

## CSIP Telecare eNewsletter

### January 2008 – Events Special

**\*\*\*CSIP 2008 telecare events – London (24 Jan), Leeds (29 Jan), Manchester (4 Feb), Taunton (7 Feb) and Birmingham (12 Feb) – Last few places now available except for London which is onto the reserve list\*\*\***

#### ***Prime Minister's Speech on the National Health Service (7 January 2008)***

***“.....There are 15 million people in England with long-term conditions ranging from asthma to heart disease.***

***Many are already taking more active roles in their own care - for example, by using new technologies that allow remote monitoring of their condition via the internet or on the telephone. And earlier this year on a visit to Southampton hospital I met Robbie who was managing his treatment for a heart condition from home, monitoring his own blood pressure and weight, and feeding his results back to his doctor.***

***This gave him far greater freedom - with the security of knowing his condition was still being checked. And he spent far less time in hospital -- reducing the cost of his care to the NHS. What worked for Robbie could also work for more patients - many of whom rightly want a greater say over their care, including in later life. With the right kind of NHS care and support, an active, fulfilled life should be possible for far more of us in our later years.***

***So over the next few years we will give 100,000 people with long-term conditions the opportunity to manage their care in this way as 'expert patients'. And during 2008 we will bring forward a patients' prospectus that sets out how we will extend to all 15 million patients with a chronic or long-term condition access to a choice of 'active patient' or 'care at home' options -- clinically appropriate to them and supported by the NHS.***

***Real control and power for patients - supported by clinicians and carers. More than today's new choice of where and when you are treated, a new choice tomorrow - in partnership with your clinician - about your treatment itself.***

***Something made even more accessible by using NHS direct, the internet and digital TV as well as the telephone to improve support for patients who want an active part in their care. And where it is appropriate - just as with personal care budgets for the 1.5 million social care users - it could include the offer of a personal health budget, giving patients spending power and thus a real choice of services.***

***Empowering patients also means giving them a greater say in their care in the later years of their lives. Our ambition must be to give everyone a choice - and we can expect this will mean more and more people choosing to be cared for at home. This will depend on a new flexibility and responsiveness in primary care, and new partnerships with the voluntary and private sectors where they can contribute and innovate. ...”***

***Gordon Brown, Prime Minister*** <http://www.number10.gov.uk/output/Page14171.asp>

## Contents

1 CSIP telecare events – Final places and programmes .....	2
2 Telecare for people with dementia – your views .....	2
3 Raising the Profile of Long Term Conditions Care - new .....	2
4 Organisations implementing telehealth.....	2
5 Care pathways for telecare and telehealth .....	2
6 Events.....	2

**Item 1 provides an update on the events and links to the programmes and venue information in the appendices**

**Item 2 links to a current CSIP Networks telecare survey on supporting people with dementia**

**Item 3 introduces an updated Department of Health document on Long Term Conditions**

**Item 4 provides an up to date listing of organisations implementing telehealth and disease management**

**Item 5 introduces some of the guidance and links for implementing telehealth and advanced assistive technology**

**Item 6 lists upcoming Telecare and Housing LIN events**

**Appendix 1 – Venues for five events**

**Appendix 2 – Current programmes for five events**

**Appendix 3 – Supplier’s supplement for March 2008**

### **Glossary:**

ALIP – Assisted Living Innovation Platform

AT – Assistive Technology

BERR – Business Enterprise and Regulatory Reform

CSCI – Commission for Social Care Inspection

DCLG – Department for Communities and Local Government

FACS – Fair Access to Care Services

NHS CfH – NHS Connecting for Health

NHS PASA – NHS Purchasing and Supply Agency

PT Grant or PTG – Preventative Technology Grant

TSA – Telecare Services Association

The Care Services Improvement Partnership (CSIP) is responsible for providing general implementation support to organisations building their telecare and telehealth programmes.

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, CSIP Networks) 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 <http://www.icn.csip.org.uk/index.cfm?pid=12>

**Update from Mike Clark, CSIP Networks**

The scheduled CSIP events are as follows and booking will shortly reach the maximum numbers for most of the sites:

Venue	Date	Places Remaining at 14 January 2007
London	24 January 2008	Reserve list
Leeds	29 January 2008	8
Manchester	4 February 2008	12
Taunton	7 February 2008	15
Birmingham	12 February 2008	13

Link:

<http://www.icn.csip.org.uk/index.cfm?pid=476&sectorID=170>

The main aim of these five events is for organisations to share the impact of their services on stakeholders and hear what others are doing from neighbouring areas since the publication of **Building Telecare in England in 2005**. In addition, attendees will hear more about telehealth and the best practice approaches that will take local authorities, health trusts, third sector and partner organisations into the future as telecare and telehealth move towards mainstream services.

**The outcomes events are about:**

- ✓ Redesigning and restructuring services to include telecare and telehealth options
- ✓ Developing new ways of partnership and integrated working through telecare and telehealth
- ✓ Promoting care closer to home, dignity and choice using telecare and telehealth
- ✓ Adjusting care pathways to include cost-effective AT solutions
- ✓ Identifying implementation barriers and how they have been overcome
- ✓ Progress made with learning disability and other service users who are now benefiting from telecare solutions
- ✓ Balancing FACS-eligible, preventative, targeted and self care approaches
- ✓ Working with suppliers to develop innovative solutions to local problems
- ✓ Introducing self-assessment and supported self directed care, direct payments, personal budgets
- ✓ Identifying sensor configurations that are effective for dementia assessment and support
- ✓ Obtaining initial evaluations on vital signs and long term condition monitoring
- ✓ Reviewing AT arrangements for preventative services to include telecare and telehealth
- ✓ Extending housing schemes with telecare support
- ✓ Identifying and overcoming barriers to user acceptance of technology
- ✓ Examining impact on carers
- ✓ Establishing locally whether telecare has an impact on care home and hospital admissions
- ✓ Providing training and awareness to a wide range of stakeholders as well as longer term workforce issues
- ✓ Identifying individual outcomes and service cost-effectiveness

People who will be attending the events will have received an e-mail asking about their outcomes and achievements. This allows local authorities and their partners to review their progress and make adjustments as they mainstream care options in 2008 as part of health, housing and social care services.

