

## CSIP Telecare eNewsletter

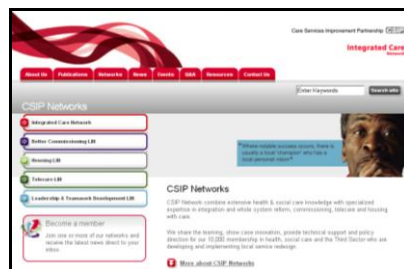
November 2007

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

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>

**CSIP telecare services have now moved to:** [www.icn.csip.org.uk/telecare](http://www.icn.csip.org.uk/telecare)



**Here are some short cuts to get you to the new locations quickly:**

[www.icn.csip.org.uk/telecareguide](http://www.icn.csip.org.uk/telecareguide)  
[www.icn.csip.org.uk/telecarenewsletters](http://www.icn.csip.org.uk/telecarenewsletters)  
[www.icn.csip.org.uk/telecarefactsheets](http://www.icn.csip.org.uk/telecarefactsheets)  
[www.icn.csip.org.uk/telecareprofiles](http://www.icn.csip.org.uk/telecareprofiles)

**\*\*\*Forthcoming CSIP 2008 telecare events – London (24 Jan), Leeds (29 Jan), Manchester (4 Feb), Taunton (7 Feb) and Birmingham (12 Feb) – Booking now available\*\*\***

## Contents

1 Putting People First (HM Government) – December 2007.....	2
2 CSIP telecare and telehealth-events for 2008.....	2
3 World Class Commissioning – further announcements .....	2
4 Telecare LIN Briefing – Our NHS, our future .....	2
5 Events.....	2
Appendix.....	2

*Item 1 provides a link to the new social care concordat – Putting People First*

*Item 2 provides registration information for the CSIP 2008 events*

*Item 3 the vision and competencies information is now provided as part of World Class Commissioning*

*Item 4 Dr Simon Brownsell has produced a very useful briefing on the recent Darzi Report*

*Item 5 CSIP and Housing LIN events are listed*

*Appendix – CSCI 2006 service descriptions are listed for 150 social care authorities – what progress have you made since 2006?*

### **Coming soon in the telecare eNewsletter:**

- *Charging survey results*
- *Telecare directory of services*
- *New and amended factsheets*

### **Glossary:**

*ALIP – Assistive Living Innovation Platform*  
*AT – Assistive Technology*  
*BERR – Business Enterprise and Regulatory Reform*  
*CSCI – Commission for Social Care Inspection*  
*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*



**Section 3.3** “..... Person centred planning and self directed support to become mainstream and define individually tailored support packages. Telecare to be viewed as integral not marginal.....”

Link:

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_081118](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_081118)

LASSL(DH) (2007)2:

[http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Localauthoritiesocialservicesletters/DH\\_081123](http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Localauthoritiesocialservicesletters/DH_081123)

**Update from Mike Clark, CSIP Networks**

The scheduled CSIP events are as follows and registration is now open:

Venue	Date
London	24 January 2008
Leeds	29 January 2008
Manchester	4 February 2008
Taunton	7 February 2008
Birmingham	12 February 2008

CSIP Networks

Homepage > Events

← Events

→ Archived Events

### Network Events

CSIP offer a number of conferences and workshops that give both a national and regional perspective to the practicalities of integration and partnership working. Registration for all events is online.

All events are free to attend but CSIP reserves the right to charge a £50 fine for no shows on the day.

● [Cancel or amend an event booking](#)

### Forthcoming Event List

Showing events filtered for the Telecare LIN.

Date	Event Title	Network	Places Remaining	Book
24/01/08	<a href="#">Outcomes from Telecare and Advanced Assistive Technology – Two Years of Progress - London</a>	Telecare LIN	75 of 75	<a href="#">Book now</a>
29/01/08	<a href="#">Outcomes from Telecare and Advanced Assistive Technology – Two Years of Progress - Leeds</a>	Telecare LIN	75 of 75	<a href="#">Book now</a>
04/02/08	<a href="#">Outcomes from Telecare and Advanced Assistive Technology – Two Years of Progress - Manchester</a>	Telecare LIN	75 of 75	<a href="#">Book now</a>
07/02/08	<a href="#">Outcomes from Telecare and Advanced Assistive Technology – Two Years of Progress - Taunton</a>	Telecare LIN	75 of 75	<a href="#">Book now</a>
12/02/08	<a href="#">Outcomes from Telecare and Advanced Assistive Technology – Two Years of Progress - Birmingham</a>	Telecare LIN	75 of 75	<a href="#">Book now</a>

### Filter Events

- [All CSIP Networks](#)
- [Integrated Care Network \(2\)](#)
- [Better Commissioning LIN \(6\)](#)
- [Housing LIN \(5\)](#)
- [Telecare LIN \(5\)](#)
- [LIN for Leadership and Teamwork Development \(0\)](#)

Link:

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

After following the link, click on the 'Book now' for the event that you are interested in and follow the five step registration – you will need to insert your e-mail address and other details. If you are registered and do not know your password, click the 'Forgotten your password?' and you will receive an e-mail with the details. Make sure that you have selected your preferred location. It is possible to amend your booking at a later stage.

The screenshot shows the CSIP Networks website interface. At the top, there is a navigation menu with links: 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 main header reads 'CSIP Networks' and the breadcrumb trail is 'Homepage > Event Booking'. A sidebar on the left has a link for 'Event Booking'. The main content area features the event title 'Outcomes from Telecare and Advanced Assistive Technology – Two Years of Progress - London' and a progress indicator for 'Booking Steps' with five steps: 1 Who, 2 Details (current), 3 Requirements, 4 Workshops, and 5 Confirm. Below this is the section 'Step 2 of 5 - Delegate Details' with a form containing:
 

- \*Your Email Address: name@your organisation
- \*Have you registered on the ICN site before? with radio buttons for 'No, I am registering for the first time.' and 'Yes, I am already registered.' (the 'Yes' option is selected).
- My Password is: [password field]
- A link for 'Forgotten Your Password?'
- 'Back' and 'Next Step' buttons.

We expect that some of the events will be popular and we may have to restrict some requests where a number of people are registering from the same organisation.

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 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-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 overcome 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
- ✓ Identifying individual outcomes and service cost-effectiveness

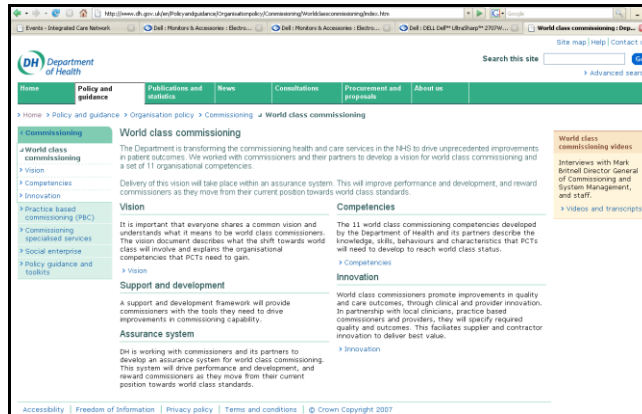
We are not expecting full-blown evaluations but sometimes these can help in providing an external review and objective assessment of your work. We would like to see 'outcomes' for the investment you have made locally. Service redesign examples are as important as numbers of new users.

Local authorities and their partners will remember that the 2006 CSCI performance assessment covered 'description of the service'. The descriptions are included in each local authority's telecare profile included at [www.icn.csip.org.uk/telecareprofiles](http://www.icn.csip.org.uk/telecareprofiles) and are listed in the Appendix to this newsletter – ***how well are you doing?***

During December 2007, CSIP's Mike Clark will be e-mailing contacts from our extensive membership database to look at how progress is being made against initial plans. CSIP will be collecting outcomes and learning points for the five events.

The 'World class commissioning' vision and competencies documents are now available.

World class commissioning is a statement of intent, aimed at delivering outstanding performance in the way that health and care services in the NHS are commissioned.



Link:

<http://www.dh.gov.uk/en/Policyandguidance/Organisationpolicy/Commissioning/Worldclasscommissioning/index.htm>



Vision:

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_080956](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_080956)

Competencies:

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_080958](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_080958)  
(interactive pdf version)

Care Services Improvement Partnership **CSIP**

Telecare LIN

**TELECARE LIN BRIEFING**

**Our NHS our future: NHS next stage review - Interim report October 2007**

**Introduction**

The Darzi Review, *Our NHS, our future: NHS next stage review* (Department of Health, October 2007) takes stock of progress made in recent years towards the vision of a patient-centred NHS set out in the NHS Plan (Department of Health, 2000). It challenges us to look ahead for the next decade and consider what more we could and should be doing to respond to people's rising aspirations.

A detailed executive summary of the main Darzi findings is available in the Review. This briefing by the Telecare Learning and Improvement Network highlights areas in the Darzi Review which are:

- a) relevant to telecare or telehealth, and
- b) under consideration as part of the second phase of the review

It also considers areas for enhancing future NHS service delivery and the potential for further collaboration with local authorities and the Independent sector.

Telecare is broadly defined within Building Telecare in England (Department of Health, July 2005) and includes telehealth.

**Areas relevant to telecare or telehealth**

The following table highlights examples within the Darzi Review where consideration of telecare would seem to be appropriate:

Topic	Report highlight (verbatim)	Considerations
Service vision	"A personalised NHS must be tailored to the needs and wants of each individual, especially the most vulnerable and those in greatest need, providing access to services at the time and place of their choice."	Telecare/telehealth enables health and care to be delivered to people wherever they need support, be that inside or outside of the home. Individualised packages can be provided giving user choice and empowering the individual.
Health inequalities	"To create a fairer NHS, we have to focus on improving access to health and social care services for people in disadvantaged and hard-to-reach groups and those living in deprived areas. This also means making services more person-centred, designing and delivering services that fit with people's lives and help to reduce inequalities in health and social care outcomes."	Telecare/telehealth can provide 24/7 support (often requiring either a response line or broadcast) through mobile systems and also available. Physiological measurements, such as blood pressure and so forth can be taken at home and the results analysed at any time of day making a fully flexible and user-led system. Due to their remote-monitoring capabilities they can be used by any user group in practically any environment.
Personalised care	"Patients sometimes feel treated as numbers, are made to wait too long, do not have their opinion or treatment preferences reflected, feel lost in the system, receive poor customer service, are denied choice, and experience basic access in care. Care may be person-centred, but too often it is experienced as impersonal. I have so far identified four broad factors on which we could improve: • access • dignity and the patient as a person • integrating care partnerships • choice and personal control"	Telecare/telehealth systems function with the user and analysis can be performed practically instantaneously. If areas of concern are raised health and care support can be provided by telephone or other means quickly. Some systems provide access to information and offer support, while others provide video links to user or professional chat rooms. Several current initiatives are investigating the use of targeted self care materials for people with long term conditions as part of telecare deployments.
Access	"The vast majority of patients who see GPs and other professionals in primary care are highly satisfied with the	Self-use telecare/health kiosks could be deployed into easy access sites (train centres, shopping centres, post

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- a) relevant to telecare or telehealth, and
- b) under consideration as part of the second phase of the review

This briefing has been prepared by Dr Simon Brownsell for CSIP Networks.

*Telecare Briefing Link:*

<http://www.icn.csip.org.uk/telecare/index.cfm?pid=353&catalogueContentID=2457>

*Our NHS Our future: NHS next stage review - interim report (Department of Health, October 2007)*

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/dh\\_079077](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/dh_079077)



## a) Fourth Annual Telecare and Assistive Technology Conference

CSIP's Mike Clark will be presenting at the Laing and Buisson conference on 10 December 2007 in London.

