

Telecare LIN eNewsletter

November 2008

Welcome to the November 2008 newsletter. The Telecare Learning and Improvement Network (LIN) is responsible for providing general implementation support to organisations building their telecare and telehealth programmes.

[Booking is now available for the WSDAN event in London on 22 January 2008.](#)

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

Web site links:

www.networks.csip.org.uk/telecarefactsheets
www.networks.csip.org.uk/telecarenewsletters
www.networks.csip.org.uk/telecareservices
www.networks.csip.org.uk/telecareoutcomes

WSD Action Network:

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

Notes:

The Telecare LIN is not responsible for the content of external links and does not endorse any suppliers or their products. Any claims made by organisations should be carefully evaluated as part of normal commissioning and procurement arrangements.

CSIP Networks important update

The Care Services Improvement Partnership is disappearing as a separate identity within the Department of Health - but the work of CSIP Networks goes on.

 [find out more](#)

Latest: <http://networks.csip.org.uk/news/newsItem/?cid=4782>

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Item 1 covers telecare performance information for England in 2006/7 and 2007/8

Item 2 provides update information about the Whole System Demonstrator Programme. The first of eight events around the country is now booking (22 January 2008, London).

Item 3 provides an opportunity to respond with your views on telehealth as part of the NHS Connecting for Health programme.

Item 4 provides links on news updates including the latest Housing with Care Newsletter, the Care Quality Commission consultation (future plans may have an impact on service provider registration) and the arrangements for Supporting People

Item 5 provides a direct link to the events planner.

Glossary:

ALIP – Assisted Living Innovation Platform

AT – Assistive Technology

BERR – Business Enterprise and Regulatory Reform

CSCI – Commission for Social Care Inspection

DCLG – Department for Communities and Local Government

FACS – Fair Access to Care Services

IB- Individualised budgets

i4i – Invention for Innovation

NHS CfH – NHS Connecting for Health

NHS PASA – NHS Purchasing and Supply Agency

POPP – Partnership for Older Peoples Projects

PT Grant or PTG – Preventative Technology Grant

TSA – Telecare Services Association

TSB – Technology Strategy Board

WSDAN – Whole System Demonstrator (Long Term Conditions) Action Network

[Building Telecare in England](#) (Department of Health, July 2005) set out the arrangements for the [Preventative Technology Grant](#) (LAC(2006)5, March 2006) and the allocation of £80m of non ringfenced funding to build telecare infrastructure and increase the number of older people who would be supported to remain independent with telecare solutions.

'Building Telecare in England' indicated that there were 1.4 million people with some form of telecare mainly in the form of pendant alarms.

The Commission for Social Care Inspection (CSCI) were asked by the Department to collect data from the 150 social care authorities on their progress over the last two years. This included numbers of older people (65 and over) receiving one or more items of telecare and the expenditure on infrastructure, equipment and services.

In addition, in April 2008, CSCI were asked to collect responses on two additional questions covering outcomes and mainstreaming of services.

[Expected outcomes from the Preventative Technology Grant](#)

The Care Services Improvement Partnership (Telecare LIN) were commissioned by the Department of Health to provide PT Grant implementation support for local authorities and their partners in health, housing and social care and have carried out analysis of the CSCI data to examine how the grant has been spent. A range of reports are available at www.networks.csip.org.uk/telecareoutcomes.

Although not ring fenced, Building Telecare in England indicated that the PT Grant should be used to increase the numbers of people who benefit from telecare, by at least 160,000 older people nationally. Its use was intended to:

- Reduce the need for residential/nursing care;
- Unlock resources and redirect them elsewhere in the system;
- Increase choice and independence for services users;
- Reduce the burden placed on carers and provide them with more personal freedom;
- Contribute to care and support for people with long term health conditions;
- Reduce acute hospital admissions;
- Reduce accidents and falls in the home;
- Support hospital discharge and intermediate care;
- Contribute to the development of a range of preventative services;
- Help those who wish to die at home to do so with dignity.

The [Whole System Demonstrator Programme](#) (2008-2010) will examine telecare and telehealth at scale within a randomised control trial across three sites and provide some answers to aspects of clinical and cost effectiveness of integrated care with technology support. The [WSD Action Network](#) will provide update information on the progress of the trial and continue to build the evidence base for telecare and telehealth in England.

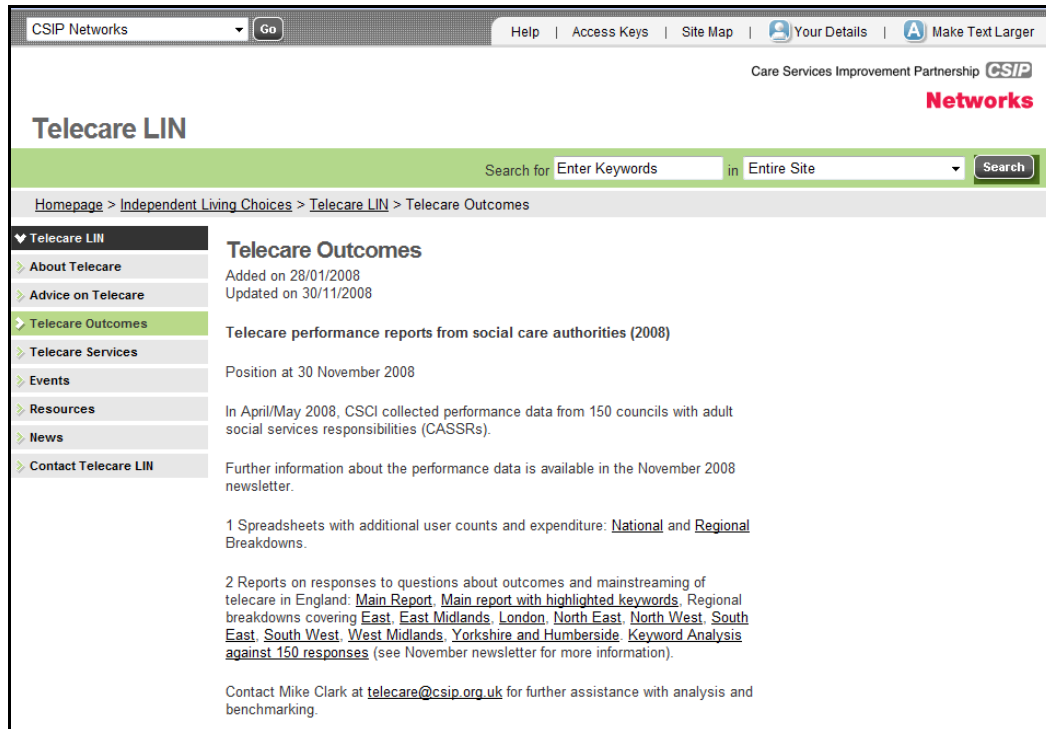
As the counts of CSCI information would only provide headline numeric data for older people, two additional questions were asked on the 2008 Performance Assessment for social care authorities:

- 2.1OP036 - Evidence of the outcomes resulting from Telecare services for those receiving new Telecare services since April 2006.