Here is the current wording for the questions that we are using for the five events.

**Your Organisation**

1) *What outcomes have been achieved by your organisation since 2005/6 following Building Telecare in England (2005) and the Preventative Technology Grant (2006)?*

2) *If you are commissioning or providing services for users, patients and carers, how do you plan to mainstream services and make them sustainable in 2008 and beyond?*

**The morning programmes will generally include:**

- Summary information on progress in the area/regions generally covered by the event from CSCI data
- Feedback from local networks, groups or organisations
- Examples of local progress and developments from around the country on outcomes eg FACS eligible users, dementia support, falls programmes, telehealth, self care, preventative approaches, using remote monitoring and standalone AT approaches for a wider group of service users
- The challenges of mainstreaming and ensuring services are sustainable

There will be an opportunity for delegates to speak about their local achievements from the floor as well as from the platform. We would encourage all organisations to contribute. Please also bring along examples of your leaflets, evaluations etc – we will add this type of information to the CSIP web site.

**The afternoon programmes will generally include:**

- Future vision for telecare and telehealth including the developing programmes for the demonstrator sites as they commence in Spring 2008
- The developing interest in telehealth
- Quality standards in telecare
- Connectivity, standards, interoperability, data sharing and records

Not all of the speakers will be covering all of the sites so input will vary and the later events will get some coverage of the earlier events.

**\*\*\*\*Details of venues and programme outlines appear in Appendix 1 and 2.**

**\*\*\*\*As part of our programme, we are working on a supplier supplement for the March 2008 newsletter – if you are a supplier of telecare/telehealth products and services then see Appendix 3.**

There is growing interest in the debate around telecare for people with dementia.

The recent statement by the Alzheimer's Society and their recent December 2007 newsletter article has sparked off a range of comments.



Link:

[http://www.alzheimers.org.uk/site/scripts/download\\_info.php?fileID=277](http://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=277)

Does your organisation have a policy and guidance in place for supporting people with dementia with telecare and assistive technology? Have you considered or evaluated any of the bracelet devices or GPS devices? Do you use telecare as part of the assessment process for people with dementia and their carers? Have you consulted users and carers locally or carried out an evaluation of your services? What are their views about monitoring and response arrangements?

As health, housing and social care authorities are providing important support for users and carers, we are interested in your views on this important debate covering the use of assistive technologies. We are bringing together a briefing on telecare and dementia that will come out at the end of the run of the five CSIP events, so we would like your input. The telecare briefing will link to work being carried out on a National Dementia Strategy to be published later in the year.

We have a simple questionnaire at the link below or you can contact Mike Clark from CSIP Networks via [telecare@csip.org.uk](mailto:telecare@csip.org.uk) up to 12 February 2008.

Link to questionnaire:

[www.icn.csip.org.uk/library/Resources/Telecare/Support materials/Telecare LIN Dementia Survey.doc](http://www.icn.csip.org.uk/library/Resources/Telecare/Support%20materials/Telecare%20LIN%20Dementia%20Survey.doc)

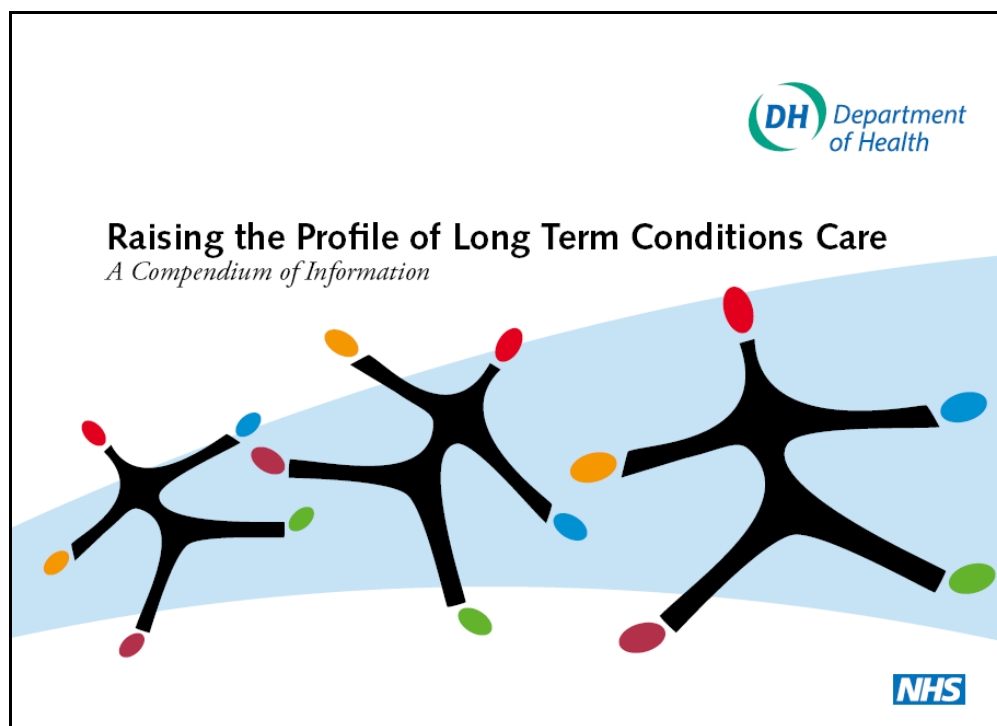
Additional links on this subject are included in the last newsletter:

+ CSIP Telecare eNewsletter - Jan 2008 (pdf - 3.29Mb):  
[http://icn.csip.org.uk/nl/?l=186\\_1\\_1\\_1](http://icn.csip.org.uk/nl/?l=186_1_1_1)

+ Telecare eNewsletter Jan 2008 (doc - 7.05Mb):  
[http://icn.csip.org.uk/nl/?l=186\\_1\\_1\\_2](http://icn.csip.org.uk/nl/?l=186_1_1_2)

### 3 Raising the Profile of Long Term Conditions Care - new

Telecare LIN



This document, launched in December 2007 updates the first compendium of information on LTCs, published in May 2004. It will further inform all those who are involved in both commissioning and providing care and support services for people with LTCs.