Web link:

<http://www.laingbuisson.co.uk/Portals/1/Assistive%20Technology%202.pdf>

## b) CSIP Telecare events

Venue	Date
London	24 January 2008
Leeds	29 January 2008
Manchester	4 February 2008
Taunton	7 February 2008
Birmingham	12 February 2008

## c) Housing LIN events – registration now available

13/12/07 [North East Regional Housing LIN Meeting](#)

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

30/01/08 to 31/01/08 [Housing, Care and Support - Conference](#)

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

Housing LIN events:

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

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>

*This Appendix lists all of the service descriptions provided by social care authorities for the CSCI returns in 2006 – how have local partnerships progressed telecare and telehealth in your area towards mainstreamed and sustainable services from 2008 onwards?*

*Amounts listed are the full Preventative Technology Grant Allocation for the authority. These are verbatim reports and contain some minor spelling errors.*

<p><b>Barking and Dagenham - £318647</b> The telcare grant will be used for environmental checks / vital signs monitoring for people with dementia in support of the LAA stretch target in relation to people with dementia.</p>
<p><b>Barnet - £523651</b> A project group with health and social services staff has been set up to implement the Telecare service. Two initial pilots with the Falls Clinic and Memory Clinic are being undertaken. The arrangements for assessment processes, the prescribing of equipment and monitoring of people receiving Telecare are in place. Older people and carers have been consulted on the design of the service and it has been well received. Training for staff is designed and has started. Social services is currently working with Barnet Homes Lifeline services to secure the provision and maintenance of equipment and protocols to implement Telecare. The pilots will be evaluated at the end of 2006 and further arrangements to role out Telecare to more older people will be undertaken pending the results. Telecare products are available in equipment suites in 2 rehabilitation settings.</p>
<p><b>Barnsley - £389030</b> The Preventive Technology Grant will be utilised to support the Barnsley Telecare Strategy in two specific areas. To support the Falls Service and Intermediate Care, bed monitors and pressure mattresses will be provided for frail older people linked to the Council's Central Call facility providing an alert if the person does not return to bed within a given time. Low level lighting will automatically turn on when the person gets out of bed. A range of developments will be funded to support people with dementia including door opening and closing warnings linked to Central Call, fridge door alarms (to signal if the person may not be eating), temperature extreme monitors, flood detectors, gas detectors/shut-off valves and medication detection alerts. The grant will also provide funding for an Assistive Technology Development Manager.</p>
<p><b>Bath &amp; North East Somerset - £265210</b> To use telemedicine to assist people with chronic chest conditions manage their condition to improve quality of life and prevent unnecessary admissions to hospital. To use telecare to assist in the assessment of older people with dementia in their own homes to prevent the necessity for residential assessments in a care environment or hospital. To use telecare in an extra-care setting to ensure better quality of life and better use of staff resources.</p>
<p><b>Bedfordshire - £499465</b> The telecare system being implemented will be based on a multi agency response service. We will be building on our partnerships with the Housing associations and district councils who will assess and fit the equipment. A co-ordinator will be employed to ensure that we are able to maximise the benefits to the most vulnerable people. In order to do this it has been agreed that the nearest and most appropriate agency will respond which includes health staff, BHAP, housing or Social Services.</p>
<p><b>Bexley - £302956</b> In line with the on-going development of telecare provision Bexley Council is developing a model of practice to support carers who are looking after relatives with dementia. This service model will aim to provide telecare products to people with dementia to enable them to remain in their own homes for as long as possible. This model will link in with current BELL, OT and Out of Hours response teams to create a robust, responsive care alternative. This model will be costed out to demonstrate savings in residential care, emergency respite care and reductions in acute hospital bed days.</p>
<p><b>Birmingham - £1855168</b> As outlined in the older people commissioning strategy, in collaboration with Housing and Health the department will provide a 24 hour support service. The service will offer many more crisis intervention to older people. The service will use advances in assistive technology (such as alarms and pagers) to keep older people safe in their own homes.</p> <p>Telecare is integral to modernising the department's residential care. Telecare provides support to older residents with higher levels of care within an extra care settings.</p> <p>During 2006/07, the Council will publish its strategy document and will work with assessment teams to update its Single Assessment Process to embed developments in telecare.</p>
<p><b>Blackburn with Darwen - £207974</b> Existing infrastructure for telecare via TVH, 615 people, call centre, and emergency calls response via in-house 24/7 domiciliary care team. Figures in 2159 and 2160 relate to new spend via grant, but exclude some spend from commissioning budget, e.g. payment for 'lifeline' start ups for new users. New developments include: fall detectors, pressure mats, hypothermic detectors, five alarms, wandering detector, enuresis alarms. Multi-agency workshops re telecare held 05/06 funded from NRF, and involved DN's and Community Matrons in call centre visits, prior to negotiations with providers re new contracts.</p>
<p><b>Blackpool - £292571</b> The Community Alarm service, Vitaline, is a comprehensive, in-house Telecare service. It takes referrals from Social Services and Health case workers and carries out a specialist Telecare Assessment, purchases, installs and monitors equipment and provides and co-ordinates responses to alerts. The service can be commissioned by the Department or purchased directly by the public at a fixed cost.</p>

**Bolton - £448202** The service is currently based on a community alarm system. Potential to extend to other forms of monitoring as the need is identified. Key target is to extend basic service to over 75's as a universal service, assessed service for others. Aim is to reduce risk and severity of hospital admissions by facilitating quicker responses to accidents in the home. Unobtrusive 'core package' of sensors being developed to alert help when needed, also reassuring carers and relatives. Local integrated approach to prevention and engaging and empowering communities, with awareness raising and marketing planned.

Telecare Development Group includes Adult Services, Bolton at Home (ALMO), Supporting People, and Bolton PCT. Sustainability sought through integrating telecare into care and support system, also identifying opportunities through Practice Based Commissioning. Development to be supported by temporary post responsible for co-ordination of product evaluations and managing expansion of range.

**Bournemouth - £321367** Funding on telecare will be used to upgrade the current technology supporting the existing community alarm system, to provide a stock of devices that can be mixed and matched into people's home (incl. sheltered housing), installation costs and staff training.

**Bracknell Forest - £119997** The Borough is planning to implement the following telecare services in year one of the Assistive Technology Grant allocation of £45k:

- Telecare overlay to five sheltered housing schemes. This will allow for the use of all SMART technology within these settings.
- Individual smoke alarms to sheltered scheme residents which will be linked to the Forest Care Control room to ensure speedy response and action.
- Funding for a worker to promote, assess and install the assistive technology. This worker will support Care Managers when reviewing and preparing Care Support Packages in the community.
- We plan to have a store of assistive technology for speedy access to supplies.
- Funding will be set aside to assist with dementia care once research into the benefits have been concluded.

• The SMART flat will include newly developed environmental controls for people with a disability to trial and assess if these new controls can assist with their independence

**Bradford - £712079** We have a comprehensive approach to the development of telecare. This involves developing the telecare infrastructure by enhancing call centre (CareLine) and fast response capability. Priority will be given to older people with dementia (part of the POPPS programme) and those with moderate to intense needs where evidence shows the greatest benefits are to be had. We will deliver training for practitioners to develop knowledge and awareness of the potential of telecare and develop protocols covering assessment, commissioning, response times and equipment and maintenance. Telecare equipment will cover activity monitoring, environmental sensors and medical/ personal sensors. Core telecare systems are being built into the extra care housing schemes we are developing such as at Rowanberries, which is being developed jointly with the Methodist Homes Association

**Brent - £ 411300** Through Telecare we are extending the current number of clients receiving the Community Alarm service, focusing on care support rather than Telemedicine. Telecare is being implemented for all age groups over 18 and all client groups. The target client group is people meeting FACS criteria and those at risk. Partners are Willow Housing and Care (Mobile Wardens) Harrow Helpline (Community Alarm Providers). The equipment is mainly from Tunstall, in the first instance. Mainstream funding to come from home care budget

**Brighton and Hove - £401983** Telecare service will be developed from the existing successful community alarm service which already provides limited response services. Will include developing home from hospital packages, provision of a menu of telecare equipment for assessment staff, role out of telecare through self assessment and volunteer response in the Local Area Agreement Areas.

**Bristol - £651777** After consulting with CSIP, we are piloting an exciting range of AT projects and developing the local infrastructure:

- £35,000 to test out the effectiveness of a range of AT in preventing deterioration inc avoiding unnecessary hospital/long term care admissions. The team case find vulnerable people whose needs fall below Bristol's FACS threshold.
- £60,000 for AT in intermediate care eg in an intermediate care flat in partnership with Housing 21 and Bath Institute of Mechanical Engineering who developed the technology.
- £45,000 to pilot AT for older people with dementia in partnership with AWP.
- £10,000 to pilot telehealth technology in partnership with health partners.

All work is undertaken in partnership with corporate and external partners eg health, housing, voluntary, service user and carers.

**Bromley - £421502** In the past 6 months LBB has been conducting extensive analysis of how we will be implementing telecare. A working group is investigating specific pilots to trial in 2006/07, some of which will be based on our own care link service and will be an extension of this, others will be stand alone and be more creative use of telecare.

LBB are concentrating on the following areas

- Supporting people to stay in sheltered housing
- Supporting people with LD to live in the community
- Supporting people with epilepsy to live in the community
- Supporting people with dementia to live at home
- Supporting people with ABI to live at home
- Working with the PCT to investigate a telemedicine scheme for people with a LTC
- Supporting carers

A final decision will be made in the summer as to which directions our focus will be on.

**Buckinghamshire - £ 614366** Telecare grant of £250,000 to Buckinghamshire in 2006/7 is being split primarily between older people and people with physical disabilities and sensory impairments. We are currently collecting comparative information on the use of Telecare with other authorities, to identify current best practice in the field. A pilot project in an extra care housing scheme for older people is underway which may lead to it being 'rolled out' to other schemes with the same provider. We are in discussion with Turnstall about them project managing a Telecare scheme for people with physical disabilities using a proportion of the grant as well as linking the provision of Telecare to the community occupational therapy service and in the equipment service and the pooled budget within which it operates. This will all be co-ordinated by a project manager funded by the Telecare grant reporting to a multi-agency steering group

**Bury - £274020** Telecare pilot project will commence in July 2006 and target older people who: have had two or more falls in the last 12 months, are in intermediate care, have a long term condition and are actively case managed, have early onset dementia and a small pilot with a group of people with learning disabilities. Minimum of 200 people with a view to increasing this to 500 people in 2007/8. To roll out the service further following evaluation. A Smart Flat for staff training/user/carer demonstrations and Telecare Flats in intermediate care establishments to enable people to use the equipment before returning home. There will be a 24-7 response service and equipment will be fitted via the Age Concern Service.

**Calderdale - £314548** The development of Telecare is linked to our Community Alarm scheme and the 24 hour Mobile Response Team. Monitors include wander alerts, smoke, movement, flood and gas detectors and other specific equipment as required. The development is led by a project officer supported by a Steering Group of key stakeholders including, Housing, Health, Voluntary Sector organisations and Older People representatives. Telecare equipment will initially be installed for people in extracare housing followed by roll out into the community. The developments are targeted at Older People but will benefit other groups including people with physical, sensory and learning disabilities. Telecare is part of the community care assessment with the aim of enabling service users to remain independent and safe in their own homes for as long as possible reducing the need for long term residential or nursing care. A key element of the strategy is the evaluation of the outcomes of Telecare services.

**Cambridgeshire - £807939** Working in partnership with PCT's, the preventative technology grant has been allocated to PCT's to manage the provision of Telecare. Cambridge City & South Cambs PCT have a Telecare Champion to provide information & advice across the County who will support champions in the other PCTs. Strong links with manufacturers & providers of Telecare equipment have been developed. Equipment available by direct purchase from appropriate providers. The primary focus for older people is on admission avoidance, timely discharge from hospitals, reduction in large packages of care, falls prevention, reduction in residential care home placements, all of which will promote independent living. The County Council & the PCT'S are developing systems to report on performance.

**Camden - £413146** We have developed a demonstration site within an older persons resource centre to enable users, carers and professionals to be aware of the benefits of Electronic Assisted Technologies (EAT). We have conducted a small pilot within a rehab unit to identify operational issues when we implement EAT fully. We have a Camden multi agency steering group with representation from the PCT, Housing, Age Concern, Social Services, Community Safety, Alheimers Society. we have developed an Action Plan and intend to appoint an EAT Project Manager. We have negotiated with our community alarm service to deliver the react and respond aspect of EAT and we are looking to tender for the provision of equipment. We wish to conduct a pilot on tele health which will link into the work in ISIP and managing long term conditions. We will conduct a cost benefit analysis of the introduction of EAT.

**Cheshire - £998598** Cheshire County Council will be using its Preventative Technology Grant to provide an enhanced telecare service to older people throughout Cheshire. All our Social Services Older Peoples fieldwork teams, Occupational Therapists and Community Mental Health teams will be able to commission an enhanced service in addition to the traditional lifeline service. Following a Community Care assessment they will be able to provide up to 15 pieces of telecare equipment [eg fall detector, gas detector, bed sensor] to give additional support to older people and their carers in their own homes. This equipment will also be extended to all our Intermediate Care teams across the County to prevent older people needing to be admitted to hospital, or support safer hospital discharges. Health OTs will be part of this, if finances permit.

**City of London - £18608** The service development is guided by the City Telecare Steering Group. Partners are Adults & Housing Services, City Police, City & Hackney PCT, Community Safety and Supporting People. All adult users and carers are the target client group. Following consultation with users the Steering Group is developing a multi agency Telecare assessment & has prioritised the implementation of smoke alarms & types of fall detectors. Programmes of training for health, GP, home care & social care staff are in progress.

**Cornwall - £ 978704** A board has been set up to oversee distribution of the Preventative Technology Grant. This comprises Senior Representatives from Adult Social Care and Health Authorities. Implementation group reports into the board comprising representatives including User, Carer, Clinicians, Private, Public and Voluntary Sectors. Project Manager is to formulate a strategy within 4 months. A range of client groups will be targeted and a range of technologies used. Evidence from the current pilot study. The application of fairer charging rules will be explored to potentially provide a sustainable service longer term.

