

DIGITAL TELECARE IN SCOTLAND

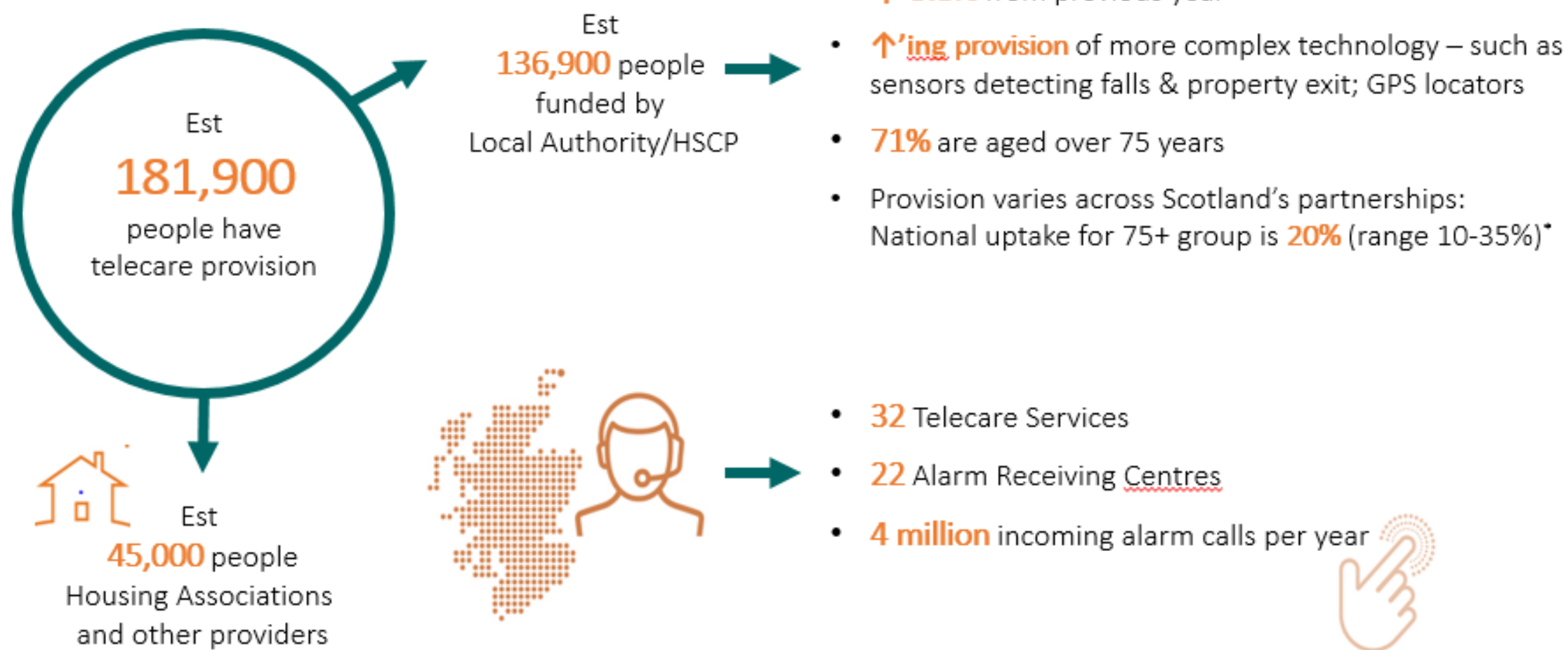
Leading a collaborative approach to improve citizen outcomes through the transition to digital telecare.

**DIGITAL
TELECARE**

Scottish Local Government



Telecare Services in Scotland



Estimated that Scottish Local Authorities spend

around **£39m** delivering telecare services.



£39m



Generating **£99m** of benefits to the wider public sector.



Around 2/3rds of these benefits accrue to the social care sector and the remainder to the NHS.



Benefits primarily relate to:

- Prevention and delay of care home admissions;
- Prevention and delay of hospital admissions.

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“As early as 2023 the existing
analogue telephone network
will be switched to digital
connectivity”

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OPPORTUNITIES



Developing and improving the range of telecare services that are offered to users utilises:

Higher capacity



Always-on connections to users' homes

24/7

Which in turn:



Improves efficiency



Expands the range of telecare services that can be offered to users



To ensure the continued ability to deliver reliable telecare services without interruption to the service.

Enable the improved monitoring of services so any issues with an alarm device can be quickly identified and resolved.



Meet increasing demand for telecare services which is expected to rise as a result of an ageing population.

