

## Telecare Steering Group Meeting

**Date: Monday 6<sup>th</sup> May 2008**

**Time: 10.30 – 12.30**

**Venue: Coaver Club Library, County Hall**

**Attendees:**

Alison Golby (AG) – Strategic Lead (Housing) - chair  
 Sue O'Connor – Tunstall Telecoms Ltd  
 George Link (GL) - LD rep  
 Mitzie Slater (MS) – Finance Officer  
 Matthew Byrne (MB) – Carers Link pilot rep  
 Charlotte Selwood (CS) – Telecare Co-ordinator – minutes  
 Jenny Richards – Cluster / CCT pilot rep

**Apologies:**

Jennie Stephens (JS)– AD Strategic Planning and Commissioning  
 Rachel Holgate – South Hams & West Devon Locality rep  
 Clare Miller (CM) – Policy Manager  
 Helen Gunningham (HG) – Exeter and East Locality Rep  
 Jon Lear (JLear)– Practice Based Commissioning, Devon PCT  
 Paul Collinge – Joint Strategic Commissioning Manager (OP)  
 Andrew Bailey – Tunstall Telecoms Ltd  
 Kevin Alderson - Tunstall Telecoms Ltd  
 Susie Newton (SN) – OPMH Rep (Devon and Torbay OPMH Programme)  
 Catherine Holmes – AD Strategic Commissioning, Devon PCT

Agenda items covered	Action Points
<p><b>1. Apologies</b>                      Apologies were noted</p>	
<p><b>2. Minutes of the previous meeting</b>                      The Minutes of the previous meeting 25<sup>th</sup> February 08 were accepted as accurate</p>	
<p><b>3. Matters Arising</b>                      a) CCT Pilot – lessons learnt                      b) Charging Policy                      c) Newsletter Article                      d) Funding Protocol</p>	<p>a) There is no obvious reason why telecare referrals are not being made in high numbers. Practitioners are using telecare as a tool when designing a care plan. The number of telecare referrals in Devon is relatively low but this is not an unusual uptake when compared to other Local Authorities.                      b) A decision has been made to charge all clients for the weekly monitoring of telecare equipment. The charge will only be waived if the client is on a Section or there are exceptional circumstances (Practice Manager must authorise this). CM is documenting this into a policy format.                      c) AG has completed a draft article –</p>

	<p>this will feature in NHS and ACS publications</p> <p>d) AG has met with Catherine Holmes. Partial agreement has been reached about the long term funding arrangements of telehealth. JS and Jayne Carol – Director of Commissioning (PCT) are due to meet to take this further.</p>
<p><b>4. Risk Log</b></p> <p>The risk log was discussed and updated.</p>	<p>The following risks to be added to the risk log:</p> <ul style="list-style-type: none"> <li>○ Single or multiple control centres commissioned in Devon. Meeting required with procurement to discuss options.</li> <li>○ Lack of project resource &amp; capacity</li> <li>○ IT forms don't get updated and communicated to those already trained in interim arrangements</li> <li>○ As numbers increase, capacity issues around co-ordinator role (holidays, sickness etc.)</li> </ul>
<p><b>5. Evaluation of Carers Link Pilot</b></p> <p>CS discussed the Summary of key findings from within the paper <i>An Evaluation of the Telecare Pilot within the EDVSA (Charlotte Selwood) – circulated 22.4.08.</i></p> <p>Discussion took place about the similarities and differences with the CCT pilot. MB commented:</p> <ul style="list-style-type: none"> <li>○ Eligibility criteria worked well</li> <li>○ Response from both carers link and carers changed over the course of the pilot from scepticism to positive.</li> <li>○ Issues around capacity due to staff resignations, so any delivery through the pilot was good.</li> </ul> <p>No decision was made how or if telecare would be rolled out across the other carers links at this stage.</p>	<p>CS to produce an Executive Summary of the pilot evaluation, including case studies where possible.</p>
<p><b>6. Telecare Delivery Model (Members Briefing &amp; SMG paper)</b></p> <p>AG advised the group that Janet Lillie will not be taking up her secondment to Telecare Project Manager as she is</p>	

<p>leaving Devon County Council employment to take up a post with Torbay Council.</p> <p>AG updated the Steering Group on current thinking on delivering telecare as part of mainstream health &amp; social care packages; following discussion at the Adult &amp; Community Services Strategic Management Group. It is proposed that referrals for telecare will come via 'My Devon' and Care Direct Plus in the main. The new Rapid Equipment &amp; Minor Adaptations Service (REMAS) will undertake the face to face discussion around telecare options with the client and, where possible, install the equipment at the same time. The Community Equipment Service Review is also happening and we need to be mindful of this</p> <p>A strategic plan that outlines the direction of travel will be produced for SMG consideration.</p> <p>It is anticipated that all clients who receive telecare in the future must be FACS eligible and the service provided cost neutral or show a saving.</p> <p>MB raised a concern around carer access for telecare given the 'cost neutral' drive.</p> <p>GL queried how specialist assessment would fit with the REMAS proposal.</p>	<p>AG to produce a strategic plan for telecare services for SMG consideration.</p> <p>Tender for the new service to run from 1<sup>st</sup> April 09, built into timelines for the REMAS service tender and CES service tender.</p>
<p><b>7.Learning Disability Services update</b></p> <p>GL talked the Steering Group through a draft version of a paper identifying interim telecare arrangements within Learning Disability Services. GL stressed the importance of accurate business mapping.</p>	<p>GL to send CS a final version of the paper for circulation to others in the Steering Group.</p>
<p><b>8. Devon and Somerset Fire Service</b></p> <p>CS has met again with the Home Safety Manager from Devon &amp; Somerset Fire Service. She has</p>	<p>CS to chase feedback from Home Safety Manager and arrange for paper to be sent to Steering Group.</p>

produced a simple paper outlining proposals and is awaiting feedback. On receipt of this, a copy of the paper will be sent to Steering Group members and a partnership agreement produced.	
<b>9. Medixine Project/Telehealth</b> No health rep present at the meeting so no update given.	
<b>10. AOB</b> No AOB – meeting closed	