



South Tyneside Council

South Tyneside Council

Telecare and Community Alarms

TSA ANNUAL REPORT 2013

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1 Executive Summary

South Tyneside Council Telecare and Community Alarms Service install's and monitors personal and hard-wired alarms and assistive technology solutions in the homes of vulnerable people living in the borough. The Telecare and Community Alarms Service is as much about the philosophy of dignity and independence as it is about equipment and services. "Telecare" is the "remote monitoring of a person's health and wellbeing through the use of information and communication technologies, located within their own home, using a variety of unobtrusive sensors and detectors in order to manage the risks associated with independent living." As well as responding to an immediate need, Telecare equipment can work in a preventative mode, with services programmed to monitor an individual's health or wellbeing.

Often known as lifestyle monitoring, this can provide early warning of deterioration, prompting a response from family or professionals. Telecare technology can also be used to provide safety and security. The benefits of Telecare have been well evidenced in providing effective support to people with diverse needs. These benefits include;

- Facilitating earlier hospital discharge and helping to reduce admissions to residential care and re-admissions to hospital.
- Increased independence and choice for service users.
- Increased capacity for maintaining people at home and access to preventative services.
- Giving carers effective support, respite and peace of mind.
- Helping to manage risk in the home and reduce accidents and falls.
- Helping address pressures caused through an ageing population and enable more effective use of scarce resources.

At its most basic Telecare, can be as simple as an alarm service, able to respond in an emergency and provide regular contact by telephone. For customers with more complex needs it can include detectors or monitors such as wandering client devices, fall, fire or gas detectors that will trigger a warning to a response centre, in addition to prompting a response to an immediate need. Telecare can work effectively in prevention, with packages tailored to monitor individual's wellbeing as well as being used to provide safety and security by providing bogus caller and burglar alarm equipment linked to the alarm system.

Our Telecare and Community Alarms Service team receives around 14,000 calls every month from Alarm customers and are tasked to attend on average over 1100 alarms a month. Despite the recent financial pressures placed on local authorities South Tyneside Council has continued to invest in the Telecare and Community Alarms Service and places a great emphasis on preventative solutions to help give elderly, disabled and otherwise vulnerable people the best possible quality of life

2 Introduction

There are currently over 4,800 connections to South Tyneside Council Telecare and Community Alarms Service and Council investment has been significant over the past 2 years, with over £275k spent per annum on purchasing enhanced call handling equipment and replacing all Community Alarms with the latest technological version. The majority of the customers being supported are older people.

The service currently offers three levels of service;

- Basic package – Includes the most advanced unit available (Tynetec Reach) supplied with pendant - £4.69 a week or alternatively a client can submit themselves for a financial assessment.
- Multi-sensor proactive Telecare packages – are usually provided following an assessment by a Social Worker or Care Manager though a client can self refer. The costs of these packages are dependent upon the number of items required but vary between £7.39 and £10.19 per week. At the present time there are over 560 people benefiting from enhanced Telecare packages within their home, often funded through social care.

South Tyneside Council Telecare and Community Alarms Service is structured into three parts:

Part one; is the Monitoring Centre which provides a 24/7 service and its role is to

- Respond to Telecare and Community Alarms alerts and to
- Direct any contact from people connected to the service and/or coordinate a response, by either dispatching mobile care staff or arranging an alternative response i.e. an ambulance.

Part Two; is the Mobile response team. The staff on this team provide a mobile response to alarms 24/7. They are trained to enable them to deal with a wide range of emergency situations.

Part Three; Technical Team: The Technical Team manage all Referrals for Telecare equipment, Carry out Assessments and Installations and review services User's understanding and use of equipment post installation service

2.1 Aims and Objectives

Vision for South Tyneside Council Telecare and Community Alarms Service:
“The older people of South Tyneside will feel valued and respected as part of their community. They will be able to live a full and active life in safe and secure surroundings. They will have every opportunity to remain independent and have freedom of choice”

The working aims of the service are to:

1. Continue to provide a Telecare and Community Alarms Service that supports vulnerable people to remain living independently in their own homes.
2. Progress the growth and development of South Tyneside Council Telecare and Community Alarms Service in the borough.
3. Continuously improve our performance and services to achieve excellent standards
4. Ensure the long term sustainability of South Tyneside Council Telecare and Community Alarms Service.