CHALLENGES

SCOTLAND'S TECHNOLOGY ENABLED CARE (TEC) PROGRAMME



- National programmes of work on telecare development, expansion and innovation since 2006; national funding for local developments; supported national network
- TEC Programme established in 2014/15; now sits within a new Digital Health and Care Directorate within Scottish Government
- Scotland's Digital Health and Care Strategy published in 2018
- The latest TEC Programme Delivery Plan seeks to drive deployment at a local level alongside national infrastructure and support work
- The analogue to digital transition is part of a wider national programme of work to support the ongoing development of telecare services in Scotland



<https://www.gov.scot/publications/scotlands-digital-health-care-strategy-enabling-connecting-empowering/>

DIGITAL TELECARE TEAM

Established to support the strategic direction of the transition from analogue to digital telecare, through a portfolio of programmes providing

- Thought leadership
- Operational telecare management,
- Digital security,
- Programme and project management.
- A 'once for Scotland' approach where:
 - the experiences of different stakeholders undertaking the transition are shared
 - standardised models and processes are implemented
- A smooth, safe, transition to a digital service for citizens in recipient of telecare in their home environments

THE DIGITAL TELECARE PLAYBOOK

Comprehensive, informative guide for services embarking on digital telecare transformation.

Digital repository consisting of Digital Telecare materials arranged into themed 'Pathways' providing:

- Information
- Guidance;
- Advice;
- Templates;

Information within the Playbook is grouped into thematic 'Pathways' enabling users to quickly reach the content most relevant to their needs

Co-created to draw on:

- Experiential knowledge;
- Technical expertise;
- International research.

Management Pathway: Launched on 31st October 2019

Technical and Security Pathway: Launched on 23rd March 2020

Procurement Pathway: Launched 28th May 2020

Stakeholder Engagement Pathway (Due November 2020)

Workforce Pathway (Due 2021)

Citizen Pathway (Due 2021)

OUR JOURNEY TO DIGITAL TELECARE



KEY DRIVERS



UPCOMING ANALOGUE TO DIGITAL SWITCH OVER



CURRENT ARC EQUIPMENT AND SOFTWARE IS OUT OF DATE



REASSESS WHAT OUR TELECARE SERVICES COULD DELIVER AND MAXIMISE POTENTIAL BENEFITS FROM DIGITAL TELECARE

WHAT STAGE ARE YOU IN THE TRANSITION PROCESS?

- We have a project boards in place to oversee the transition to digital telecare;
- We are finalising our system requirements and are aiming to start the procurement process for a new AEC within the next few months.



WHAT ARE THE NEXT STEPS IN YOUR DIGITAL TELECARE JOURNEY?

- Recruitment of a wider team to progress both the technical and service redesign aspects of the project;
- Procurement of a digitally-capable ARC.



WHAT IS ONE TOP TIP BASED ON YOUR EXPERIENCE TO DATE?

- It needs a bigger team of people than you might think!
- You'll need Senior Management to understand and support the project and a project team with a wide range of practical and technical expertise to ensure that you identify any key project risks and maximise the benefits of digital telecare.



WHAT WERE YOUR KEY CHALLENGES AND HOW DID YOU OVERCOME THESE?

- We had to spend time defining the project scope and working out which part of the organisation should 'own' the project. We now have a 'joint-ownership' approach, where the project is co-sponsored by social care and ICT Senior Managers;
- We had initially thought that the project could be delivered by one Project Manager working largely on their own. As we refined the project scope and understood more fully that the project was just not a technical one (i.e. it impacts on how we deliver housing and social care services and the fundamentals of how we interact with Telecare Service Users) it became clear that a much bigger team would be required. We are currently pulling together resources from across the organisation and beyond to resource this team;
- As the digital telecare market is still developing, we have found it tricky to work out what services and products are currently available and 'tried and tested'. To address this, our Procurement Team organised a number of online showcases from the main Suppliers in the digital telecare market.

OUR JOURNEY TO DIGITAL TELECARE



KEY DRIVERS



INCREASE
IN CALL FAILURES



DELIVERY OF
PROACTIVE SERVICES



OPPORTUNITY TO TRANSITION
TO A CLOUD BASED SOLUTION



ABILITY TO USE
PERSONAL DEVICES



FUTURE AND
LONG TERM BENEFITS

WHAT STAGE ARE YOU AT IN THE TRANSITION PROCESS?