**Coventry - £ 494918**

1. Telecare services for Older People being implemented May 2006.
2. Focus on service users living in own homes in community.
3. Promote independence through supporting people to live at home.
4. Increase choice & independence for service users.
5. Improve support to people with dementia & their carers.
6. Reduce burden on carers & provide them with more personal freedom.
7. Initially service will be delivered in one area of the City with plans being developed to roll out to other areas by the end 2006 followed by other service user groups.
8. Telecare is a workstream of the Older Peoples Partnership whose membership includes user & PCT representatives.
9. Plans are also being developed with the PCT to introduce Telemedicine services from April 2007.

**Croydon - £ 404607** Croydon provides three broad types of service dependent on needs.

Firstly, the majority of people use the Community Alarm service as the basic building block.

Secondly, more bespoke services based on the Alarm service but with alarms for water, gas leakages and the use of Personal Infra Red for people who might wander.

Thirdly, acting as an agent for the Police and Fire Brigade for Domestic Violence/fear of intruders and Smoke Alarms respectively, these are underpinned by a 24 hours staff response service.

**Cumbria - £861311** Multi agency Service

Targets Older people & people with Long Term Conditions

To help older people remain at home for longer with high care needs

Reduce access to residential care services

Improved choice for older people, and support for family carers / friends through 'peace of mind' provided by Telecare service

Assessment for Telecare via Single Assessment process

Specified equipment list of basic risk management sensors (manufactured by Tunstall) from which to choose appropriate sensors to manage risks such as; Fire, smoke, heat extremes, natural gas, flood, carbon monoxide, activity monitors, falls, wandering, bed monitor, chair monitor, enuresis sensor.

Equipment purchase and fitting free to service user

Weekly service charge purchased up-front by Cumbria ASC

Weekly cost for call-handling and mobile response included as part of the client's 'total care package'

Fairer Charging Financial Assessment used to assess client contribution towards cost of total care package

**Darlington - £156669** The establishment of telecare services will enhance the range of preventative services and cover all elements of FACS

Established alarm call in 3 Extra Care Facilities linked to warden control and 24-hour resident home care cover.

Currently developing pilot scheme for 20 service users in their own homes using a package of assistive devices dependant upon their assessed need e.g. a falls pack consisting of life line, fall detector, and automatic light, and bed sensor.

The Pilot will be supported by in-house Home Care and Housing Wardens working as a new 24/7 fully integrated Team. Responding to emergencies providing preventative equipment, advice and support to maintain independence and safety in the home.

**Derby - £375435**

1. Social Services will build upon the existing accredited CareLink service, run by the Housing and Advice Service of the Corporate Resources Department, which will provide technical infrastructure and response mechanisms.

2. The PTG Strategy will provide Telecare to people with more complex needs than those currently receiving services.

3. PTG provision will be to all adults living at home, but only those who are FACS eligible or carers of those eligible.

4. Equipment will be provided free.

5. Housing will continue to levy its monitoring charge.

6. Those FACS ineligible will pay an additional equipment fee per week.

7. The Acute Trust and PCT are project partners, but do not contribute funds.

8. Mainstreaming and expansion (i.e. telehealth and those ineligible) will depend upon partner contribution.

9. Independent evaluation will evidence cost / benefits.

**Derbyshire - £1262337** 1. The full range of assistive technology will be provided to older people and other vulnerable adults assessed as needing Telecare to prevent eg falls, admissions to hospital, admissions to residential and nursing care.

2. Multi Agency Steering Group in place working to agreed Terms of Reference

3. Detailed report on implementation issues drafted

4. Equipment procurement arrangements in place

5. Pathfinder contract and related documents drafted to tie in housing providers to enable Telecare equipment to be installed and monitored.

6. Some consultation events held with partners and stakeholders

**Devon - £1286476** Implementation of telecare home monitoring services will use dispersed alarms connected to clients telephone line, radio linked to peripheral devices. Telecare equipment will be fitted in domestic homes and sheltered accommodation. All client groups will be eligible for telecare. The telecare project will be implemented using the 6 major community alarm centres in Devon which install and maintain equipment, provide monitoring and activate the response. Referral will be to a range of practitioners who will assess to agreed eligibility criteria, but must also evidence financial savings equal to or more than the investment in telecare. A range of output based and outcome based management information will be collected. Telecare awareness and training will be provided by the ILC, Project Lead and Council Website.

**Doncaster - £467006** NRF funding secured for 06/07 and 07/08 to improve provision of specialist equipment for people with disabilities or sensory impairment. A telehealth pilot project for people with chronic obstructive pulmonary disease will seek to reduce emergency admissions to hospital and facilitate early discharges. Telecare equipment will enable life style monitoring to promote independence and quality of life for older people including those with dementia. Inter professional training will raise awareness and knowledge on use of assistive technology to promote independence.

**Dorset - £700267** A telecare project board has been established and a draft strategy will be brought to Adult Services Committee in June. Dedicated project manager time is planned from the 1st April when grant funding becomes available. Initial proposals include using two existing communications hubs in Dorchester and Wareham which are supported by Housing Associations. The equipment or peripherals responding to the central communications hub will include basic community alarms, detectors and motion monitors for falls, fire and gas triggers. We will also be piloting telemedicine monitoring vital signs such as blood pressure and transmitting the data to a response centre or clinician's computer as part of a health plan. Links are being made with the police and fire service to widen the potential of the scheme. Membership of the project board already includes service user, carer, ICES, operational staff, Supporting People, PCTs and IT specialists. Cont. in suppl. notes.

**Dudley - £552980** The plan is to use all of the PAT grant to enhance our current telecare service by both increasing the number of users and range of equipment building, on the current service. The service will continue to be provided, serviced and supported by DMBC Home Call Service. Service will support complex care packages and low level needs for elderly and disabled people and their carers across all tenures. We are redesigning service delivery to integrate alarm response from supporting housing with social care provision to improve overall quality and co-ordination of response. The service will be based on a wireless system (rather than hard wired) which is flexible and can be provided quickly and added to as necessary.

**Durham - £ 931616** Durham has developed a telecare service model in one locality. We now plan to develop telecare across the county as a mainstream service in partnership with District Councils & PCT using pooled budgets. We aim to develop a sustainable, appropriate & responsive telecare service which can be commissioned to meet assessed health & social care needs. We will target people with dementia, hospital discharge patients, those at risk of falling & going into residential care, people with LT conditions & support carers. We will use a range of telecare equipment including bed sensors & wandering devices, etc., but will not include telehealth at this stage. We have found that using telecare helps to maintain people safely in their own homes for longer. It helps prevent 'revolving door' syndrome & provides respite for informal carers. Main barriers faced have been lack of funding & political uncertainty. We plan to pilot & develop telecare with Learning Disabilities & Children's Services.

**Ealing - £433878** We have recruited a Project Officer to undertake benchmarking of a range of Telecare schemes, to examine services that have been effectively evaluated and implemented. The Project Officer will consult with key stakeholders (Social Services, Health, Housing, User and Carers and Voluntary Sector Groups) in establishing key areas of local need. The benchmarking and stakeholder consultation will be completed by July 2006.

The officer will then provide a range of options (including preferred model recommendations) to the Integrated Commissioning Group for consideration and approval (based on mapping and consultation feedback).

In addition to this we are exploring delivery options with our Community Equipment Service to possibly co-ordinate Telecare via this service; and alternately discussing possible Telecare options with the commercial / independent sector.

**East Riding of Yorkshire - £519127** To provide a range of equipment and monitoring, include mainly hard wired systems consisting of speech module, smoke alarms, bathroom pull cords, radio trigger, and bogus caller button. Service model is insulation of equipment, 24/7 monitoring via control centres, visiting warden and emergency response.

Offering support to older people 65 and over to live safely and securely at home. Expected outcomes include:

- Reduced need for residential/nursing care
- Resources unlocked and redirected elsewhere in the system
- Increased choice and independence for service users
- Reduced burden placed on carers and provision of more personal freedom
- Contribution to care and support for people with long term health conditions
- Reduced acute hospital admissions
- Reduced accidents and falls in the home
- Support hospital discharge and intermediate care
- Contribution to the development of a range of preventative services
- Help for those who wish to die at home to do so with dignity.

**East Sussex - £922464** Service Model: Aiming to implement seamless service able to respond to local needs i.e. equipment, monitoring, maintenance, response from one provider.

Target Client Groups: older people mental health, older people in extra care housing, people with learning disabilities, older with complex needs, older people with low needs/preventative issues e.g. falls.

Partners involved; Health, Housing Departments, Voluntary Sector.

Aims and Objectives of the service: To maintain independence at home, to prevent admission to acute in patient care or prolonged hospital stay. Delay the need to long-term residential care, offer support through multi-disciplinary approach, identify early stage dementia, falls prevention.

Equipment: Falls detector, Flood Detector, Pill Dispenser, Occupancy Sensor, Temperature Sensor, Wristcare or similar.

The aim is to mainstream telecare using social care and further thought is being given to evidence based performance assessment and cost benefit evidence.

**Enfield - £432332** Enfield has taken a "whole systems" approach to the implementation of telecare, and has a project steering group consisting of Occupational Therapy services, Assessment & Care Management Teams, Intermediate Care, PMR, PCT including Community Nursing, Community Alarm team, Sheltered Housing and a user/carer representative. The wider rollout of telecare services will be informed by a pilot scheduled to begin by the end of May 2006 and run for an initial three month period. This pilot consists principally of older people known to the Community Alarm/Older People's Team services although other care groups are not excluded. The scope of the pilot will be based around preventative services rather than acute telehealth interventions although a small number of test cases will be included. It is envisaged that the outcomes linked to the pilot phase will shape the costed proposals for full implementation for the remainder of 06/7 and for 2007/8.

**Essex - £2077786** Strategic Framework developed with Partners together with mainstreamed service defining minimum standards, access to standard equipment/services, specific client groups eg OPMH, comprehensive training programme, full project management support and evaluation of all services overseen by Project Board with membership of all stakeholders and project manager. Grant used to prime mainstream service via joint schemes with health, housing, Supporting People, vol orgs. County wide joint prog. of training and awareness with demonstration centre in partnership with Tunstall. Essex Integrated Equipment provider to procure in bulk. All schemes to identify objectives, response service, no. of users, outcomes, existing resources, reinvestment of savings and resources to maintain service post grant. Barriers include uncertainty of resources from partners and application of FACS may conflict with some partner objectives. Charging to be addressed by prime objective-meeting either health or social care responsibilities.

**Gateshead - £385666** \* Technologies installed include Lifelines, Movement Sensors, Falls Detectors, Gas/Flood detectors.

- \* Service available 365 days 24/7 to support people to live independently through Carecall.
- \* Upgrade to PNC4 planned for June 06, to extend information held on users, range of equipment available, and out of hours response.
- \* 50% clients are older people. Access via assessment or private purchasing.
- \* Short-term access to Lifelines available to support hospital discharge.
- \* Partnership agreement with PCT in place to deliver call handling for District Nurses (OOH) and community matrons as part of Long Term Conditions.
- \* Partnership arrangements in place with PCT, Gateshead Housing company and OOH calls for Council emergency Duty Team. Link to Gateshead @ Your Service, being explored.
- \* Positive outcomes being achieved supporting people with dementia to live at home (89 users).

**Gloucestershire - £869613** Gloucestershire will focus on providing environmental monitoring alarms across all client groups; carry out full evaluation with future proposals to include health monitoring equipment. The project will use PASA framework for procurement. User will have to meet FACS. The service will be commissioned through the local District Council monitoring centre. The Partnership board consisting of stakeholders from adult social care, PCTs, Hospital Trust, mental health and community alarms group meet monthly to agree the strategic direction of the project in Gloucestershire. Aims & Objectives of the project: Reduce admissions to residential/nursing care- Increase choice- Promote independence - Prevent hospital admission- Support timely hospital discharge- Reinforce fall & accident prevention strategies- Provide focused support service for Carers.

**Greenwich - £440561** Greenwich Telecare Strategy was launched this year and is overseen by a Joint Partnership Group - the community alarm service ('Greenwich Telecare'). There are around 5,000 households connected to this. The majority of its customers are connected with a standard dispersed/telecare alarm. It provides a mobile visiting response in an emergency, holding keys for the majority of customers linked to it. The service has been extended to include the installation of smoke and intruder alarms – some 250 additional sensors being installed during 05/06 linked to a telecare alarm.

**Hackney - £480447** Following an options appraisal we are looking to partner with a voluntary sector provider and restructure an existing community alarm platform to deliver a 24 hour call centre and emergency response service. We are currently looking for a show flat location and have completed a telecare project manager recruitment process to take a lead in telecare implementation. We shall target a cross section of our older population (those exiting intermediate care; those with home care packages and residents of supported living schemes and accommodation based supporting people funded sheltered schemes) and develop PI's to assess the impact on take up of acute services to better target potential roll out to other groups

**Halton - £183513** Halton Borough Council have utilised a pilot of Telecare to plan service development. Telecare services are now available borough wide for adults and older people. Service package includes an assessment of need and risks, identification of pertinent Telecare equipment to meet need and manage risk, installation and maintenance of equipment, review against set outcomes. The service is led through a combination of Halton Lifeline service, which is recruiting a Telecare Support Officer, and multi-disciplinary professional support from the Rapid Access and Rehabilitation Service. Key plans for 2006/7 are: to evaluate equipment procurement options; gain accreditation with the Telecare Services Association; increase the number of service users; providing training; support and information to staff across the borough; provide information and advice to Halton citizens.

