

## Telecare Steering Group Meeting

**Date: Monday 25<sup>th</sup> February 2008**  
**Time: 10.30 – 12.30**  
**Venue: Coaver Club Library, County Hall**

**Attendees:**

Jennie Stephens (JS)– AD Strategic Planning and Commissioning (chair)  
 Richard Burn(RB)– Tunstall Telecoms Ltd  
 Sue O'Connor – Tunstall Telecoms Ltd  
 George Link - LD rep  
 Rachel Holgate – South Hams & West Devon Locality rep  
 Janet Lillie (JL) – Telecare Project Manager (starting fulltime from May 08)  
 Clare Miller(CM) – Policy Manager  
 Jenny Richards – Cluster / CCT pilot rep  
 Helen Gunningham(HC) – Exeter and East Locality Rep  
 Alison Golby (AG) – Strategic Lead (Housing)  
 Mitzie Slater – Finance Officer  
 Jon Lear(JLear)– Practice Based Commissioning, Devon PCT  
 Paul Collinge - Mid and North Locality Rep(Deputy Assistant Director A & CS North and Mid Devon)  
 Charlotte Selwood(CS) – Telecare Co-ordinator

**Apologies:**

Andrew Bailey – Tunstall Telecoms Ltd  
 Kevin Alderson - Tunstall Telecoms Ltd  
 Matthew Byrne – Carers Link pilot rep  
 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. Welcome</b>            Jenny welcomed people to the meeting. A particular welcome was given to Janet Lillie who has been recently appointed as Telecare Project Manager</p>	
<p><b>2. Apologies</b>            Apologies were noted</p>	
<p><b>3. Minutes of the previous meeting</b>            The Minutes of the previous meeting 13<sup>th</sup> November 07 were accepted as accurate</p>	
<p><b>4. Matters Arising</b>            These were covered by the agenda</p>	
<p><b>5. Risk Log</b>            The risk log was discussed and updated as attached</p>	<p>As per risk log – please read and ensure actions undertaken.</p>
<p><b>6. Evaluation of CCT Pilot</b>            CS discussed the Summary of key</p>	<p>JL to develop a marketing plan. CS to</p>

<p>findings and Findings requiring a decision from within the paper <i>An Evaluation of the Telecare Pilot within the Complex Care Team (Charlotte Selwood)</i>.</p> <p>A wide ranging discussion took place on the overarching vision for telecare in Devon. It was agreed that we need to develop and advocate 'telecare champions' within key disciplines (e.g. ART, CCT, Brokerage, Intermediate care, OPMH, LD etc.).</p> <p>Agreed that we need to learn more from our experiences to date – why is telecare not being used more within CCT, why have enquiries not led onto a service etc.</p>	<p>pull together examples of successful case studies to assist with this.</p> <p>CS to revisit staff who have received telecare training but who have not referred clients to the service to date.</p> <p>AG to contact Piers Tetley re setting up a training programme for staff within DPT, PCT and DCC &amp; update at the next meeting.</p> <p>AG / JL to develop a report to take to SMG regarding vision, telecare champions, single phone number/email box, brokerage.</p> <p>JL &amp; CS to work with CCT staff &amp; managers to broaden our learning to feed into long term plan and vision for the service.</p> <p>AG &amp; JL to consider how we can support the Steering Group – possibly via a smaller project group?</p>
<p><b>7. Telecare Roll Out</b></p> <p>AG reported that the plan to roll out telecare to cluster as they establish across Devon is unchanged. The group felt that rollout should be targeted within this approach – e.g. from our improved learning, such as OPMH, rehab/int care etc.</p> <p>CS advised the group that she will be training Health and Social Care staff in Clusters B, C and D in Exeter ie staff based at St Edmunds Court and Sycamroes over the next 3 weeks. Staff will be trained in interim telecare arrangements ie all referrals coming through a telecare co-ordinator rather than going through brokerage.</p> <p>JS advised the group that overview and scrutiny committee are expecting an implementation plan.</p>	<p>AG / JL to ensure that roll out plan adopts a targeted approach as suggested.</p> <p>AG to produce an initial draft top level plan be produced for April.</p> <p>JL to produce a more detailed project plan from this over April.</p>
<p><b>8. Telecare Charging Arrangements</b></p> <p>CS discussed the paper Telecare Charging Arrangements (Charlotte Selwood). Practitioners are confused by the current telecare charging arrangements and the paper sought</p>	<p>JS agreed that MS should produce an updated policy document which would not make DCC liable for any unnecessary costs or place the department at financial risk. DCC is</p>