- 2.1GN037 - CASSR's plans to mainstream and ensure sustainability of a range of Telecare services with partner organisations from 2008 onwards

These were obtained as text responses from all 150 local authorities as part of the CSCI 2008 Performance Assessment.

A range of reports are available at www.networks.csip.org.uk/telecareoutcomes



CSIP Networks

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Telecare LIN

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Telecare LIN

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- Advice on Telecare
- Telecare Outcomes**
- Telecare Services
- Events
- Resources
- News
- Contact Telecare LIN

Telecare Outcomes

Added on 28/01/2008
Updated on 30/11/2008

Telecare performance reports from social care authorities (2008)

Position at 30 November 2008

In April/May 2008, CSCI collected performance data from 150 councils with adult social services responsibilities (CASSRs).

Further information about the performance data is available in the November 2008 newsletter.

1 Spreadsheets with additional user counts and expenditure: [National](#) and [Regional](#) Breakdowns.

2 Reports on responses to questions about outcomes and mainstreaming of telecare in England: [Main Report](#), [Main report with highlighted keywords](#), Regional breakdowns covering [East](#), [East Midlands](#), [London](#), [North East](#), [North West](#), [South East](#), [South West](#), [West Midlands](#), [Yorkshire and Humberside](#), [Keyword Analysis against 150 responses](#) (see November newsletter for more information).

Contact Mike Clark at telecare@csip.org.uk for further assistance with analysis and benchmarking.

[Working towards 160,000 additional users – the position at the end of November 2008](#)

[Building Telecare in England](#) and the [Preventative Technology Grant](#) set an overall aim of [160,000 additional users](#) (older people aged 65 and over).

In July 2007, local authorities were allowed by the Department to [carry forward](#) any unused second year allocation into 2008/9 subject to any local conditions. Some local authorities have asked whether it is possible to carry over any unused grant into the next financial year. As the Grant has been allocated and the circular cancelled, it is up to each local authority to decide how it wishes to proceed into 2009/10 within their own financial regulations.

The full set of [2008 performance ratings](#) (star ratings for each authority with summary reports) are now available from CSCI. The detailed telecare reports are available at www.networks.csip.org.uk/telecareoutcomes.

For telecare in England, the current summary position from the performance assessment is as follows:

2.1OP033 - Number of new service users aged 65 and over provided / to be provided with one or more items of Telecare equipment in their own homes by CASSR.

2006-07	2007-08 Plan (as at May 2007)	2007-08 Outturn	2008-09 Plan
45791	64449	61306	64778

2.1OP034 - Number of new service users aged 65 and over provided / to be provided with one or more items of Telecare equipment in their own homes by CASSR in partnership with another agency.

2006-07	2007-08 Plan (as at May 2007)	2007-08 Outturn	2008-09 Plan
29981	39159	41330	52580

Total

75772	103608	102636	117358
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2.1OP035 - Number of new service users aged 65 and over provided / to be provided with one or more items of Telecare equipment in their own homes by other agencies without CASSR input.

2006-07	2007-08 Plan (as at May 2007)	2007-08 Outturn	2008-09 Plan
65999	49455	46655	39877

Infrastructure Spend

Infra £ 2006-07 Plan £000	Infra £ 2007-08 Plan £000	Infra £ 2006-07 £000	Infra £ 2007-08 Projected £000	Infra £ 2007-08 Outturn £000	Infra £ 2008-09 Plan £000
£ 20,181.00	£ 21,247.00	£ 17,900.00	£ 26,666.00	£ 23,179.00	£ 25,132.00

Equipment and Services Spend

Eqpt/Serv2006-07 Plan £000	Eqpt/Serv2007-08 Plan £000	Eqpt/Serv2006-07 £000	Eqpt/Serv2007-08 Projected £000	Eqpt/Serv2007-08 Outturn £000	Eqpt/Serv2008-09 Plan £000
£ 34,378.00	£ 49,581.00	£ 29,949.00	£ 57,574.00	£ 42,798.00	£ 54,009.00

Adjustments have been made to the figures since the September 2008 newsletter to cover two authorities that counted users more than once over the two years. It is important that we are aware of any other local authorities that may have over-counted or under-counted their figures. We are particularly aware that many 'other agency' figures (2.1OP035) are not included due to the difficulties of collection from other providers. This occurs in some county areas with zero returns or 'missing' figures.

Care should be taken in drawing conclusions from the figures:

1. The counts are of additional users aged 65 and over with one or more items of telecare and not assessments, equipment, upgrades – a 'user' counts once only
2. Telecare has a wide definition from pendant alarms to telehealth
3. No account is taken of users that have ceased services so additional users should not be added to the 1.4m estimate from 2005 which was a snapshot of people with remote connections.
4. The first two categories are more likely to reflect the impact of the PT Grant. Any conclusions that the Grant with an overall aim of 160,000 additional users has actually funded up to 300,000 additional users is not accurate. Although adding the figures together may give a total, in a local authority area other agencies working alone will not have received any grant directly. Although they may have additional users in the year, they would have been funded through other routes and not the Grant.
5. Figures do not include people aged under 65 or with standalone items only which do not have a remote connection
6. Expenditure figures include all funding sources not solely the PT grant and cover infrastructure and equipment
7. No projections were requested in 2006 which would have provided some idea of numbers without additional grant funding
8. The total expenditure and projections for 2008/9 covers 150 social care authorities and does not cover the cost of spending on telecare by district councils, housing associations, third sector and commercial providers

Region	(All)											
Local Authority	Total											
Barking & Dagenham	355											
Barnet	193											
Barnsley	900											
Bath and North East Somerset	407											
Bedfordshire	0											
Bexley	766											
Birmingham	87											
Blackburn with Darwen	465											
Blackpool	250											
Bolton	559											
Bournemouth	0											
Bracknell Forest	195											
Bradford	538											
Brent	146											
Brighton & Hove	901											
Bristol	773											
Bromley	586											
Buckinghamshire	324											
Bury	489											
Calderdale	658											
Cambridgeshire	0											
Camden	205											
Cheshire	531											
City of London	31											
Cornwall	170											
Coventry	340											
Croydon	569											
Cumbria	418											
Darlington	28											
Derby	694											
Derbyshire	0											
Devon	701											
Doncaster	486											
Dorset	0											
Dudley	1200											
Durham	40											
Ealing	421											
East Riding of Yorkshire	967											

This spreadsheet covering the national position has a pivot table for analysing the data by region, by local authority and by column heading. This is useful for detailed analysis and benchmarking. It is possible to adjust the drop down lists and drag and drop other fields into the table (the screenshot is in Excel 2007 – what you see on the screen will vary depending on the version of Excel).

