



TECHNOLOGY ENABLED CARE

**tec**  
CYMRU

# The Telecare Programme

UK Telehealthcare – An Event of Two Halves

[www.digitalhealth.wales/tec-cymru](http://www.digitalhealth.wales/tec-cymru)

# Our Programmes...



## NHS Video Consulting Service

Medical or social care carried out through video conferencing tools.

*Consultations between patients and clinicians in order to monitor, diagnose and treat ill health or a means to provide peer to peer support.*



## Telehealth

The remote exchange of data between a patient at home and their clinicians.

*Telehealth equipment can take measurements such as blood pressure, weight, blood oxygen saturation levels, ECG rhythm, temperature and other vital signs.*

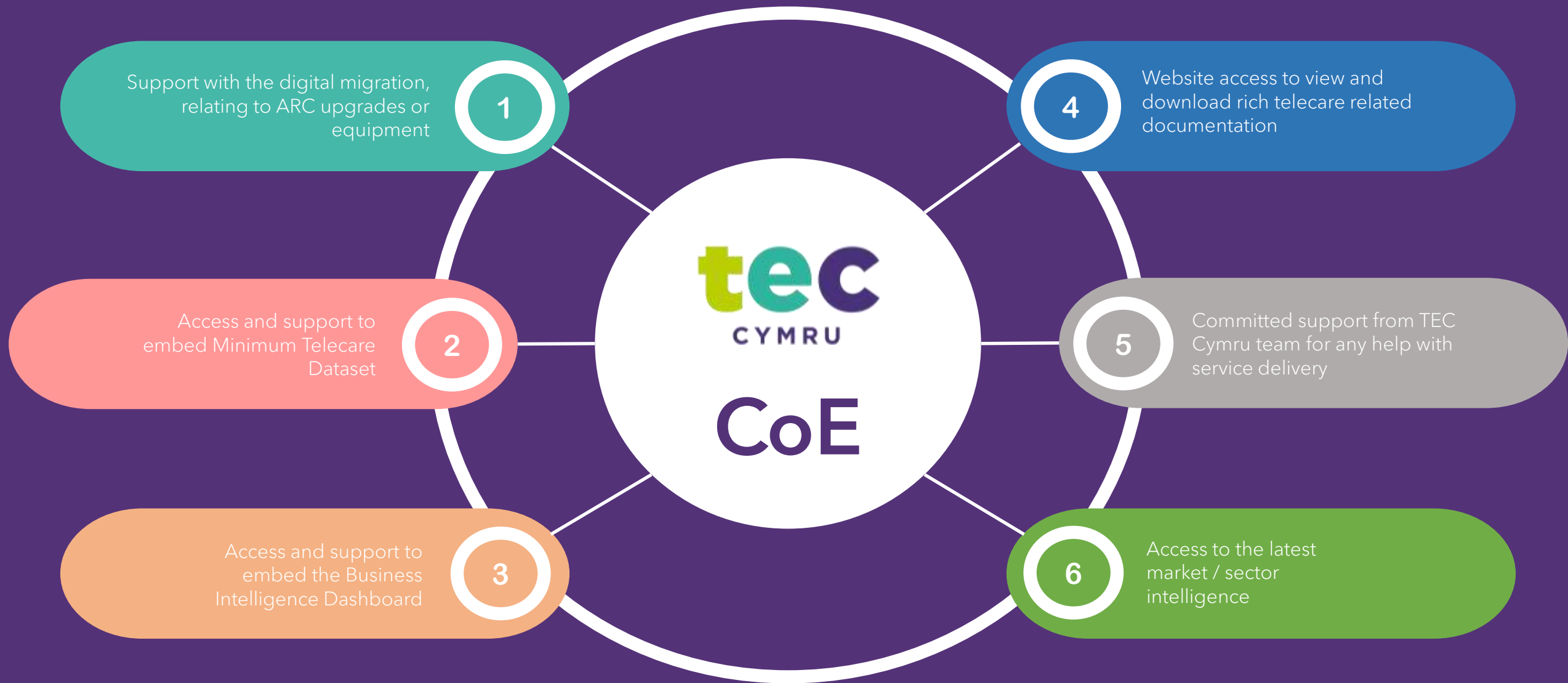


## Telecare

Remote real time monitoring to manage the risks associated with independent living.

