

## CSIP Telecare eNewsletter

March 2008

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***Item 1 covers the recent telecare conferences and the CSCI performance assessment arrangements***

***Item 2 covers personalisation, transforming social care and its impact on telecare***

***Item 3 provides information about the recent extra care announcement***

***Item 4 covers news from Government departments which could be relevant to telecare***

***Item 5 covers recent CSIP publications***

***Item 6 provides an extensive range of recent web links on telecare and telehealth***

***Item 7 lists upcoming events***

***A March 2008 supplier supplement is available***

***The April Newsletter will cover the updates to the NHS PASA national framework for telecare (<http://www.pasa.nhs.uk/PASAWeb/Productsandservices/Telecare/>)***

*The Care Services Improvement Partnership (CSIP Networks) 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>

**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*

**Update from Mike Clark, CSIP Networks**

A Total of 440 people attended the recent five CSIP telecare events in London, Leeds, Manchester, Birmingham and Taunton. The delegates came from a wide range of service areas across health, housing, social care, third sector, independent and commercial sectors. It was good to see the increasing amount of interest from health trusts and commissioners.



Birmingham Telecare event

CSIP's Jeremy Porteus at the Manchester event

The events covered a wide range of telecare progress, outcomes and achievements with over 50 presentations from 30 speakers. CSIP would like to thank all of the speakers, contributors and delegates for their interest and involvement.

Out of 84 feedback forms, 79 people found the event 'useful' or 'particularly useful'. CSIP would like to thank people for this important feedback and will be covering some of the suggestions and constructive comments further.

Because it was important to provide venues around the country to enable as many people to contribute, we did not include workshops. The events were structured slightly differently but we thought it important to cover as many examples from around the country through the morning sessions as we could to further build up the evidence and recognise the important work that people had done. We also provided generous refreshment breaks so that people had the opportunity to network with colleagues.

Some people asked about delegate lists. It is very difficult to prepare full delegate lists in advance. If there is a particular area of interest that you wish to follow up, then send an e-mail to Mike Clark at [telecare@csip.org.uk](mailto:telecare@csip.org.uk).

Slides for all of the presentations are available at [www.icn.csip.org.uk/telecareoutcomes](http://www.icn.csip.org.uk/telecareoutcomes). This web page will continue to build up examples of local outcomes and links to evaluations.

Also, the CSCI performance assessment for social care authorities due shortly will include questions on outcomes, mainstreaming and sustainability alongside the additional users benefiting from telecare. This means that by Summer 2008, we will have outcome information from every social care authority based on 2-3 years of progress. You may wish to bookmark this CSIP web page to check for additional information and links as it is added.

April 2008 sees the commencement across social care authorities of programmes to transform social care. This follows the Concordat (Putting People First) in December 2008 and the local authority circular (LAC (2008)1) in January 2008.

LAC (2008)1 – references to telecare

11.....Supported by the DH's efficiency programme, councils have increasingly shown how developing homecare re-ablement services can support independent living and deliver value for money. Assistive technology such as **telecare** and minor adaptations, like fitting a handrail, can also enable people with support needs to continue to live in their own homes.....

17 .....To do this will require a common assessment of individual social care needs, emphasising the importance of self-assessment. The role of social workers will be focused on advocacy and brokerage, rather than assessment and gate keeping. This move is from the model of care, where an individual receives the care determined by a professional, to one that has person centred planning at its heart, with the individual firmly at the centre in identifying what is personally important to deliver his or her outcomes. With self-directed support, people are able to design the support or care arrangements that best suit their specific needs. It puts people in the centre of the planning process, and recognises that they are best placed to understand their own needs and how to meet them. They will be able to control or direct the flexible use of resources (where they wish to), building on the support of technology (eg **telecare**), family, friends and the wider community to enable them to enjoy their position as citizens within their communities.....

10 .....Person centred planning and self-directed support to become mainstream, with individuals having choice and control over how best to meet their needs, including through routine access to **telecare**.....

See also:

19. In the future, all individuals eligible for publicly-funded adult social care will have a personal budget (other than in circumstances where people require emergency access to provision); a clear, upfront allocation of funding to enable them to make informed choices about how best to meet their needs, including their broader health and well-being. Having an understanding of what is available will enable people to use resources flexibly and innovatively, no longer simply choosing from an existing menu, but shaping their own menu of support. A person will be able to take all or part of their personal budget as a direct payment, to pay for their own support either by employing individuals themselves or for purchasing support through an agency. Others may wish, once they have decided on their preferred care package, to have the council continue to pay for this directly. The approach, which may be a combination of both, will depend on what works best for them. The term personal budget will describe this transparent allocation of resources.

Link: [http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/LocalAuthorityCirculars/DH\\_081934](http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/LocalAuthorityCirculars/DH_081934)

This will have a significant impact on how telecare and telehealth is commissioned and provided in future. In the January 2008 issue we looked at the importance of ensuring that money actually moves into personal budgets to support existing and future telecare services.

Personal budgets only apply to social care at this time and not to health and differ from individualised budgets. Personal budgets only cover the adult social care element whereas the individualised budget pilots have looked at additional funding streams outside of adult social care.

Commissioners will need to consider the needs of the whole population (Joint Strategic Needs Assessment) and review local priority areas (Local Area Agreements). This means that commissioners will not only look at the current local service arrangements for telecare, they will be looking at:

- National and regional service options – this may differ for ECG monitoring compared to home sensor monitoring and responses
- Service standards and costs – what standards are expected from a range of services and how much do they cost? Is there any external auditing of standards, costs, performance activity?
- Retail providers and links with wider community equipment/assistive technology – what is happening in the high street or available over the internet that will meet user needs? Is a telecare option needed when there are simpler devices available? Is telecare part of a wider home adaptation process?
- Enhanced packages for domiciliary care providers – these providers will be visiting homes on a regular basis, will be CSCI registered, will provide 2<sup>nd</sup>/3<sup>rd</sup> responder services, may have electronic care plan monitoring and could offer telecare/telehealth service enhancements using integrated support
- Support for self care, self management and self purchase – users and carers will be buying their own equipment and services with their own savings or money provided through statutory services – where can they go for independent advice? Where they can see equipment?
- Brokerage services – how will independent brokerage services be commissioned to support people with their purchasing decisions? How will people get information to help them?
- Impact on existing services and contracts - What impact will it have on existing block contracts for telecare/domiciliary care? How will health professionals respond to people taking their own blood pressure and vital signs measurements?