2.2 Strategic context

• National

The Strategic Society Centre in their document '*Telecare and Community Alarms Service Ready*' state; that as well as improved quality of life for users, Telecare and Community Alarms Services can create financial savings as a result of preventing need, the principle ones of which are outlined below:

- Reduced need for care provided by paid care workers;
- Reduced admission to residential care;
- Enable early discharge from hospital and support for reablement;
- Enable rapid interventions in response to falls and other incidents, preventing complications to health and potential hospital admissions.

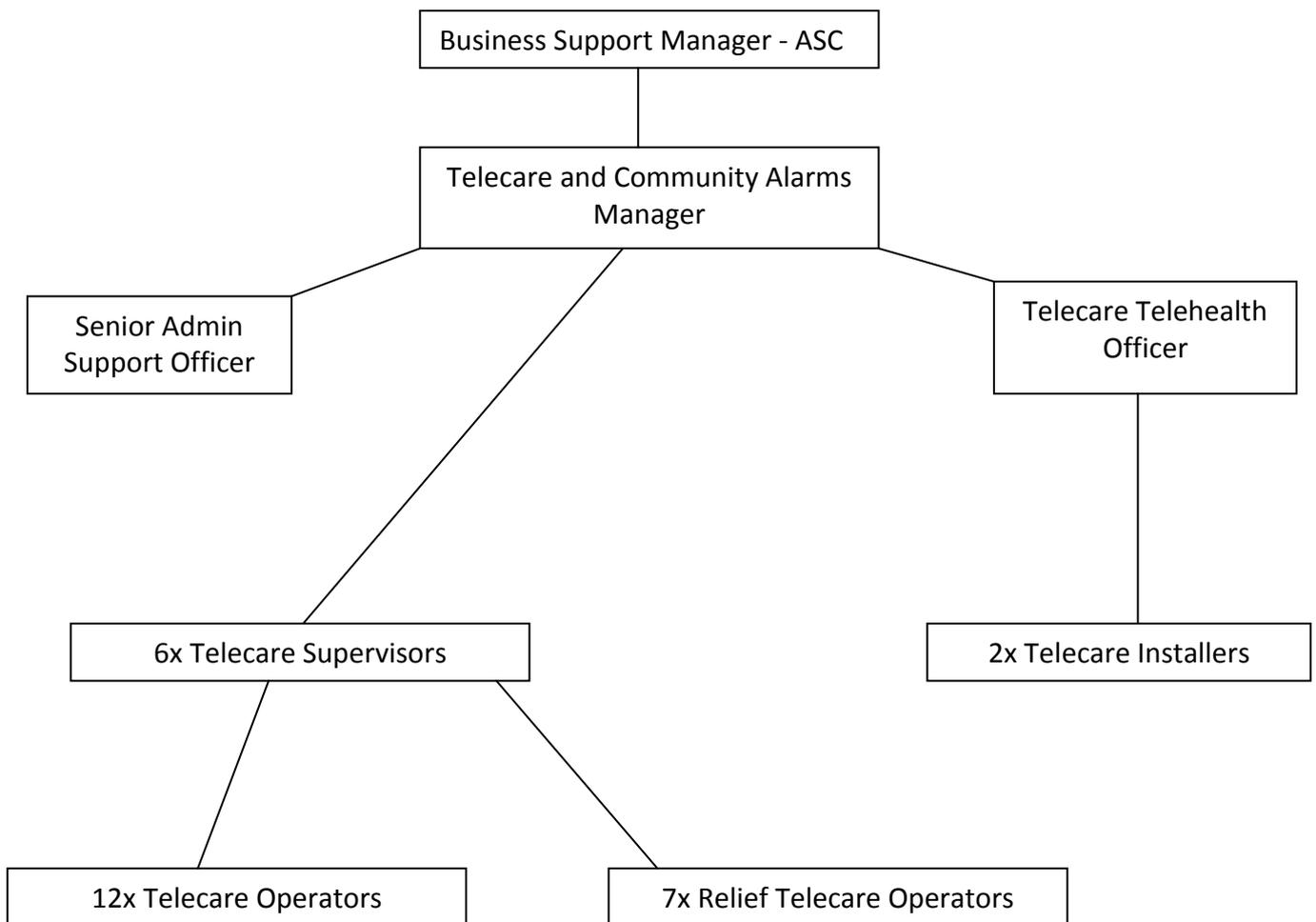
Think Local, Action Personal: a sector wide commitment to moving forward with personalization and community-based support, January 2011 highlights the importance of "Supporting prevention and avoiding crisis admissions to hospital and other high cost services by combining health and social care personal budgets, crisis support, equipment, adaptations, reablement and the better use of housing opportunities. Telecare, Telehealth and other forms of equipment are crucial to achieving the vision in this agreement.