*Examples include alarms, sensors, GPS. Alerts can be sent linked to an 'alarm receiving centre' where a response could range from advice to an emergency call out.*

# The Vision for the TEC Cymru Telecare Programme is to be the Centre of Excellence for all telecare related activity in Wales



# Programme Summary



## Programme Missions



Ensure **Telecare services in Wales are fully 'digitally enabled'** comfortably ahead of the 2025 deadline

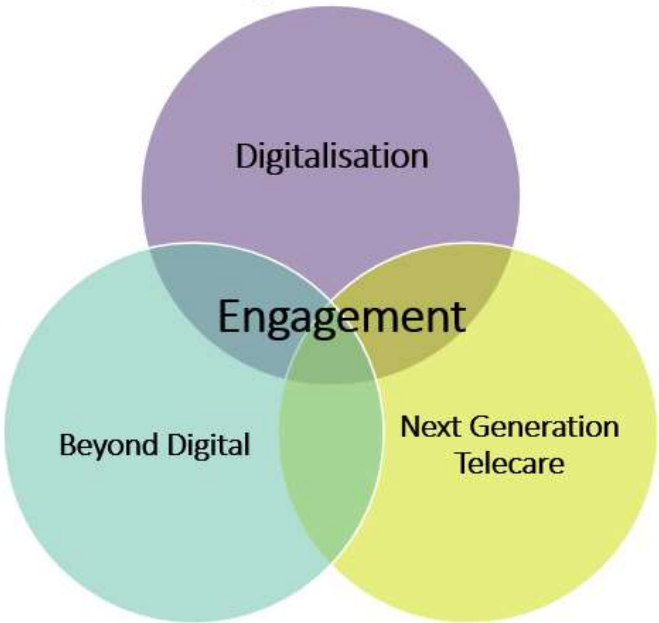


**Welsh Telecare services use common data standards and interoperable protocols** allowing for greater opportunities for widespread TEC adoption, shifting the narrative from reactive to proactive care



**Telecare services across Wales produce consistent business intelligence data**, enabling a culture of high performance and measurable outcomes on the importance of Telecare in Wales to its citizens.

## Programme Themes



## Capabilities (Business Change)

Adoption of a Cloud/SaaS digital telecare ARC platforms	Device interoperability (telecare equipment and ARC platform)
Access to new data sets, looking at trends and insights for benefit metrics	Third party integration with health and social care platforms
Ability to view, download and edit telecare related documentation and toolkits	National training available to telecare professionals (and allied sector professionals)
New pathways embedded within a telecare service organisation	Access to wider TEC equipment that is interoperable with ARC

## Programme Outcomes



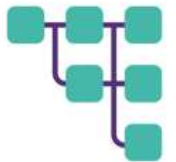
A step change in **data exploitation** by Welsh telecare services



Accelerating a **convergence across Health and Care** services in Wales



A more **equitable, accessible and sustainable** model of telecare



A set of **proactive model processes**, enabled by open, interoperable products and solutions