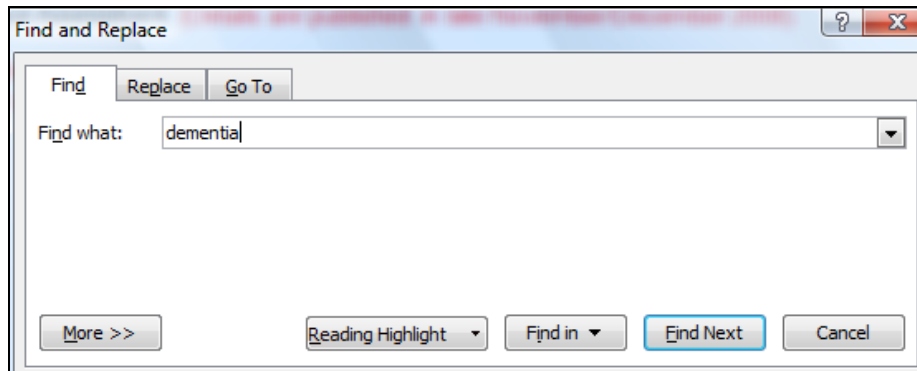
Contact Mike Clark at telecare@csip.org.uk if you need help with analysis or benchmarking.

Note: CSCI will be carrying out one further count of additional users and expenditure in April/May 2009. The definitions will remain the same. This will provide trend information and evidence of service mainstreaming over the longer term to inform future policy.

[The responses on outcomes and mainstreaming](#)

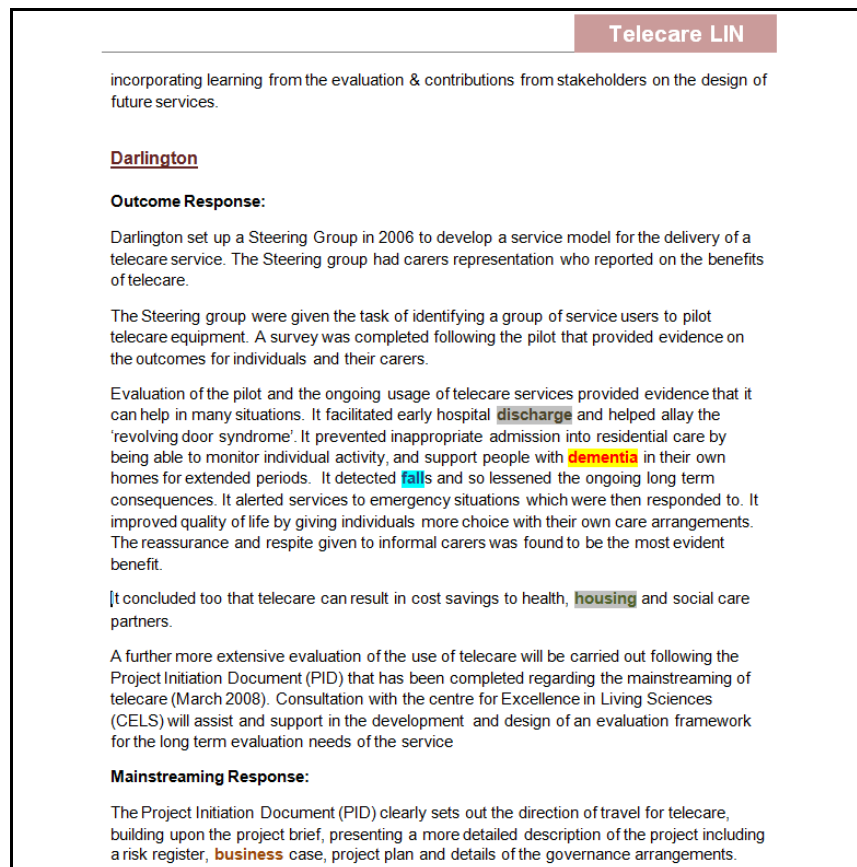
The national report lists the responses in alphabetical order by social care authority.

If you are interested in finding references to a particular service area eg 'dementia' then use the 'Find' facility in Word (Usually Edit/Find or Control-F on the keyboard).



Use 'Find Next' to locate instances of the term that you are interested in.

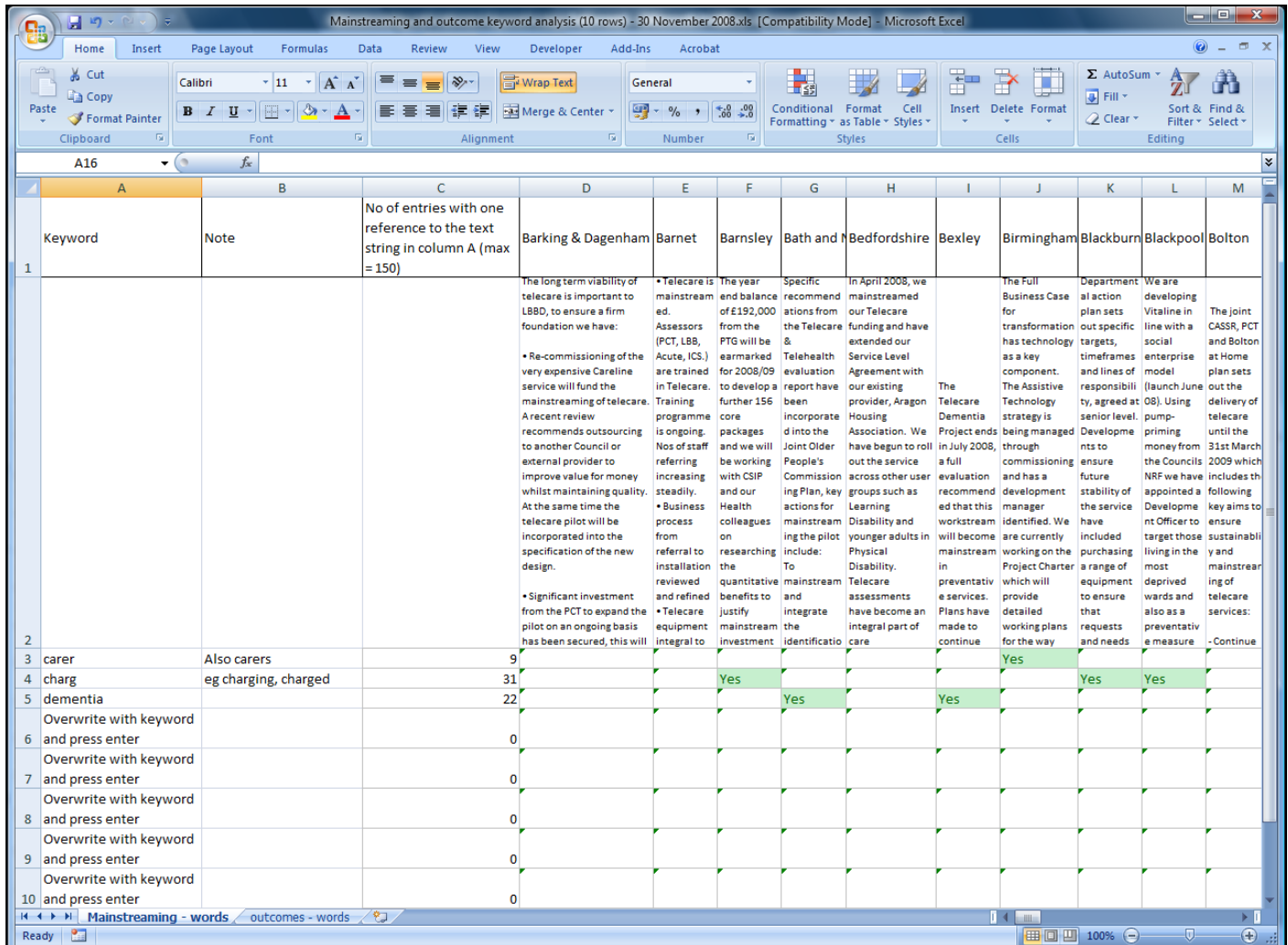
Alternatively, click on the report with highlighted keywords – examples are already shown (see screenshot) together with an explanation of how you can highlight your own keywords.