<p>to simplify and clarify charging arrangements. MS raised concerns with the paper</p>	<p>updating all charging arrangements and the new telecare arrangements will be in line with this.</p> <p>Tunstall to approach other authorities to identify charging policies they have put in place</p> <p>MS to ensure telecare charging is incorporated into a paper to SMG on Fairer Charging policy. Ag to ensure SMG telecare paper incorporates outcomes on telecare charging.</p>
<p><b>9. Carers Link Pilot Update</b></p> <p>No rep from Carers Link could attend the meeting but CS reported that the 12 week pilot had started. At the time of writing no telecare referrals had been made to the service though staff within EDVSA have identified carers interested in the service. Reasons for the delay in receiving referrals include:-</p> <p>EDVSA staff were initially advised by DCC policy to complete a FACS eligibility checklist for each carer. This proved problematic and a simplified version of the form was produced.</p> <p>The admin support within EDVSA left the project just as the pilot was about to start.</p>	<p>AG to contact the manager within EDVSA to identify other reasons for slow referral and if processes can be altered to encourage referrals.</p> <p>The contract with EDVSA means that payment is made in line with the number of referrals.</p>
<p><b>10.Learning Disability Services Update</b></p> <p>GL confirmed that he is involved in a 3 month project working on accommodation and support services for Learning Disability clients within Devon. GL is linking with Janet Regan It was agreed that we need a roll out plan for telecare within LD services.</p> <p>GL advised the group that he, CS and RB will be training LD staff within S Hams, West Devon and Teignbridge on the interim telecare arrangements (scheduled for 12<sup>th</sup> March). The aim is to then roll out the interim arrangements across N Devon, Exeter and East Devon.</p>	<p>GL and AG to discuss with JR when they meet and to pull together a project plan.</p> <p>GL to continue to send data about new telecare referrals, associated costs and cost savings to MS.</p>

<p><b>11. Devon and Somerset Fire Service</b></p> <p>CS reported that she has had an initial meeting with Dave Hodge, Home Safety Manager for Devon and Somerset Fire Service. It is hoped that DCC and fire service can work together in providing a telecare service to clients @ very high risk ie those who score over 30 at risk assessment, are over 65, have a disability, have unsafe practices (in relation to fire safety), are unable to leave the premises.</p> <p>JS stated that the service must open up to include Learning Dis and Mental Health clients at risk, not just older people.</p>	<p>CS to arrange a meeting with Dave Hodge and AG once he has established available resources that could be used for the project.</p>
<p><b>12. Medixine Project/Telehealth</b></p> <p>JL reported that the business case for running the Medixine Project has been approved. 28 of the 107 GP practices in Devon have expressed an interest in the project. If 50% of COPD patients in the practices sign up it is estimated that 1.5 – 2 thousand patients could be on the system for next year. JS requested that anticipated savings made against hospital admission etc could be converted to a monetary sum. This sum would prove useful for overview and scrutiny committee. JL advised the group that anticipated savings at current rate of take up are of the order of £65,000 – 75,000 but that he would confirm.</p>	
<p><b>13. AOB</b></p> <p>No AOB – meeting closed</p>	

Date of next meeting Tuesday 6th May 10.30 - 12.30 in Coaver Club Library