TECHNOLOGY ENABLED CARE

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Telecare Programme Overview

teccymru.wales/telecare

Programme 'at a glance'

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

Digitalisation

Engagement

Beyond Digital

Next Generation Telecare
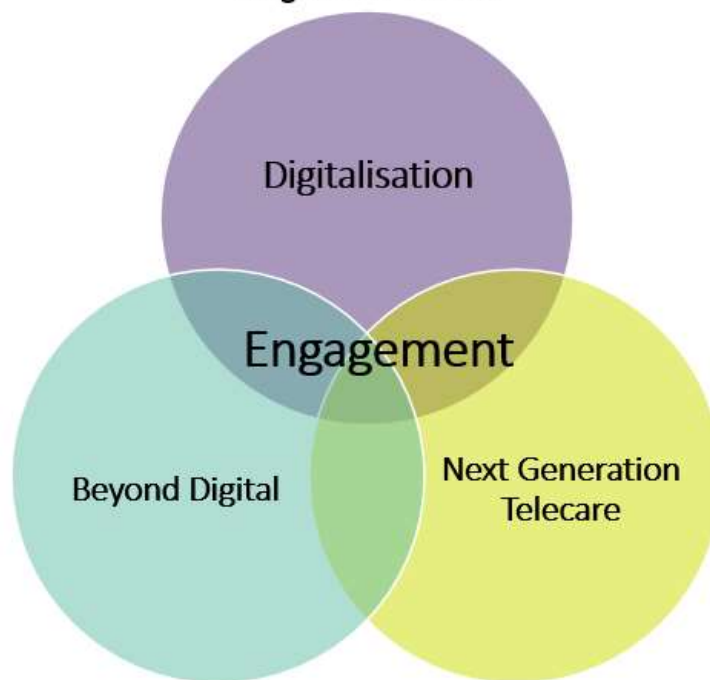
Capabilities (Business Change)

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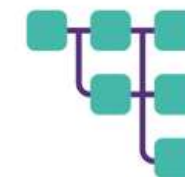
A set of **proactive model processes**, enabled by open, interoperable products and solutions

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Telecare Services in Wales

DISCOVERY
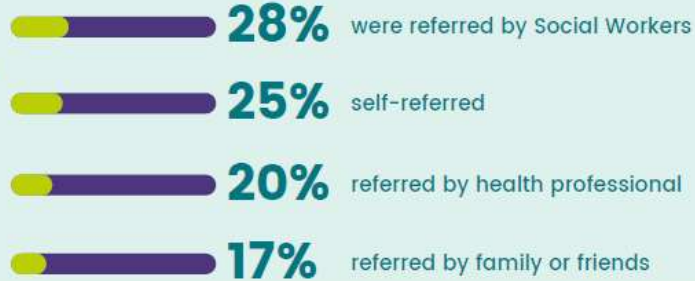
August 2021

77,000
Citizens in Wales use telecare

34% of the entire Welsh population aged over 85 use Telecare

The average price to receive telecare in Wales (basic package) is £3.99 per week.
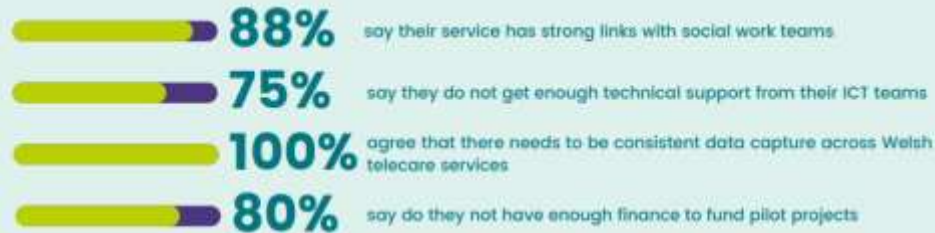
- **28%** were referred by Social Workers
- **25%** self-referred
- **20%** referred by health professional
- **17%** referred by family or friends