It focuses on the outcomes that people with LTCs said that they wanted from services and describes how more effective management of LTCs in a number of local communities is delivering high-quality and personalised care. Finally, it summarises the key systems and levers that are crucial to driving forward further improvements in care for people with LTCs.

Reference is made to assistive technologies such as telecare/telehealth.

Link:

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_082069](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_082069)

Here is an updated Summary list of organisations in England implementing or piloting Telehealth together with related disease management programmes.

**Note: CSIP does not endorse any particular suppliers of equipment or services. Supplier links are provided to give a fuller picture of telehealth projects. If you are aware of any other projects, evaluations errors or omissions in England, please contact Mike Clark via [telecare@csip.org.uk](mailto:telecare@csip.org.uk)**

**Barnsley:**

<http://www.telecare-events.co.uk/speakers.htm#brownsell>  
<http://www.telecare-events.co.uk/pres/brownsell.pdf>  
<http://www.barnsleyrd.nhs.uk/assistive.asp#313>  
[http://www.docobo.co.uk/pressoffice\\_recent.php?ItemID=23](http://www.docobo.co.uk/pressoffice_recent.php?ItemID=23)

**Birmingham:**

OwnHealth with Pfizer - <http://www.ehipprimarycare.com/news/item.cfm?ID=1811&displayMode=print>  
[http://www.ehipprimarycare.com/news/birmingham\\_pct\\_to\\_extend\\_telecare\\_to\\_27,000](http://www.ehipprimarycare.com/news/birmingham_pct_to_extend_telecare_to_27,000)  
[http://www.ehipprimarycare.com/img/document\\_library0282/BirminghamOwnHealth\\_-\\_successes\\_and\\_learning\\_from\\_the\\_first\\_year.pdf](http://www.ehipprimarycare.com/img/document_library0282/BirminghamOwnHealth_-_successes_and_learning_from_the_first_year.pdf)  
[www.hiicsg.bcs.org/~careadmin/16\\_October\\_Telehealth\\_Seminar\\_Pfizer.ppt](http://www.hiicsg.bcs.org/~careadmin/16_October_Telehealth_Seminar_Pfizer.ppt)  
[http://www.publichealthconferences.org.uk/health\\_inequalities\\_2007/downloads/Birmingham\\_Mendelsohn.pdf](http://www.publichealthconferences.org.uk/health_inequalities_2007/downloads/Birmingham_Mendelsohn.pdf)

**Bradford:**

[http://www.thetelegraphandargus.co.uk/news/newsindex/display.var.1870243.0.forecast\\_is\\_brighter\\_for\\_vulnerable\\_patients.php](http://www.thetelegraphandargus.co.uk/news/newsindex/display.var.1870243.0.forecast_is_brighter_for_vulnerable_patients.php)

**Cornwall - demonstrator site:**

<http://www.gnn.gov.uk/environment/fullDetail.asp?ReleaseID=286491&NewsAreaID=2&NavigatedFromDepartment=Female>  
[http://www.e-health-insider.com/news/3310/dh\\_telecare\\_demonstrator\\_trials\\_to\\_start\\_work](http://www.e-health-insider.com/news/3310/dh_telecare_demonstrator_trials_to_start_work)  
[http://www.e-health-insider.com/comment\\_and\\_analysis/278/2008:the\\_year\\_telecare\\_grows\\_up\\_tcq](http://www.e-health-insider.com/comment_and_analysis/278/2008:the_year_telecare_grows_up_tcq)

**Guildford:**

[http://www.networks.nhs.uk/uploaddb/commissioning/343\\_guildford\\_and\\_waverley\\_chronic\\_obstructive\\_pulmonary\\_disease.doc](http://www.networks.nhs.uk/uploaddb/commissioning/343_guildford_and_waverley_chronic_obstructive_pulmonary_disease.doc)

**Carlisle:**

[http://www.tunstall.co.uk/splash/downloads/6\\_2\\_50Evaluation\\_Research\\_Doc\\_Telemedicine\\_CarlisleHA.PDF](http://www.tunstall.co.uk/splash/downloads/6_2_50Evaluation_Research_Doc_Telemedicine_CarlisleHA.PDF)

**Cheshire/Weaver Vale:**

<http://www.ehipprimarycare.com/news/item.cfm?ID=2152>

**Western Cheshire PCT, ChesterCare, Cheshire:**

<http://www.chestercare.org/telehealth.html>

**East Riding: Under consideration****Greenwich: No links yet available****Great Yarmouth**

[http://www.gywpc.nhs.uk/Docs/News/11\\_04\\_2007\\_Telecare/Document/Telecare.pdf](http://www.gywpc.nhs.uk/Docs/News/11_04_2007_Telecare/Document/Telecare.pdf)

**Guildford:**

[http://www.networks.nhs.uk/uploaddb/commissioning/343\\_guildford\\_and\\_waverley\\_chronic\\_obstructive\\_pulmonary\\_disease.doc](http://www.networks.nhs.uk/uploaddb/commissioning/343_guildford_and_waverley_chronic_obstructive_pulmonary_disease.doc)



**Hammersmith and Fulham:**

<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=10421>

**Hull:**

<http://www.wirelesshealthcare.co.uk/wh/news/wk50-07-0004.htm>

<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=13121>

<http://www.openpr.com/news/33547/Walsall-and-Hull-Launch-Mainstream-Deployments-of-Telehealth-for-People-with-COPD-and-Congestive-Heart-Failure.html>

<http://www.tunstall.co.uk/news.aspx?PageID=14&NewsID=98>

**Islington**

[http://www.ehiprimarycare.com/News/2528/islington\\_pct\\_uses\\_texts\\_for\\_stop\\_smoking\\_campaign](http://www.ehiprimarycare.com/News/2528/islington_pct_uses_texts_for_stop_smoking_campaign)

**Kent – demonstrator site:**

<http://www.gnn.gov.uk/environment/fullDetail.asp?ReleaseID=286491&NewsAreaID=2&NavigatedFromDepartment=Female>

<http://www.kent.gov.uk/SocialCare/health-and-wellbeing/telehealth/> and <http://www.kent.gov.uk/SocialCare/health-and-wellbeing/telecare/default.htm>

