

Telecare Steering Group Meeting

Date: Tuesday 2nd October 2007

Time: 11:30 to 13:45

Venue: Coaver Club Library, County Hall Campus

Attendees:

Jennie Stephens (JS)– AD Strategic Planning and Commissioning (chair)
 Jenny Richards (JR) – County Wide Complex Care Team Rep(Intermediate and Social Care Development Lead)
 Kevin Alderson(KA) – Tunstall Telecoms Ltd
 Susan O'Connor - Tunstall
 Alison Golby (AG) – Supporting People Co-ordinator
 Paul Collinge(PC) – Mid and North Locality Rep(Deputy Assistant Director ACS North and Mid Devon)
 Susie Newton(SN) – OPMH Rep (Devon and Torbay OPMH Programme)
 Clare Miller(CM) – Policy Manager
 Helen Gunningham(HC) – Exeter and East Locality Rep
 Nadia van der Wath(NVDW) – Telecare Co-ordinator
 Charlotte Selwood(CS) – Telecare Co-ordinator
 Matthew Byrne – Carers Link Rep
 Mitzie Slater – Finance Officer

Apologies:

Neil McNeil - Mid and North Locality Rep
 Rachel Holgate – SH & WD Locality Rep

Agenda items covered	Action Points
1 and 2 Welcome and Apologies Jennie welcomed people to the meeting and apologies were noted	Charlotte to contact George Link to ensure LD representation at future mtgs.
3. Minutes of the previous meeting Mitzie advised that Action 3.4 should read 'Mitzie and George to identify efficiencies gained within the LD sector as a result of telecare'. This action had been completed.	
4. Matters arising	None
5. Risk Log JS requested that the Risk Log be brought to each meeting to enable the group to monitor risks and mitigating actions required.	5.1 Steering Group members to add new risks to the log via email to Nadia or Charlotte. New risks will be discussed and scored at the Steering Group Meeting before being added to the Log.

6. Charging and Eligibility	
<p>CM reported that she and HG had met to discuss eligibility for telehealth. It is felt that the business case for telehealth needs to be developed first which would then inform eligibility and charging policy.</p> <p>KA reported that many telehealth projects Tunstall are involved with are funded on a 50:50 basis and were free of charge.</p> <p>A business case needs preparing and the group discussed the best reporting routes for this. It was agreed that the PEC and Clinical Leadership Group would need a report which would cover off the commissioning side of the PCT. In addition, the report would also need to report through Practice Based Commissioning routes. The report will need to address what does telecare / telehealth mean for the PCT, how can it be used, how would it be accessed and how much would it cost. The report should include Performance indicators relevant to health and Telehealth i.e. D4 (COPD).</p> <p>A discussion took place re clients who might not meet the FACS eligibility criteria and the protocol around how to manage this. CM advised that it might be possible to include non eligible clients for Telecare in the non service provision protocol similar to that of Minor Adapts and Equipment. MB reported back from workshops at the carers' forum – most attendees accepting that monitoring charges will be met by clients.</p>	<p>A sub group to be formed to develop a business case for telehealth prior to reporting to the PEC and Clinical Leadership Groups. Suggested membership: Tunstall specialist, PBC rep, clinical lead rep, Jenny Richards, Mltzie Slater, Alison Golby, Clare Miller</p> <p>AM & JS to look at the PEC programme and consider how best to report telecare – possibly as part of wider Complex Care Team reporting?</p> <p>AM to discuss with Catherine Holmes and seek to secure a PBC rep.</p> <p>Draft report to come to the Steering Group at 18th Dec meeting.</p> <p>KA to provide some reports from other areas to help with this work.</p> <p>JR to liaise with Phil Haywood – Performance Team with regards to wider PCT performance indicators.</p> <p>CM to bring to the next steering group mtg the timeline for inclusion of telecare within wider modernisation of equipment and minor adaptations.</p>