Regional responses are available for East, East Midlands, London, North East, North West, South East, South West, West Midlands, Yorkshire and Humberside.

There is a further spreadsheet alternative for analysing keywords in the responses. The contents of the text responses have been indexed and a spreadsheet is available at www.networks.csip.org.uk/telecareoutcomes to look for your chosen keywords.

For instance, if you are looking for other local authorities that have provided telecare for people with 'dementia', then you can enter this keyword or phrase into a spreadsheet and it will instantly identify all of the local authorities that have this word (a text string) in their entry.



The screenshot is from Excel 2007 (your spreadsheet may look slightly different across the top of the screen).

Row 1 has the 150 local authorities listed.

Row 2 has the text entries (in this case, mainstreaming responses)

Row 3 has the keyword 'carer' in Column A. This will cover 'carers' but not 'care', 'care management' or 'telecare'.

Row 4 has the keyword 'charg' in Column A. This will cover 'charging', 'charged', 'charge', 'charges', 'discharge'

Care needs to be taken in selecting the text string to use.

In Row 6 to 12, insert your own text strings or keywords. It is not case sensitive. You can overwrite your entries as you wish.

Column B is for you to insert any notes.

Column C counts the total number of authorities that have a 'Yes' entry. The maximum is 150.

The text string may appear in the entry for a local authority more than once, so check the context within which your text string is used and amend the entry in Column A if necessary.

Note: The spreadsheet uses simple 'search' and conditional formulae. No macros are used which could require changes in computer security. Do not overwrite the formulae in Column D onwards. If you know how to copy formulae, you can add extra rows (10 rows have been added to keep the file size small). If you wish to extract the results into another format or need help, contact Mike Clark at telecare@csip.org.uk

2 WSDAN update

Telecare LIN

The Whole System Demonstrator Action Network (WSDAN) was launched by the Social Care Minister, Ivan Lewis in July 2008. It is the web site that will provide information about the progress of the three whole system demonstrators and disseminate learning from the action network.

At the November 2008 TSA Conference, WSD Programme Manager, Tim Ellis provided an update on the demonstrator programme and announced the 12 action network sites. You can read Tim's latest update at:

http://www.wsdactionnetwork.org.uk/news/from_the_dh_pilots_update/november_2008.html

The first WSDAN open event will be in London on 22 January 2009. [Booking is now available.](#)

Following London in January, the next event is being planned for Birmingham in March 2009.

You can register for WSDAN news updates at

http://www.wsdactionnetwork.org.uk/about_wsdan/register_for_updates.html

WSD Action Network DH Department of Health

From the DH: Pilots update

Coming soon:
Each month we post an update on the WSD Pilot Programme from the Department of Health.

November 2008 update: setting up the pilots

The recent Telecare Services Association's conference in Brighton (November 2008) was an excellent opportunity to update over 500 people on the progress of the Whole System Demonstrator programme in Cornwall, Kent and Newham and introduce the 12 further sites that make up the WSD action network.

September 2008: Designing and implementing the evaluation of the WSD pilots

Establishing the WSD pilot programme, which we believe to be the largest randomised control trial of telehealth and telecare in the world, has been a complex and challenging task.

[ABOUT WSDAN](#)
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Connecting for Health

Are you providing care using telehealth services?

Do you have views on what is required for telehealth to move to large scale services?

NHS Connecting for Health (NHS CFH) is supporting the NHS to deliver better, safer care for patients by introducing new systems and services which improve the way information is stored and shared in the NHS. We are committed to supporting the ambition of the NHS to move from a service focussed on 'sickness' to one in which patients are supported to remain well for longer.

NHS CFH believes that technology enabled remote monitoring (telehealth) will benefit both citizens and the NHS by helping address the challenges of:

- Greater patient awareness and involvement in care decisions
- Choice of setting and method by which care is provided, and
- The desire to move to preventative services.

To play a significant role in meeting these challenges telehealth needs to be scalable in a manner that is (at least) as cost effective and clinically safe as existing methods of care.

To date, the majority of UK telehealth services have been provided on a small scale and have struggled to justify clinical and financial cases for larger scale investment. The Department of Health Whole Systems Demonstrators are working to provide the evidence that will support this decision making process and lead to greater investment in telehealth across the NHS.

If such expansion of telehealth occurs, NHS CFH believes that effective sharing of this 'patient provided' information will be essential to take advantage of the opportunities for improved safety, speed and accuracy of care interventions. We are working now, to put in place the building blocks that will permit the effective sharing of this information, to ensure that it will be available in an appropriate format at the point of care.