[http://www.e-health-insider.com/news/3310/dh\\_telecare\\_demonstrator\\_trials\\_to\\_start\\_work](http://www.e-health-insider.com/news/3310/dh_telecare_demonstrator_trials_to_start_work)

[http://www.e-health-insider.com/comment\\_and\\_analysis/278/2008:\\_the\\_year\\_telecare\\_grows\\_up\\_tcq](http://www.e-health-insider.com/comment_and_analysis/278/2008:_the_year_telecare_grows_up_tcq)

[http://www.institute.nhs.uk/option.com\\_joomcart/Itemid,26/main\\_page\\_document\\_product\\_info/products\\_id,338.html](http://www.institute.nhs.uk/option.com_joomcart/Itemid,26/main_page_document_product_info/products_id,338.html)

**Leeds:**

<http://www.tunstall.co.uk/assets/literature/Leeds%20case%20study.pdf>

**Manchester:**

[http://www.ehiprimarycare.com/news/3324/heart\\_check-ups\\_by\\_phone\\_offered\\_over\\_christmas](http://www.ehiprimarycare.com/news/3324/heart_check-ups_by_phone_offered_over_christmas)

[http://www.e-health-insider.com/comment\\_and\\_analysis/285/the\\_big\\_screen](http://www.e-health-insider.com/comment_and_analysis/285/the_big_screen)

**Medway:**

<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=4667>

**Lincolnshire: No links available****Milton Keynes:**

<http://www.tunstall.co.uk/news.aspx?PageID=14&NewsID=78>

[http://www.ukprwire.com/Detailed/Technology/Milton\\_Keynes\\_Launches\\_Advanced\\_Telehealth\\_Service\\_to\\_Improve\\_Care\\_for\\_People\\_with\\_COPD\\_7466.shtml](http://www.ukprwire.com/Detailed/Technology/Milton_Keynes_Launches_Advanced_Telehealth_Service_to_Improve_Care_for_People_with_COPD_7466.shtml)

**Newham – demonstrator site:**

<http://www.gnn.gov.uk/environment/fullDetail.asp?ReleaseID=286491&NewsAreaID=2&NavigatedFromDepartment=Female>

<http://www.bjhc.co.uk/issues/v23-8/v23-8procter&single.htm>

<http://www.hoise.com/vmw/05/articles/vmw/LV-VM-09-05-6.html>

<http://www.newham.gov.uk/News/2007/May/MillionstohelpNewhamsvulnerable.htm>

[http://www.e-health-insider.com/news/3310/dh\\_telecare\\_demonstrator\\_trials\\_to\\_start\\_work](http://www.e-health-insider.com/news/3310/dh_telecare_demonstrator_trials_to_start_work)

[http://www.e-health-insider.com/comment\\_and\\_analysis/278/2008:\\_the\\_year\\_telecare\\_grows\\_up\\_tcq](http://www.e-health-insider.com/comment_and_analysis/278/2008:_the_year_telecare_grows_up_tcq)

**Nottingham:**

<http://www.nottinghamcity-pct.nhs.uk/EasySite/lib/serveDocument.asp?doc=14585&pgid=8679>

<http://www.tunstall.co.uk/news.aspx?PageID=14&NewsID=62>

**Norfolk:**

[http://www.gywpct.nhs.uk/Docs/News/11\\_04\\_2007\\_Telecare/Document/Telecare.pdf](http://www.gywpct.nhs.uk/Docs/News/11_04_2007_Telecare/Document/Telecare.pdf)

[http://www.norfolk.gov.uk/consumption/idcplg?IdcService=SS\\_GET\\_PAGE&ssDocName=NCC051194&ssSourceNodeld=&ssTargetNodeld=3572](http://www.norfolk.gov.uk/consumption/idcplg?IdcService=SS_GET_PAGE&ssDocName=NCC051194&ssSourceNodeld=&ssTargetNodeld=3572)



**Newcastle:**

[http://www.tunstall.co.uk/splash/downloads/6\\_2\\_22COPD\\_Newcastle\\_PCT.pdf](http://www.tunstall.co.uk/splash/downloads/6_2_22COPD_Newcastle_PCT.pdf) Medway:  
<http://www.tunstall.co.uk/detail.asp?ID=306> and  
[http://www.tunstall.co.uk/splash/downloads/6\\_2\\_56Evaluation\\_research\\_telemedicine\\_Medway.pdf](http://www.tunstall.co.uk/splash/downloads/6_2_56Evaluation_research_telemedicine_Medway.pdf)

**Rotherham:**

<http://www.rotherhampct.nhs.uk/corporate/BoardPapers/200704/N1%20-%20Assistive%20Technology%20Strategic%20Capital%20Grant%20Cover%20Doc.doc>

**Sheffield:**

<http://www.sheffield.nhs.uk/ship/8-9-0906-5.php>  
[http://www.ukprwire.com/Detailed/Health\\_Wellbeing/Telehealth\\_Specialist\\_Tunstall\\_Teams\\_up\\_with\\_Sheffield\\_Primary\\_Care\\_Trust\\_to\\_Celebrate\\_World\\_COPD\\_Aw\\_12033.shtml](http://www.ukprwire.com/Detailed/Health_Wellbeing/Telehealth_Specialist_Tunstall_Teams_up_with_Sheffield_Primary_Care_Trust_to_Celebrate_World_COPD_Aw_12033.shtml)

**Southampton:**

<http://www.wirelesshealthcare.co.uk/wh/news/wk49-07-0006.htm>  
[http://www.ehiprimarycare.com/news/3272/southampton\\_city\\_to\\_use\\_cardiac\\_telemedicine](http://www.ehiprimarycare.com/news/3272/southampton_city_to_use_cardiac_telemedicine)  
<http://www.bjhcm.co.uk/news/2007/n712009.htm>  
<http://www.pr.com/press-release/64746>  
<http://www.newswiretoday.com/news/27476/>