Services Providers will need to look at:

- Service standards – how does your performance compare with other services operating in the same area? Are services independently audited?
- Service costs – how much does it cost? Will users/carers be able to pay the actual costs from their personal budgets which could be much higher than their current charges – if it actually costs £15 per person per week to provide a monitoring and response service what happens when the user takes this money elsewhere to pay for another service?
- Service options – what equipment/service configurations are available?
- Partnerships – who will you partner with to provide enhanced services eg domiciliary care, long term condition monitoring etc

Service brokers and independent advisors will need to look at:

- Gathering independent information to support user/carer choice
- Making information accessible with opportunities for viewing, testing, trialling equipment and services
- Innovation and improvements to meet user/carer needs
- Optimising care plans for users/carers within their personal budget
- Income streams to support independent guidance

To assist with the programme to transform social care services and support personalisation, we are taking the first step to bring together basic information about the wide range of telecare service providers now available.

At this time it will include mainly housing and social care service providers within local authorities, third sector and independent/commercial sector organisations. Service offerings will continue to vary from one organisation to the next – it could be a simple pendant alarm through to a range of home sensors to the future possibilities of telehealth and integrated systems. There are various types of eligibility criteria in place and some care pathways are supported in different ways. This makes it difficult to build up comparative data but enables services to be individually customised.

As we gather further information, it will include retail and other options and link to sites that provide costs and more detailed information eg [www.atdementia.org.uk](http://www.atdementia.org.uk)

The web page for service details is [www.icn.csip.org.uk/telecareservices](http://www.icn.csip.org.uk/telecareservices) . If you have a service link at this time, please let Mike Clark know via the mailbox – [telecare@csip.org.uk](mailto:telecare@csip.org.uk).

The screenshot shows a web browser window displaying the 'Telecare Services' page. The page header includes navigation links: Help, Access Keys, Site Map, Your Membership, and Make Text Bigger. The main header features the CSIP logo and the text 'Care Services Improvement Partnership' and 'Integrated Care Network'. A navigation menu contains links for About Us, Publications, Networks, News, Events, Q&A, Resources, Contact Us, and Your Membership. Below the menu is a search bar with the text 'Enter Keywords' and a 'Search site' button. The breadcrumb trail reads: Homepage > Networks > Telecare LIN > Telecare Services. The page title is 'Telecare Services'. A left-hand navigation menu lists: Telecare LIN, About Telecare, Advice on Telecare, Telecare Outcomes, Telecare Services (highlighted), Events, Resources, News, Contact Telecare LIN, and Telecare LIN A-Z. The main content area contains the following text:

**Telecare Services**

Telecare services are provided in England by local authorities, housing associations, independent, third sector and commercial providers.

There are estimated to be around 1.5 million telecare installations in England that will benefit tenants, service users, carers and their families.

The services range from pendant alarms through to more complex sensor arrangements to enable people to remain independent in their own home. A small number of local authorities and health trusts have been testing telehealth systems that can monitor respiratory and heart conditions at home - these services are very limited at this time.

Most parts of the country are covered by a pendant alarm service from a local or national organisation. In recent years, social care authorities have been putting into place telecare sensor services.

**Notes:**

Each social care authority has a telecare profile at [www.icn.csip.org.uk/telecareprofiles](http://www.icn.csip.org.uk/telecareprofiles) which provides independent information from CSCI and other sources.

CSIP is not responsible for the content of external links and does not follow up complaints about service providers so it is important that details are confirmed with the organisation concerned.



The Department of Health has confirmed funding of £80m over two years (2008-2010) for the Extra Care Housing Fund. It follows *Putting People First* and the recent Local Authority Circular that set out the capital and revenue arrangements to transform the delivery of social care in England.

The money will allow local authorities and their partners to build on previous innovation in providing greater housing with care choices for older people and/or other people with long-term conditions. Since the first grant arrangements were allocated in 2004, the Department of Health has now made £227m available to local authorities and their partners, through a bidding process.

The new developments should promote independence, well-being and good health and enable residents to remain in their own homes - where necessary with the support of appropriate care services. Ministers also expect that using the Fund will stimulate the wider development of a range of housing with care services within the boundaries of each successful local authority as part of a Local Area Agreement (LAA).

References are made to telecare.

The screenshot shows the Department of Health website page for 'Extra Care Housing'. The page includes a search bar, navigation links (Home, News, FOI, Statistics, Consultations, Procurement, R&D, Contact us), and a sidebar with 'Housing' selected. The main content area features a breadcrumb trail: 'You are here: Home >> Social care >> Delivering adult social care >> Housing'. The title is 'Extra Care Housing' with a last modified date of 3 March 2008. An image shows an elderly man reading a book. The text describes the fund's purpose and funding details.

**Extra Care Housing**  
Last modified date: 3 March 2008

Extra Care Housing describes a type of specialised housing that provides independence and choice to adults with varying care needs and enables them to remain in their own home. Extra Care Housing should be able to provide most residents, if they so desire, with a home for the remainder their life, regardless of changes in their care needs.

Services are provided in a purpose built, housing environment with care and support delivered to meet the individual resident's needs. This type of housing provides 24-hour support, meals, domestic help, leisure and recreation facilities and a genuinely safe environment to its residents. It can provide a base for out of hours or outreach services to the local community. Intermediate care facilities, to prevent avoidable admission to hospital or to help people return from hospital to their own home more quickly, can also be based at Extra Care Housing schemes.