3 million lives. The Department of Health (DH) believes that at least three million people with long term conditions and/or social care needs could benefit from the use of Telecare and Telehealth services. Implemented effectively as part of a whole system redesign of care, Telecare and Telehealth can alleviate pressure on long term NHS costs and improve people's quality of life through better self-care in the home setting.

The challenge is to integrate these technology assisted services into the care and services that NHS and social care delivers. The NHS can transform the way services are delivered and ensure that technology is used effectively. In December 2011 the DoH published the headline findings from the Whole Systems Demonstrator (WSD) programme, the world's largest randomised control trial of telehealth and Telecare and Community Alarms Service services.

Headline findings were released for telehealth showing how these services can substantially reduce mortality, reduce the need for admissions to hospital, lower the number of bed days spent in hospital and reduce the time spent in A&E. The findings for Telecare will be available early 2012

3 The staff team



4 Key Achievements during 2012

4.1 Partnership working with Tyne and Wear and Rescue Fire (TWFRS) Service

South Tyneside Council Telecare and Community Alarms Service have been working with TWFRS to try and reduce fire incidents, unwanted fire signals and false alarms

By working in partnership TWFRS and the Telecare and Community Alarms Service will be able to reduce the risk of fire to the community in South Tyneside Council. TWFRS and the Telecare and Community Alarms Service will work together to reduce the number of False Alarm calls from equipment and the number of Fire Incidents to premises that are covered by the Telecare and Community Alarms Service.

This will allow the clients of the Telecare and Community Alarms Service to reduce their risk from fire and for the wider South Tyneside Council community to be protected from road accident risks from fire appliances travelling to false alarms calls and to ensure the availability of fire appliances that can only be at one incident at a time.

4.2 Nomination for awards

South Tyneside Council hosts an annual Unsung Heroes awards ceremony to pay recognition to employees who have made an outstanding contribution to the council. The Telecare and Community Alarms Service were nominated for 2 awards to acknowledge the excellent service that is provided to customers.

4.3 Safer Walking

Over the last few years we have continued to trial the Safer Walking technology (Sometimes known as Wandering Solutions) with a number of people. This technology consists of a GPS transmitter carried by an individual which creates an alert if they leave an identified safe area around their house and assists us in locating them more quickly.

We have recently upgraded our systems to try and ensure that they work more reliably in alerting when individuals leave their "safe zone". These systems allow next of kin to be notified if their family member is wandering and are proving popular. These solutions will hopefully offer a less intrusive option of monitoring people with a mild level of dementia, a learning disability or a mental health concern.

4.4 Telecare Services Association (TSA) Inspection

As part of our ongoing commitment to improving our standards and customer care, every year we go through a vigorous process of auditing and assessment by the Telecare Services Association (TSA). We underwent our inspection on 26th June 2012 and received our accreditation for the following Modules

Referral
Service user Profiling
Telecare plan
Service Tailoring
Installation
Monitoring
Response
Re-evaluation

Feedback was generally positive but we were required to make 3 improvements associated with Safeguarding, Call Monitoring and the Lone Working arena. We made a number of improvements in these areas which were all accepted by our accrediting body and subsequently closed out as satisfactory:

4.6 Staff training and achievement

South Tyneside Council Telecare and Community Alarms Services offer a wide range of opportunities to obtain both informal and formal training and qualifications. Despite recent cutbacks we have continued to invest in staff training, through external and in house programme's and believe that this investment is demonstrated in the excellent service that is delivered. Below is a list of training completed by Telecare and Community Alarms Service staff in 2012

Staff Training Extract	
Course Type	Total
ASC – Modular Induction	17
Telehealthcare	18
Safeguarding	2
Moving and Handling	17
Display Screen Training	2
Health and Safety	1
Basic First Aid	9
Stepladder Awareness	4
Fire Awareness	3
Mental Health Act	1
Decision-making in a Political Environment	1

4.7 Telehealth

The deployment of telehealth equipment in South Tyneside Council began in October 2011 with the purchase of 35 units of equipment for issue to service users. Whilst proving successful, the telecare team is currently in the process of reviewing a long term action plan for expanding telehealth which utilises a simpler approach to providing clinical and social care pathways where telehealth equipment is best suited.

Key achievements in 2012 are outlined below:

- Our call handling platform was upgraded in July 2012 to a new “Open Protocol” Jontek Answerlink 3G system enabling us to receive calls from equipment supplied by multiple manufacturers and giving us a truly fully interoperable capability.