**Surrey:**

[http://www.docobo.co.uk/news\\_docobo.php?ItemID=1](http://www.docobo.co.uk/news_docobo.php?ItemID=1)  
[http://www.ehiprimarycare.com/news/2565/central\\_surrey\\_use\\_telemedicine\\_to\\_tackle\\_copd](http://www.ehiprimarycare.com/news/2565/central_surrey_use_telemedicine_to_tackle_copd)

**Swindon:**

[http://www.swindonpct.nhs.uk/our\\_services/Telehealth.htm](http://www.swindonpct.nhs.uk/our_services/Telehealth.htm)

**Walsall:**

<http://www.wirelesshealthcare.co.uk/wh/news/wk50-07-0004.htm>  
[http://www.oxfordmail.net/news/headlines/display.var.1931624.0.mobiles\\_are\\_new\\_health\\_aid.php](http://www.oxfordmail.net/news/headlines/display.var.1931624.0.mobiles_are_new_health_aid.php)  
<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=13121>  
<http://www.openpr.com/news/33547/Walsall-and-Hull-Launch-Mainstream-Deployments-of-Telehealth-for-People-with-COPD-and-Congestive-Heart-Failure.html>  
<http://www.tunstall.co.uk/news.aspx?PageID=14&NewsID=98>  
<http://forum.tplusmedical.com/viewtopic.php?p=216#216>

## 5 Care pathways for telecare and telehealth

## Telecare LIN

Organisations implementing telecare and telehealth will now be identifying the care pathways where technology support can make a significant difference.

This will start to include self care approaches where people make their own purchasing decisions using medical devices and assistive technology from the high street or purchased over the internet. Blood pressure monitors and glucose monitors are available through high street pharmacies and via the internet.

Other telehealth devices which can measure health parameters daily are available in the USA and may well soon appear in the UK high street. Telehealth devices are available from a range of suppliers including those listed in the NHS PASA national framework agreement for telecare.

Link:

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

Local authorities, health trusts and housing organisations will need to consider how they make helpful information available to enable individuals to make these choices. This could be through their assisted living centres and smart homes where a range of technology and monitoring solutions can be examined and evaluated.

As well as looking at the range of devices available (ie there are ten modalities in the NHS PASA framework), organisations will need to consider the evidence base, national and local guidance for some of the more complex conditions.

Examples of these areas under consideration as part of long term condition support are heart failure, COPD and diabetes. A list of links are available for organisations investigating these areas. This includes references to Department of Health documents, national service frameworks and NICE Guidance in addition to the new DH publication 'Raising the Profile of Long Term Conditions Care' covered elsewhere in this newsletter.

## Heart Failure

### Definitions:

[http://www.bhf.org.uk/living\\_with\\_heart\\_conditions/understanding\\_your\\_condition/types\\_of\\_heart\\_conditions/heart\\_failure.aspx](http://www.bhf.org.uk/living_with_heart_conditions/understanding_your_condition/types_of_heart_conditions/heart_failure.aspx)

<http://www.nhsdirect.nhs.uk/articles/article.aspx?articleId=189>

[http://en.wikipedia.org/wiki/Heart\\_failure](http://en.wikipedia.org/wiki/Heart_failure)

<http://www.americanheart.org/presenter.jhtml?identifier=1486>

### British Heart Foundation:

<http://www.bhf.org.uk/>

### American Heart Association:

<http://www.americanheart.org>

### Quality Outcomes Framework – HF1 to HF3 (also CHD, atrial fibrillation etc)

<http://www.nhsemployers.org/primary/primary-890.cfm>

[http://www.nhsemployers.org/restricted/downloads/download.asp?ref=765&hash=5ec2417887a3cc9e260ff7dfc9558fe6&itemplate=e\\_primary\\_3col\\_primary-890](http://www.nhsemployers.org/restricted/downloads/download.asp?ref=765&hash=5ec2417887a3cc9e260ff7dfc9558fe6&itemplate=e_primary_3col_primary-890)

### NICE Guidance:

The NICE chronic heart failure guideline makes recommendations about:

- the care provided by GPs and hospital healthcare professionals who have direct contact with patients with heart failure
- all the key areas of managing heart failure including diagnosis, drug and non-drug treatments and the management of depression and anxiety

The recommendations do not cover:

- emergency treatment of heart failure
- screening for heart failure
- management of heart failure caused by lung disease
- care after heart transplantation

<http://www.nice.org.uk/guidance/index.jsp?action=byID&r=true&o=10924>

Tests – echocardiogram, chest x-ray, ECG, tracers:

[http://www.heartfailure.org/eng\\_site/hf\\_test.asp](http://www.heartfailure.org/eng_site/hf_test.asp)

## **Diabetes**

Definition:

<http://www.dh.gov.uk/en/Policyandguidance/Healthandsocialcaretopics/Diabetes/index.htm>

NSF Guidance and delivery strategy:

[http://www.dh.gov.uk/en/Policyandguidance/Healthandsocialcaretopics/Diabetes/DH\\_4015717](http://www.dh.gov.uk/en/Policyandguidance/Healthandsocialcaretopics/Diabetes/DH_4015717)

See also:

[http://www.diabetes.org.uk/Guide-to-diabetes/What\\_is\\_diabetes/What\\_is\\_diabetes/](http://www.diabetes.org.uk/Guide-to-diabetes/What_is_diabetes/What_is_diabetes/)

[http://www.healthline.com/channel/diabetes.html?utm\\_medium=google&utm\\_source=diabetes\\_query&utm\\_campaign=channel&utm\\_term=define%20diabetes](http://www.healthline.com/channel/diabetes.html?utm_medium=google&utm_source=diabetes_query&utm_campaign=channel&utm_term=define%20diabetes)

<http://en.wikipedia.org/wiki/Diabetes>

Diabetes UK:

<http://www.diabetes.org.uk/>

American Diabetes Association:

[http://www.healthline.com/channel/diabetes.html?utm\\_medium=google&utm\\_source=diabetes\\_query&utm\\_campaign=channel&utm\\_term=define%20diabetes](http://www.healthline.com/channel/diabetes.html?utm_medium=google&utm_source=diabetes_query&utm_campaign=channel&utm_term=define%20diabetes)

Quality Outcomes Framework – various eg

DM 2. The percentage of patients with diabetes whose notes record BMI in the previous 15 months

