General of Social Care, attended the CSIP project launch event, to develop a set of High Impact Changes that will transform health and social care communities.

We are developing a set of changes that have the biggest positive impact in health and social care communities on achieving the seven outcomes of adult social care:

- improved health and emotional well-being
- improved quality of life
- making a positive contribution
- choice and control
- freedom from discrimination
- economic well-being
- personal dignity.

CSIP are currently collecting evidence throughout the country to determine what the changes are, between April 07 and September 07, and will be launching them in January 2008.

The changes will provide a framework for service improvement and will support the implementation of the White Paper "Our Health, our care, our say".

CSIP invites everyone involved in health and social care to tell us about initiatives or changes that they have made to achieve one or more of the seven outcomes of adult social care, which could be a potential 'High Impact Change'.

A discussion paper is available at the web site together with a template and the arrangements for making submissions.

*Web site:*

<http://www.csip.org.uk/supporting-delivery/research-and-development/high-impact-changes-for-health-and-social-care-project.html>

## **7 Access to CSIP services**

The easiest way for you to access CSIP services is to send an e-mail to [telecare@csip.org.uk](mailto:telecare@csip.org.uk) 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 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 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'

## **8 Telecare events**

Regional Housing LIN dates for 2007:

- Eastern Region LIN - 15 May 2007 (Norfolk)
- West Midlands LIN - 17 May 2007 (Birmingham)
- NE Region LIN - 17 May 2007 (Prudhoe)
- London and South East LIN - 24 May 2007 (Denham)
- SW Region 6 June 2007 - Taunton (conference)
- North West LIN - 6 June 2007 (Sefton)
- Yorkshire & Humberside and North Yorkshire LIN - 11 July 2007 (Bainbridge)

To register your interest, email [housinglin@cat.csip.org.uk](mailto:housinglin@cat.csip.org.uk)  
Copies of presentations from each regional network meeting are archived on the Housing LIN website under 'Presentations' in the A-Z index.

*Housing LIN Newsletter (April 2007):*

<http://www.cat.csip.org.uk/library/docs/Housing/Newsletter22.pdf>

The Foundation for Assistive Technology provides a full listing of forthcoming telecare events – see [http://www.fastuk.org/list\\_events\\_by\\_date.php](http://www.fastuk.org/list_events_by_date.php). Suppliers also run telecare and telehealth events – check their web sites regularly for dates.

All previous telecare eNewsletters are available at:

<http://www.cat.csip.org.uk/index.cfm?pid=434>

#### CSIP Telecare Services

The CSIP Team involved in supporting the telecare initiative includes Jeremy Porteus (Chair of Telecare Advisory Network and South West), Rachel Denton (Midlands), Ian Salt, Denise Gillie (North West and North East) and Mike Clark (London and South East). You can send comments and questions about the CSIP Implementation Guide, factsheets, video or contact team members via [telecare@csip.org.uk](mailto:telecare@csip.org.uk)