Coupled with the ongoing replacement of 4500 Community Alarms (Currently standing at 2900) to the new BS8521 signalling protocols – The system has been future proofed for a number of years.

Other improvements recently achieved are the Interface of the call handling system to the corporate network enabling an improved and more efficient and seamless method of working and the introduction of “M-Care” and “Florence” services.

5 Performance

5.1 Installation times

Within South Tyneside we operate a Rapid Response Installation team and seek to install Telecare within 12 hours of referral.

The table below shows new customer installation times from the date the referral or request was received to the date alarm was installed. In 2012 South Tyneside Council Telecare and Community Alarms Service installed approx 2500 pieces of equipment – all within timescale.

The Telecare and Community Alarms Service Services Association’s (TSA) target is for nine out of ten *urgent* installations to be completed within two working days and the remainder within five working days. The TSA defines *urgent* as an ‘install for a patient who is discharged from hospital or a care home’. Using these definitions, South Tyneside Council Telecare and Community Alarms Service exceeds this target, with all *urgent* installations carried out within two working days unless a customer requests otherwise.

The TSA requirement for the completion of *non-urgent* installations is for nine out of ten to be carried out within 15 working days and the remainder of non urgent installations within 20 days. We exceed this target with 100% of non urgent installations carried out within 15 working days.

Monthly number of installations

	Community Alarms	Telecare Installations	Number within Timescale %
April 2012	35	29	100.00%
May 2012	31	28	100.00%
June 2012	14	16	100.00%
July 2012	17	11	100.00%
August 2012	20	15	100.00%
September 2012	28	21	100.00%
October 2012	20	38	100.00%
November 2012	21	28	100.00%
December 2012	9	10	100.00%
January 2013	29	16	100.00%
February 2013	26	16	100.00%
March 2013	26	20	100.00%

Types of Telecare and Community Alarms Service equipment installed during 2012 - 2013

Installation of Equipment by Type/Quantity

Type ↓

Number →

Tynetec Reach (BS8521 unit – New)	259
Replacement Reach units	1500
Bed Sensor	7
Care Assist	
Chair Sensor	5
CO detector	6
DDA pager	
Epilepsy Sensor	2
Falls Detector	226
Flood Detector	
GPS	5
Keysafe	259
Memo M.	3
Exit Sensor	15
Smoke Detector	4
Extreme Temperaturex10	5
Gas	8
Medication Dispensers	14

5.2 Call acceptance times

The table below shows the call acceptance times for the period 2012/13 for in bound alarm calls only. The data excludes some (but not all) faults and tests. The average for calls answered within 60 seconds stands at 99.20%, equating to 1.7% above the mandatory call handling time set by the Telecare Services Association which is 97.5% within 60 seconds.

Month % Answered within 60 seconds

2012/13 - Call Handling Response - Monthly

	Number of calls received (ALL)	Calls handled in under 3 mins	Calls handled in under 60 secs
Apr-12	11735	99.99%	99.07%
May-12	12098	100.00%	99.32%
Jun-12	13207	99.99%	99.16%
Jul-12	12508	99.99%	99.08%
Aug-12	11914	100.00%	99.40%
Sep-12	11092	99.84%	99.13%
Oct-12	11797	99.98%	99.46%
Nov-12	11501	99.99%	99.44%
Dec-12	11806	99.99%	99.30%
Jan-13	11066	99.99%	99.20%
Feb-13	11941	100.00%	98.98%
Mar-13	12295	99.94%	98.89%
% Average		99.98%	99.20%
TOTAL	142960		

5.3 Response times to persons requiring an attendance

The target set by TSA is that 9 out of 10 calls should receive a response within 45 minutes and 100% calls within 60 Minutes of the alarm being raised. Impressively, in 2012/13, South Tyneside Council Telecare and Community Alarms Service responded to 2754 alarms of persons requiring an attendance and the table below which does not include attendance at fire calls shows this was achieved in all but 1 case. This incident was beyond our control as officers were delayed at the previous call awaiting emergency ambulance. Most alarms are responded to within 30 minutes

Month	Less than 45 minutes	Less than 60 minutes
April 2012 -	100.00%	
May 2012 -	99.70%	100.00%
June 2012 -	99.78%	100.00%
July 2012 -	100.00%	100.00%
August 2012 -	99.50%	100.00%
September 2012 -	99.09%	100.00%
October 2012 -	98.67%	100.00%
November 2012 -	98.63%	100.00%
December 2012 -	99.14%	99.63%
January 2013 -	98.20%	100.00%
February 2013 -	97.28%	100.00%
March 2013 -	98.58%	100.00%

Total 100% 2754

5.4 Customer Feedback

South Tyneside Council Borough Council values all views and comments about services. We want to know when things go well and not so well. We use customer feedback to shape the future delivery and improve the quality of our services. We are required to visit every alarm user on an annual basis and feedback is gathered from every visit. We randomly use a percentage of this feedback to evaluate our performance and the tables below provide a snapshot of the information received based on a poll of 18.9% of clients.