- **88%** say their service has strong links with social work teams
- **75%** say they do not get enough technical support from their ICT teams
- **100%** agree that there needs to be consistent data capture across Welsh telecare services
- **80%** say do they not have enough finance to fund pilot projects

Telecare service leader views

1 Represent Telecare in Wales

2 Support the shift to digital

3 Promote telecare and TEC development

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The Telecare Programme Blueprint states that *"TEC Cymru will support all 7 Welsh Telecare ARCs to upgrade to 'digital' comfortably ahead of the December 2025 deadline."*

Local authority name	Number of connections	Current platform	Digitally enabled?
Vale of Glamorgan Council	2,738	Enovation UMO	Yes
Rhondda Cynon Taf County Borough Council	3,622	Tunstall PNC 8.2	No

| Local authority name	Number of connections	Current platform	Digitally enabled?
Merthyr Tydfil County Borough Council	5,371	Tunstall PNC 8.2	No
Caerphilly County Borough Council	5,792	Enovation UMO	Yes
Cardiff Council	6,466	Tunstall PNC 8.2 (Contract awarded)	No

Local authority name	Number of connections	Current platform	Digitally enabled?
Galw Gofal (North Wales partnership)	16,111	Jontek Answerlink	Yes
Delta Wellbeing (local authority trading company)	34,511	Enovation UMO (contract holder CGI)	Yes

Operating on digital platform in the cloud

Contract awarded for a digital ARC

Digital ARC, but platform is not cloud based (on-premise)

Operating on analogue platform
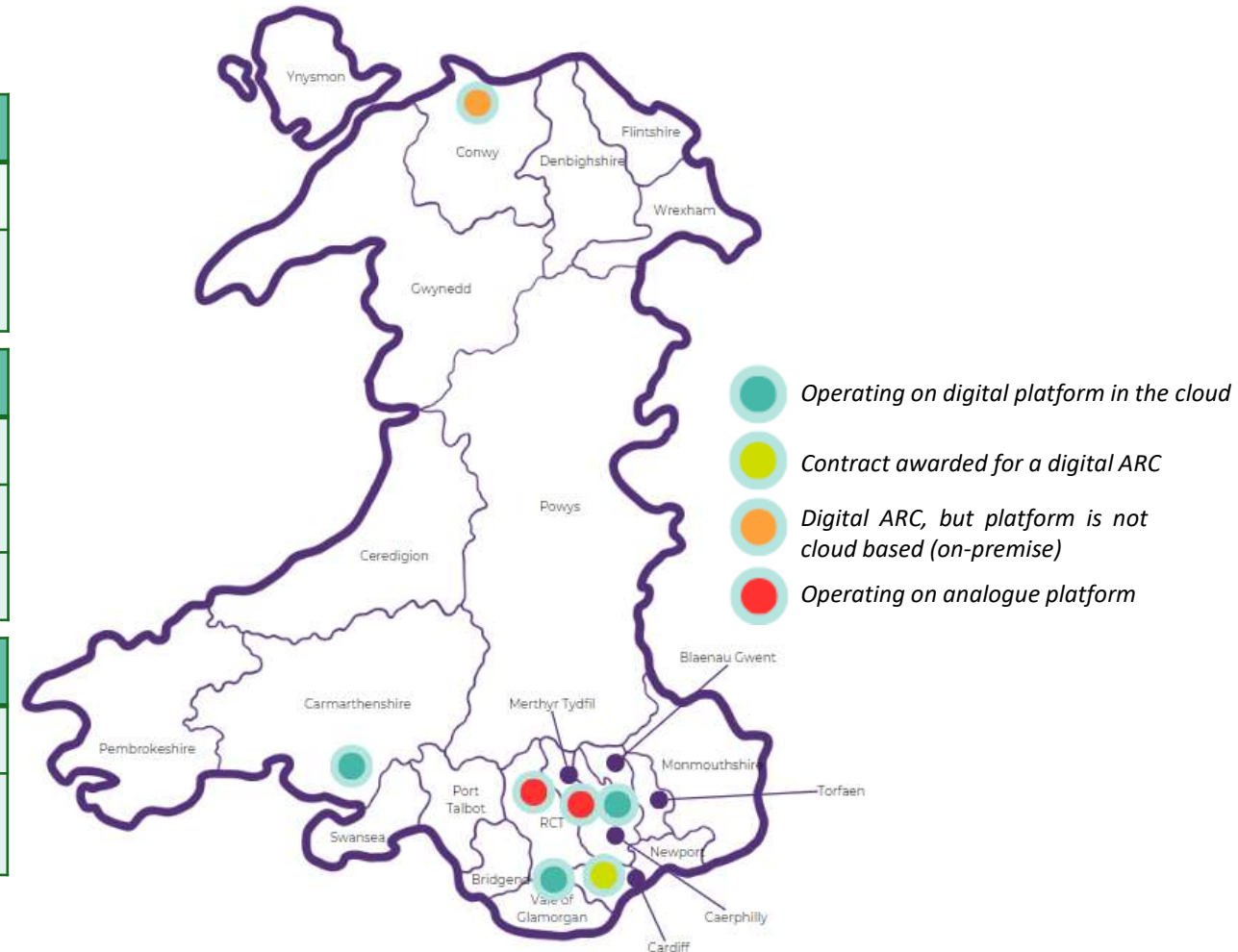
Welsh Telecare Alarm Receiving Centre Alarm Receiving Centres (ARCs)