**Hammersmith and Fulham - £317168** Target group is the over 65s particularly those with dementia, those discharged from hospital & intermediate care, with continuing work to support PwLD / PD & their families. We plan to create a specialist assessor / co-ordinator post, & set up an appropriate assessment process. Develop response service linked to home care & rapid response team.

Have established a demo suite of equip't including environmental sensors, safety & security monitors & equip't to support individual need including deployment of bed / chair occupancy sensors, pressure mats, movement detectors etc.

Link the OT service with telecare through the development of an extended demo area & OT shop. Telecare and OT equipment will be available for assessing users linked in the same workspace as the telecare support centre to create a more seamless experience for users.

Work is continuing with other partners (community & voluntary sector, statutory services such as health & social services, Police and Fire Services).

**Hampshire - £1587879** The aim of our telecare service is to help older people to remain at home by managing risk, giving them confidence and providing reassurance to relatives and carers. At least 50 clients will be supported through a phased introduction of telecare. HCC Home Care will offer the service as this provides a sound infrastructure for monitoring outcomes. The target group is older people assessed with critical or substantial needs under FACS criteria who are already receiving personal care. Partners include district councils, home improvement agencies, voluntary organisations and lifeline providers. They will be responsible for the installation, maintenance and removal of equipment. A range of equipment, including sensors and lifestyle monitoring, from a variety of providers such as Tunstall, Vivatex and Just Checking will meet individual needs and offer choice to service users and their carers.

**Haringey - £324428** In line with local and national guidance around maintaining increased numbers of frail older people in their own homes, Haringey has prepared a draft business plan and P.I.D. to use the DH's Assistive Technology grant to upgrade its telecare / preventative technology software and hardware in the Community Alarm service. This service provides for a growing number of alarm users, currently some 4,500, and the new PNC4 system would enable the service to work more in partnership with the PCT to provide telecare (including linking to "Wristcare," a medical remote monitoring system.) Such technology is also vital in underpinning the provision of Extra Care supported housing.

Our approach to falls prevention has also been strengthened by telecare. Falls Monitors are able to detect when a frail person living in the community has fallen, which will then trigger an intervention. The monitors are thus an important part of Haringey's strategy to promote independence.

**Harrow - £357333** Infrastructure is being put in place during 2006/7 to deliver staff training and development, and to aid the supply and management of equipment through the existing Technicians service. There will be an additional supply of 24-hour/seven day contact services and response services through the existing Helpline service. It is intended that Telecare should in the long term be an integrated health, housing and social care service. The Core Package for Falls will include Flood Detectors, Smoke Detectors and Light Sensors. Core Package for Dementia will include Flood Detectors, Smoke Detectors, Light Sensors and Door Sensors. Pilot (Apr – Sep 2006) will target service users with Dementia and service users at high risk from falls. Analysis and Rollout (Oct 2006 – Mar 2007) will target wider groups of service users. Enhanced package (Mar - Oct 2007) targeted rollout to all FACS eligible over 75's in the community. Phase 4 : Exit Strategy – Joint Way Forward in order to sustain cost benefits

**Hartlepool - £161455** Hartlepool's Telecare Strategy sets out our vision and direction for the introduction and development of Telecare services. We have a Partnership Board to lead the developments and a partnership agreement with the Northern Housing Consortium to advise us about Telecare solutions. We have completed one mapping exercise and are part way through another to inform us about how and where we need to invest to maximise opportunities.

Our aim is to ensure access to quality health, social care and support services to improve the health, life expectancy and well being of the community.

The Telecare service is due to start in August 2006 by supporting our Intermediate Care Services. Our initial analysis confirms that we will mostly require 'Falls' and 'Wandering' sensors to support this service. We are working to develop a business model to help with future mainstreaming with efficiencies coming from reducing access to residential /nursing places and lower costs of long-term home care packages.

**Havering - £350331** A telecare service will be up and running by the end of this year. It will provide the prescribed national guidelines providing services based on a common needs assessment. There are no significant obstacles to a full, comprehensive and responsive service. The London Borough of Havering set up a Telecare Strategic Partnership group in March 2006. This has representation from Social Services, Primary Care Trust, Housing, and the Voluntary Sector. The Partnership has drafted the Telecare Strategy for Havering. The strategy will be signed off by the Group Director, Head of Adult Social Care, Primary Care Trust, and Head of Housing. We will appoint a Project Manager to take this project forward until the Telecare Manager is appointed.

The service is based on a functional assessment whereby service users are assessed for their telecare needs and services are designed on a wrap around basis. These services are then assessed on a periodic basis to assess changes in needs.

**Herefordshire - £307541** Telecare services being implemented through a partnership with Herefordshire PCT, Herefordshire Housing, Supporting People and Tunstall, which will be supported by the Preventative Technology Grant. Service user groups accessing Telecare are older people, mental health, physical disability and learning disability. The service will support admission prevention to hospital and residential care, the need for intensive home care packages, facilitate early discharge from hospital, support intermediate care and falls prevention. Steering group set up with partners to implement Telecare and to monitor and evaluate on an ongoing basis the benefits of the service.

The key components of the service are:-

- 1) Social work and health care Telecare assessment.
- 2) Identification and installation of equipment based on identified need.
- 3) Ongoing monitoring through a call centre arrangement and emergency response. The service will be co-ordinated by ICES in order to promote a countywide strategy.

**Hertfordshire - £1541778** Herts County Council is working in partnership with District and Borough Councils and PCTs in developing Telecare Services. It is intended to build Telecare into the service provision currently provided; enhancing the existing Telecare services already in existence and developing the support services, which support these. In particular, crisis response services provided by social care and health, so that different outcomes are achieved for clients and carers when called, we will be targeting these services at clients and carers in the most need, as well as developing with partners basic telecare packages. To this end a project Manager has been appointed to take forward this work across Hertfordshire and detailed mapping of existing provision is nearly complete.

**Hillingdon -£347151** The strategy for telecare services aims to provide alarm, risk management and monitoring technology in a service users home in order to help reduce risk, the likelihood of an emergency arising or if an emergency occurs, to provide a timely response. The implementation of telecare is taking a phased approach, targeting higher risk needs (older people with dementia) initially. A phased approach will enable explicit parameters to be set for the target group, and the outcomes to be achieved. The range of services available are individual to meet assessed needs, and will include enhanced assistive monitoring technology to vulnerable/at risk individuals (e.g. alarm pendants, sensors, cameras) and enable emergency response care services to prevent hospital admission, further deterioration and promotion of personal safety.



**Hounslow - £292785** \* Establish partnership agreements with the London Fire Brigade and Metropolitan Police to promote the use and provision of stand-alone smoke detectors and bogus caller/intruder alarms.

\* Develop a demonstration suite/area within the Calen Centre for the promotion and training of telecare/telehealth equipment.

\* Introduce telecare equipment to the newly commissioned intermediate care assessment flat at Dashwood Court Extra-Care scheme.

\* Develop pilots utilising telecare/telehealth focusing on the potential for managing cognitive impairment and very-high intensity users of health and social care affected by long term conditions (with particular focus on COPD).

**Isle of Wight Council - £271668** Older people with a history of falls &/or at risk due to dementia, 2 areas proven amenable to reduction of risk via Telecare.

Anyone at immediate risk (e.g. person with dementia who has left gas turned on) will be offered emergency assessment & installation.

A simultaneous pilot project of a more substantial nature is to be facilitated through a local community development project in an area of documented high need. FACS ensured through assessing personal independence, prioritising the critical & substantial levels of need.

Aim: sustained reduction of over 65's falls injuries % harm/risk to people with dementia.

Equipment: Occupancy monitors, lights, shut off valves & alarms.

Service: Based on existing community alarm service. Multi-agency/not for profit sector/community implementation. Integrated Health & Social Care referral pathways. Mainstreaming issues in this context and financial. Data collection built-in.

Cost/Benefit: PTG reduces cost of injuries / loss of independence

**Isles of Scilly - £5441** Currently the Lifeline Alarm service is purchased by the service user following assessment by Social Services. The mainland provider/monitoring service is provided with 24hour response and referral to relevant agencies on the Islands. Telecare services are planned for expansion from this year onwards to take advantage of most recent technological advances.

**Islington - £393856** Joint local authority & PCT strategy group is developing new assistive technology services within health and social care. These will build on existing telecare services which are housing-based. Three projects will be funded in 06/07: Frail elderly and MHCOP, Falls and COPD. The PT Grant will also be used to enhance ICES' capacity to support telecare, for staff training, IT development, and publicity and events. Telecare assessments will be linked to the Council's SAP assessments. Work is in hand to develop telecare options for other user groups, including learning disability, visual impairment and children and adults with diabetes, and to link healthcare developments with practice-based-commissioning.

**Kensington and Chelsea - £338784** A partnership has been agreed with the Tenants Management Organisation (TMO), an arms length organisation managing former council housing stock, which runs a community alarm service (CAS). This service includes a 24/7 call centre and a mobile warden service and is available to all local residents. Most of the 2,300 alarm service users are not TMO tenants. The technology currently being used will support up to 12 sensors in each home. Following an assessment a referral is made to CAS requesting that they fit the appropriate sensors. The focus will be on people with dementia or at risk of falling.

In addition to this mainstream service there will be some small scale trials of different devices, including telemedicine devices.

**Kent - £1988751** KCC's Telecare Project is based on the existing community alarm infrastructure, using a range of passive sensors wirelessly connected to a lifeline base unit, linked to community alarm centres over a telephone connection. KCC aims to use Telecare as a catalyst for service integration and improvement, and outcomes hoped for include the reduction in hospital admissions, reduction in admissions to residential care, to help more people to remain living for longer in their own homes, and to improve the wellbeing and quality of life of informal carers.

The high level objective of the Kent TeleHealth Evaluative Development Pilot is to progress and evaluate the exploitation of emerging assistive technology in the field of 'TeleHealth' to improve the life outcomes of older people with chronic disease management requirements in Kent. The TeleHealth monitor enables the client to measure the following vital signs and communicate back through simple, easy to use devices. See covering letter

**Kingston Upon Hull - £468789** The first project delivers 'telehealth' and 'telecare' monitoring.

Aim is to use a range of technology, including remote 'telehealth' monitoring, to support people with Coronary Heart Failure at home. The approach is of 'dynamic case management', providing an intensive 3-month period of monitoring post-referral, to establish thorough understanding of patient needs and best-practice self-care on the part of the patient/user. This practice is then maintained and potential acute exacerbations are alerted and hopefully avoided through the retention of monitoring technology in the home environment including a 'Lifeline' with additional relevant environmental alerts.

The second project provides telecare-only services. The targeted groups will include support for carers and individuals with learning difficulties, those receiving intensive home care packages, people identified as at risk of falling at home, older people with mental health problems including memory impairment.

**Kingston Upon Thames - £192067** The aim of the scheme is to support people with dementia and their carers within their own home through Telecare services. Objectives are to -

- enable people with dementia to remain living at home if the wish
- promote independence and choice for both client and carer
- reduce the risks of accidents and safety related incidents in and around the home
- reduce the available entry into residential, nursing and hospital care
- reduce carer stress and improve the quality of life for client and carer
- develop the project in partnership with users, carers and the independent sector

Target Group –

- people with dementia who are at risk of causing a fire or wandering
- people at risk of admission to a residential/nursing home and or hospital
- carers having difficulty coping

The scheme has been developed in partnership with SWL&StGs MHT. Our intention is to include service users and carers in defining the outcome measure for the scheme.

**Kirklees - £567311** The Council is implementing a multi-faceted approach to Telecare. Firstly targeting "at risk" groups of people with long term conditions (complex needs) to complement existing arrangements and to amend care pathways to defer/avoid institutional admissions and secondly to promote telecare as part of the prevention agenda. Thirdly, working in partnership with the West Yorkshire Fire Service to identify vulnerable service users and reduce community safety risks. Finally a targeted piece of work with the South Asian Healthy Living project to pilot tele-service.

**Knowsley - £281135** Warden-controlled housing up-graded and new Extra Care schemes introduced - both include telecare services; improving 'Careline' services through the care planning process; challenging target set to reach excluded older people through our integrated IKAN (POPP) team and explore life style monitoring for older people with mental health needs; and services offered as part of falls prevention work. In learning disability services, use of telecare to support out of hours/overnight care needs. Intermediate Care and case management in long term conditions implementing use of Genesis monitors to develop business case for telehealth across all age groups. We are working in partnership with a range of organisations and agencies. We use a range of sensors that build on the Lifeline 4000 and pendant alarm to address identified risks, including falls, smoke, carbon monoxide, heat detectors, bogus caller, movement sensors. These can be commissioned by both health and social care staff.