2012 - Customer Feedback Response

How would you rate	Poor	Satisfactory	Good	Very Good	Excellent	% Satisfactory or better
The referral and assessment process		9	73	57	321	100.00%
The equipment installation process		13	62	83	302	100.00%
The level of charges you are paying	4	19	82	139	216	99.13%
The quality of service received		19	67	87	287	100.00%
The explanation of how to use your equipment		17	55	105	283	100.00%
The quality of information and equipment received		25	32	96	289	100.00%
The service offered		12	75	77	296	100.00%
	Yes			No		
Has the equipment installation given you more confidence/peace of mind	450			10		97.83%
Are you satisfied with the equipment you have received	447			13		97.82%
Did the Officer show ID	460					100.00%
Were they smart	460					100.00%
Were they polite and helpful	450			10		97.83%

6 Future Plans

Telecare and community alarms service operates in a fast moving environment. The monitoring technologies and methods are constantly changing with new products and new manufacturers of equipment regularly entering the market. The service also operates in the wider local government and adult social care environment, both of which are experiencing unprecedented pressures both in terms of funding and the move towards personalisation and prevention in social care. Telecare and community alarms has a key role to play to maximise the opportunities new technology offers to vulnerable people, in particular in promoting independence, choice and quality of life for people in their own homes or in a supported setting.

We have ambitious plans to develop the service, which are outlined below and supported by a detailed action plan at the end of this section.

Our plan is based on the following themes:

1. Promoting the awareness and use of telecare and telehealth technologies
2. Developing a preventative telecare offer
3. Taking advantage of the opportunities offered by new technologies and methods
4. Developing the staff team to take the service forward
5. Continuing to deliver on best practice TSA standards, procedures and performance targets

6.1 Promoting the awareness and use of telecare and telehealth technologies

Over recent years, a sustained effort has been made to promote telecare as an alternative to more traditional forms of care delivery, with some success – we now have over 550 telecare users in South Tyneside, up from around 200 only two years ago. However, in such a fast moving environment, new equipment and new technologies regularly emerge and keeping all relevant parties up to date with the support that can be provided is challenging. Telecare referrals tend to be from the same care managers, occupational therapists and health staff, and carer and public awareness of telecare remains poor. We are therefore planning to develop and implement a telecare marketing strategy, targeted at professionals, carers, elected members, staff and local residents generally.

We are also rolling out the Telecare EPG to support professionals in making decisions about telecare, and are revising care management and approval processes to ensure telecare is considered more rigorously in decisions about care packages.

A recent Kaizen event to consider how best health and social care partners can reduce readmissions to hospital identified telecare as a way in which this could be