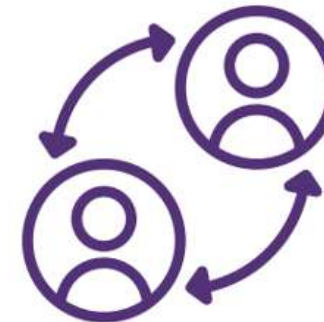
# Strategic Themes



Digitalisation



Beyond Digital



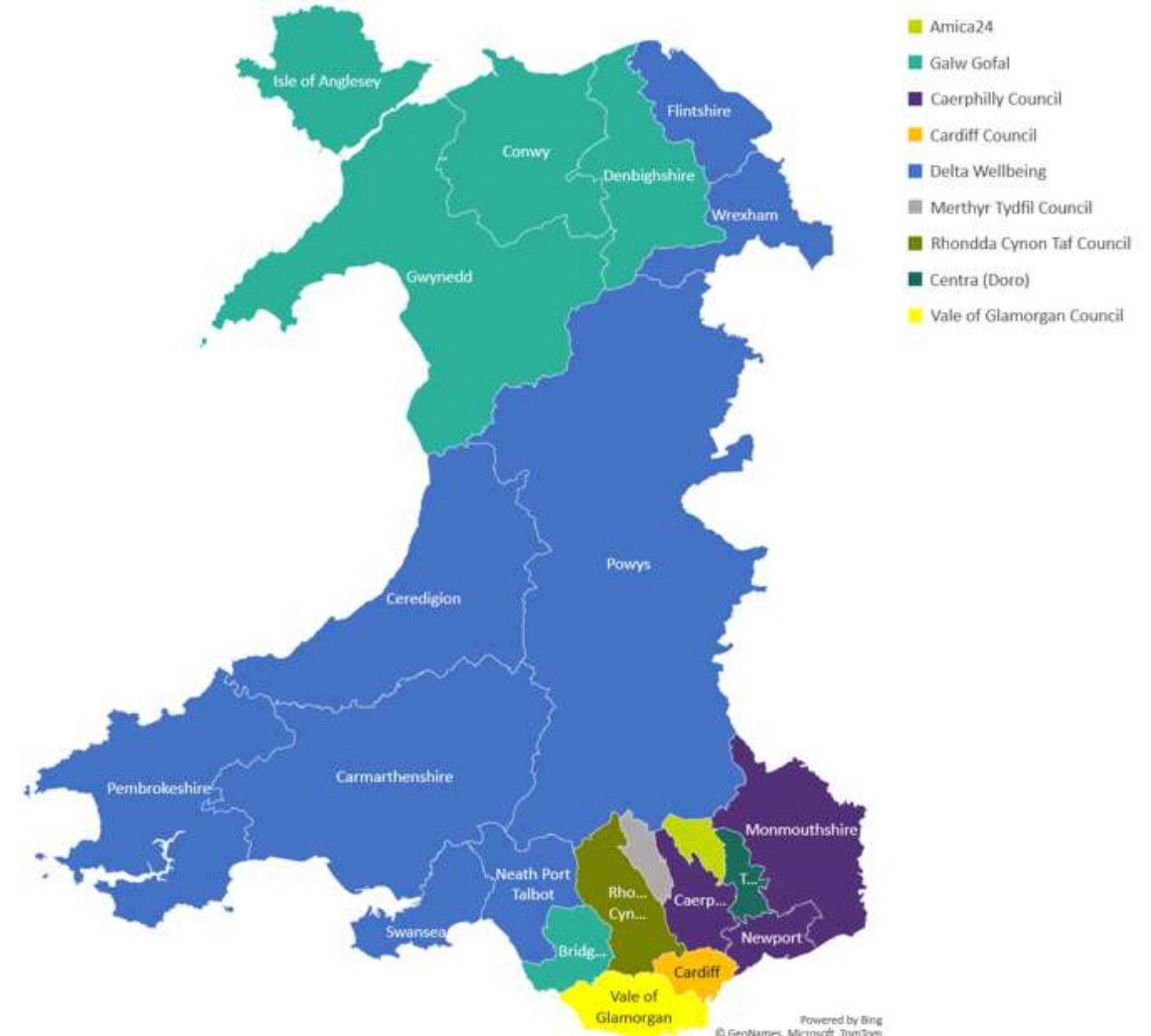
Engagement



Next Generation  
Telecare

# Digitalisation

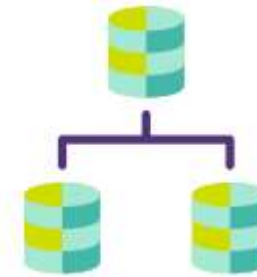
The Telecare Programme Blueprint states that “TEC Cymru will support all 7 Welsh Telecare ARC’s to upgrade to ‘digital’ by the end of 2023, comfortably ahead of the December 2025 deadline”



Welsh Telecare Alarm Receiving Centre Alarm Receiving Centres (ARCs)

# Beyond Digital

The Telecare Programme Strategy states that “Migrating from analogue to digital must be about more than a simple ‘like-for-like’ change. By not thinking ‘beyond digital’ there is a risk that services will remain stagnant, repeat the errors or omissions of the past, think locally rather than nationally, and fail to unleash the full potential telecare has for both citizen and service provider



## Minimum Telecare Dataset

TEC Cymru have made recommendations for a minimum telecare dataset to be established when service users are onboarded and during the full life cycle of their service



## Business Intelligence Dashboard

TEC Cymru have developed proposals for a BI dashboard and implement a working prototype in the Vale of Glamorgan ahead of a Wales-wide rollout