**Extra Care Housing Fund**

The Department of Health Extra Care Housing Fund aims to encourage Local Authorities in England to provide greater housing choice to older people and other people with disabilities or long term conditions who may have support and/or care needs. It is expected that the use of the Extra Care Housing Fund Grant will act as a stimulus to the development of a range of Extra Care Housing.

£80 million will be made available by the Department of Health to local authorities and their housing partners between 2008 and 2010, as set out in LAA/SL/OL/2007/3, to provide new Extra Care Housing units. This funding will be distributed through a bidding process during 2008.

**Related links**

- National Dementia Strategy work programme
- Telecare section
- Telecare Learning and Improvement Network
- Housing

**Additional links**

- Extra care housing information from the Integrated Care Network (opens new window)
- Elderly Accommodation Council - Extra Care Housing (opens new window)
- Housing Learning and Improvement Network

Department of Health site with full details:

[http://www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/Housing/DH\\_083199](http://www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/Housing/DH_083199)

[http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Userledorganisations/DH\\_083152](http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Userledorganisations/DH_083152)

Additional CSIP information on the bidding process and other useful background information:

<http://www.icn.csip.org.uk/housing/index.cfm?pid=761>

a) Allied Health Professional (AHP) Bulletin, Issue 63, March 2008

[http://www.dh.gov.uk/en/Publicationsandstatistics/Bulletins/Alliedhealthprofessionalsbulletin/Browsable/DH\\_083428](http://www.dh.gov.uk/en/Publicationsandstatistics/Bulletins/Alliedhealthprofessionalsbulletin/Browsable/DH_083428)

b) New web site section on national dementia strategy

The screenshot shows the Department of Health website's 'National Dementia Strategy' page. The header includes the Department of Health logo and a search bar. The main navigation menu is visible, with 'Social care' selected. The page content features a breadcrumb trail: 'Home >> Social care >> Delivering adult social care >> Older people >> National Dementia Strategy'. The main heading is 'National Dementia Strategy', followed by a sub-heading 'Improving services and support for people with dementia'. A photograph shows two elderly people walking outdoors. Below the photo, there is text about the project's objectives and a link to 'Improving services and support for people with dementia'. A sidebar on the right contains 'Related links' and 'Memory assessment services'.

<http://www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/Olderpeople/NationalDementiaStrategy/index.htm>

c) DH Guide – service areas covered by Department of Health

[http://www.dh.gov.uk/en/Aboutus/HowDHworks/DH\\_083465](http://www.dh.gov.uk/en/Aboutus/HowDHworks/DH_083465)

d) Action and Learning Sites (Improving the Life Chances of Disabled People)

Improving the Life Chances of Disabled People report recommended that by 2010, each local authority area should have a user-led organisation modelled on existing Centres for Independent Living. User-led organisations are organisations led and controlled by disabled people.

[http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Userledorganisations/DH\\_083152](http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Userledorganisations/DH_083152)

e) The Coronary Heart Disease National Service Framework: Building for the future - progress report for 2007

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_083060](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_083060)

f) National Stroke Strategy easy access version

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_083506](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_083506)



g) Information resources for patients with diabetes and other long term conditions.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/DH\\_074283](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/DH_074283)

h) Raising the profile of long term conditions care: A compendium of information

The screenshot shows the Department of Health website page for the 'Long term conditions compendium of information'. The page layout includes a top navigation bar with 'Home', 'News', 'ECJ', 'Statistics', 'Consultations', 'Procurement', 'R&D', and 'Contact us'. A search bar is located in the top right. Below the navigation is a purple banner with 'Publications policy and guidance' and 'NHS Choices' and 'NHS Direct' logos. The main content area has a breadcrumb trail: 'You are here: Home >> Publications >> Publications >>'. The title is 'Long term conditions compendium of information' with the subtitle 'Adding life to years and years to life'. A document summary table lists: Document type: Publication; Author: Department of Health; Published date: 14 January 2008; Primary audience: Health and social care professionals; Product number: 263125; Gateway reference: 8734; Pages: 52; Supersedes/replaces: Chronic disease management: a compendium of information; Copyright holder: Crown. A foreword by David Collin-Thorne is included, stating: 'This document, launched in January 2008 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.'

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

i) Research evidence on the effectiveness of self care support

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_080689](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_080689)

j) Lifetime Homes, Lifetime Neighbourhoods; A National Strategy for Housing in an Ageing Society

The screenshot shows the Communities and Local Government website page for 'Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society'. The page layout includes a top navigation bar with 'Our other sites', 'Corporate home', 'Contact us', 'Glossary', 'What's new', 'FAQ', 'Help', and 'Sitemap'. A search bar is located in the top right. Below the navigation is a purple banner with 'Communities and Local Government' logo. The main content area has a breadcrumb trail: 'Housing >> Publications >> Strategies and action plans >> Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society'. The title is 'Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society'. A document summary table lists: Published: 25 February 2006; Type(s): Strategies and action plans, Reports and summaries; Site: Housing; Product code: 07HHS06076; Price: Free. A summary section states: 'The ageing of the population will be one of the greatest challenges for housing. This strategy sets out our response to this challenge, our plan to create Lifetime Homes & Lifetime Neighbourhoods. It outlines our plans for making sure that there is enough appropriate housing available in future to relieve the forecasted unsustainable pressures on homes, health and social care services.'

<http://www.communities.gov.uk/publications/housing/lifetimehomesneighbourhoods>

See also announcements for extra care fund

**a) High Impact Changes for Health and Social Care (March 2008)**

A new CSIP publication has been launched today featuring an inspirational collection of organisational initiatives which are changing health and social care services and the lives of people who use them.

These initiatives are organised around the seven positive outcomes for people using health and social care services identified in the Government Green Paper *Independence wellbeing and choice* and the White Paper *Our health our care our say*. These were identified following a major consultation exercise informed by the expressed views of service users and carers across the country. They have been further reinforced by *Putting people first* (2007) and the 2008 Local Government Circular *Transforming Social Care*.

