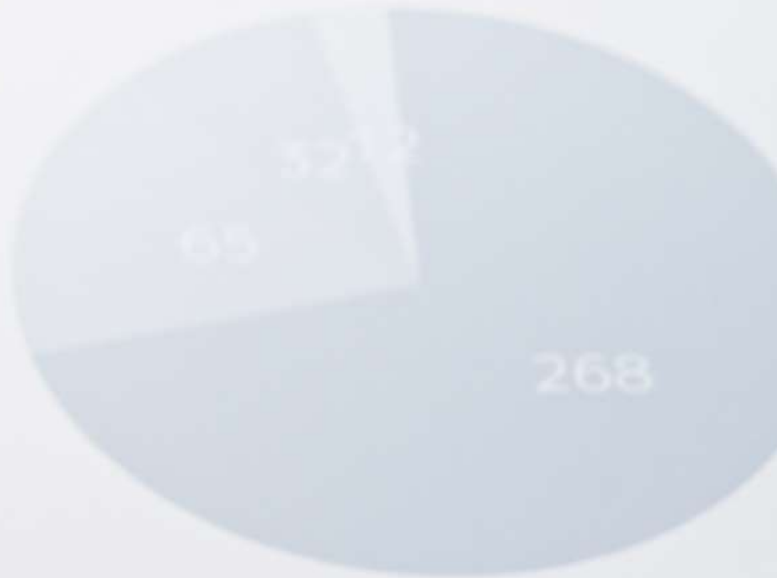


The Welsh Telecare Dataset

DSCN 2024 / 05



Why we need a minimum telecare dataset in Wales

Data is the lifeblood of a digitally enabled service provider, due to the latent power it possesses to inform decision-making, establish key performance measures, improve outcomes and generally serve its stakeholders better. However, data is only truly valuable when it is aggregated, sliced and diced and generally mined for the information and intelligence that lies within.



Standardisation

This allows for easier comparison and analysis of data, leading to more reliable insights into telecare use and effectiveness.



Quality Assurance

Helps to ensure the quality and completeness of the data being collected. This can help with TSA QSF audits and internal performance management reports.



Evaluation

Enables the evaluation of telecare services. By collecting consistent data across Wales, policy makers and stakeholders can assess the impact of telecare and their alignment with pertinent local, regional and national outcomes.



Research

Supports research activities into the effectiveness of telecare. Researchers can use the data to study the effectiveness of different approaches to service delivery and contribute to the advancement of innovation within digital health and care.

The benefits of the dataset

Data is becoming more important in the remote management of citizen health and well-being and historically accessing telecare data and generating any meaningful insights from it has been difficult and time consuming.

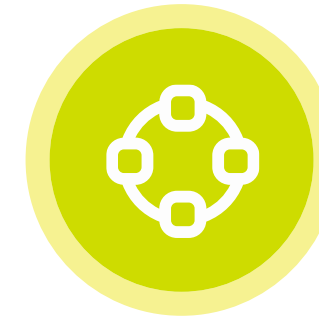
Improved service provision

Service providers can better understand the needs and preferences of users and enable evidence-based decision making.



Improved resource use

Service providers being able to divert resources to comply with key performance indicators.



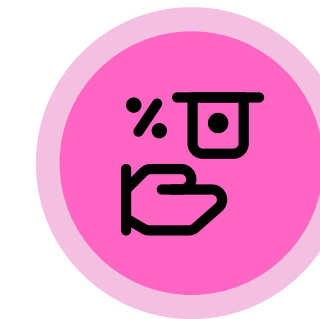
Improved data sharing

With NHS number included, the opportunity to overlay with patient records is increased.



Reduction in costs

Current reporting overhead and data cleanse resource reduced.



BENEFITS

Greater understanding of telecare

Real-time metrics of telecare use in Wales e.g. how many active service users, amount of falls/other emergency calls etc.



Improved innovation

Standardised data collection can provide a foundation for identifying trends, gaps and areas of improvement.



The story so far...

Our Strategy published in 2020 highlighted our intent to develop a 'minimum telecare dataset for Wales'. This begun with a discovery meeting with our partners in the Scottish Government Digital Health and Care Directorate (DHAC) and Local Government Digital Office. We jointly designed a prototype dataset to disseminate to our respective service leads in our respective nations.



Taskforce meeting

A taskforce made up of telecare service leads took place in summer 2022. They scrutinised the data items, and made amendments to ensure the data items being collected were 'realistic and relevant'



Welsh Call Set drafted

Each of the 7 ARCs sent their call set to TEC Cymru, work was completed to create a Welsh Telecare Call Set to be included in the WTD



Health Conditions

A proposed health condition 'pick list' was sent to primary and secondary care professionals and Public Health Wales, ensuring alignment with the NHS SNOMED CT database



Welsh Information Standards Board

WISB process commenced with a view of developing the final version of the WTD. Various documentation completed and several meetings with the board allowing them to scrutinise the items.



Host site adoption

With the help of our partners in Caerphilly County Borough Council, we are on our way to embedding the dataset into the UMO platform.