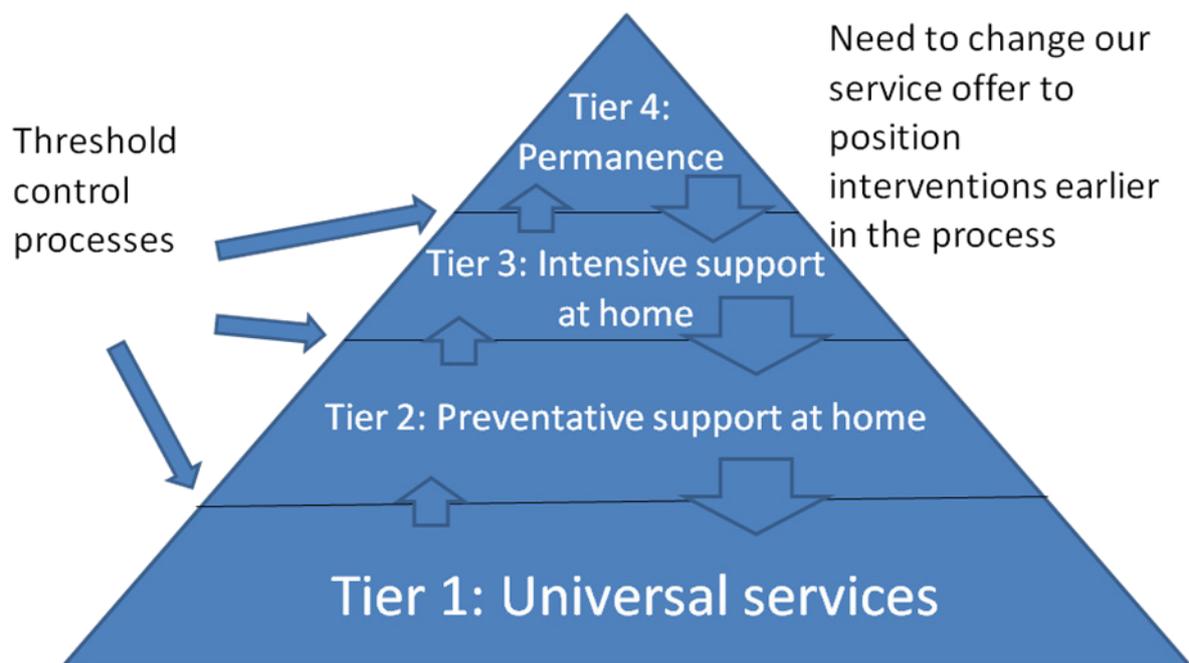
achieved, and we will take forward the results of this exercise, including developing/refurbishing “telecare demonstrator locations” in the borough and considering use of telecare in hospital settings and Perth Green intermediate care centre.

We will continue to consider ways in which telehealth can be rolled out in South Tyneside, working with health colleagues, and learning from previous attempts in this area. The service is represented on a new local telehealth group, which is considering ways in which telehealth could be used to support long term conditions, support public health efforts and support the prevention and demand management agenda generally.

6.2 Developing a preventative telecare offer

Local government in general and adult social care in particular, are facing unprecedented financial pressures. Within adult social care, an ageing population is increasing demand for services. Without substantial reductions in social care spending, local government budgets will become increasingly dominated by social care budgets, to the exclusion of other important local government functions.

South Tyneside Council recognises the challenges it faces in this area, and has put in place a number of workstreams and strategies to deal with this, including its Medium Term Financial Plan, and a recently launched demand management model.



The council’s generic approach to demand management is to tighten the escalation and de-escalation process between tiers and to try and invest, as far as possible, in tiers 1 and 2 which should ensure more preventative work takes place, and reduces spending and demand at higher tiers. Clearly, this is challenging in many areas, as,

whilst investment in tiers 1 and 2, is desirable, often diverting resources from higher tiers to lower tiers in the current challenging financial environment is difficult.

For telecare, existing provision of telecare is concentrated on tier 4 – individuals who, without telecare support, would probably require residential care. Basic community alarms sit in tier 2. The challenge for the service is to explore ways telecare could be used in lower tiers of the demand management model, through such approaches as a universal telecare offer or using some of the new technologies now becoming available (see section 6.3). The use of telecare in lower tiers should support people to remain in lower tiers for longer, and therefore not need other adult social care support for longer, and when they do need support, need it at a lower level. The service will work with adult social care and health colleagues to explore the scope for telecare being used in a more preventative manner, with a particular challenge to be overcome being how this can be funded, and whether more preventative telecare being used in the community will lead to more monitoring and response staff being required.

6.3 Taking advantage of the opportunities offered by new technologies and methods

The South Tyneside Telecare and Community Alarms Service has been undergoing a massive transformation over the last few years, taking advantage of new technology and new ways of working. The next few years offer further exciting opportunities to develop the service and improve outcomes for service users by taking advantage of new and emerging technologies. We are planning to consider and introduce a range of new services in 2013/14.

In July 2011 our call handling equipment was replaced with a new open protocol Jontek Answerlink 3G system followed by a replacement programme to change every dispersed alarm in the borough with a new BS 8521 compliant alarm unit – This process is now reaching completion, with other 3000 units already changed. These alarms are able to accommodate changes being made by telephony providers and will future proof the system for several years, and we plan to complete this replacement programme in the coming year.

As a result of recent call handling system upgrades we are now able to offer a new service known as MCare. This enables 3G/4G mobile phones to be linked to the system opening up the opportunity to assist individuals outside of the home. We will explore this during the year and in particular consider offering MCare alongside current alarm and telecare equipment for new users. A further recent Jontek call handling system upgrade presents further opportunities for new services, and we will explore these during the year.