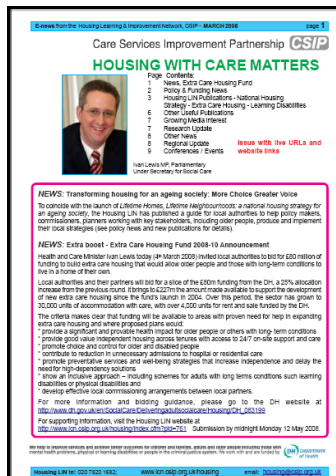


The seven outcomes are:

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

<http://www.icn.csip.org.uk/index.cfm?pid=486&catalogueContentID=2907>

**b) Housing LIN – Housing with Care Matters (March 2008)**



[http://www.icn.csip.org.uk/library/Resources/Housing/Support\\_materials/Newsletter/Newsletter27.pdf](http://www.icn.csip.org.uk/library/Resources/Housing/Support_materials/Newsletter/Newsletter27.pdf)

**c) Medication in Extra Care Housing**

This factsheet was prepared for the Housing LIN by Opus Pharmacy Services. For the first time, it takes a detailed look at the management of medication on schemes, staffing issues and self-care. The factsheet is aimed at practitioners, commissioners, care service managers and housing managers in extra care housing, an environment not specifically referred to in any guidance on the handling of medicines. It covers areas such as safe storage, administration of medicines, monitoring and record keeping and staff training.

<http://www.icn.csip.org.uk/housing/index.cfm?pid=521&catalogueContentID=2544>

**d) Social Well-Being in Extra Care Housing**

This factsheet explores social well-being and how it can be promoted in extra care housing, whether for rent, shared ownership or for sale. It is aimed at those involved in commissioning, planning, designing, providing and managing extra care housing. It has been developed alongside a directory of social well-being, which can be seen at

<http://www.icn.csip.org.uk/housing/index.cfm?pid=521&catalogueContentID=2780>

**6 Recent web links****Telecare LIN**

*Mike Clark provides an update on telecare/telehealth and related links form recent weeks.*

*CSIP is not responsible for the content of external links.*

Tameside Carers Newsletter – reference to telecare:

<http://www.tameside.gov.uk/carers/newsletters/feb08#3>

ChesterCare launch new Choice Service:

<http://www.individual.com/story.php?story=79188918>

<http://www.midlands-housing.co.uk/nnews/chester-care-launches-new-choice-service-1763-1.html>

North Wales Telecare Project:

<http://ssia.wlga.gov.uk/index.cfm?articleid=2911>

Coventry Telecare:

<http://www.coventry.gov.uk/ccm/content/social-services-%26-housing-directorate/older-peoples-services/telecare-pilot-project.en>

TelehealthWorld – The Magazine of Telehealth, Telemedicine and Connected Healthcare

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

EU cash to turn baby boomers into silver surfers - the European Parliament voted to devote 150 million euros (\$234 million) from the EU's budget over the next five years to a new research program known as ambient-assisted living.

<http://www.reuters.com/article/internetNews/idUSL1390595120080313>

Nottingham City PCT Launches Mainstream Telehealth Deployment

[http://www.24dash.com/news/Local\\_Government/2008-03-13-Nottingham-City-PCT-Launches-Mainstream-Telehealth-Deployment](http://www.24dash.com/news/Local_Government/2008-03-13-Nottingham-City-PCT-Launches-Mainstream-Telehealth-Deployment)

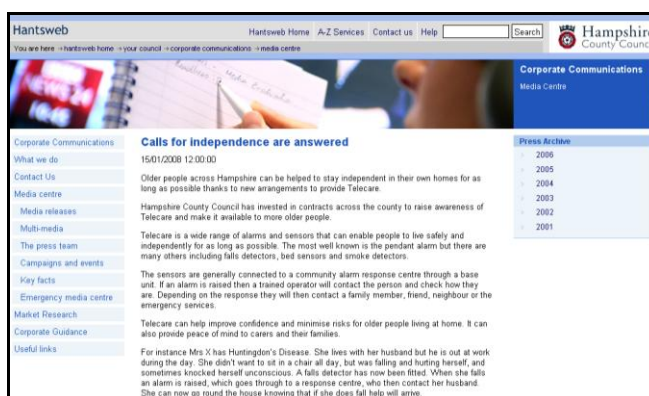
<http://www.computerweekly.com/Articles/2008/03/14/229857/nottingham-primary-care-trust-rolls-out-telecare-system-to-reduce-hospital.htm>

<http://www.wirelesshealthcare.co.uk/wh/news/wk12-08-0006.htm>

Patients get home health machines

<http://news.bbc.co.uk/1/hi/england/nottinghamshire/7285032.stm>

Hampshire Telecare



<http://www3.hants.gov.uk/communications/mediacentre/mediareleases.htm?newsid=203844>

Diabetes telemedicine system tested – Bournemouth Hospital

<http://www.hospitalhealthcare.com/default.asp?title=Diabetestelemedicinesystemtested&page=article.display&article.id=9301>

Cardiac telemedicine service proven to prevent hospital admissions in year-long study

<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=14514>

Mobile working in social care ? transforming service delivery in the London Boroughs of Barking & Dagenham and Havering

<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=14509>

Videoconferencing helps lead way to better rural services says Defra

<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=14482>

More technology to assist care

<http://www.eurekamagazine.co.uk/article/13384/More-technology-to-assist-care.aspx>

SENIOR project initiates ethical debate on ICT for the elderly

[http://cordis.europa.eu/fetch?CALLER=EN\\_NEWS&ACTION=D&SESSION=&RCN=29203](http://cordis.europa.eu/fetch?CALLER=EN_NEWS&ACTION=D&SESSION=&RCN=29203)

<http://www.seniorproject.eu/public/>

Telecare is Key to Supporting the Provision of Personalised Care, Choice and Control