## National Common Telecare Record

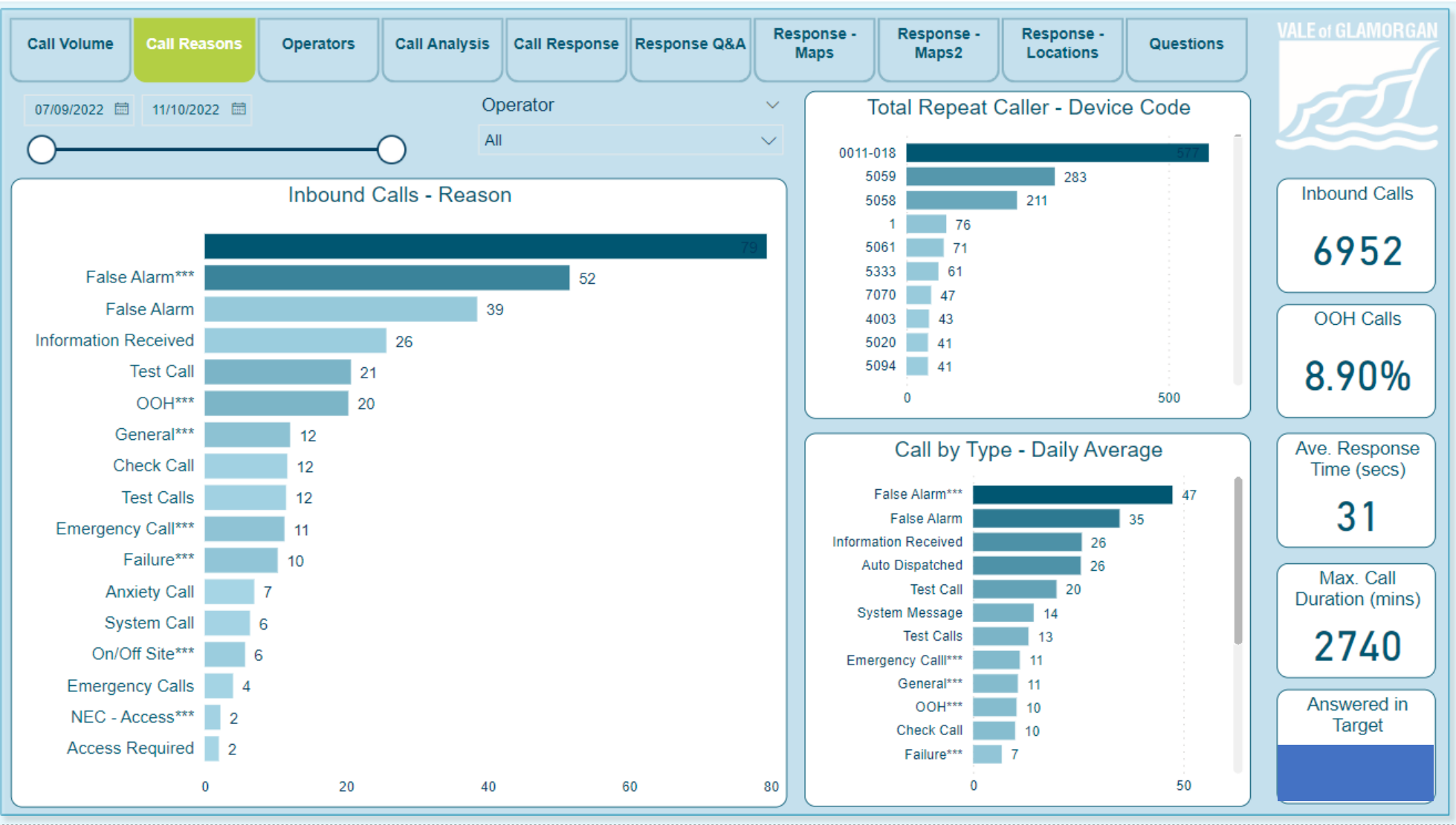
TEC Cymru will pioneer the concept of a ‘common telecare record’ facilitated by the development of proposals for a minimum telecare dataset