To this end, NHS CFH is interested in engaging with trusts, health authorities and Local Authorities that currently (or plan in the near future) to provide telehealth services. **We want to hear from users who can express views, requirements or a vision for how telehealth information should be integrated to improve health outcomes and service quality.**

Specifically we are interested in your views on:

- What a large scale, integrated telehealth service of the future will look like in your locality
- The type of information that should be shared and how this information should be presented to different users
- The risks presented by a large scale service and how these can be mitigated

Initially, we wish to identify and engage individuals or small groups and hold short sessions to capture views on large-scale services. Later we plan to hold a series of workshops focussing on specific areas of telehealth.

If you would like to contribute to this development work, please contact Samuel Smith of the NHS CFH Assistive Technology Programme (samuelsmith@nhs.net).

Supporting People announcement and update

CLG press release

<http://www.communities.gov.uk/news/corporate/1075788>

Breakdown of grant to each AA

<http://www.local.communities.gov.uk/finance/0910/specgrant/supporting%20people.xls>

Summary of information from the 'pilot/pathfinder authorities'

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

Housing, care, support: a guide to integrating housing-related support at a regional level

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

Letter to local authority Chief Execs

[http://www.spkweb.org.uk/NR/rdonlyres/AA91C61C-DB7B-47E9-90F2-](http://www.spkweb.org.uk/NR/rdonlyres/AA91C61C-DB7B-47E9-90F2-A82306D2342C/16006/081125LettertoCEs.doc)

[A82306D2342C/16006/081125LettertoCEs.doc"](http://www.spkweb.org.uk/NR/rdonlyres/AA91C61C-DB7B-47E9-90F2-A82306D2342C/16006/081125LettertoCEs.doc)

Care Quality Commission publishes reports

From 1 April 2009, the Care Quality Commission (CQC) will bring together the work of the Healthcare Commission, the Commission for Social Care Inspection (CSCI) and the Mental Health Act Commission (MHAC). Established by the Health and Social Care Act 2008, CQC became a legal entity in October 2008 and takes up its responsibilities for the quality of health and adult social care in April 2009. On 24 October 2008 CQC launched a 12 week consultation on how it intends to use its enforcement powers under the Health and Social Care Act 2008.

Visit the [CQC website](#) to download a copy of the consultation document. This consultation closes on Friday 16 January 2009.

HL7 publishes four implementation guides. The home health monitoring guide has been developed in association with the Continua Health Alliance.

http://www.ehealthurope.net/news/4360/hl7_publishes_four_implementation_guides

Electronic fit notes to replace sick notes

http://www.ehiprimarycare.com/news/4358/electronic_fit_notes_to_replace_sick_notes

Message board for patients with diabetes

http://www.ehiprimarycare.com/news/4339/message_board_for_patients_with_diabetes

Patients divided on pharmacy records

http://www.ehiprimarycare.com/news/4355/patients_divided_on_pharmacy_records

Drugs.com Unveils the Next Generation Medication Safety Tool to Help Consumers Avoid Dangerous Drug Interactions

<http://www.marketwatch.com/news/story/Drugscom-Unveils-Next-Generation-Medication/story.aspx?guid=%7B9FFDDA5E-47C8-490F-8001-268E08354271%7D>

E-news from the Housing Learning & Improvement Network, CSIP - NOVEMBER 2008 page 1

Care Services Improvement Partnership **CSIP**

HOUSING WITH CARE MATTERS



Phil Hope - Minister of State for Social Care

Page Contents:

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- 5 National Events
- 5 Members' Section

Issue with live URLs and website links

NEWS: New Minister of State at the Department

In the recent Cabinet reshuffle Ivan Lewis departed for international development and we welcome Phil Hope MP as the new Minister of State for Social Care. The post has been upgraded from a Permanent Secretary to a Minister of State in recognition of the importance of social care.

For more information on the Minister see: www.philhope.org.uk


NEWS: Extra care scheme wins prestigious award


Rowan Village, Staffordshire Housing Association's extra care housing complex in Meir, has won a national housing award. It won the award in the 'meeting housing needs and aspirations' category at this month's 2008 UK Housing Awards.

Commissioned through the city's Extra Care Programme Board, Rowan Village meets the changing needs of older people by providing flexible care and support on-site for residents to use as, when, and if they need it. It also has apartments specially reserved for intermediate care use, and for older carers and their learning disabled dependants. As well as 75 apartments, the complex offers a variety of communal facilities including a hairdressing salon, restaurant, conservatory, lounge and gym.

Older people from across North Staffordshire joined a Friends of Rowan Village Group and influenced the name of the village and the kinds of facilities and activities the village should offer.

Jeremy Porteus, National Programme Lead for Housing at the Care Services Improvement Partnership within the Department of Health, paid tribute to the scheme, saying, 'Rowan Village is *(contd. on next page)*



We help to improve services and achieve better outcomes for children and families, adults and older people including those with mental health problems, physical or learning disabilities or people in the criminal justice system. We work with and are funded by 

Housing LIN tel: 020 7972 1330; www.networks.csip.org.uk/housing email: housing@csip.org.uk

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The November 2008 Housing LIN newsletter is now available – Housing with Care Matters
http://networks.csip.org.uk/library/Resources/Housing/Support_materials/Newsletter/Newsletter32.pdf

QoF closes a deprivation gap – blood pressure monitoring and control
http://www.ehiprimarycare.com/news/4353/qof_closes_a_deprivation_gap

VivoMetrics' LifeShirt(R) Selected by Concordia University to Provide Patient Data for Healthy Heart Research Project
<http://www.marketwatch.com/news/story/VivoMetrics-LifeShirtR-Selected-Concordia-University/story.aspx?guid=%7B2956DCCB-BC8F-49AE-8481-29950F0CC135%7D>

'Telecare To Form Part Of The UK's National Dementia Strategy'
<http://www.wirelesshealthcare.co.uk/wh/news/wk48-08-0006.htm>
http://www.24dash.com/news/Central_Government/2008-11-26-Telecare-Expected-to-Play-Key-Role-in-Improving-Care-Services-as-part-of-National-Dementia-Strategy

Cardiff Council signs up 500th Telecare user
<http://www.24dash.com/news/Housing/2008-11-26-Cardiff-Council-signs-up-500th-Telecare-user>

Aerotel Medical Systems Presents Innovative Telecare and Telehealth Solutions at Medica 2008
http://www.ukprwire.com/Detailed/Technology/Aerotel_Medical_Systems_Presents_Innovative_Telecare_and_Telehealth_Solutions_at_Medica_2008_27224.shtml

Reducing Hospitalizations Through the Implementation of a Telehealth Program
<http://hhc.sagepub.com/cgi/content/abstract/21/1/39>