The Welsh Telecare Dataset index



Citizen Identifier

1. NHS Number

Citizen Information

2. Date of birth
3. Postcode
4. Gender
5. Ethnic group
6. Tenure of household
7. Living alone
8. Next of kin recorded
9. Nominated key holder identified
10. Language preference
11. Language preference for correspondence
12. Communications provider
13. Digital or analogue landline in place
14. Communication needs / difficulties
15. Health conditions
16. Where would service user be without telecare

Referral Information

17. Date of telecare referral
18. Source of telecare referral
19. Reason for telecare referral
20. Urgency of telecare referral
21. Type of telecare referral
22. Mode of telecare referral
23. Outcome of telecare referral
24. Date telecare assessment was carried out

Installation Information

25. Service start date
26. Service type
27. Device type
28. Reason for delay of installation
29. Installation completion date

Call Handling Information

30. Date of incoming call
31. Time of incoming call
32. Time of response to incoming call
33. Call event
34. Incoming call reason
35. Incoming call - secondary action / reason

Proactive Services Information

36. Date of proactive outbound call
37. Start time of proactive outbound call
38. End time of proactive outbound call
39. Outcome of proactive outbound call

Response Service Information

40. Date of attended response
41. Time Response Officer notified
42. Time responder arrived at property
43. Attended response by response provider
44. Attended response by type of support required
45. Date responder left property
46. Time responder left property

Onward Referral Information

47. Date of notification of onward referral to other agencies
48. Notification or referral to other service
49. Reason for onward referral
50. The service contacted for onward referral

Review / Reassessment Information

51. Date of telecare review
52. Outcome of telecare review

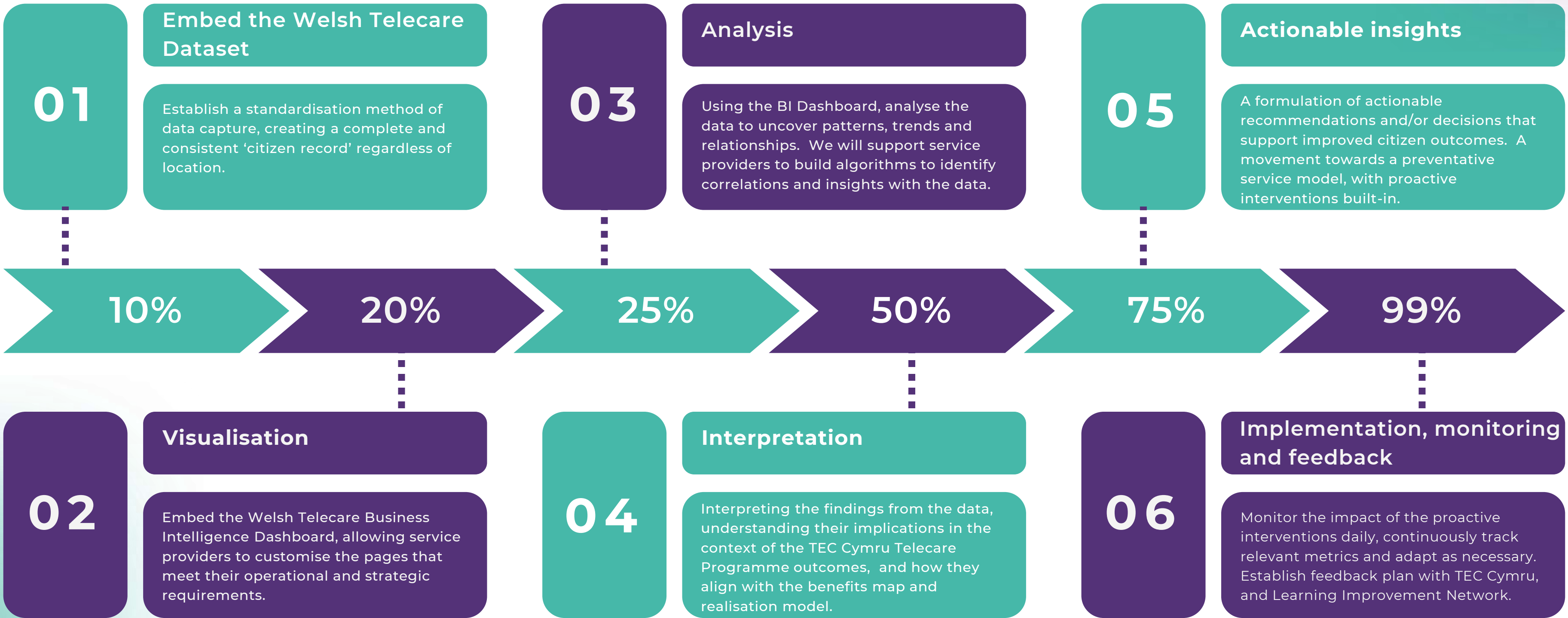
Withdrawal of Service Information

53. Telecare service withdrawal date
54. Reason for withdrawal



Converting data into actionable insights

A six-step process to achieve a more sustainable TEC service with prevention at its core:



Stay in touch...



Aaron.Edwards@wales.nhs.uk
Sarah.Turvey-Barber@wales.nhs.uk
Rebecca.Simmons1@wales.nhs.uk



TEC Cymru



Regus House, Cardiff Gate Business Park, CF23 8RU

TECHNOLOGY ENABLED CARE

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