# Minimum Telecare Dataset for Wales

Data Set ID	Category	Data Set (for review, Vale of Glamorgan)			
TC001	Citizen identifier	NHS Number	TC028	Installation information	Reason for delay of installation
TC002	Citizen information	Date of Birth	TC029	Installation information	Installation Completion Date
TC003	Citizen information	Postcode	TC030	Call handling information	Date of incoming call
TC004	Citizen information	Gender	TC031	Call handling information	Time of incoming call
TC005	Citizen information	Ethnic Group	TC032	Call handling information	Time of response to incoming call
TC006	Citizen information	Tenure of Household	TC033	Call handling information	Call event
TC007	Citizen information	Living alone	TC034	Call handling information	Call reason
TC008	Citizen information	Next of kin recorded	TC035	Call handling information	Call action
TC009	Citizen information	Nominated keyholder identified	TC036	Proactive services	Date of proactive outbound call
TC010	Citizen information	Language preference	TC037	Proactive services	Start time of proactive call
TC011	Citizen information	Language preference for correspondence	TC038	Proactive services	End time of proactive call
TC012	Citizen information	Communications provider	TC039	Proactive services	Outcome of proactive outbound call
TC013	Citizen information	Digital or analogue landline in place	TC040	Response Service information	Date of attended response
TC014	Citizen information	Communication needs/difficulties	TC041	Response Service information	Time Response Officer notified
TC015	Citizen information	Health conditions	TC042	Response Service information	Time responder arrived at property
TC016	Citizen information	Where would service user be without telecare	TC043	Response Service information	Attended response by response provider
TC017	Referral information	Date of telecare referral	TC044	Response Service information	Attended response by type of support required
TC018	Referral information	Source of telecare referral	TC045	Response Service information	Date responder left property
TC019	Referral information	Reason for telecare referral	TC046	Response Service information	Time responder left property
TC020	Referral information	Urgency of telecare referral	TC047	Onward referral information	Date of notification of onward referral to other agencies
TC021	Referral information	Type of telecare referral	TC048	Onward referral information	Reason for onward referral
TC022	Referral information	Mode of telecare referral	TC049	Onward referral information	The service contacted for onward referral
TC023	Referral information	Outcome of telecare referral	TC050	Onward referral information	Notification or referral to other agency/agencies
TC024	Referral information	Date telecare assessment was carried out	TC051	Review/reassessment information	Date of telecare review
TC025	Installation information	Service start date	TC052	Review/reassessment information	Outcome of telecare review
TC026	Installation information	Service type	TC053	Withdrawal of service information	Telecare service withdrawal date
TC027	Installation information	Device type	TC054	Withdrawal of service information	Reason for withdrawal

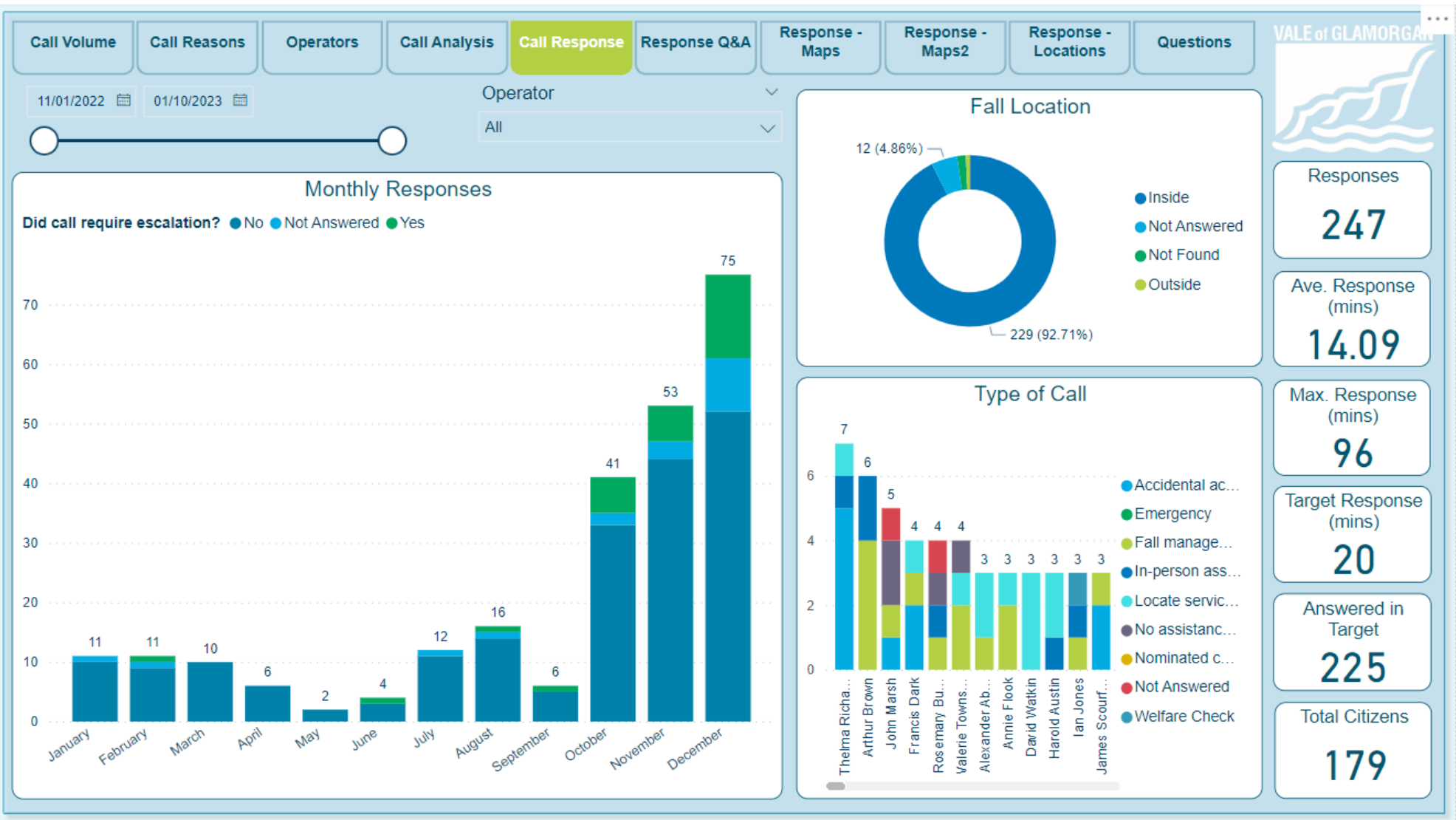
\*54 minimum dataset headings with 572 secondary data metrics