**Lambeth - £438533** We have established a multi-disciplinary group; this includes OTs, the voluntary sector, housing supporting people, careline services and the Adults' Commissioning Unit. We are currently prioritising a range of options and will be making investment decisions shortly. Until these decisions are made we are unable to project our expenditure for 2007/08.

**Lancashire - £1786842** LCC is in the process of implementing a county wide telecare service in partnership with 12 district councils 6 PCTs & 5 housing associations. We have a steering group with representation from all partners as well as a procurement group with appropriate membership. We aim to use the PTG grant to procure the telecare equipment from the PASA National Framework Agreement (NFA). We are setting up partnership arrangements with three main providers of telecare services (1 for NW Lancashire, East Lancashire & SW Lancashire) that will lay down the quality of service standards and agree one fixed weekly price for monitoring across the county. Under this agreement the 3 lead partners must work in "Area Partnerships" with established local providers of installation, maintenance & response services.

**Leeds - £1140421** Leeds' telecare arrangements are being overseen by a board comprising a range of agencies and including service user representation. It is currently being provided for anyone who is eligible for services and where it is agreed that telecare equipment will meet assessed needs. As well as enabling the numbers of people supported via the use of telecare equipment to increase significantly plans are being developed to target specific user groups eg. people with head injuries and people with learning difficulties. The process by which we will evaluate the effectiveness of telecare, and related equipment, in assisting people to live as independently as possible is being developed with the local project plan. As well as measuring the effect on supporting independence, the evaluation will consider cost and whether a shift of funding from supporting certain current service provision to technological solutions is appropriate.

**Leicester - £467474** Currently telecare is provided via a range of community alarm schemes including a scheme operated by the Council. The Preventative Technology strategy sets out the delivery of three target groups in the city focussing on the provision of advanced telecare to older people with significant care needs, older people with mental health needs to reduce residential care & hospital admissions and a small number of adults with physical disabilities. A night care service is being provided by the Council and is an essential development to facilitate the installation of preventative technology. Health colleagues are partners in the Steering Group, which will look at the joint provision of telecare / telehealth into the future.

**Leicestershire - £801532** A conference was held in September 2005 to identify priorities for telecare. It was agreed that services will be focussed on:

- Supporting older people with dementia (and their carers) living at home
- Preventing admissions to hospital and residential care as a result of falls
- Supporting older people with long term conditions.

We will do this by:

- Replicating 'Signal', our demonstration flat, in another area of Leicestershire in order to promote the use of assistive technologies and the overall benefits of telecare to users, carers and professionals
- Promoting Community Alarm Services (CAS) and increasing the type of equipment and services available to meet the needs of older people with dementia and those at risk of falls
- Working to improve responses and services linked to CAS and our overall telecare strategy.

**Lewisham - £456898** Assessment for Telecare service has been integrated into the core assessment process in older adult social work and Intermediate Care services. Following the social work assessment, a service user who qualifies under FACS is financially assessed under Fairer Charging. In addition to those who receive Telecare services as part of their care package, the Council also provides Telecare to those deemed ineligible under FACS, who are then charged at the unit cost for the service.

Our priorities for 2006/07 are

- To raise awareness of new telecare sensors with social care and health professionals, and provide information and training to support expansion of service options
- To focus on new target groups including adults with dementia, younger vulnerable adults, and victims of hate crime.

**Lincolnshire - £1097406** One outcome of the CSIP masterclass was a group of representatives from health, supporting people, housing, voluntary organisations, Lincs University researchers and SSD working together to identify needs that could be addressed by Telecare.

A senior manager has now taken on the lead role of developing the partnership working to ensure that services developed are ones that have real value for the people of Lincolnshire.

From initial discussions and the strategic review of older peoples community alarms funded by Supporting People we have a need to consolidate and clarify the provision of services and develop more practical and innovative applications from the existing baseline.

**Liverpool - £896516** We will use the Preventative Technology Grant to build on our successful Telecare pilot in partnership with BT using Careline as 24/7 customer contact centre. The pilot has shown outcomes in increasing confidence in service users and security in their own homes and we are looking to build on this using a targeted approach to specific cohorts of vulnerable people. This includes older people at risk of falling, people with long-term conditions, people with learning disabilities or older people with mental health issues. The Integrated Commissioning Executive will consider the options and agree the way forward in June 2006. The Telecare service will also compliment the reconfiguration of the current Supporting People community alarm provision on a neighbourhood basis, which will commence during 2006.

**Luton - £237475** We have joined the Northern Consortium and are working with Project Managers at Tunstall. We have arranged with CSIP a masterclass in Luton. We are exploring integrating Telecare into our local Joint Equipment Store in April 2007. We will be targeting older people but are also incorporating a few pilots with our under 65 physical disabilities and within some supporting living units for younger people with learning disabilities. we are using flood and fall detectors, bed detectors which activate muted lighting to prevent falls in the night. wandering detectors with some of our moderately confused customers which we believe will aid carers in maintaining with some control. we are discussing the restructure of our sheltered housing scheme managers to allow for a response service to aid the installation of the assistive technology.

**Manchester - £795554** \*The Community Alarm Service (CAS) in conjunction with MEAP (Manchester Equipment & Adaptations Partnership) is piloting equipment which incorporates cutting edge technology, provided by Tunstall, in order to provide 24 hour monitoring and response for vulnerable adults. \*The equipment includes fall detectors, pager alerts for carers, light sensors and gas shut off valves. \*So far 53 pieces of equipment have been purchased for 29 service users. Up to the end of March 5 of these have been installed with the rest planned to be installed by the end of July. \*The aim of the pilot is to test the equipment, establish the referral process, risk assessment, installation and response protocols before expanding this service and use technology to improve the quality of life for many more vulnerable adults in Manchester.

**Medway - £272100** It is anticipated that following the telecare and telemedicine pilots undertaken in Medway that there will be the availability of a Telecare Support Service available to all client groups in Medway. Access to the service will be managed by Care Managers. Services offered will be via Tunstall. Services offered will also be available to non clients on a chargeable basis.

**Merton - £253384** Merton will implement telecare using its already established MASCOT service. Merton will provide telecare to people at home, promoting independence and well-being, targeting clients with chronic conditions, dementia and those who fall, especially where admissions to hospital can be avoided. To allow timely discharge from hospital and reduced admissions to institutional care, partnerships have been formed with Housing, Health, PCT, voluntary sector and telecare suppliers. Monitors are installed to detect wandering, falls and inactivity. Personal safety and security will be maintained using smoke detectors, flood detectors, natural gas and CO detectors and support against bogus callers. To date, working with Hospital Discharge, up to eight patients a week are discharged on time. Mascot intends to help 65 more people with telecare in 2006 - 2007 period.

**Middlesbrough - £226046** The Social Care Department have established a Multi-Disciplinary, Multi-Agency Group to develop and implement a Telecare Strategy across Middlesbrough. The Council's Corporate Management Team have recently agreed to engage a Consultant from "Simply Telecare", an arm of the Northern Housing Consortium, to assist with the strategic development. Early discussions with the Consultant have led to the conclusion that the right infrastructure needs to be in place before implementing the Strategy. A Review of Mobile Warden and Home Support Services is also taking place to ensure it is fit for the future and able to provide appropriate responses. The Supporting People Review of Community Alarm Services will also feed into the Strategy. It is anticipated that Telecare Services will be available later in the year.

**Milton Keynes - £252549** The Council's community alarm service is leading the implementation of the telecare strategy working in partnership with other social care and health services. The target groups are - long term conditions; older people with dementia and intermediate care. The service is being led by the Telecare project manager. There is open referral and joint assessment and then installation of the most appropriate package of sensors. A wide range of sensors are available. A standard charge of £1.50 a week per household and equipment free. Training and service user consultation/ evaluation all in place. Telecare backed by 24/7 mobile response service.

**Newcastle Upon Tyne - £514667** Telecare is one of 3 separate but linked projects to develop technological solutions to care delivery. A Project Board has been set up and Project Manager appointed. Our strategic partner is Your Homes Newcastle (YHN). The technology partner has yet to be identified and may be subject to tender. There will be a phased introduction.  
 1 = older people living in the city (building on CCAS service model which has high user satisfaction).  
 2 = Telehealth, and include PCT as a partner.  
 3 = adults with disability.

Three workstreams have been set up:  
 Scoping; finance; and user representation (PCT involvement)  
 Process, assessment & charging (YHN contributes)  
 Equipment (YHN lead)  
 An evaluation of a pilot scheme in 05/06 will establish baseline evidence. PIs, and vfm analysis.  
 The strategy will be implemented from October 2006.

The aim of the service is to slow down the rate of decline in health and maintain independence for longer.

**Newham - £390715** Major steps were taken to secure funding for the next two years with the 06/08 NeAT programme passing its Gateway review and the submitting of a substantial NRF bid. There is now a steady stream of referrals of people for telecare. The 580 Project (Telecare Trial) achieved 301 installations by the year-end. The Trial focus was on installing a standard package to providing solutions tailored to meet specific needs and taking into account staff capacity. The '06-08 plan envisages a free service for those receiving a care package and for those over the age of 75. The Step Down Unit opened on the 1st March 2006 for referrals.

**Norfolk - £1455015** Norfolk has had a mainstream service across Norfolk since April 2005, developed in partnership with both local and national call centres, a local commercial installer and purchasing from various manufacturers. Established multi-agency local implementation teams include voluntary organisations and home improvement agencies. We have developed a new role – the Assistive Technology Support Worker – to working with health and social services to deal with direct referrals and to develop the service. The service has been provided to older people, adults with disabilities, people with learning disabilities and carers. The focus has been on support for people to remain at home. This year the emphasis is on avoiding admissions to hospital and residential care, low level prevention and telehealth support. Significant savings have been achieved.

**North East Lincolnshire - £269107** The Council provides dispersed alarms that are linked to a 24 hour call centre to vulnerable people in their own homes. These alarms now have a range of peripheral supports including, flood detectors, fall detectors movement detectors, gas detectors etc, that can be added to the alarms in response to individual need. A temporary SMART house has been set up that enables a range of professionals to see these systems and assess their suitability for service users. A "Wrist care" system is provided in partnership with Health that enables specific medical conditions to be monitored through the call centre.

**North Lincolnshire - £232721** In partnership with Northern Housing Consortium we are in the process of developing a Telecare Strategy to ensure effective and sustainable use of the prevention technology grant 06-08. This will include working with other voluntary agencies, however at this point we are unable to predict possible numbers.

**North Somerset - £327451** There are three main projects:

- 1) to provide falls detectors and bed occupancy detectors for a targeted group of older people with a history of falling who live in sheltered accommodation (in Partnership with North Somerset Housing)
  - 2) to provide a range of equipment for an identified group of older people with dementia care managed by one of our Older People's Mental Health Teams to improve compliance with medication, relieve pressure on carers and control wandering
  - 3) to supply equipment as appropriate to older people who are receiving services from the intermediate care service and who have been recently discharged from hospital: equipment to include: Falls detectors, medication dispensers, pressure mats/exit sensors, bed/chair occupancy sensors, PIR unit, low temperature sensors as appropriate
- Response will be via the Community Alarm service, wardens, carers.  
 The service will also be accessible to care managers more generally according to need (resources permitting).

**North Tyneside - £362357** A staged implementation has been developed which will start with the intermediate care at home team and medication prompts. In addition to the medication prompts, the idea a "telecare bag" is being introduced with a range of equipment available to meet assessed need. A project worker will be appointed to oversee the development of the project, installation of equipment and ensure that outcomes are collected and monitored.

**North Yorkshire - £871114** Aim- strategic partnership, facilitating multi-functional approach to care initially for older people (but building infrastructure for all ages).

Objective- 1742 users by year 2; Countywide Telecare framework.

Approach- county-wide 24/7, SSD, District Housing, PCT, Supporting People, Housing Associations, ICES, Carers Resources, Community Safety, Fire Services, Police, Trading Standards

Model- mainstreamed service, standard referral, assessment, care planning process, developing procurement of non-housing equipment through ICES, membership of Northern Housing Consortium VFM. Tracking, maintenance, repair, recovery and decontamination of non-housing equipment via ICES. Call centres in each district administering alerts. Range of responders including families, and partner agency staff.

Detectors- Falls; carbon dioxide; Flood; Smoke; Gas; Chair/bed/movement sensors; Door exit; Temperature extremes; Medication reminders; Intruder alarms.

**Northamptonshire - £864587** A Telecare Partnership Strategy Group has been established, with representatives from Health, Housing and Social Care. A conference was held in March 06 to ensure engagement from all parties. A draft strategy has been developed.

The strategy is to develop telecare to include telehealth through working in partnership with health. The first stage will be to pilot a virtual ward within Northampton where older people with long term conditions will receive assessment and rehabilitation, including assessment and provision of telecare and telehealth equipment, linking to the care continuum.

The second strand of the telecare strategy will be to ensure equity of access to community alarms across the county, linking that infrastructure and response service for this client group with the social care and health telecare service. This will include fairer charging; and improved procurement; cross tenure provision and social response.