DM 5. The percentage of diabetic patients who have a record of HbA<sub>1c</sub> or equivalent in the previous 15 months

DM 20. The percentage of patients with diabetes in whom the last HbA<sub>1c</sub> is 7.5 or less (or equivalent test/reference range depending on local laboratory) in the previous 15 months

DM 7. The percentage of patients with diabetes in whom the last HbA<sub>1c</sub> is 10 or less (or equivalent test/reference range depending on local laboratory) in the previous 15 months

[http://www.nhsemployers.org/restricted/downloads/download.asp?ref=765&hash=5ec2417887a3cc9e260ff7dfc9558fe6&itemplate=e\\_primary\\_3col\\_primary-890](http://www.nhsemployers.org/restricted/downloads/download.asp?ref=765&hash=5ec2417887a3cc9e260ff7dfc9558fe6&itemplate=e_primary_3col_primary-890)

NICE Guidance – Type 1 Diabetes – page 55 for evidence on HbA<sub>1c</sub> – covers Type 1 and Type 2:

<http://www.nice.org.uk/guidance/index.jsp?action=byID&o=10944>

[http://www.nice.org.uk/nicemedia/pdf/CG015\\_fullguideline\\_adults\\_main\\_section.pdf](http://www.nice.org.uk/nicemedia/pdf/CG015_fullguideline_adults_main_section.pdf)

NICE Guidance – Type 2 Diabetes – update for April 2008:

<http://www.nice.org.uk/guidance/index.jsp?action=byID&o=11635>

## **COPD**

Department of Health - Development of a National Service Framework for COPD (due 2008):

[http://www.dh.gov.uk/en/Policyandguidance/Healthandsocialcaretopics/DH\\_4138532](http://www.dh.gov.uk/en/Policyandguidance/Healthandsocialcaretopics/DH_4138532)

**Definitions:**

<http://www.who.int/respiratory/copd/definition/en/index.html>

<http://www.thoracic.org/sections/copd/index.html>

<http://www.brit-thoracic.org.uk/copd-background.html>

<http://en.wikipedia.org/wiki/COPD>

**GOLD - Global Initiative for Chronic Obstructive Lung Disease (GOLD)**

<http://www.goldcopd.com/>

**British Thoracic Society**

<http://www.brit-thoracic.org.uk/>

**American Thoracic Society**

<http://www.thoracic.org/>

**Quality Outcomes Framework – COPD Various eg COPD 10 - The percentage of patients with COPD with a record of FeV1 in the previous 15 months**

[http://www.nhsemployers.org/restricted/downloads/download.asp?ref=765&hash=5ec2417887a3cc9e260ff7dfc9558fe6&itemplate=e\\_primary\\_3col\\_primary-890](http://www.nhsemployers.org/restricted/downloads/download.asp?ref=765&hash=5ec2417887a3cc9e260ff7dfc9558fe6&itemplate=e_primary_3col_primary-890)

**NICE Guidance:**

<http://www.nice.org.uk/nicemedia/pdf/CG012quickrefguide.pdf>

[http://www.nice.org.uk/nicemedia/pdf/CG012\\_niceguideline.pdf](http://www.nice.org.uk/nicemedia/pdf/CG012_niceguideline.pdf)

**6 Events****Telecare LIN**

## a) CSIP Telecare events

<b>Venue</b>	<b>Date</b>
London	24 January 2008
Leeds	29 January 2008
Manchester	4 February 2008
Taunton	7 February 2008
Birmingham	12 February 2008

## b) Housing LIN events – booking now available:

16/01/08 [South West Regional Housing LIN Meeting](#)

31/01/08 [West Midlands Regional Housing LIN Meeting](#)

28/02/08 [North West Regional Housing LIN Meeting](#)

10/04/08 [West Midlands Regional Housing LIN Meeting](#)

Full list of Housing LIN events:

<http://www.icn.csip.org.uk/housing/index.cfm?pid=167>

Latest Housing LIN Newsletter:

[http://www.icn.csip.org.uk/library/Resources/Housing/Support\\_materials/Newsletter/Newsletter26.pdf](http://www.icn.csip.org.uk/library/Resources/Housing/Support_materials/Newsletter/Newsletter26.pdf)

The Foundation for Assistive Technology (FAST) provides a full listing of forthcoming telecare events – see <http://www.fastuk.org/services/events.php?pg=2>. Suppliers also run telecare and telehealth events – check their web sites regularly for dates.

All previous telecare eNewsletters are available at: [www.icn.csip.org.uk/telecarenewsletters](http://www.icn.csip.org.uk/telecarenewsletters)

### **CSIP Telecare Services**

You can send comments and questions about the CSIP Implementation Guide, factsheets or other resources or contact us via [telecare@csip.org.uk](mailto:telecare@csip.org.uk). Also, use this mailbox to send in good practice examples.

If you or a colleague would like to receive future copies of the newsletter then all you need to do is register at <http://www.icn.csip.org.uk/index.cfm?pid=12>

## Appendix 1 - Venue Information and locations for the five CSIP events

*Please note that the London congestion charge is in operation if you plan on bringing a car into central London on 24 January 2008.*

### London (24 January 2008)

**Venue:** Holiday Inn, Regent's Park

**Address:** Carburton Street, London, London, W1W 5EE

**Main web site includes reference to car parking, nearest stations:**

[http://www.ichotelsgroup.com/h/d/hi/925/en/hd/lonrp?sicreative=974664921&firstpoint=dcb1&sitrackingid=11938267&sicontent=0&siclientid=1935&cm\\_mmc=Google-PS-HolidayInnUK- -G%20B-EMEA- -GBR-London-Regents%20Park- -holiday%20inn%20regents%20park|-10000000000002270116&requestid=218491](http://www.ichotelsgroup.com/h/d/hi/925/en/hd/lonrp?sicreative=974664921&firstpoint=dcb1&sitrackingid=11938267&sicontent=0&siclientid=1935&cm_mmc=Google-PS-HolidayInnUK- -G%20B-EMEA- -GBR-London-Regents%20Park- -holiday%20inn%20regents%20park|-10000000000002270116&requestid=218491)