# Business Intelligence Dashboard



**Call Reasons page**  
Device type, Call Action, and frequent call identifier

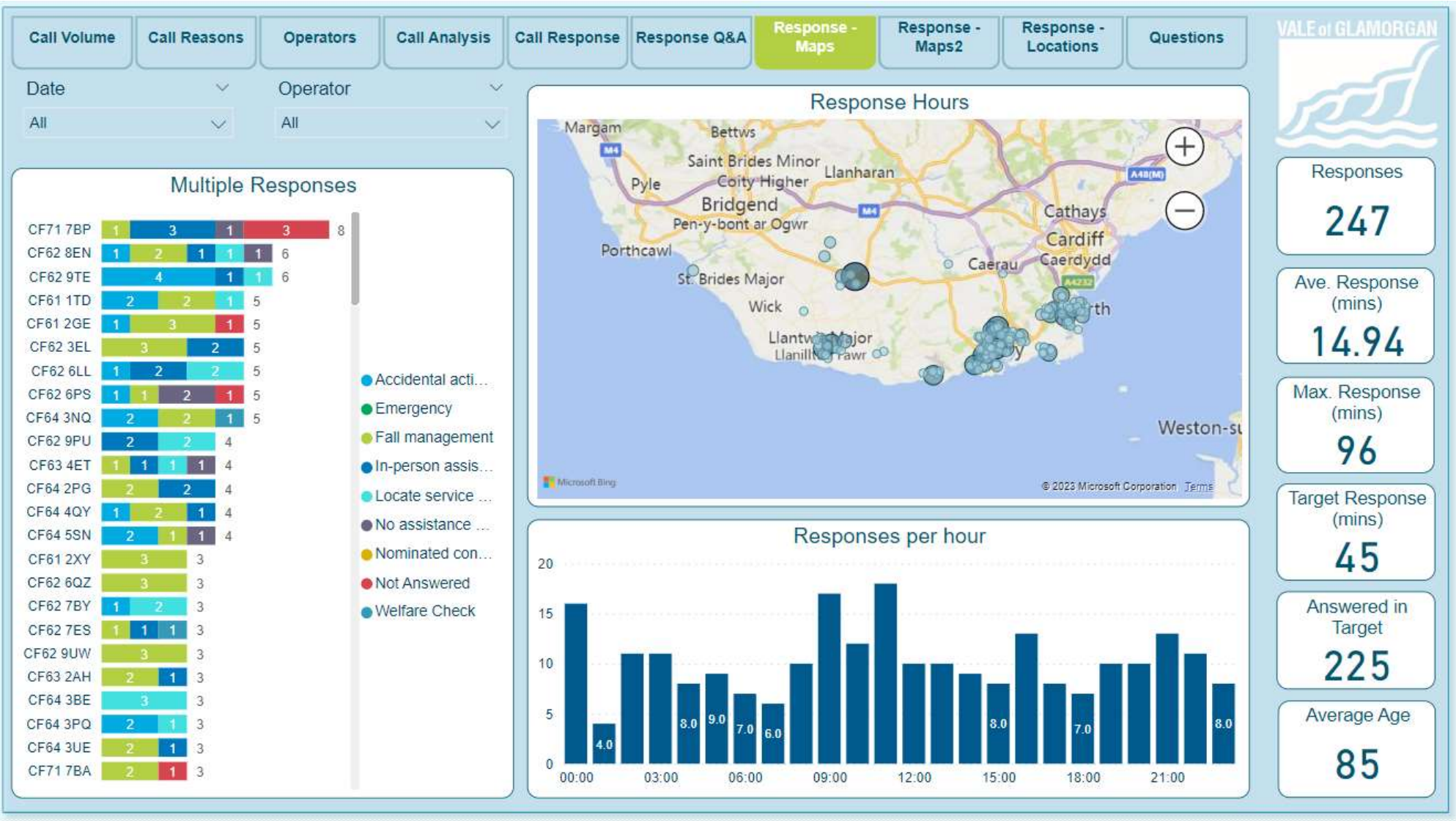
# Business Intelligence Dashboard



## Response Service page

Amount of calls where the Response Service was required

# Business Intelligence Dashboard



VALE of GLAMORGAN

Responses

247

Ave. Response (mins)

14.94

Max. Response (mins)

96

Target Response (mins)

45

Answered in Target

225

Average Age

85

**Response Service**  
page  
Additional info relating to  
the Response Service

# Engagement

TEC Cymru will focus on building strong, mutually beneficial relationships with those involved in the telecare industry. To achieve the vision of being the centre of excellence for all telecare related activity in Wales, it is imperative that we have a strong focus on engagement, ensuring lasting, solid relationships are built across the sector



TEC Cymru Telecare Programme Stakeholder graphic

# Next Generation Telecare

In the near future, Welsh citizens and their support network will demand more intelligent and efficient telecare solutions. There has long been an associated stigma with the traditional 'red button' pendant being a 'badge of infirmity'. To move towards a more proactive model of service delivery, both equipment and service models need to evolve, and TEC Cymru will help support and influence this with a series of projects



## Response Services

There are only 8 local authority areas in Wales covered by a Response Service, each operating in a disparate fashion. If we can consistently deliver a Response Service, then the savings afforded to Welsh Ambulance Service Trust (WAST) and the wider NHS would be massive



## Smart TEC Solutions

Reactive equipment and models of service delivery will always be required (a backstop), but as digital (smart) TEC becomes mainstream, we will explore its potential in helping to shape and change service delivery models to be more preventative in nature