Strategic Theme 2: 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."*

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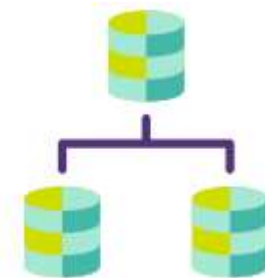
The Welsh Telecare Dataset
Welsh Information Standards Board (WISB) have approved the WTD as a data standard. TEC Cymru will work with services to support the embedding of the telecare dataset.

Business Intelligence Dashboard
TEC Cymru has with the Vale of Glamorgan a working BI dashboard prototype and will work with other services to support a Wales-wide rollout.

National Common Telecare Record
TEC Cymru will pioneer the concept of a 'common telecare record' facilitated by the WTD.

Strategic Theme 3: Next Generation Telecare

Soon, Welsh citizens and their support network will demand more intelligent and efficient telecare/TEC 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 interrelated projects, post digitisation.

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Response Services

There are 9 local authority areas in Wales covered by a Response Service, each operating differently. If we can consistently deliver a Response Service, then there would be considerable savings afforded to Welsh Ambulance Service Trust (WAST) and the wider NHS.

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 by nature. Solutions such as activities of daily living sensors have huge potential in addressing capacity issues in the social care workforce.

Telehealth Solutions

Working with our partner programme in TEC Cymru, we will explore how medical devices can play an active role in supporting telecare users, developing a suite of products and solutions with appropriate service wrap around for the citizen.

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/enhancing existing ones). TEC Cymru has sponsored a PhD student to develop mathematical models that support the push towards proactive intervention using demographic and call history data.

Strategic Theme 4: Engagement

What is engagement?

- Meaningfully work with Stakeholders
- Drive regional integration
- Encourage collaboration
- Challenge Industry and current solutions
- Realistic aspiration
- Ask the tricky questions
- Help with the answers

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All Wales Telecare Learning Improvement Network

Service leads with operational and /or strategic interest and/or intent/ Benefits are to share information, best practice and networking.

Stakeholders

Know who they are and ensure mapping accordingly. Ensure where possible the customer voice is considered . Ensure fairness and parity across the Nation.

Test and Trial

Look to the market and ask the questions. Involvement in future trials and share learning.

Art of the Possible

Realism and aspiration! What do we need to consider and what is important.

Diolch
Thank you
Cadwch mewn cyswllt...
Stay in touch...

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