**Map:** <http://www.ichotelsgroup.com/h/d/hi/925/en/direction/lonrp>

**Google Map:**

<http://maps.google.com/maps?f=q&hl=en&geocode=&time=&date=&ttype=&q=W1W+5EE&ie=UTF8&ll=51.522803,-0.142715&spn=0.006328,0.020084&t=h&z=16&iwloc=addr&om=1>

**London congestion charge:** <http://www.cclondon.com/>

### Leeds (29 January 2008)

**Venue:** Hilton, Leeds

**Address:** Neville Street, Leeds, LS1 4BX

**Main web site:** <http://www.hilton.co.uk/leedscity>

**Map, travel and car parking:** [http://www.hilton.co.uk/property/1101\\_PreparingToVisit.jsp?hid=11001756](http://www.hilton.co.uk/property/1101_PreparingToVisit.jsp?hid=11001756)

**Google Maps Reference:**

<http://maps.google.com/maps?f=q&hl=en&geocode=&time=&date=&ttype=&q=LS1+4BX&ie=UTF8&ll=53.793858,-1.547313&spn=0.012016,0.040169&t=h&z=15&iwloc=addr&om=1>

### Manchester (4 February 2008)

**Venue:** Hilton, Manchester Deansgate

**Address:** 303 Deansgate, Manchester, M3 4LQ

**Main web site:** <http://www.hilton.co.uk/manchesterdeansgate?WT.srch=1>

**Map, travel and car parking:** [http://www.hilton.co.uk/property/1101\\_PreparingToVisit.jsp?hid=11536699](http://www.hilton.co.uk/property/1101_PreparingToVisit.jsp?hid=11536699)



**Google Maps Reference:**

<http://maps.google.com/maps?f=q&hl=en&geocode=&time=&date=&ttype=&q=M3+4LQ+&ie=UTF8&ll=53.47511,-2.25121&spn=0.006053,0.020084&t=h&z=16&iwloc=addr&om=1>

***Taunton (7 February 2008)***

**Venue:** Holiday Inn, Taunton

**Address:** Dean Gate Avenue, Taunton, TA1 2UA

**Main web site:** [http://www.ichotelsgroup.com/h/d/hi/1/en/hotel/tntss?\\_requestid=248931](http://www.ichotelsgroup.com/h/d/hi/1/en/hotel/tntss?_requestid=248931)

**Map, travel and car parking:** <http://www.ichotelsgroup.com/h/d/hi/1/en/hotel/TNTSS/transportation>

**Google Map reference:**

<http://maps.google.com/maps?f=q&hl=en&geocode=&time=&date=&ttype=&q=ta1+2ua&ie=UTF8&ll=51.018668,-3.065872&spn=0.006398,0.020084&t=h&z=16&iwloc=addr&om=1>

***Birmingham (12 February 2008)***

**Venue:** Holiday Inn, Birmingham City

**Address:** Smallbrook Queensway, Birmingham, B5 4EW

**Main web site:** [http://www.ichotelsgroup.com/h/d/hi/1/en/hotel/bhxwm?\\_requestid=252129](http://www.ichotelsgroup.com/h/d/hi/1/en/hotel/bhxwm?_requestid=252129)

**Map, travel and car parking:** <http://www.ichotelsgroup.com/h/d/hi/1/en/hotel/BHXWM/transportation>

**Google Map Reference:**

<http://maps.google.com/maps?f=q&hl=en&geocode=&time=&date=&ttype=&q=B5+4EW&ie=UTF8&ll=52.476037,-1.899176&spn=0.01239,0.040169&t=h&z=15&iwloc=addr&om=1>

## Appendix 2 – Draft programmes for five CSIP events

### London Programme – 24 January 2008

9.00 – 9.45am	Arrival
9.45-10.00am	Opening remarks and current position (Jeremy Porteus, Simon Brownsell, Mike Clark from CSIP Networks)
10.00 – 11.00am	Session 1 – Examples of service outcomes and achievements from London Telecare, Havering, Guildford
11.00 – 11.30am	Refreshments
11.30 – 1.00pm	Session 2 – Examples of service outcomes and achievements from Newham, Barnet, Southwark  Quality standards in Telecare - Marian Preece, Telecare Services Association
1.00 – 2.00pm	Lunch
2.00 – 2.25pm	Presentation by Professor James Barlow and Dr Jane Hendy from Imperial College on Mainstreaming telecare services: An organisational analysis of process and progress
2.25 – 2.50pm	Opportunities and challenges in telehealth Dr Simon Brownsell, CSIP Networks
2.50 - 3.20pm	Refreshments
3.20 – 3.50pm	Long Term Conditions Demonstrator Programme Michael Dillon, NHS Connecting for Health
3.50 – 4.15pm	Closing remarks

### Leeds Programme – 29 January 2008

9.00 – 9.45am	Arrival
9.45-10.00am	Opening remarks and current position (Jeremy Porteus, Simon Brownsell, Mike Clark from CSIP Networks)
10.00 – 11.00am	Session 1 – General progress on telecare and telehealth implementation (Mike Clark) with examples of service outcomes and achievements
11.00 – 11.30am	Refreshments
11.30 – 1.00pm	Session 2 – Examples of service outcomes and achievements from Newham, Barnsley and others  Quality standards in Telecare - Marian Preece, Telecare Services Association
1.00 – 1.55pm	Lunch
2.00 – 2.25pm	Telecare progress in Cheshire – Vance Gallagher, Cheshire County Council
2.25 – 2.50pm	Opportunities and challenges in telehealth Dr Simon Brownsell, CSIP Networks
2.50 - 3.10pm	Refreshments
3.10 – 3.35pm	Long Term Conditions Demonstrator Programme – Tim Ellis, Department of Health
3.35 – 4.00pm	George Mac Ginnis, NHS Connecting for Health
4.00 – 4.15pm	Closing remarks