7. Update on the Tunstall contract	
<p>AG gave an update on the contract to the group. DCC is finalising the contract/partnership agreement with Tunstall.</p> <p>NVDW reported that Telecare Co-ordinators have met with a Tunstall consultant to start work on operational procedures/protocols and that training dates for the pilot as been agreed for 22 October 2007.</p>	<p>7.1 Agreement from the group that the contract will be finalised by the last week of October and then be circulated to Steering Group meeting members.</p> <p>7.2 Telecare Co-ordinators to continue with planning for training in October whilst contract is being finalised.</p> <p>7.3 HSSP to be informed of Telecare Pilot by AM</p>
8. Control Centre Report	
<p>CS gave an update on the work regarding Control Centres. The group discussed the Telecare Co-ordinator report and recommendations. Issues discussed included:</p> <ul style="list-style-type: none"> • Concerns about consumer choice • Concerns about control centre charges being competitive • Concerns about the balance between client choice and standards kept by Control Centres. • Using a control centre that can accurately monitor alarm types and locations • Ensuring monitoring data be passed to the Telecare Team and assist with building a Telecare Business Case. <p>JS raised concerns about how existing social alarm service users (i.e. sheltered housing tenants) will receive Telecare Services in the project as their alarms services might be hardwired and monitored by services other than Deane Helpline.</p>	<p>8.1. Agreed that Deane Helpline will be the sole control centre used by DCC for the first 6 months of the project to develop, streamline and monitor the processes and protocols.</p> <p>8.2 CS & NVDW to form a small sub group to undertake a thorough review of the service post pilot (at 3 months in to the project) before any further decisions are made about future use of control centres. This should include service user and carers to ensure criteria for control centres include things that are important to them. Tunstall will help with setting up specifications for the Control Centre.</p> <p>8.3 AM/CS/NVDW to link up with Exeter Homecall , Tunstall and Taunton Deane to talk about how client's in sheltered schemes can still be part of the pilot and have services delivered to them in the longer term.</p>
9. CCT Pilot update	
<p>NVDW updated the members about the time scale for the pilot which had to be moved. Roll out for the CCT pilot will start week commencing 22 October 07.</p>	<p>9.1 Telecare Team and Tunstall to roll out training and start referral process for Cluster A by end Oct 2007</p>
<p>Further development is needed</p>	<p>9.2 AM to meet with Helen</p>

<p>regarding roll out plans for telecare beyond the pilot.</p>	<p>Gunningham and Keri Storey to discuss longer term roll out.</p>
<p>10. Carers Link Pilot & Forum feedback</p>	
<p>Matt gave feedback from the Carers Link Forum and felt that it is important that the following be considered under the pilot:</p> <ul style="list-style-type: none"> • Carer’s perception of Telecare and rollout – that it is not a ‘one type fits all service’ • That Telecare is not a ‘cheap fix’ service • That the main objective for the pilot is to streamline the process • That carers link do not feel the pilot is long enough to evaluate the outcomes and benefits of Telecare to carers • Staff were concerned about the change of their roles and taking on clinical responsibility and liability issues • Most carers did not raise monitoring charges met by service users as a problem <p>NVDW reported that work needed to be done to decide upon a suitable model through which to implement Telecare services in the Carers link.</p>	<p>10.1 The Telecare Team will work in partnership with Carers Link and Tunstall to develop a Telecare model for Carers Link.</p> <p>10.3 The following to be added to the Telecare Risk Log:</p> <ul style="list-style-type: none"> • Using a single provider might impose a one size fits all service and restrict choice to carers and service users • Carers might not be able to access the service depending on FACS criteria as they might not want to get Telecare via statutory pathways
<p>11. Learning disabilities update</p>	
<p>Mitzie reported that LD has seen considerable cost savings with Telecare provision particularly reduction of night sitting services in supporting living accommodation. It was discussed that the cost savings should be tagged to see whether cost saving are going back in to LD budgets or Telecare.</p>	<p>11.1 George Link and Mitzie to hold the data of LD Telecare Expenditure and savings.</p>
<p>12 AOB</p>	
<p>CM - RIPFA: Clare asked whether she can go ahead and commission research on Telecare.</p>	<p>12.1 JS agreed for CM to commission research re Telecare, Telehealth and include carers in POPS. CM to link in with Keri Storey re which workstream lead is managing the money for this.</p>

13. Subjects Deferred to next meeting	Discussions around the FACE Telecare assessment tool to be deferred to the next meeting as it was a late item on the agenda.
Date of next meeting: Venue: Time:	13 November 2007 Committee Room, County Hall 14:00 to 16:00