Extended-Care Programs for Weight Management in Rural Communities

<http://archinte.ama-assn.org/cqi/content/abstract/168/21/2347>

Monitoring of remote patients takes a step forward

<http://www.managementinpractice.com/default.asp?title=Monitoringofremotepatientstakesastepforward&page=article.display&article.id=14683>

PATIENTS MANAGE HEALTH AT HOME WITH TELEHEALTH – British Columbia

<http://www.britishcolumbia.name/news/patients-manage-health-at-home-with-telehealth/>



<http://www.institute.nhs.uk/>

Wireless Based Healthcare Is Essential In Digital Cities

http://www.prnewsnow.com/Public_Release/Telecommunications/244605.html

Virtual wards linking home and hospital are enjoying real success in the UK, and stimulating interest abroad

<http://www.guardian.co.uk/winners-report/home-truths>

Medical Intelligence enters in the German market with Bjorn Steiger Stiftung Service of Germany

<http://www.newswire.ca/en/releases/archive/November2008/07/c6151.html>

Dementia resource centre – Shotton, with telecare

<http://www.dailypost.co.uk/news/north-wales-news/2008/11/07/dementia-resource-centre-55578-22202375/>

Healthy Outlook For Digital Cities

<http://www.wirelesshealthcare.co.uk/wh/news/wk45-08-0002.htm>

New health alliance 'important step'

http://www.publicservice.co.uk/news_story.asp?id=7608

'Tunstall Wanders Into Wander Market'

<http://www.wirelesshealthcare.co.uk/wh/news/wk45-08-0005.htm>

Aerotel Medical Systems Presents Innovative Telehealth and Telecare
http://www.prnewsnow.com/Public_Release/Cardiology/243740.html

Telecare in Leeds – guidance Pack

<http://www.ot.leeds.nhs.uk/attachment/00000000aef19d22636b62a8a8a96c10/8ac6b4d8a8c6d5c28505209cac30a0f0/Telecare+Guidance+Pack.pdf>

Telecare helps patients to independence

<http://www.walesonline.co.uk/news/health-news/2008/11/03/telecare-helps-patients-to-independence-91466-22168723/>

Patients log on to the psychiatrist's couch

<http://www.tmcnet.com/usubmit/2008/11/07/3769171.htm>

The Doctor Will See You Now — Online

<http://bits.blogs.nytimes.com/2008/11/19/the-doctor-will-see-you-now-online/>

Dept. of Health agrees to new medical technology trials

<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=17867>

HL7 document on personal health monitoring

<http://www.hl7.org/dstucomments/index.cfm>

No doctor in area? Computers can assist with patient care Health care

<http://www.democratandchronicle.com/article/20081107/OPINION02/811070325/1039/OPINION>

Web survey uncovers telecare costs

http://www.ehiprimarycare.com/news/4303/web_survey_uncovers_telecare_costs

Healthcare Interoperability: the big debate

http://www.ehealthurope.net/comment_and_analysis/359/healthcare_interoperability_the_big_debate

Microsoft launches EMEA Health User Group

http://www.ehealthurope.net/news/4311/microsoft_launches_emea_health_user_group

EHTEL publishes e-health patient charter

http://www.ehealthurope.net/news/4310/ehotel_publishes_e-health_patient_charter

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

The latest advance in medical care: mobile phones

http://www.timesonline.co.uk/tol/life_and_style/health/article5193865.ece

CSHS launches 'kitemark' code of practice for housing support services

<http://www.24dash.com/news/Housing/2008-11-07-CSHS-launches-kitemark-code-of-practice-for-housing-support-services>

Social enterprise company Local Solutions has secured a contract to provide a Telecare home response service for older people in Liverpool

<http://www.liverpoolecho.co.uk/liverpool-news/local-news/2008/11/29/care-plan-for-elderly-100252-22365887/>

A consultation on end of life care has been launched by the Department of Health
http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_090077

Dept. of Health agrees to new medical technology trials
<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=17867>

No doctor in area? Computers can assist with patient care Health care
<http://www.democratandchronicle.com/article/20081107/OPINION02/811070325/1039/OPINION>

Web survey uncovers telecare costs
http://www.ehiprimarycare.com/news/4303/web_survey_uncovers_telecare_costs

Disabled wife 'left swamped in home'
<http://www.thisissouthwales.co.uk/news/Disabled-wife-left-swamped-home/article-495038-detail/article.html>

'Telemedicine' means doctor is always in
<http://technology.inquirer.net/infotech/infotech/view/20081109-171195/Telemedicine-means-doctor-is-always-in>

A wireless way to thrive
<http://www.signonsandiego.com/news/tech/20081102-9999-1n2wireless.html>

Consumers flocking to Web 2.0-enabled healthcare
<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=17939>

Intel Health guide/pilot sites
<http://www.crn.com/healthcare/212002060>
http://www.redorbit.com/news/health/1600923/intels_health_guide_puts_telehealth_in_the_spotlight/
<http://ducknetweb.blogspot.com/2008/11/intel-home-health-monitor-phs-5000-is.html>
<http://www.medicaldeviceguru.com/showthread.php?t=4230>
<http://www.healthbusinessblog.com/?p=1981>
<http://www.eetimes.com/news/latest/showArticle.jhtml?articleID=212001342>
<http://www.ft.com/cms/s/0/c35aa496-aec8-11dd-b621-000077b07658.html>
<http://afp.google.com/article/ALeqM5jVEYUrFitRLUJ2wgWb5TN9DIAbHA>

Telemedicine Using Internet2
<http://fotisliarokapis.blogspot.com/2008/11/telemedicine-using-internet2.html>
<http://crealis.es/2008/11/telemedicine-health-cares-next-step.html>

Telemedicine at Mercy Medical Center Merced
<http://www.mercedsunstar.com/167/story/546452.html>

SwiftMD to Provide Telemedicine Services to New Montana Development
<http://www.marketwatch.com/news/story/SwiftMD-Provide-Telemedicine-Services-New/story.aspx?guid=%7B7F27184D-937E-4027-941C-907E0397AAC6%7D>

Stockton-on-Tees Borough Council mainstreams Telecare in Child and Adult Services, saving over £220,000 annually
http://www.lgcplus.com/Business/2008/10/stockton_mainstream_telecare.html

Cleveland Clinic/Microsoft HealthVault

http://www.chroniclet.com/2008/11/10/clinic-monitors-patients-on-the-web_122/

Panasonic launches new mobile clinical assistant

http://microelectronics.cbronline.com/news/panasonic_launches_new_mobile_clinical_assistant_071108

Barriers and Drivers of Health Information Technology Use for the Elderly, Chronically Ill, and Underserved