A further planned development centres around an NHS service known as “Florence”. This service supports individuals with clinical needs to self manage their conditions,

but also covers a number of other social pathways – weight management, smoking cessation, carer support etc. Those patients who subscribe to Florence are able to nominate us as a “Buddy” and we are able to support them or carry out early interventions on their behalf.

More advanced telecommunications facilities linked to PCs and Tablets through broadband technologies are emerging. The service is actively considering how this next generation of equipment can be developed and linked with our existing programme.

Lifestyle monitoring is a further area of development - the aim of lifestyle monitoring is to provide early detection of factors likely to lead to a future requirement for social care and to facilitate early intervention to prevent loss of independence. Lifestyle monitoring detects key triggers that indicate that vulnerable people require additional support. The goal is to develop improved mechanisms for the analysis and monitoring of vulnerable people’s behaviour over time in order to provide better preventative and response, health, care and support mechanisms. Consideration needs to be given to how lifestyle monitoring equipment can contribute to delivering the strategy for dementia care and learning disability.

We are planning a significant expansion in the use of telecare medication dispensers during 2013/14, with a budget saving approved for the year that involves moving adult social care clients who receive home care checks onto telecare medication dispensers during the year, where it is safe to do so. The challenge in this area is to ensure local pharmacies are signed up to the process and are able to fill the medication dispensers that are then placed in people’s homes.

6.4 Develop the staff team to take the service forward

All the above development plans are dependent upon a skilled, motivated staff team being in place. The service has an experienced staff team, who have been refreshed during the year with new starters with different skills. During the coming year we need to ensure the staff team is training and develops in a way which will ensure excellent delivery of existing services and allows us to safely and effectively introduce new approaches and services.

A key change during the year will be a revised method of installing telecare equipment. For the past several years, telecare installations have been carried out by a dedicated team of two staff seconded from our relief pool into full time positions. To ensure a more seamless service, and to provide capability and expertise out of hours, we are planning to make telecare equipment installation and subsequent support part of the main telecare and community alarms shift rota.

We are also keen to ensure staff benefit from being part of a wider adult social care service. All staff will for the first time be part of the wider adult social care training programme during the year, which will ensure they receive appropriate training and awareness in common adult social care competencies and skills, such as dealing

Moving and handling training is a critical area of training for staff within the service and we ensure all staff have up to date training in accordance with our Moving and Handling Policy. We will explore during the year changes in this policy to ensure an improved, but still safe, service can be provided to clients, and consider the role staff within the service can play within this.

An area for exploration during the year is the scope for the service to provide a formal overnight care service. There is currently no such service in the borough, and this has proved a challenge for adult social care, as some admissions to residential care are believed to be partly caused by limited overnight support for carers. We will explore with colleagues a business case for such a service, and the changes and resources that would be needed within Telecare and Community Alarms to deliver this. We will also explore closer links with the council's Home Assessment and Reablement Team (HART) to consider whether sharing resources would lead to improved outcomes for service users and/or efficiencies for the council.

6.5 Continuing to deliver on best practice TSA standards, procedures and performance targets

A thread running through all the work we do as a service is TSA standards and targets, and the procedures and monitoring processes we have put in place to ensure we deliver against this best practice. We will ensure that existing performance levels are maintained and improved where possible and any new or changed services will be supported by rigorous procedures that are in line with any TSA guidance.

We will also ensure that we work within any new wider adults procedures, in particular around safeguarding, where the safeguarding procedures are due for review during 2013/14 in light of the publication of the Care and Support Bill.

6.6 Premises

The premises currently being used by the Telecare and Community Alarms Service has been earmarked as part of the new South Shields 365 "Town Centre Vision". Consequently an ongoing review of new service premises will be sought that will provide an adequate base to take the service into the future and provide for service developments.

6.6 Action Plan

Please see following table

Action	Responsibility	Timescale	Milestones
<i>Promoting the awareness and use of telecare and telehealth technologies</i>			
Develop and implement telecare marketing strategy	Telecare and Telehealth Officer Communications and Marketing Team	December 2013	Jun 2013 – Strategy agreed Jul 2013 – Telecare leaflets and other material in place Sep 2013 – Telecare feature in council newsletter Dec 2013 – strategy fully implemented
Implement Telecare EPG as decision support tool for professionals	Telecare and Community Alarms Manager Service Manager Adult Social Care Support	September 2013	May 2013 – pilot of EPG completed Jul 2013 – EPG rolled out across Adult Social Care Sep 2013 – EPG made available to third sector partners
Implement recommendations of Kaizen readmissions event	Telecare and Community Alarms Manager STAR Centre Housing Plus	September 2013	Aug 2013 – STAR centre demonstrator rooms updated Aug 2013 – Housing Plus telecare demonstrator pack in place Sep 2013 – Scope for telecare at Perth Green and hospital considered