<http://www.itbinnovation.com/pr/19033>

Journal of Telemedicine and Telecare – January/March 2008 – recent references

<http://www.ingentaconnect.com/content/rsm/jtt> -

An evaluation of second and third generation telecare services in older people's housing

*Journal of Telemedicine and Telecare*, Vol. 14, No. 1. (January 2008), pp. 8-12.  
by Brownsell, Simon, Blackburn, Steven, Hawley, S Mark

Automated telephone reminder messages can assist electronic diabetes care  
*Journal of Telemedicine and Telecare*, Vol. 14, No. 1. (January 2008), pp. 32-36.  
by Mollon, Brent, Holbrook, M Anne, Keshavjee, Karim, Troyan, Sue, Gaebel, Kathryn, Thabane, Lehana, Perera, Gihan

Mental health profile of callers to a telephone counselling service  
*Journal of Telemedicine and Telecare*, Vol. 14, No. 1. (January 2008), pp. 42-47.  
by Burgess, Nicole, Christensen, Helen, Leach, S Liana, Farrer, Louise, Griffiths, M Kathleen

Home-based telehealth: a review and meta-analysis  
pp. 62-66(5)  
Authors: *DelliFraine, Jami L.; Dansky, Kathryn H.*

Human factors in the development and implementation of telerehabilitation systems  
pp. 55-58(4)  
Authors: *Brennan, David M.; Barker, Linsey M.*

An Internet-based videoconferencing system for supporting frail elderly people and their carers  
pp. 79-82(4)  
Authors: *Savolainen, Liina; Hanson, Elizabeth; Magnusson, Lennart; Gustavsson, Tomas*

Video: Free technology to help the elderly - Essex  
<http://www.harlowherald.co.uk/content/hlwherald/news/story.aspx?brand=EHHOnline&category=NewsHarlow&tBrand=herts24&tCategory=newshlhnew&itemid=WEED11%20Mar%202008%2014%3A51%3A35%3A440>

TV keeps eye on OAP safety – Dewentside  
<http://www.chroniclive.co.uk/north-east-news/todays-evening-chronicle/2008/03/08/tv-keeps-eye-on-oap-safety-72703-20582797/>

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Competitions Adult Care Services' Commissioning Strategy for Older People is based on what older people and their carers have told us they want and need.

Nostalgia "This sets out where we are now and where we want to be in the future in meeting the needs of Hertfordshire's ageing population," said Sally Newton, executive member for adult care and health.

Features Older people will be offered greater choice and flexibility in meeting their needs through individual budgets and direct payments.

Weather People will be offered a choice of having care provided on their behalf by Adult Care Services or organising part or all of their care through an individual budget - which is money given to the service user of equivalent value to the cost of meeting their assessed need.

Local Dating

Travel People can choose to receive all or part of their individual budget as a direct payment into their bank account so that they can arrange services for themselves should they wish.

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Hertfordshire County Council will promote greater independence through various schemes supporting people living in their own homes, such as Home Care, Telecare, the Handy Person Scheme, Meals on Wheels and various adaptations and equipment for their accommodation.

11:15am Sunday 24th February 2008

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Experienced bar staff wanted for New Watford Style ...

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**SPECIAL**

**Focus on INDEPENDENT LIVING**

4-PAGE SPECIAL

Choosing where and how you or your dependant will live as you get older can be a worry, but the good news is that the choices available are growing all the time.

Residential care was always the traditional choice for people who felt they needed extra support or could no longer cope living at home. However, more and more people are looking for different options with their aim being to stay at home, living independently, for as long as possible.

Derbyshire County Council is working hard, often in partnership with other agencies, to expand the choices available, spearheading new initiatives, tailoring home support to meet people's needs and building new accommodation to cater for people's lifestyles and wants.

DerbyshireGOLD



**Sisters open the door to a whole new world**

HELPERS arriving to their new extra care apartment, sisters May Evans and Lily Broadhurst were so excited they couldn't sleep.

The move meant a lot more to the sisters than a new home, not only would it rescue them from years of separation, but it opened up a whole new world of socialising and meeting friends.

May, 77, and Lily, 80, both of Goodwin's extra care units suffer from mobility problems, and over the years they have seen their health decline.

The sisters, who are the best of friends, were told about the extra care development at the former Whitfield House home for older people in Glossop, by local health help.

"We gave it a lot of thought and realised that it was the perfect solution and would be worth the effort," says Lily, and her sister Lily. "The chance to be neighbours was too good to miss. Plus, the fact we would be meeting lots of new people and socialising was the icing on the cake."

"The fact we would be meeting lots of new people and socialising was the icing on the cake"

The sisters joined other soon-to-be tenants on a tour round the site a few weeks before moving in and they loved their new home.

May says: "There you have trouble getting around, you don't see many people, but on the new development you can mix with each other and everyone else in the common areas."

The development is made up of a mix of one and two-bedroom apartments for rent or sale. Each apartment will be private and have its own front door. Some are wheelchair accessible and all have a lift to the front door.

All the extra care developments aim to have additional facilities on site, many of which will be open to the wider community, and could include a hub, a cafe, a shop, a gym and a doctor's surgery.

www.derbyshire.gov.uk/goldcard

**SPECIAL**

**Telecare could be the key**

ANOTHER way of helping people's vision and helping people of vision to other people and assist in the development of vision.

While many people are expected to live in their own homes by using the local or mobile services, family services, help from the home care service, getting adaptation in their homes, the main, Telecare could be the key.

Telecare gives people the confidence to live in their own homes knowing that help isn't too far away if it is needed.

It is a part of the community alarm system and is the same given to a set of electronic sensors that can be used to detect when someone has fallen or when the system is activated to send your mobile and telephone calls, then notifying services (such as the police) to check on the person.

It can also tell if an area is too hot, for example, if a cooker has been left on or if the house is too cold.

The system, which is connected to the community alarm system through your telephone line, can also alert help if you fall or cannot get out of bed and will trigger an alarm if the call centre is contacted out of the normal hours.