**Northumberland - £531388** Our telecare strategy aims to support interventions at all levels of need, with a basic 'core' package to keep people who need limited levels of help as independent as possible, and additional specific technology to support personal care services, as needs increase. We have incorporated the initial phase in our POPP project, so the main focus for the first year will be falls prevention for older people. NCT has joined the Northern Housing Consortium, giving us access to their consultancy service and procurement arrangements for telecare. We plan a phased introduction, establishing referral systems and eligibility criteria, and the content of the core package before Countywide roll out. We'll start in Blyth Valley, and have invested in an upgrade to their call centre computer to support the telecare packages. We will identify the first group of users in discussion with the local falls service and intermediate care services. We hope to begin telemedicine developments by 2007/8.

**Nottingham - £450181** Nottingham City Council is entering into a partnership agreement with Tunstall Telecom and the Northern Housing Consortium to facilitate a procurement and service development process for a range of monitoring and alarm packages. The project will initially focus on the Clifton area of Nottingham where a group of health and social care teams have been co-located in the new Clifton Cornerstone LIFT building. The project will aim to build on the current substantial infrastructure of fixed and dispersed alarms provided in partnership with Tunstall Telecom, and will aim to benefit an extra 900 service users over the 2 year period up to 2007. The target group will include older people with physical disabilities and those who suffer from dementia.

**Nottinghamshire - £1118660** Telecare will benefit a range of older people including: people at risk of falling; people with long term illnesses; people with cognitive or sensory impairment. It will be available to both people who are FACS critical and substantially eligible, and to people who need preventative services. The equipment available will be assistive technology. Outcomes include a reduction in avoidable admissions to hospital; support for hospital discharge and intermediate care; reducing the need for residential care; increasing choice, control and independence for users and carers; contributing to the care of people with long term illnesses. Telecare services will be delivered at a district level through local partnerships which include a range of stakeholders and will include health, supporting people and district housing departments.

**Oldham - £363577** A bungalow has been fully equipped with Smart technology to enable people with a learning disability and older people to be assessed and enabled to live independently. Tunstall's entire wireless range is being made available with no restriction on cost, for care managers to provide to people of all ages living in the community to enable them to continue to live independently in safety; stretch targets have been set within LAA to enable more people to receive telecare services to maintain independence in the community. 4 bedrooms within a Residential Short Stay Assessment/Intermediate Care Unit for older people are to be fully equipped with smart technology to ensure that a full assessment of a person's capability and re-enablement potential can be measured.

**Oxfordshire - £827786** Our telecare strategy development includes PCT's, Vol Org, alarm Providers, carers & users. We will coordinate our Telecare purchasing to achieve efficiencies, including the using exiting contracts and PASA Framework, as appropriate. Initially we will focus on environmental monitoring and target those diagnosed with early dementia, fallers, users receiving 'check visits', intermediate care users, those being considered for care home placements, medication only visits and hospital discharges. We will link our telecare strategy with the redesign of community alarm services and older people review currently being undertaken by our supporting people team. It is anticipated that we will be in a position to deliver a targeted service to those who are assessed as requiring a service. With close working with the falls service we aim to reduce hospital bed days through early intervention. Robust evaluation mechanisms will be in place and we will consider future proposals to include tele health

**Peterborough - £244866** Our intention is to mainstream telecare into current and future service provision. We will be employing a project manager who will be involved in embedding telecare into everyday health and social care practice, as well as act as a resource for staff and undertaking more complex telecare needs assessments. Expenditure and outcome monitoring will also be a main responsibility of this post. We will be working in partnership with Cross Keys Lifeline, our local community alarm service, and will engage with equipment manufacturers and suppliers, with no single supplier commitment, as we wish to take advantage of all available equipment regardless of supplier. We have already opened a demonstration show flat, open by appointment to health, social care and housing professionals, as well as service users and carers. This will be jointly staffed between community alarm staff, health and social care staff and the project manager.

**Plymouth - £389129** Telecare services will be provided through a partnership between Plymouth City Council and Plymouth Teaching Primary Care Trust. We have developed a joint strategy. The main aim of the strategy will be to enable more people to live independently in their own homes using technology as an additional support. Basic equipment will be used in the first instance such as falls detectors and door alerts moving to more advanced technology such as blood pressure monitoring equipment towards the end of year 1. It is intended to pilot clients suffering from dementia (10 outputs) and then implement the service across all other client groups. Running along side this a demonstration facility will be set up to be used for staff training (10 outputs). The service will also be promoted to those not eligible for social care support.

**Poole - £222366** The telecare project in Poole has as its partners Social Services, Housing & Community services, Supporting People & PCT. Utilising mapped needs the project will work to a Project Board which will track targeted interventions on 3 groups. These are  
 i)reducing use of residential care through supporting carers-providing telecare interventions to assist carers in maintaining their support through the provision of e.g. pressure mats to illuminate bathrooms to minimise sleep disruption ii)reducing repeat hospital admissions arising from medicines mismanagement targeting areas of repeat admissions through medicines dispensers & a dedicated pharmacy technician iii) promoting self-care & dependence through telemedicine-through identifying a cluster of high health care users & providing high level technology to take readings within set parameters. These three themes will be monitored through the Board in the first year to determine year two spend & thereafter how the pilot will be mainstreamed.

**Portsmouth - £283783** Service has been broken down into 7 major workstreams Education;Training and Awareness;Ethical Approval;Links to other service redesign projects;Process Development (Referral process; Assessment Process; Prescription; Installation and Maintenance; Southampton Community Alarm Service; Response; Review Process);Record Keeping and development of Portsmouth call centre;Evaluation;Project Co-ordination and Management. Appoint Project Co-ordinator May 2006. The cost for workstreams estimated as has the operational cost of the pilot. 2 phases 1 (a) People referred to call centre in Southampton 1(b) Construction/testing of Portsmouth call centre2006/07; Phase 2 transfer to Portsmouth call centre introduction of greater range of home monitoring including health monitoring 2007/08.

**Reading - £178465** Reading plans to embed Telecare within care assessment processes for older people.

This involves;

- a training programme
- drafting policy and procedures (inc FACS issues)
- negotiating with the Telecare sector (manufacturers/infrastructure providers)
- promoting Telecare concepts among the whole older population.

We are;

- investigating uses within the Long Term Conditions Collaborative;
- working with housing developers to ensure Telecare is maximised on all new-build and refurbishments;
- looking into feasibility of introducing Telecare to day care service settings as part of rehabilitation and intermediate care services.

We aim to increase capacity to carry out day-to-day tasks through tele-shopping and tele-banking (supported by Direct Payments). We will attend to our shortage of knowledge of telecare usage in the community through surveys of providers and detailed electronic recording.

**Redbridge - £357230** • The first year of the two-year Preventative Technology Grant (PTG) has been awarded to the London Borough of Redbridge, and will be used to provide planned Telecare Services for 2006/2007. The current budget, of £135,000, has been ring-fenced and is being overseen by the Integrated Community Equipment Service (ICES) Management Board. The ICES Telecare Group has a Strategy for providing services in 2006/2007.

• The Council Public Protection Service will provide Call Centre Services in partnership with ICES. The newly appointed ICES provider for equipment services will support initiatives for the provision of small items of technology aimed at supporting carers and service users in the community. The strategy implementation will be in collaboration with the Supporting People Programme. 4 Transitional flats have Telecare products for demonstration and use by Intermediate Care.

**Redcar and Cleveland - £235161** Coast & Country Housing identified as equipment provision, installation and monitoring/response plan initiator provider – already have infrastructure compatible with Telecare systems. Multiagency professional/user group consultation Initial priority groups: people with dementia, people who have fallen, people who need sitting services 'in case' and people with safety/security issues. Eligibility criteria will take preventative approach, could provide to people below FACS service bands. Demonstration/training suite (including mini monitoring centre) developed at community centre by C&CH – will be used with staff and also with potential service users/carers (mobile demonstration kit also available). C&CH identified as equipment provider after consideration of potential role of community equipment store – C&CH better placed to respond rapidly to requests to provide equipment, install and demonstrate and initiate monitoring service. Activity reports will inform reviews.

**Richmond Upon Thames - £233392** Programme aimed at supporting individuals to reduce avoidable admission to residential/nursing care & emergency hospital admissions. Workstreams as follows 1. Updating Careline IT system so the system can support more complex pieces of equipment such as medicine management. This will enable us to further identify the most vulnerable people in the community. 2. A joint initiative with Richmond Housing Partnership to install telecare equipment in 25 flats to provide extra care housing 3. Developing a telecare assessment tool to identify service users who can benefit from telecare and the development of model packages of telecare equipment to support different care pathways and service user objectives. 4. Initial pilots of this model in Intermediate Care Team to prevent hospital admissions and improve discharge. 5. Additional pilot in new joint teams to support people with long term conditions and to focus on people with a number of emergency hospital admissions.

**Rochdale - £346254** Upgrading current community alarm systems to enable more advanced and flexible use of the existing platform. This will facilitate a range of functions for example fall detectors, flood and temperature sensors, and activity/inactivity sensors. Target group is older and vulnerable people with support needs identified through a tenant support plan and risk assessment some in conjunction with a community care assessment and working in partnership with the ALMO company (RBH). Objectives are to enable further independence, early intervention from support services through monitoring and greater flexibility to needs through the use of Telecare. This will enable provision for people eligible under FACS and be a preventative service to those with lower level need. It will also facilitate greater integration with health through telemedicine.

**Rotherham - £441948** Current community alarm service (RotherCare) provides a response service to approximately 11,000 service users. The proposal is to build upon this to provide a preventative service which utilises the latest Assistive technologies namely telecare,Telemedicine and Lifestyle monitoring. A Joint strategy is currently out for consultation, this will enable Health and Social Services to work collaboratively in helping to sustain Older people safely in their own homes. The proposal is to enhance the current provision and utilise the capacity for monitoring from the recent upgrade of equipment which facilitates the addition of peripherals. The proposals will also include the re-structuring of current Assessment and Care Management services in both Health and Social Care together with the creation of a joint funding stream.

**Rutland - £45646** Local multi agency implementation group to be created with links to leicestershire as appropriate. We have also had initial discussions with Tunstall to see what might be possible with the small grant we have available. Telecare issues have also been discussed across local stakeholders and voluntary groups and we will probably utilise expenditure to respond to individual needs as far as possible until we have established an evidence base to purchase, (and afford), more wide scale Telecare commissioning.

**Salford - £445965** Our strategy includes all client groups and has been developed in partnership with health/housing. Steering group is overseeing development and implementation of the strategy, reporting directly to the Independent Living Partnership Board. A project lead and training officer will develop and implement the strategy by:  
working with citizens/partnership boards/statutory agencies/providers to identify main areas for service development  
training staff in social & health care/housing to identify need/procure telecare options  
developing infrastructure of response control centre, building on existing Care on Call Service and a procurement agreement for purchase/maintenance of equipment and contracts with preferred providers  
Preventative Technology grant funding is included in the Integrated COT & ES Section 31 agreement.  
The service will link to existing Community Alarm service (Care-on-Call), which currently supports 3500 people.

**Sandwell - £609852** Targeted primarily towards "at risk" adults, Telecare is: A Social Care led, electronically based service, implemented in partnership with Health, Housing and other Community based organisations. An automated, flexible risk management service meeting assessed needs via evolving technologies. Capable of maximum effect with minimum user input and suitable for any domestic environment in order to meet such strategic objectives as providing support for carers, addressing avoidable hospital stays and enabling safer living at home. Sandwell's mainstream Telecare has 95 current beneficiaries. We estimate this equates to: 35 hospital bed days saved, 70 weeks care home admission delay, 130 formal care visits per week made unnecessary

**Sefton - £524021** The service is finalising its telecare strategy; the service model is a Careline Centre, which is an emergency response centre linked to people in their own homes. The client group is vulnerable residents in Sefton. This includes older people, people with health needs, vulnerable people living alone in the community, homeless hostels, people requiring police protection i.e. adult abuse and domestic violence, & social care re-enablement clients. The service is providing telecare awareness sessions for social care and health.

Partners involved are social care, health, housing, RSLs, fire service, police, Sefton Advocacy and the Feelgood Factory, a healthy living centre providing information, activities & a falls prevention service.

The service provided is to enable people to live independently in their own homes for as long as safely possible & provide respite to their carers. Implementation of telecare services also links into the implementation of the long-term conditions strategy.

**Sheffield - £983710** We provide Telecare equipment for elderly and vulnerable adults referred by Health and Social Care staff. Equipment is provided alongside established services to enable people to live more independently, safer, and for longer in their own homes. Telecare sensors allow the management of risk and can also prevent a hospital admission or enable a more timely discharge. The range of equipment covers 27 different dimensions, supplied according to user needs. The basic package consists of an alarm with pendant and electronic smoke alarm. Other equipment covers falls, chair/bed occupancy, door sensors, medication dispensing etc. Sheffield has contracts with 4 equipment providers, testing reliability and service response. We are working with health services to consider the introduction of Telemedicine equipment. In 2006 we will establish a User Group to inform strategy and practice, and use £50k from the grant to upgrade the computer to support the service expansion.