Action	Responsibility	Timescale	Milestones
Launch new telehealth pilot in South Tyneside	Service Manager Adult Social Care Support CCG NHS	March 2014	Jun 2013 – Business case developed Jul 2013 – Pilot launched and evaluation measures in place Jan 2014 – pilot complete Mar 2014 – evaluation of pilot complete
<i>Developing a preventative telecare offer</i>			
Investigate scope for prevenative telecare being introduced in South Tyneside	Telecare and Community Alarms Manager Service Manager Adult Social Care Support	December 2013	Jul 2013 – level of funding from health transfer monies and other sources determined Sep 2013 – analysis of scope for preventative offer carried out Dec 2013 – if agreed, introduce preventative offer
<i>Taking advantage of the opportunities offered by new technologies and methods</i>			
Complete community alarm replacement programme	Telecare and Community Alarms Manager	December 2013	Dec 2013 – all remaining alarms replaced during year 3 of programme
Introduce MCare in South Tyneside	Telecare and Community Alarms Manager	March 2014	Sep 2013 – Agree approach to launching MCare by linking with new users of alarms/telecare Mar 2014 – evaluate impact of MCare with a view to further roll out

Action	Responsibility	Timescale	Milestones
Consider opportunities offered by Jontek 2013 upgrade	Telecare and Community Alarms Manager Service Manager Adult Social Care Support	July 2013	May 2013 – carry out Jontek system upgrade Jul 2013 – agree way forward for using new capabilities activated by upgrade
Ensure call handling system has Florence capability and roll out Florence locally	Telecare and Community Alarms Manager Service Manager Adult Social Care Support	July 2013	Mar 2013 – activate Florence capability on Jontek system Jul 2013 – agree role for Florence locally in supporting public health
Investigate scope for use of PCs/tablets within service	Telecare and Community Alarms Manager	December 2013	Dec 2013 – review scope for use of PCs/tablets within service
Extend use of Lifestyle monitoring technologies within Adult Social Care	Telecare and Community Alarms Manager Service Manager Adult Social Care Support	December 2013	Dec 2013 – approach to use of Lifestyle Monitoring across Adult Social Care agreed

Action	Responsibility	Timescale	Milestones
Implement budget proposal to introduce telecare medication dispensers	Telecare and Telehealth Officer Service Manager Adult Social Care Support Care managers	September 2013	Jun 2013 – identify existing clients who will be subject to review onto medication dispensers Jul 2013 – reviews commence Sep 2013 – evaluate progress
<i>Develop the staff team to take the service forward</i>			
Implement new approach to installation and maintenance of telecare equipment	Telecare and Telehealth Officer Telecare and Community Alarms Manager	July 2013	May 2013 – all main rota staff trained in basic installs and most in advanced installs Jun 2013 – start progress of staff on main rota carrying out installs Jul 2013 – telecare installs fully integrated into main rota
Ensure staff are part of wider Adult Social Care training programme	Telecare and Community Alarms Manager HR Training section	December 2013	Dec 2013 – all staff trained in agreed elements of Adult Social Care training programme
Ensure staff have up to date moving and handling training and capability	Service Manager Adult Social Care Support Telecare and Community Alarms Manager HR Training section	October 2013	Aug 2013 – review of Moving and Handling Policy complete Oct 2013 – staff trained in any issues emerging from revised policy

Action	Responsibility	Timescale	Milestones
Consider scope for service to provide overnight care	Service Manager Adult Social Care Support Telecare and Community Alarms Manager	January 2014	Sep 2013 – business case for Overnight Care service developed Jan 2014 – if agreed, overnight care service in place
Develop links with HART service	Service Manager Adult Social Care Support Telecare and Community Alarms Manager Direct Services Manager	October 2013	Jun 2013 – HART restructure completed Oct 2013 – scope for links between telecare and community alarms and HART agreed
<i>Continuing to deliver on best practice TSA standards, procedures and performance targets</i>			
Put in place new/revised procedures to support new/changed services	Telecare and Community Alarms Manager	March 2014	Mar 2014 – all elements of service have up to date procedures, that are in place prior to any new service launching
Work towards successful TSA audit in 2014	Telecare and Community Alarms Manager	March 2014	Mar 2014 – successful TSA audit