<http://www.ahrq.gov/clinic/tp/hitbartp.htm>

Control Your Home with iPhone

<http://www.wi-fiplanet.com/news/article.php/3784881>

Remote Monitoring of ICDs More Effective, Says Biotronik

http://www.redorbit.com/news/health/1600276/remote_monitoring_of_icds_more_effective_says_biotronik/

[Computers Assist in Nursing Home Resident Care](http://nursinghomeminnesota.com/blog/computers-assist-in-nursing-home-resident-care.html)

<http://nursinghomeminnesota.com/blog/computers-assist-in-nursing-home-resident-care.html>

EU countries urged to embrace telemedicine

<http://www.euractiv.com/en/health/eu-countries-urged-embrace-telemedicine/article-177036>

[Manitoba extends telehealth to new sites](http://www.canhealth.com/News963.html)

<http://www.canhealth.com/News963.html>

Telehealth right here right now

http://www.thehealthcareblog.com/the_health_care_blog/2008/11/telehealth-righ.html

Right Here Right Now: Ten Telehealth Pioneers Make It Work

<http://www.chcf.org/topics/view.cfm?itemID=133788>

Delivering Care Anytime, Anywhere: Telehealth Alters the Medical Ecosystem

<http://www.chcf.org/topics/view.cfm?itemID=133787>

Health, Health Care Financing, Coverage and Reimbursement Policy - R414-42 - Telehealth Home Health Services in Utah

<http://www.rules.utah.gov/publicat/bulletin/2008/20081115/32103.htm>

A solution ignored: telehealth

<http://www.sciencealert.com.au/opinions/20081311-18438.html>

Telehealth Canada Podcasts

<http://telehealthcanada.blogspot.com/2008/11/cst-podcast-081110-nov-10-2008.html>

Lives of a cell - today's cell phones have the camera resolution, screen size and computing speed to become health care power tools

http://www.govhealthit.com/print/4_22/features/350629-1.html

E-Therapy for Mental Health Problems: A Systematic Review

<http://www.liebertonline.com/doi/abs/10.1089/tmj.2007.0111>

Rural School-Based Telehealth: How to Make It Happen
<http://cpj.sagepub.com/cgi/content/abstract/47/9/926>

Patients and families experiences with video telehealth in rural/remote communities in Northern Canada
<http://www3.interscience.wiley.com/journal/121475411/abstract?CRETRY=1&SRETRY=0>

Preventing Falls Among Older Adults – factsheets from USA including costs
<http://www.cdc.gov/ncipc/duip/preventadultfalls.htm>

Touch screens gather patient views
http://www.e-health-insider.com/news/4323/touch_screens_gather_patient_views

Individual Patient Budgets: Background and Frequently Asked Questions – HSMC
http://www.hsmc.bham.ac.uk/publications/pdfs/individual_patient_budgets_13Oct08.pdf

How new technology is coming to the rescue – Australia
<http://www.smh.com.au/news/specials/science/how-new-technology-is-coming-to-the-rescue/2008/11/12/1226318741572.html>

Swedish hunters get online hearing test
http://www.ehealthurope.net/news/4318/swedish_hunters_get_online_hearing_test

New technologies and ehealth will add \$1.4 Billion to US diabetic care market
<http://www.mtbeurope.info/news/2008/811018.htm>

Europe aims to boost telemedicine
http://www.ehealthurope.net/news/4315/europe_aims_to_boost_telemedicine

Dr Know – technology convergence
<http://www.theengineer.co.uk/Articles/308779/Doctor+know.htm>

Remote monitoring software improves patient care, efficiency at cancer center
http://www.computerworld.com/action/article.do?command=viewArticleBasic&articleId=9119522&intsrc=hm_list

A Newly Developed Infant Remote Monitoring System
<http://scitation.aip.org/getabs/servlet/GetabsServlet?prog=normal&id=JMDOA400000200000404100400001&idtype=cvips&gifs=yes>

Aerotel Medical Systems Presents Innovative Telehealth and Telecare Solutions at Medica 2008
<http://www.emediawire.com/releases/2008/11/prweb1542824.htm>

Remote Monitoring Technologies Could Shave Health Care Costs by \$197 Billion
<http://betterhealthcaretogether.org/news/?&ctid=3&cid=11598&cgid=1>

CSCI Social Care Assessment – reference to telecare
<http://www.publicnet.co.uk/abstracts/2008/11/10/social-care-assessment/>

Patients' prospectus launched on NHS Choices

http://www.ehiprimarycare.com/news/4313/patients'_prospectus_launched_on_nhs_choices

Motivating Elderly And Chronically Ill To Use Computers To Learn How To Better Manage Health Problems

<http://www.sciencedaily.com/releases/2008/11/081110164042.htm>

PHYSICIANS4U.com Provides Telemedicine Solutions

http://pr-canada.net/index.php?option=com_content&task=view&id=62681&Itemid=61

EU citizens could soon be consulting their doctor over broadband, after the European Union passed a resolution backing telemedicine.

<http://news.zdnet.co.uk/communications/0,1000000085,39547398,00.htm>

Telemedicine helps veterans avoid trips to Salt Lake City

<http://deseretnews.com/article/1,5143,705261983,00.html>

Cell phones and healthcare

<http://medc2org.wordpress.com/2008/11/06/cell-phones-and-health-care/>

Commission adopts plans to help doctors and patients access healthcare from a distance

<http://www.egovmonitor.com/node/21889>

Diabetes Management Assisted by Telemedicine: Patient Perspectives

<http://www.liebertonline.com/doi/abs/10.1089/tmj.2007.0107>

Long-Term Future of Telemedicine in Germany: The Patient's, Physician's, and Payer's Perspective

<http://www.liebertonline.com/doi/abs/10.1089/tmj.2007.0104>

Web survey uncovers telecare costs

http://ehiprimarycare.com/news/4303/web_survey_uncovers_telecare_costs



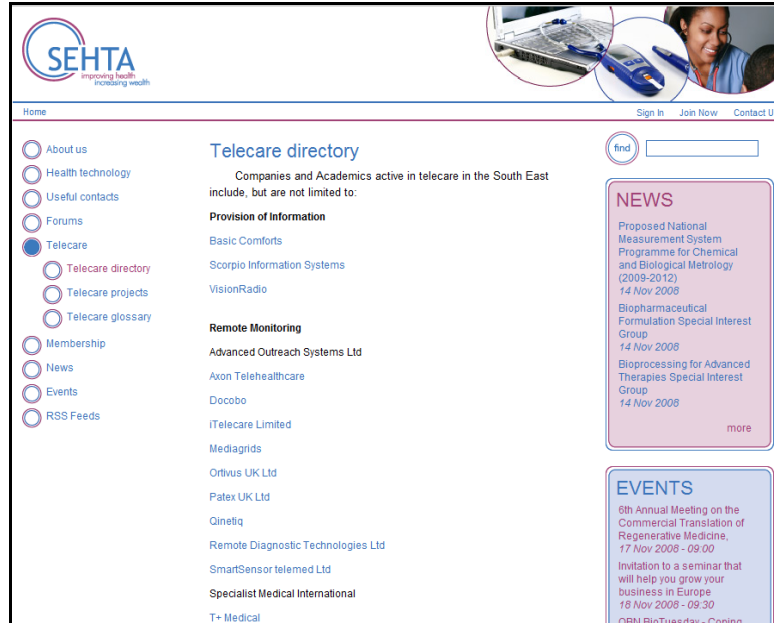
<http://www.suffolk.gov.uk/CareAndHealth/Disabilities/HelpToStayAtHome/TelecareandAssistiveTechnologyinSuffolk.htm>