**Shropshire - £489086** Our aim is to ensure the benefits of this type of provision reach as many people as possible. There are two main strands:-

1) Provision for those eligible to receive social care services:-

Telecare monitors and alerts as part of the package of support assessed for by Occupational Therapists that includes assistive technology, care and/or reablement

Critically the service will support informal carers in their caring role

2) Support to self funders and their families

A website providing advice and information on products, availability and benefits of telecare – developed in partnership  
Provision of monitoring systems and 3 months support free of charge via a third party. After the initial period, carers will have the option of continuing at their own expense or discontinuing the service.

**Slough - £160286** We have an established Careline community alarm service provided by the Council. This is being transferred to the Adult Care Divisional management. We have agreed an Assistive Technology Strategy at the Council and PCT & used the grant monies to fund two small pilots – telecare & telehealth to identify the most effective use for the various items & develop protocols for their use. We are using a wide range of devices including wristbands, sensors, fall detectors, medication reminder systems. We have a show flat & are using it to educate housing health & care staff about the use of AT. The effectiveness of the pilots is being reviewed in order to inform commissioning & procurement of AT over the next 2 years.  
We are also developing two Extra Care schemes in 2008 with a total of over 100 flats all of which will be AT enabled.

**Solihull - £278160** Telecare is being developed within the context of its role with other services, maintaining independence of older & other vulnerable people, so realise their expectations to exert greater control over their lives & manage own risks. Key priorities are: reduction of burden placed on carers; increased choice; control & independence for users; reduce accidents & falls in the home & develop preventative services. Solihull has a partnership with suppliers, Solihull Community Housing & PCT, which acts as a firm foundation for development work, other agencies & users/carers. Major focus will be to assist older residents living in own homes & ensure application of Telecare complimentary with other services. Other vulnerable people may also benefit. Solihull provides the horizon base unit plus pendant, the basic unit plus detectors for smoke, heat, cold, flood, falls, bed/chair occupancy & door contacts, gas detector & shut off valve and, in the future, medication dispensers.

**Somerset - £860717** Developments will include setting up a referral process linked to Falls Services across the PCTs, which will include Fall detectors aimed at those of highest risk of falling.  
Pilot work on Telehealth will include projects for Learning Disability service users with Enuresis, Epilepsy and Fall detectors. Community alarm providers will have addition money for alarms for very vulnerable and will link with Somerset Partnership to provide smoke, flood and activity detectors. In addition work on issuing service users with dementia a range of stand alone assistive devices such as pill dispensers and pressure pad pagers to help maintain them at home and reduce carer stress. Additional money will be used to develop hospital discharge schemes and ensure consistency of community alarm provision across the county.  
Our Somerset Direct Service will continue to be developed to promote self-help in access to simple telecare equipment for those who fall outside our FACS criteria.

**South Gloucestershire - £309392** Prevention of admission into care homes for people discharged from hospital enabling them to live in their own homes and who would otherwise go from hospital into care homes using sensors linked to using Piper Lifeline

Younger disabled people under 65 to improve their quality of life using sensors linked to using Piper Lifeline

Patients of two GP practices at risk of falling in order to prevent and if not possible achieve early detection of falls thereby reducing their health and financial impact using sensors linked to using Piper Lifeline

People with dementia enabled to live independently whilst reducing the stress on their carers by using movement sensors monitored by carers through website

Telehealth project for patients with LTC living in Kingswood locality through proactive monitoring thereby reducing the cost to the NHS.

**South Tyneside - £321514**

1. Telecare strategy and business case agreed and implemented
2. Testing and evaluation of a range of peripherals ongoing
3. Additional staff agreed to manage and support Telecare services
4. Pilot to target people with falls, hospital discharge
5. New IT software installed, tested and fully operational by September 2006
6. A range of Telecare equipment has been sourced.
7. Project group to be established to implement and monitor / evaluate pilot – include partnership representation, ie health, supporting people, housing etc
8. Training program in place for all staff involved

**Southampton - £336740** The following workstreams have been identified:

- SAP integration: telecare assessment within SAP and electronic recording tools;
- Intermediate and long term care: support outside acute settings for rehabilitation, chronic disease case management and self-care;
- Medicines management: compliance monitoring to decrease need for home care intervention or admissions through mismanagement of medicines
- Falls monitoring: to reduce incidence
- Self-assessment: as a mechanism to order specific equipment
- Responding / community alarm service: development to provide 24/7 response to meet housing and care needs.

Infrastructure improvements to include systems for issuing, retrieving, repairing and maintaining equipment and risk management stratification.

**Southend on Sea - £306417** A project team has been formed with our partners in health and housing. A provider has also been identified and will be a stakeholder in the project (subject to internal ratification). The team is still exploring three key areas and gathering baseline information that will be used to determine how Telecare is rolled out:

- The type/s of equipment required that would reduce current service packages and promote service users independence
- The practical strategies we would need to have in place to maintain service users who are below our FACS criteria of critical or substantial.
- Reduce repetitive admissions to A&E
- To improve responsiveness to falls and consequent identification of vulnerability to falls.

**Southwark - £487872** We are currently carrying out several pilots to provide a suitable test for the operational infrastructure (including monitoring and response team) and establish the requirements to upscale the pilots into mainstream operation. Telecare pilots include both response-mode (alarm based) and preventative (assessment tool based) telecare technologies. Once the effectiveness of the technologies and the reliability of the equipment is established telecare services will be offered and used as part of an holistic approach to supporting the vulnerable to remain at home and/or out of hospital for longer and with independence. Pilots include lifestyle monitoring, falls prevention and detection both in private residences and sheltered/extra care housing and residential and nursing care homes.



**St Helens - £305068** A telecare strategy has been produced. St Helens aim to expand the Careline Community Alarm service to include capacity for assistive technology responses. Increase the uptake of telecare by at least 500 people in St Helens. Provide access to telecare for people who require it but do not have an assessed social need for telecare service. Deliver training to all staff and stakeholders on all aspects of the telecare service. Raise awareness of the potential of telecare solutions amongst staff and service users. Develop a pilot for patients with long term conditions. Promote and provide the use of telecare to reduce the risk of falling. A tendering process for the electronic monitoring of domiciliary care services is presently underway.

**Staffordshire - £1177092** Plans are being devised to deliver our strategic vision of a wide range of telecare equipment available to service users following comprehensive assessments by trained social work or OT staff. Falls detectors, PIR activity and inactivity monitoring, gas and carbon monoxide detectors are already frequently provided with pressure mats and bed occupancy monitors becoming increasingly common with an imaginative approach to supporting independence in the community. Our main delivery partners are local housing associations who provide the support networks in localities throughout the county but the equipment is supplied by a variety of suppliers. EMI service users have been found to benefit greatly from the provision. Many other LA's have been to visit the county to copy the service delivery model.

**Stockport - £442672** A Telecare Strategic Group has been formed to oversee the development of Telecare. Discussions are taking place with the Northern Housing Consortium which offers advice to its members. A draft Project Initiation Document has been produced. Stockport undertook a successful Telecare pilot with partner agencies including and housing and the PCT. This will be developed in the new project. Telecare will be available to all adult service user groups. A range of equipment including heat extreme detectors, natural gas detectors, and 'wandering client' alarms are currently available. Objectives are: reductions in admissions to institutional care, inappropriate hospital admissions, falls, increased choice, promote independence, support to carers. The outcomes for service users and carers will be: greater choice and independence, improved quality of life. An additional 220 clients are being targetted in new year, dispersed amongst adult key service users according to need.

**Stockton on Tees - 258980** - The pilot telecare service aims to enable vulnerable people over 18 to live independently by providing them with sensors to detect falls, extreme heat, etc. Linked to a monitoring and response service provided in house.  
· The initial aim of the pilot is to prevent hospital or 24 hour care re-admissions, with the benefit of incurring significant financial savings for the Council and NHS Trust  
· DH is providing 2 years funding (258k). The Council formed partnership with the North Tees & Hartlepool Acute trust and North Tees PCT, and signed the northern Housing Consortium "simply telecare" agreement  
· There is stringent evaluation criteria built into the review of telecare to maximise the evidence base to provide commissioners with the information required to mainstream the service

**Stoke on Trent - 428818** 1 Pilot underway with show home established and technician/training officer in place.  
2 Range of services provided linked to Life lines service (4000/pendants) such as Smoke detectors, Flood detectors, PIR detectors, Wandering client, Temperature extremes, Gas/CO detectors, Falls detectors, Pressure mats/bed sensors  
3 Review existng Telecare Pilot to enable decisions be made regards equipmt purchase arrangemts & fine-tuning of ref & assessmt routes to incorporate FACS  
4 Expansion of pilot for older people with mod. to high level needs incl frail elderly, dementia & chronic disease  
5 Pilot objectives to provide focused support to carers, enabling older people remain & live more safely at home, assist in hosp. discharge, & support fall & accident prevention strategies  
6 Co-location opportunities explored as ICES service moves to same site as monitoring service & base for technician

**Suffolk - £1122513** Existing community alarm platforms will provide the infrastructure for the first phase of implementation; providing and managing equipment, calls, data and response. Early feedback suggests companies are interested.

Existing infrastructure within the voluntary, statutory and independent sector organisations will provide secondary response services, eg. The cost and charges of equipment and first level response will be sustainable and will not be subsidised at provider level. Suffolk is taking a market approach that will provide, over the two years of the grant funding, evaluative information both quantitative and qualitative and determine the progress and direction of any statutory purchase. The use of pooled budgets and other flexibilities under the LAA umbrella will support this market.

We are negotiating with our technological partner BT for programme management, product innovation and advice.

We are comparing costings with other prospective partners.

**Sunderland - £520574** Telecare Strategy being developed with partners in line with Community Alarm Service review. CAS being modernised & restructured to provide improved emergency response, Technical Service to demonstrate/fit equipment & improved response in community as part of S&HCA Workforce & preventative agenda. Telecare items available via CAS as part of care package – range/variety to be expanded. Criteria for Alarm provision established to support from lower to complex level needs. Intermediate Care service fitted with telecare equipment to promote rehabilitation. Fairer Charging Policy under review. 3 year Supporting People contract secured. Work ongoing to maximise income for development of service. Development Officer appointed, publicity planned. Pilot Video Link for people to directly contact Welfare Rights/Peoplefirst Centre to improve service access. Council members of Microsoft LA Shared Learning Group, working with Microsoft to achieve maximum benefits from the technology available today.

**Surrey - £1475876** Telecare developments taking place at local/county level. LPSA Vulnerable Older People agreed - community alarms provided free for first 12 weeks by participating D&Bs, in addition to the Surrey Safe at Home Project (within LAA). Multi-agency steering group estab overseeing LAA project plus multi-agency area boards estab'd working on local initiatives. PTG planned to be used to assist partners e.g. districts/boros, PCTs to deliver locally. Target group primarily over 65s, but also PLD & PSD. Equip focusses on safety at home & falls prevention supported via community alarm teams providing 24 hour support. PI's agreed thru LAA e.g. reducing admissions. Columba project combines environment of a residential home with telecare to re-enable OP/return home. Plans to extend project to Walton Hosp. ward to support OP with dementia to return home. Barrier = lack of awareness; fast changing tech. developments - annual conference held and training plans in progress to address this.

**Sutton - £262915** Our Telecare Strategy aims to support more people to live independently in their homes, to delay entry to residential/nursing care and to support initiatives to reduce hospital admissions and facilitate hospital discharges. A programme of 6 projects focusing on falls, dementia, leaning disabilities, extra care, intermediate care and people living at home will be delivered in partnership with existing services i.e. Safecall, Ageing Well and Intermediate Care. In the first 2 years, a basic set of telecare sensors will be offered through an integrated service model, with a view to expanding this to include telemedicine in the medium-term (3-5yrs). Stakeholders in social care, health, housing, voluntary and private sectors, users and carers are closely involved in developing, implementing and monitoring the service through participation in a working group.

**Swindon - £225438** Having regard to the FACS criteria the following outcomes would be achievable in order to provide service users with the equipment:

- To Promote Independence
- To Prevent hospital admission
- To Support timely hospital discharge
- To Reinforce fall and accident prevention strategies
- To Provide focused support service for carers
- This project is part of the new joint Urgent Care Strategy.

**Tameside - £383537** The service at present is a combination of equipment, monitoring & response that can help and enable individuals to remain independent at home. Additional investment has been invested into current service, with the purchase of a complete new software infrastructure that will enable a wide range of peripheral devices to be added to the existing equipment, therefore giving clients a greater range of choice to meet their needs. This will enable us to identify early warning signs of deterioration, prompting a response from professionals or family. In addition to home installations and direct support, we are also ensuring the use and uptake of Telecare within new service developments. Eg Extra Care schemes for OP, Adults with Dis & Adults with LD. By working in partnership with our health colleagues and other professional agencies will enable the service to work with clients across the spectrum that will benefit from the use of Telecare and Telehealth Technology.