Telecare can also be in the form of a pendant or mobile alert that can be kept to hand at all times.

**CASE STUDY**

**HELEN BAYFORTH AND HER HUSBAND DEREK**, from Chesterfield, both benefit from the Telecare system.

Helen, 80, has a condition that she wears around her neck and Derek, 74, has a device that fits on his shoulder.

If either of them have a fall or fall they are alerted to the community alarm system by a press of a button.

Mr Bayforth said: "I have a problem when I press my pendant and it automatically calls the ambulance, who then call the village to pay a visit."

Mr Bayforth does the washing but the ambulance is needed on just a helping hand.

"It's a big expense, I can't explain, and that's not all, but after two years and my husband is a wheelchair, this system, which had a fall on the house on one side, morning and night, is worth it. I would recommend Telecare to anyone who can enjoy their own home."

Telecare is being developed by a partnership including Derbyshire County Council and, although being used on a pilot basis at the moment, will soon be available to the whole community costing £1 per week.

If you would like to be considered for Telecare through Derbyshire County Council contact Call Derbyshire on 01459 858 658 to ask for an assessment.

**Other extra care schemes...**

**HARRELL COURT**  
An address in Whitfield House, Harrell Court in Chesterfield was developed in 2005.

It is owned by Chesterfield Homes Housing Association and was a subsidised housing property before it was redesigned to provide extra care.

Other extra care schemes are being developed in Whitfield House and Dronfield and will be finished in 2008.

Additional schemes are also in the planning stages and all are being developed in partnership with other agencies.

The schemes vary in the facilities they offer, but are generally made up of one or two and two-bedroom apartments for rent or sale and each is private with its own front door.

Stayers are developing the sites and the care will be provided by social services staff or by an independent care provider.

**WALTHAM HOUSE, WIRKSWORTH**  
The first extra care being built by housing association Housing 21 around the grade II listed Waltham House is due to be finished in March 2008. The apartments will be available for rent, and shared ownership and there may be two single units as well as communal areas for residents and community facilities.

**STONELOW COURT, DRONFIELD**  
The former county council-run residential care home has been transferred to South Yorkshire Housing Association and will see a development of 41 units. The first unit will be a retirement flat and the scheme, which will include a restaurant and 27 units, is scheduled to open in autumn 2008. It will also provide eight intermediate care beds.

For more information about extra care developments in your area call Derbyshire County Council planning and project manager Sharon O'Hara on 01459 858 658.

The latest copy of the Derbyshire Care Services Directory, a comprehensive guide to care available in your area, then residential and nursing care is found on services contact centre on 01459 858 658.

www.derbyshire.gov.uk/goldcard

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Derbyshire  
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Nottinghamshire telecare

Nottinghamshire County Council

Friday 14 March 2008

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**Social care and health**

You are in: [Home](#) > [Social care and health](#) > [Help at home](#) > Telecare

E-mail a friend

**Help at home**

- Home care
- Meals at home
- Occupational therapy
- Telecare**
- Television licences
- Telephones
- Everyday living equipment

**Telecare**

**What is telecare?**

Telecare is a combination of **technology and support** that provides help in an emergency. It aims to help you feel more confident about **living independently in your own home**.

**How does telecare work?**

**Sensors** in your home are linked through your phone line to a **24 hour monitoring centre**. If the sensors detect a danger to you, staff at the monitoring centre will **immediately contact you**. They will check on your well-being and take appropriate action such as contacting a friend or neighbour or calling the emergency services.

In an emergency you can also contact the staff yourself using a special pendant worn around your neck.

**What sensors are available?**

The standard sensors available are:

- Carbon monoxide detector
- Smoke detector
- Flood detector (for bathrooms/kitchens)
- Extreme temperature sensor

**More information**

For more information call the telecare partner in your area.

**Bassetlaw**  
tel: **01909 533 192**

**Manofield**  
tel: **01623 463 341**

**Newark and Sherwood**  
tel: **01623 860 455**

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Scotland trials HealthPresence advanced telemedicine system

<http://www.computerweekly.com/Articles/2008/02/13/229377/scotland-trials-healthpresence-advanced-telemedicine.htm>

<http://www.silicon.com/publicsector/0,3800010403,39169965,00.htm>

<http://healthcareitnews.eu/content/view/875/41/>

<http://thescotsman.scotsman.com/scotland/The-docom-revolution.3728862.jp>

Evidence gap on telehealth needs to be filled

[http://www.ehiprimarycare.com/news/evidence\\_gap\\_on\\_telehealth\\_needs\\_to\\_be\\_filled](http://www.ehiprimarycare.com/news/evidence_gap_on_telehealth_needs_to_be_filled)

Fabric based sensing

[http://www.idtechex.com/printedelectronicsworld/articles/fabric\\_based\\_sensing\\_a\\_challenge\\_in\\_physiological\\_monitoring\\_devices\\_00000807.asp](http://www.idtechex.com/printedelectronicsworld/articles/fabric_based_sensing_a_challenge_in_physiological_monitoring_devices_00000807.asp)

Docobo unveils multi-user telemonitoring system

<http://www.bjhcim.co.uk/news/2008/n801022.htm>

Surgery pod receives industry support

<http://www.hesmagazine.com/story.asp?sectioncode=196&storyCode=2047805>

Using Telehealth to Avoid Urgent Care and Hospitalization

<http://hhc.sagepub.com/cgi/content/abstract/20/2/154>

System helps lung patients – Sheffield

<http://www.thestar.co.uk/news/System-helps-lung-patients.3630363.jp>

Telemedicine Holds Promise for Health Care

<http://www.hcnhealthcare.com/2008/02/28/telemedicine-holds-promise-for-health-care/>



Broomwell's Cardiac Telemedicine Service Proven To Prevent Hospital Admissions In Year-Long Study  
<http://www.medicalnewstoday.com/articles/98924.php>