The screenshot shows the 'Communities and Local Government' website. The main content area is titled 'Communities and neighbourhoods' and features a document titled 'Delivering Digital Inclusion: An Action Plan for Consultation'. The document details include: Published 24 October 2008, Closing date 19 January 2009, Type(s) Consultation documents, Site Communities and neighbourhoods, Product code 08RPD105574/A, ISBN 9781409806271, and Price Free. A summary states that the Action Plan outlines key issues relating to digital technology use and digital exclusion. A list of bullet points highlights that digital technologies pervade modern society but are not fully utilized, and that there are significant untapped opportunities to use technology for disadvantaged citizens.

Delivering Digital Inclusion: An Action Plan for Consultation
<http://www.communities.gov.uk/publications/communities/deliveringdigitalinclusion>

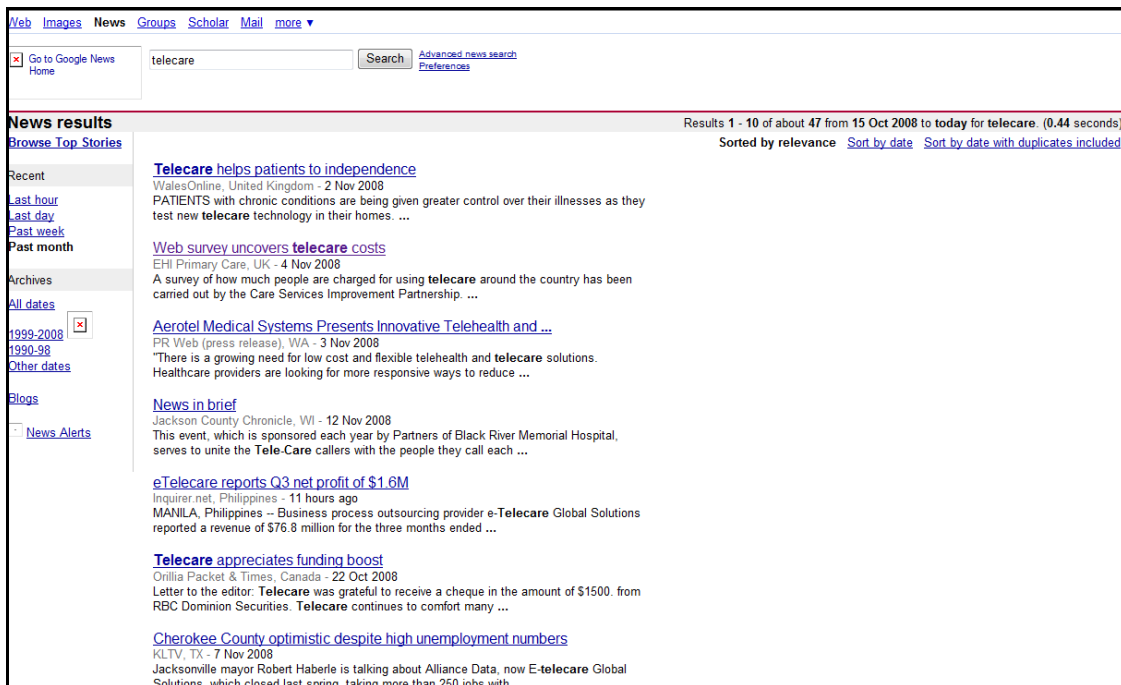
The screenshot shows the 'WATCH (Wandsworth Alarm Telephone Care Helpline)' page on the Wandsworth Council website. The page describes WATCH as an emergency home response alarm service for older people and younger disabled residents, operating 24 hours a day. It includes sections for 'Why have WATCH lifeline?', 'Who is WATCH lifeline for?', and 'How does WATCH lifeline work?'. A sidebar on the left lists various community services, and a sidebar on the right provides quick links to housing services and further information.

<http://www.wandsworth.gov.uk/Home/CommunityServices/Housing/Olderpeople/Watch/default.htm>



SEHTA Telecare Directory
<http://www.sehta.co.uk/telecare/directory>

Telecare via Google Scholar



http://scholar.google.co.th/news/advanced_news_search?ned=au&hl=en&as_maxm=9&q=telecare&as_qdr=m&as_drrb=q&as_mind=26&as_minm=8&as_maxd=25&ie=UTF-8&ct=rels_0

a) CSIP Networks events planner

Forthcoming Event List (30 November 2008)

Date	Event Title	Network	Places Remaining	Book
04/12/08	London & South East Regional Housing LIN Meeting	Housing	Reserve places available	Add me to the reserve list
08/12/08	South West Programme manager's workshop 2	Personalisation	19 of 60	Book now
09/12/08	Transforming Care and Support - Housing Matters - Birmingham	Housing	FULL	FULL
09/01/09	West Midlands Personalisation Event	Personalisation	59 of 60	Book now
13/01/09	Personalisation, Safeguarding & the No Secrets Review	Personalisation	27 of 60	Book now
22/01/09	West Midlands Regional Housing LIN Meeting	Housing	10 of 35	Book now
22/01/09	Whole System Demonstrator Programme (WSDAN) - Integrated care using telecare and telehealth	Telecare LIN	60 of 100	Book now
27/01/09 to 28/01/09	Self directed support - The future for supported housing? - 15th Annual Housing, Care and Support conference	Housing	-	N/A
29/01/09	North East Regional Housing LIN Meeting	Housing	26 of 35	Book now
26/02/09	North West Regional Housing LIN Meeting	Housing	35 of 35	Book now
10/03/09	Acquired Brain Injury - Current practice and vision for the future	Housing	-	N/A

Latest events from CSIP Networks at <http://www.networks.csip.org.uk/Events/>.

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.networks.csip.org.uk/telecarenewsletters