**Manchester Programme – 4 February 2008**

Time	Manchester (4 Feb)
9.00 – 9.45am	Arrival
9.45-10.00am	Opening remarks and current position (Jeremy Porteus, Simon Brownsell, Mike Clark from CSIP Networks)
10.00 – 11.00am	Session 1 – General progress on telecare and telehealth implementation (Mike Clark) with examples of service outcomes and achievements
11.00 – 11.30am	Refreshments
11.30 – 1.00pm	Session 2 – Examples of service outcomes and achievements from Newham, ChesterCare, Wakefield, Lancashire and others
1.00 – 1.55pm	Lunch
2.00 – 2.25pm	Quality standards in Telecare - Marian Preece, Telecare Services Association
2.25 – 2.50pm	Opportunities and challenges in telehealth Dr Simon Brownsell, CSIP Networks
2.50 - 3.10pm	Refreshments
3.10 – 3.35pm	Long Term Condition Demonstrator Programme – Tim Ellis, Department of Health
3.35 – 4.00pm	Michael Dillon, Connecting for Health
4.00 – 4.15pm	Closing remarks

**Taunton Programme – 7 February 2008**

Time	Taunton (7 Feb)
	Arrival
9.00 – 9.45am	
9.45-10.00am	Opening remarks and current position (Jeremy Porteus, Simon Brownsell, Mike Clark from CSIP Networks)
10.00 – 11.00am	Session 1 – General progress on telecare and telehealth implementation (Mike Clark) with examples of service outcomes and achievements
11.00 – 11.30am	Refreshments
11.30 – 1.00pm	Session 2 – Examples of service outcomes and achievements from Bristol, Southampton and others
1.00 – 1.55pm	Lunch
2.00 – 2.25pm	Quality standards in Telecare - Malcolm Fisk, Telecare Services Association
2.25 – 2.50pm	Opportunities and challenges in telehealth Dr Simon Brownsell
2.50 - 3.10pm	Refreshments
3.10 – 3.35pm	Long Term Condition Demonstrator Programme – Tim Ellis, Department of Health
3.35 – 4.00pm	George Mac Ginnis, Connecting for Health
4.00 – 4.15pm	Closing remarks

**Birmingham Programme – 12 February 2008**

Time	Birmingham (12 Feb)
9.00 – 9.45am	Refreshments
9.45-10.00am	Opening remarks and current position (Jeremy Porteus, Simon Brownsell, Mike Clark from CSIP Networks)
10.00 – 11.00am	Session 1 – General progress on telecare and telehealth implementation (Mike Clark) with examples of service outcomes and achievements
11.00 – 11.30am	Refreshments
11.30 – 1.00pm	Session 2 – Examples of service outcomes and achievements from Stoke, Birmingham, Kent and others
1.00 – 1.55pm	Lunch
2.00 – 2.25pm	Quality standards in Telecare - Gerry Allmark, Telecare Services Association
2.25 – 2.50pm	Opportunities and challenges in telehealth Dr Simon Brownsell
2.50 - 3.10pm	Refreshments
3.10 – 3.35pm	Long Term Condition Demonstrator Programme – Claire Whittington, Department of Health
3.35 – 4.00pm	Future technology - To be finalised, Connecting for Health
4.00 – 4.15pm	Closing remarks

### **Appendix 3 – Supplier's supplement for March 2008**

As you know, from time to time we offer some space on an equitable basis to suppliers in the CSIP Telecare eNewsletter newsletter. Later in the year we will again cover the April 2008 NHS PASA updates.

There has been a very considerable amount of interest from suppliers in the five CSIP events in January and February 2008

These events do not include exhibition space.

We would wish to recognise the important work that suppliers have done in responding to their customers and working in partnership to implement telecare and telehealth programmes since 2005/6.

Here are some ways in which suppliers can be involved currently:

- 1) They can attend an event and contribute from the floor – many suppliers have booked spaces (<http://www.icn.csip.org.uk/index.cfm?pid=476&sectorID=170>).
- 2) They can join in the collection of 200 telecare and telehealth outcomes since 2005/6. These will go onto the CSIP web site along with responses from local authorities, health trusts, housing associations etc – send 250 to 500 words to [telecare@csip.org.uk](mailto:telecare@csip.org.uk) if you are not attending any of the CSIP events
- 3) They can contribute to a supplement in the March 2008 telecare newsletter which draws together content from suppliers on telehealth and advanced assistive technology (AAT)

For suppliers that wish to contribute to the newsletter supplement here are the details:

- a) Up to 2 pages of A4 (12 point Arial) per supplier in Microsoft Word (we can include a jpeg image/logo but keep the layout and margins simple for copy/pasting)
- b) Please use the general definition of telecare from Building Telecare in England to include some form of monitoring/response. The definition is broad to include telehealth, community safety etc. [http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/Browsable/DH\\_4122310](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/Browsable/DH_4122310)
- c) Please include case studies, evaluation findings, innovations. ( CSIP are covering a lot of telehealth and disease management for the next few months, so we are looking for telehealth, telephone support, weather forecast examples and some of the more complex assessment and support systems eg for dementia or extra care rather than simpler solutions)
- d) We are not looking for advertisements as suppliers can include links to their web sites in the article, it is more about cases studies (anonymised), evaluations, device/monitoring options, solutions, examples of products and services in use, achievements. Embedded web links are OK but CSIP will not have time to check them all
- e) If you are referencing local authorities, health trusts, housing associations by name please confirm that they are happy for you to use their names
- f) The supplement is open to all suppliers as long as they meet a 5pm, 3 March 2008 deadline. Suppliers involved outside of the National Framework Agreement are eligible for inclusion. This would ensure that all suppliers are treated equitably
- g) Where there are sub-contractors and affiliates in the National Framework Agreement, we will link to the NHS PASA current position from the supplement and cross references can be included in the submission. We will limit each company name to one full 2 pages of A4 entry in the supplement although there may be additional linkages through the framework agreement

- h) Inclusion in the supplement does not imply any endorsement of the products/services by DH, CSIP etc and there will be a reminder in the supplement to telecare organisations about the importance of making appropriate checks and following procurement and purchasing requirements
- i) Word documents can be sent to Mike Clark (CSIP Networks) at [telecare@csip.org.uk](mailto:telecare@csip.org.uk) by the 3 March deadline
- j) CSIP reserves the right not to include duplicated company/supplier examples and speculative advertisements without information about case studies, evaluations, achievements.