

NAEP CONFERENCE 2010

Quality at the centre of Telecare Delivery



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Telecare Services Association

Mission: "to unlock the potential of Telecare and Telehealth"

- ❑ Formed 1995 – not-for-profit trade association
- ❑ Growing membership - 350
 - ❑ Telecare Service Providers
 - ❑ Telehealth Service Providers
 - ❑ Technology Suppliers
 - ❑ NHS & Universities
 - ❑ Mainly UK, but international membership: Europe, North America, New Zealand
- ❑ Priorities
 - ❑ Promote the industry
 - ❑ Share best practice & learning in service delivery
 - ❑ Set quality standards through TSA Codes of Practice

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Government Relations



buying
solutions

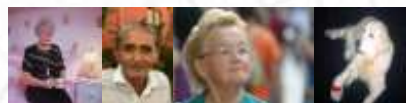


- ❑ Building Telecare in England and Telecare Advisory Network
- ❑ Department of Health Care Networks
- ❑ Scotland Telecare Programme Board
- ❑ Welsh Assembly Government
- ❑ European Centre for Connected Health Northern Ireland

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Key messages today

- ❑ Telecare is a service not a technology
- ❑ Without effective response Telecare & Telehealth fail
- ❑ Robust quality standards are not an option – but an essential



Images kindly supplied by Nottingham Community Housing Association

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Tele**** What?

- ❑ Telecare is the continuous, automatic and remote monitoring of real time emergencies and lifestyle changes over time in order to manage the risks associated with independent living
- ❑ Telehealth is the electronic exchange of personal health data, via a telehealth unit, from a patient at home to front-line clinical staff, which assists in the ongoing diagnosis.



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Vision for Telecare

- ❑ Integrated health, housing and social care systems
- ❑ Multi-agency approach
- ❑ Focus on needs of service users and carers
- ❑ Range of telecare services, from environmental, to home security, to service user support
- ❑ Range of telehealth services e.g. vital signs monitoring for LTCs



Image kindly supplied by Tameside Metropolitan Borough Council

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Telecare

Telecare can:

- ❑ Enable an older person to remain living at home
- ❑ Ease the challenges of daily living
- ❑ Improve the sense of security and self confidence
- ❑ Relieve pressure on carers
- ❑ Support an older person suffering from long-term chronic conditions
- ❑ Scalable - increased/reduced dependent on need



Image kindly supplied by Affinity Sutton Group

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Telecare

Telecare can:

- ❑ Support healthier lifestyle
- ❑ Reduce admission to hospital
- ❑ Promote early discharge from hospital
- ❑ Avoid or defer move into a care home
- ❑ Reduce input from formal carers
- ❑ Support carers



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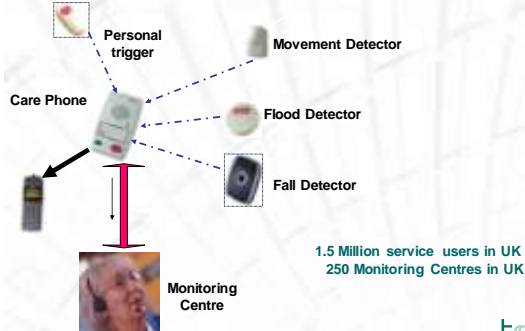
Telecare

Interesting Statistics!

- ❑ Support healthier lifestyle
- ❑ Reduce admission to hospital
 - £1.7million saving
- ❑ Promote early discharge from hospital
 - £3.5million savings
- ❑ Avoid or defer move into a care home
 - £3.4million savings
- ❑ Reduce input from formal carers
 - £550,000 – reduced sleepovers
 - £1.7million – reduced home checks
- ❑ Support carers

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How Telecare works

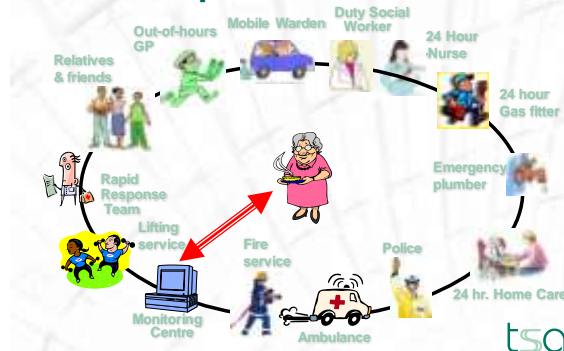


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Telecare Sensors



Response Services



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TSA Referral to Response (R2R[®]) Model



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TSA Telecare Code of Practice Matrix

Quality Standards In Telecare

- ❑ Encourages choice and empowerment
- ❑ Service meets robust performance Standards
- ❑ Reassurance and confidence to carers, health, social care agencies and commissioners
- ❑ Minimises risk and ensures safe service delivery
- ❑ Encourages innovation and competitiveness



Image kindly supplied by Milton Keynes Council

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Quality Standards In Telecare

- ❑ Consumers know what to expect
- ❑ Focuses on outcomes
- ❑ A means of consistently raising quality
- ❑ Shapes service development and future technological requirements
- ❑ Engages with stakeholders
- ❑ Supports independence



Image kindly supplied by Trent and Dove Housing Ltd

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Moments of Truth for Telecare Users



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- ❑ 814 delegates in 2009 (up 26%)
- ❑ Speakers including
 - ❑ Dame Joan Bakewell – Dignity Champion
 - ❑ Janice E Knoefel - American Veterans Association
- ❑ Workshops – choice of 29
- ❑ Exhibition – choice of 44 Stands

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National Telecare & Telehealth Conference 2010



- ❑ 15-17 November 2010
- ❑ Hilton London Metropole, London
- ❑ 3 days
- ❑ 11 keynote speakers
- ❑ 25 interactive workshops
- ❑ Delegate and exhibitor bookings now being taken

www.telecare.org.uk/nationalconference

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Telecare Services Association

For more information contact:
Marian Preece – 01606 872333
marian.preece@telecare.org.uk

www.telecare.org.uk

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