**Telford and the Wrekin - £223253** Care & Support Technology Strategy has been developed during 05/06 on an inter-agency basis to set out how we propose to take forward opportunities for telecare. The strategy identifies services that we will implement on a progressive basis from 2006. Service developments & reconfiguration for 06/07 include provision of an additional 50 community alarm connections, mapping of telecare services currently available in the Borough, development of a directory of telecare equipment & the establishment of a telecare demonstration site in the Borough. 07/08 will include developments eg a further 50 community alarm connections and the introduction of 30 pieces of telecare equipment for people aged 65+ to encourage more independent living. In the longer-term, we will be building in telecare as part of a number of planned extra care schemes, & further encouraging the use/roll-out of telecare equipment based on our learning from the pilots/projects detailed in our strategy.

**Thurrock - £208267** We have a Commnity Alarm service with a control centre which will be the basis for developing the service. A strategic plan will be developed by end of June with delivery starting from September. We are aiming to focus on two areas in our development - supporting older people with mental health needs, and people with long term conditions. The former will have a Council lead and the latter NHS lead. We are also aiming to expand the private use of the service, perhaps linked with a review of the Supporting People floating support and warden service to enable more people to access reassurance and support in living independently.

**Torbay - £310295** Access & Systems Capacity Grant 2004/5 allowed funding of software upgrade for Community Alarm Centre to accommodate Telecare fully. Investment also in initial Telecare hardware and a Wisehome starter kit. This is the only fully equipped wisehome in the South West and has been intensively promoted to staff in order to improve uptake of assistive technologies etc.

Steering sub-group will establish links with SAP, PARIS, etc. to facilitate mainstreaming of assistive technology/telecare approaches.

Increasing number of clients on pilot trials to 50. Evaluation will be undertaken to determine effectiveness and identify the client groups achieving greatest benefit.

Will use the Preventative Technology Grant to develop service fully including specification and contract. The Care Trust is committed to reinvesting savings from elsewhere to make such preventative work sustainable over the longer term.

**Tower Hamlets - £431862** Current telecare services consist of a traditional care alarm service, where a pendant (self or fall-activated) triggers a call centre alarm with linked care staff who will go out to the client if necessary. Our plans however are to provide a much wider range of telecare equipment, sensors, and monitors, based on individualised assessment, with an enhanced call centre offering a proactive as well as a reactive service. The service, including the visiting service, will be fully integrated with a remodelled Adult Social Services out of hours service, replacing the current generic Emergency Duty Team arrangements. The bulk of the new money available in 2006/7 will be spent on enhancing the call centre capacity and training staff as 'telecare assessors', to ensure the most focused and effective use of a very wide and constantly developing range of advanced technology solutions. The major expansion of the service delivered will come in 2007/8.

**Trafford - £325989** We are aiming to enhance and improve our existing telecare services by developing a strategic approach with partners in health and housing. We have established a number of pilots to inform our strategy, and these are based on a service model which uses telecare as part of a preventative approach. We are targeting frequent fallers, people with early stage dementia and carers.

We have joined the Northern Housing consortium for Telecare and through this we are purchasing a wide range of equipment including, gas monitors and movement sensors. The pilots will be evaluated on a multi-agency basis to establish and measure cost benefits and outcomes for service users.

**Wakefield - £534146** A comprehensive community alarm system (CareLink) is provided through Wakefield District Housing (formerly the Council's provision). Additional telecare is available such as falls detectors, environmental monitors. Response service piloted with CareLink 2005/6 for people meeting FACS eligibility. In 2006/7 a comprehensive response service will be commissioned to focus on people with social care needs and link to out-of-hours services.

Assistive Technology Strategy is being developed through a multi-agency group including priorities for the Preventative Technology Grant (support to extra care, response services).

Strategic Review of Older People Support Services including wardens, community alarms and telecare services, April-August 2006, is focussing on strategic relevance of services and the Supporting People (SP) component. The review will examine value for money and how services relate to needs.

**Walsall - £497299** The Community Alarm Service has invested in Tunstall's "PNC4" Telecare Platform and currently have 8314 telecare packages supporting people in the community. Our aim is to develop a partnership across Health, Social Care and Housing which will use a range of communication and assistive technologies that form an enabling Telecare Package to support people in their homes, where possible indefinitely.

Our partners in this initiative will be the tPCT, Voluntary Sector and RSL's. This will be a whole-systems approach of three components, telecare, telemedicine and environmental control solutions. We intend to support this shift in service provision through the Preventative Technologies Grant. We aim to provide a basic assistive technology platform on which we aim to build as the needs of service users evolve and change over time, thus enabling both social care and health staff to better manage risk and monitor and support individuals in their own homes.

**Waltham Forest - £346864** We are currently recruiting a coordinator to take the service forward. It is likely that we will build upon successful work already undertaken by Age Concern to do with the assessment of older people with emerging need. We will also explore the use of Telecare in extra care sheltered housing and we will be working with Quadrant Supported Living to extend this into a new extra care scheme currently being developed in Chingford. Our aims for this service are to divert older people away from long term care, prevent hospital admissions and to enable older people to remain in their own homes.

**Wandsworth - £429619** Telecare systems linked to the Housing Department's in-house dispersed alarm control centre targeted in the first instance on older people with dementia and their carers subject to community care assessment, working with the SW London and St George's Mental Health Trust. Expanding to include younger people with dementia and people with severe disabilities, working with the PCT. In addition the Housing Department will be making a limited range of sensors available for access for people with dispersed alarm units as part of its open access WATCH service and providing a show "flat" for demonstration and training purposes. On the basis of experience in 2006/07 proposals for further development of the scheme will be recommended later in the year (exc. from 2159/60 above).

**Warrington - £266446** The Telecare strategy aims to support vulnerable people and their carers, by enabling people to remain as long and as safely as possible in their own homes. The service is key to reducing risks, preventing hospital admissions and allowing safer discharges from hospital back into the community.

Initially the service has been targeted at older people who are at the early stages of a dementia-type condition, delaying the need for more extensive services and slowing down the requirement for residential and nursing home placements. The Council and its partners are currently exploring ways of extending this service to other groups such as people with learning disabilities.

The service is supported and monitored by Carecall, Warrington's community alarm service which is part of the Community Services Directorate

A barrier to full mainstreaming of this service will be the increased demand on response services in the context of limited availability of additional resources

**Warwickshire - £770351** Our strategic aim is to link telecare to the development of an integrated low intensity service and planning to have an initial focus on falls and dementia. To achieve this aim, we are working in partnership with the Northern Housing Consortium. Our strategy and our approach incorporates working in partnership with existing community alarm providers including the 5 District/Boroughs, PCTs and Supporting People. Service users and carers, including the SP reference group are participating in the development of the telecare strategy. We are confident that the support of NHS will enable us to make rapid progress and to commence roll out in the summer.

**West Berkshire - £175180** Investment in Telecare is in 3 areas: demonstration site and for use in the residential rehabilitation unit in a care home; use of lamps and falls sensors in a care home for EMH to reduce falls; installation in an individuals home. All 3 schemes are supported by an RSL who is providing the equipment management service and alarm line.

**West Sussex - £1172881** The Telecare Strategy is still in development although current direction is towards: a) Enhance Intermediate Care, b) Support people with dementia to live at home through low-key technological devices. These two areas will be achieved through funding of community alarms, mobile responses & telecare packages. All partners will be involved. Telemedicine blood pressure monitors are a consideration for Intermediate Care in conjunction with other detectors to help facilitate this service. PIR Activity Detectors, Wandering Client Detectors & Medicine Dispensers are amongst some of the equipment to be considered. Our objectives: a) Continue to reduce the need for residential/nursing care, b) Increase choice & independence for Service Users, c) Reduce the burden placed on Carers & provide them with personal freedom, d) Contribute to the care & support for people with long-term health conditions, e) Reduce acute hospital admissions, f) Support Hospital Discharge & Intermediate Care.

**Westminster - £447600** \* Service model based on call centre run by partner agency (Vertex); provides response to alarm activations 24/7.  
 \*Focus on older residents in own homes particularly those vulnerable to falls or dementia  
 \*Partners include PCT, City West Homes, Vertex, CNWL, St Mary's, Carers Network Westminster, Age Concern Westminster, The Disabled Living Foundation, Service user and care representatives, supplier organisation  
 \*Aims to help people remain living at home, with autonomy, sense of self, choice and control; feel safer; and support carers, timely hospital discharge, falls / accident prevention strategies  
 \*Peripheral sensors phased in over two years: smoke, flood extreme temperature, and falls detectors in year 1; bed/chair occupancy sensors, passive infra-red, and gas detectors in year 2  
 \*SmartHome demonstration flat developed in partnership with Disabled Living Foundation

**Wigan - £512293** We will seek to maximize the potential of assistive technology in the following ways by:

- Exploring how the use of sensors and other equipment can be used to help prevent falls;
- Identifying the advantages and practical use of telemedicine;
- Exploring how frail older people, including those with dementia, can be supported via the use of assistive technology;
- Identifying the benefits and advantages of assistive technology for family carers;
- Assessing the cost effectiveness of assistive technology;
- Developing appropriate procedures and protocols for using assistive technology;
- Identifying how existing service structures and systems that have pioneered the use of assistive technology in the Borough, such as the Careline service, can be developed to enable them to offer and deliver the latest technological advantages;
- Continuing to consult with existing and potential service users and carers to identify what assistive technology works for them and their preferences

**Wiltshire - £627205** The department is in the process of evaluating the best way to implement a telecare solution with in a strategy for older people in Wiltshire. This will be linked to an extra Care housing strategy, and supporting people.

**Windsor and Maidenhead - £165342** As part of this modernisation arrangement, a new residential and care home will be opening in 2006 and our main development has been ensuring that there are effective monitoring systems in the new building to assist with the provision of care.

**Wirral - £588587** • A full mainstreaming approach to telecare/telemedicine has been adopted. Three professional groups will be trained to assess, prescribe/commission equipment. These groups include occupational therapists(hospital and community), social workers and community matrons. The primary target client group is older people but not exclusively. The project objectives are to enable people to live more safely at home, assist hospital discharge and prevent admission, support falls or accident prevention strategies, provide support to carers.

- Three levels of need will be met from high level ie FACS eligible, to medium/low need, low level prevention. Specialist Practitioners/Technical Advisors have been appointed to assist project implementation and support practitioners, these will be joint posts. Grant will be placed in pooled community equipment service. A full project evaluation process has been established.

**Wokingham - £135263** Target client group is older people. No impact on FACS. Prevention OTs will advise those who fail to meet WDC threshold.  
 Last Call Service facility for response where none of registered contacts are available. Linking to existing 24/7 services such as WDC residential homes or extra care sheltered accommodation once established.  
 Dementia care- simple equipment such as pressure mats, falls sensors, gas and flood alerts. Range of equipment to expand once last call service established.  
 Telecare infrastructure to be established in WDC residential homes and selected sheltered housing complexes. May result in changes in role.  
 In partnership with PCT, bank of telecare equipment to be used on time limited basis for service users/carers who are temporarily incapacitated or who could benefit from reablement. If equipment needed on ongoing basis to be purchased privately or from main equipment budget if service user meets eligibility criteria.  
 Barrier: size of grant, PCT financial deficit.

**Wolverhampton - £480165** The telecare service was established in Wolverhampton in 2005 and has been built on the existing community alarm and community equipment services. The first phase has focussed on supporting people with dementia in their own homes. The Preventative Technology Grant is being used to expand the service to benefit a further 3-400 people and to run a Telemedicine pilot, in partnership with the Primary Care Trust, to test the available technology and its impact on the monitoring of long term conditions. The Grant is funding the purchase of telecare equipment and posts involved in its installation and maintenance, response to telecare alerts etc.  
 The Telecare service will be integrated into the proposed neighbourhood support worker service.

**Worcestershire - £813627** Wristcare Falls Prevention at the Woodlands in Wyre Forest. An intermediate care unit of 4 flats, promoting independent living with district council warden service and input from North Reablement Team. 15 users have been equipped with wristbands from Vivatec. Aim to promote confidence whilst on scheme and on transfer home. Outcome: 75% of users comment Wristcare has made them feel more secure and 4 out of 5 users have used their Wristband. Project model to be rolled out to other reablement teams in 2006.

Wychavon Dementia Telecare Project. 9 current users. Partnership between Evesham Older Person's Team, Older Adults Mental Health Team, Wychavon District Council and Worcestershire Telecare (local community alarm provider). Aim to reduce risk of hospital / residential care admission by use of environmental monitoring equipment. Outcome: Carers and professionals report reduced concerns about risk to users.

**York - £242492** The planning for the service is being undertaken with the Older people's Partnership Board. A joint event is to be held in June after which the key components of the local telecare commissioning strategy will be agreed with partners. The priority is likely to be toward people living alone in key areas of risk identified through the long-term commissioning plan.