Clothing that tracks vital signs  
[http://www.wired.com/techbiz/startups/magazine/16-02/ps\\_smartclothes](http://www.wired.com/techbiz/startups/magazine/16-02/ps_smartclothes)

Mobile health and EPR feature at CeBIT  
[http://ehealthurope.net/news/3520/mobile\\_health\\_and\\_epr\\_feature\\_at\\_cebit](http://ehealthurope.net/news/3520/mobile_health_and_epr_feature_at_cebit)

The Effects of TeleWound Management on Use of Service and Financial Outcomes  
<http://www.mdlinx.com/NurseLinx/xml-article.cfm/2100839>

Consumer Medical Devices Market to be Worth \$5 billion by 2011, says InMedica  
<http://industry.tekrati.com/research/10003/>  
[http://news.bbc.co.uk/1/hi/scotland/north\\_east/7219547.stm](http://news.bbc.co.uk/1/hi/scotland/north_east/7219547.stm)

Reimbursement and integration challenges will be solved as telehealth grows in importance  
<http://www.healthcare-informatics.com/ME2/dirmod.asp?sid=E3EC2A8000454A258DF3AA343FDBDA9E&nm=&type=Publishing&mod=Publications%3A%3AArticle&mid=8F3A7027421841978F18BE895F87F791&tier=4&id=E7705C911060469FBCC9F26CAF3875A5>

First Responders Testing Cutting-Edge Technology on Heart Attack Victims  
<http://www.medicalnewsblog.info/2008/02/12/first-responders-testing-cutting-edge-technology-on-heart-attack-victims.html>

Key Aspects of Technology, Products and Service for Helping those with Dementia EHSSB Case Study  
<http://ecompost.wordpress.com/2008/03/10/key-aspects-of-technology-products-and-service-for-helping-those-with-dementia-ehssb-case-study/>

£80 million to keep older people together in a home of their own  
<http://www.gnn.gov.uk/environment/fullDetail.asp?ReleaseID=357387&NewsAreaID=2>

Centre for Connected Health - report  
<http://www.connected-health.org/about-us/progress-report.aspx>

Assistive technology at B&Q  
[http://www.diy.com/diy/jsp/bq/templates/content\\_lookup.jsp?content=/content/can\\_do/search\\_cando.jsp&no\\_leftnav=true&menu=cando](http://www.diy.com/diy/jsp/bq/templates/content_lookup.jsp?content=/content/can_do/search_cando.jsp&no_leftnav=true&menu=cando)

Emergency care services in Wales  
<http://icwales.icnetwork.co.uk/news/health-news/2008/02/11/revolutionary-vision-but-will-it-work-91466-20459500/>

New Class 1 standard for Telecare Alarms comes into force  
<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=13974>

The Alzheimer's Store – USA  
<http://www.alzstore.com/>

Technology to Support the Ageing Global Population 2007 to 2027 (Registration)

[http://www.s2satwork.com/download\\_login.php](http://www.s2satwork.com/download_login.php)

Frost & Sullivan Honors Cardiocom with its 2008 Patient Monitoring Product Innovation of the Year Award

<http://www.frost.com/prod/servlet/press-release.pag?docid=124068821>

CSIP JSNA podcast

<http://www.cat.csip.org.uk/index.cfm?pid=507>

CSIP Dignity podcast

<http://www.changeagentteam.org.uk/index.cfm?pid=218&catalogueContentID=3151>

DATAMONITOR: Doctor + iPhone = Better Healthcare

<http://australia.tmcnet.com/news/2008/03/14/3327592.htm>

New Healthcare Study Outlines Strategies to Increase Adoption of Home Health Monitoring Technologies

<http://sev.prnewswire.com/health-care-hospitals/20080318/LATU06318032008-1.html>

CSED Newsletter – includes transforming community equipment

<http://www.csed.csip.org.uk/silo/files/csed-newsletter-edition-11--feb--march-2008.pdf>

For people with Alzheimer's, a wristband that gets attention

<http://www.sanluisobispo.com/news/local/story/306839.html>

New Report Identifies the Two Key Factors Driving the Market for Wireless ehealth Platforms

<http://www.tmcnet.com/usubmit/2008/03/14/3328299.htm>

Wristband with sensor technology

<http://www.exmocare.com/bt2/>

Plan for the Implementation of **Telecare In Bolton** 2007-2009

<http://democracy.bolton.gov.uk/CMISWebPublic/Binary.ashx?Document=5748>

18% of all boomers expected to develop Alzheimer's - USA

[http://www.usatoday.com/news/health/2008-03-17-alzheimers-stats\\_N.htm](http://www.usatoday.com/news/health/2008-03-17-alzheimers-stats_N.htm)

<http://www.allheadlinenews.com/articles/7010381664>

<http://www.medicalnewstoday.com/articles/101030.php>

<http://www.canada.com/topics/bodyandhealth/story.html?id=86a88167-cf93-46c0-abf1-85fa6eff2b22&k=94911>

£8m pledge to help elderly at home – telecare in Scotland

<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=14801>

[http://www.ehiprimarycare.com/news/3572/scotland\\_devotes\\_an\\_extra\\_%C2%A38m\\_to\\_telecare](http://www.ehiprimarycare.com/news/3572/scotland_devotes_an_extra_%C2%A38m_to_telecare)

<http://www.buteman.co.uk/latest-scottish-news/8m-pledge-to-help-elderly.3887197.jp>

[http://ukpress.google.com/article/ALeqM5hzJBHO0Roi77rAT\\_VCCQLm2JN\\_rQ](http://ukpress.google.com/article/ALeqM5hzJBHO0Roi77rAT_VCCQLm2JN_rQ)

<http://news.scotsman.com/health/8m-boost-for-elderly-care.3887975.jp>

<http://www.dailyrecord.co.uk/news/newsfeed/2008/03/18/8m-for-oap-lifeline-86908-20354709/>

<http://www.kablenet.com/kd.nsf/Frontpage/AA213CB3E4374B11802574100051CAB5?OpenDocument>