## Proactive alerts

By becoming more 'proactive' in their approach, telecare services will experience significant resourcing issues and will need strong links into health and social care via new pathways (or modifying existing ones). TEC Cymru will help to support services make this transition, looking at exemplar services already in place within Wales (Delta Wellbeing Connect Model), the UK and internationally

# Strategic priorities for 2023-24...



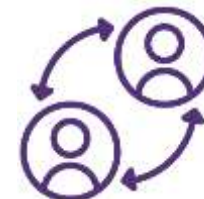
## Our 2023-24 objectives for the Digital theme are:

- Ensure the deadline of December 2023 for all 7 ARCs to be 'digital ready' is achieved
- Ensure we continue to support the Vale in the remediation phase following their upgrade
- Continue active convergence towards shared tenancy
- Continue to drive adoption of open protocols and technical standards, promoting interoperability at the core of TEC service delivery



## Our 2023-24 objectives for the Beyond Digital theme are:

- The BI Dashboard and Minimum Telecare Datasets are deployed across the majority of Welsh Telecare Service Providers
- Develop proposal for a model 'TEC/Telecare Assessment' driven via an algorithm
- Develop a National BI Dashboard, automating data metrics into a real-time view of Welsh telecare
- Develop a proposal for a National Common Telecare Record, exploring how this can be adopted across health and social care, potentially using the NHS app as the record 'host'



## Our 2023-24 objectives for the Engagement theme are:

- The Telecare SharePoint site and Teams channel will evolve into the predominant means of engagement with Welsh Telecare Service Providers
- We will launch the Digital Awards Scheme in conjunction with Scotland
- We will publish our Engagement Strategy, that aligns with the overarching Strategy



Diolch | Thank you