<http://www.egovmonitor.com/node/17794>

<http://www.wirelesshealthcare.co.uk/wh/news/wk12-08-0003.htm>

<http://www.midlothianadvertiser.co.uk/latest-scottish-news/8m-pledge-to-help-elderly.3887197.jp>

<http://www.hesmagazine.com/story.asp?sectioncode=196&storyCode=2047966>  
<http://www.itpro.co.uk/news/180039/public-sector-roundup-8-million-for-scot-telecare.html>  
[http://www.ehiprimarycare.com/news/3572/%C2%A38m to be spent on telehealth in scotland](http://www.ehiprimarycare.com/news/3572/%C2%A38m%20to%20be%20spent%20on%20telehealth%20in%20scotland)  
<http://www.telecareaware.com/2008/18/03/scotland-extra-%c2%a38m-for-telecare/>

Telemedicine – Scotland

<http://news.scotsman.com/health/Another-health-board-to-run.3887041.jp>

Is the Future of Senior Housing @ Home?

<http://futureofseniorhousing.blogspot.com/2008/03/is-future-of-senior-housing-home.html>

Helping the elderly remain in their homes – Dane housing

[http://www.thisischeshire.co.uk/display.var.2128576.0.helping\\_the\\_elderly\\_remain\\_in\\_their\\_homes.php](http://www.thisischeshire.co.uk/display.var.2128576.0.helping_the_elderly_remain_in_their_homes.php)

Wireless healthcare reports (charge for reports)

[http://www.wirelesshealthcare.co.uk/wh/report\\_telecare\\_2.htm](http://www.wirelesshealthcare.co.uk/wh/report_telecare_2.htm)

[http://www.wirelesshealthcare.co.uk/wh/report\\_consumer.htm](http://www.wirelesshealthcare.co.uk/wh/report_consumer.htm)

ePractice launches eHealth Procurers Forum

[http://ehealthurope.net/news/3575/epractice\\_launches\\_ehealth\\_procurers\\_forum](http://ehealthurope.net/news/3575/epractice_launches_ehealth_procurers_forum)

Using the Nintendo Wii for therapy/obesity management

<http://www.wirelesshealthcare.co.uk/wh/news/wk12-08-0007.htm>

[http://www.nintendolife.com/articles/2007/07/11/e3\\_2007\\_wii\\_fitness](http://www.nintendolife.com/articles/2007/07/11/e3_2007_wii_fitness)

[http://en.wikipedia.org/wiki/Wii\\_Sports](http://en.wikipedia.org/wiki/Wii_Sports)

Managing blood sugar – glucose meters

<http://www.diabeteshealth.com/read/2008/03/09/5445.html>

Replacing Paper Based Training With Hi-Tech Help, UK Nursing

<http://03530.com/2008/03/20/replacing-paper-based-training-with-hi-tech-help-uk-nursing.html>

Smart grid cities – Boulder, Colorado

[http://www.xcelenergy.com/XLWEB/CDA/0%2c3080%2c1-1-1\\_15531\\_43141\\_46932-39884-0\\_0\\_0-0%2c00.html](http://www.xcelenergy.com/XLWEB/CDA/0%2c3080%2c1-1-1_15531_43141_46932-39884-0_0_0-0%2c00.html)

AAAI: Asthma Academy Unveils Web Tool for Asthma Care

<http://www.medpagetoday.com/MeetingCoverage/AAAAIMeeting/tb/8778>

Remote heart monitoring device to help cut health costs

<http://www.gulfnews.com/nation/Health/10198397.html>

Deloitte's 'Connected Care' Model Promotes Technologically Enabled In-Home Health Care, Projects Future Health Care Savings in the Billions

[http://www.deloitte.com/dtt/press\\_release/0,1014,cid%253D196091,00.html](http://www.deloitte.com/dtt/press_release/0,1014,cid%253D196091,00.html)

<http://www.bio-medicine.org/medicine-news-1/Deloittes-Connected-Care-Model-Promotes-Technologically-Enabled-In-Home-Health-Care--Projects-Future-Health-Care-Savings-in-the-Billions-14224-1/>

<http://www.hospitalbuyer.com/industry-market/trends/coordination-of-in-home-treatment-reduces-cost-improves-care-2201/>

Online weight management

<http://www.wirelesshealthcare.co.uk/wh/news/wk12-08-0008.htm>

BT 21CN Broadband services commence in April 2008 (note this is broadband and not the telephone system used for most telecare operations where new roll out dates for England have not yet been announced):

<http://www.vnunet.com/computing/news/2212373/21cn-services-rolled-april-3900810>

<http://www.computing.co.uk/computing/news/2212373/21cn-services-rolled-april-3900810>

<http://www.btplc.com/21CN/TheTechnologyofthenetwork/TheTechnologyofthenetwork.htm>

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

Home monitoring of implantable cardiac devices

<http://www.verivox.de/News/ArticleDetails.asp?aid=77394&pm=1>

## 7 Events

## Telecare LIN

### a) CSIP Housing LIN Meetings

**South West Region LIN** - 2 April 2008, Bristol

**West Midlands LIN** - 10 April 2008, Dudley

**Yorkshire and Humber LIN** – 17 April 2008

*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)

### b) Community Care Live – London 14 and 15 May 2008

CSIP Network's Clare Skidmore will be presenting a workshop covering telecare and extra care on 15 May

<http://www.communitycarelive08.co.uk/workshops>

### c) The National Sheltered and Supported Housing Congress and Exhibition 2008 – 5/6 June 2008

CSIP Network's Mike Clark will be presenting on telecare at the conference

<http://www.cornwall.ac.uk/cshs/index.php?dlrid=1109>

### d) Managing Long Term Conditions – Harrogate – 1 May 2008

CSIP Network's Jeremy Porteus will be chairing: Integrating services for long term conditions

[http://www.managinglongtermconditions.com/conference/integrating\\_services.html](http://www.managinglongtermconditions.com/conference/integrating_services.html)

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>