- An operational Digital Alarm Receiving Centre (ARC) platform has been deployed;
- System testing has been completed by the supplier to demonstrate that the digital telecare solution is operating acceptably;
- Penetration testing has been successfully completed;
- Internal Acceptance Testing has been successfully completed;
- 98% of digital ready alarms installed;
- All key staff now fully trained on Device Management Platform (DMP);
- Data Protection Impact Assessment (DPIA) complete;
- Migration and testing plans prepared.



WHAT HAVE BEEN YOUR KEY CHALLENGES AND HOW DID YOU OVERCOME THEM?

- Complete all testing including business continuity;
- Initial migration;
- Complete roll out and migration of digital equipment;
- Migration of sheltered housing properties to digital;
- Explore cloud ARC platform transition;
- Explore use of personal devices e.g. Alexa;
- Sought out opportunities for external funding to secure additional staffing resources.



WHAT ARE THE NEXT STEPS IN YOUR DIGITAL TELECARE JOURNEY?

- Complete all testing including business continuity;
- Initial migration;
- Complete roll out and migration of digital equipment;
- Migration of sheltered housing properties to digital;
- Explore cloud ARC platform transition;
- Explore use of personal devices e.g. Alexa.



WHAT IS ONE TOP TIP BASED ON YOUR EXPERIENCES TO DATE?

- Less talking, more doing!

OUR JOURNEY TO DIGITAL TELECARE



KEY DRIVERS



DELIVERY OF PROACTIVE
SERVICES THAT ARE FUTURE
PROOF



IMPROVE CONNECTIVITY
WITH OTHER WORK
SYSTEMS



ENSURE CUSTOMERS ARE NOT
SOCIALY DISADVANTAGED OR
LEFT BEHIND



CUSTOMERS BENEFIT FROM
NEW DIGITAL SUPPORTIVE
TECHNOLOGY



COLLABORATE AND SHARE
MUTUALLY BENEFICIAL OUTCOMES
FOR ALL

WHAT STAGE ARE YOU AT IN THE TRANSITION PROCESS?

- We have completed the tendering process, allocated works to our supplier and are in the middle of pre control room upgrade preparation and discussions;
- Upgrade scheduled for 2nd week in November.



WHAT HAVE BEEN YOUR KEY CHALLENGES AND HOW DID YOU OVERCOME THEM??

- The tendering process took a lot longer than expected initially causing us to re-evaluate our timetable for moving forward;
- We had similar problems gaining our IT department support for the project initially, but we were in a position at the start of the year to get our control room upgrade carried out in April – then COVID hit!



WHAT IS ONE TOP TIP BASED ON YOUR EXPERIENCES TO DATE ?

- Remember that you are not alone!
- Build up a network of support from those who have gone before you and make use of the playbook and support network available within Scottish Government's Digital Telecare Programme!
- Make sure you have at least one person on the project that is technologically minded, who can help guide you through some of the more technically challenging aspects of the transition preparation.



WHAT ARE THE NEXT STEPS IN YOUR DIGITAL TELECARE JOURNEY?

- Once our upgrade has been carried out, we will be purchasing, assessing and testing a range of digital alarms to find out which is the most suitable for moving forward with;
- We will also be able to start our migration of equipment over to digital and carry out penetration testing of all before we will feel comfortable enough to go "live" digitally.

OUR JOURNEY TO DIGITAL TELECARE



KEY DRIVERS



SUSTAIN A LIFE AND LIFE SERVICE
TO THE IMPACTED CITIZEN AFTER
THE SWITCHOVER



OPERATIONAL EFFICIENCIES THAT
CAN BE MADE IN THE AREA OF
EQUIPMENT, INSTALLATION AND
REPAIRS



BROADEN THE SCOPE OF TELECARE
OFFER AND EXPLORE OPTIONS E.G.
SELF PURCHASE



IMPROVED COLLATION OF DATA TO
ASSIST THE CITIZENS WIDER HEALTH
AND SOCIAL CARE NEEDS

WHAT STAGE ARE YOU IN THE TRANSITION PROCESS?

- Current stage - Internal acceptance testing;
- Exploration of the next ARC solution to support Edinburgh's transition and wider transformation programme for the next 3-5 years.



WHAT ARE THE NEXT STEPS IN YOUR DIGITAL TELECARE JOURNEY?

- Moving forward with an agreed plan to change the ARC in Edinburgh that will enable a fully digital service delivery;
- Appointing a full time Project Manager to take a dedicated focus on the programme.



WHAT WERE YOUR KEY CHALLENGES AND HOW DID YOU OVERCOME THESE?

- Corporate services understanding the complexity of the service area – ongoing discussions and sharing of detailed documentation;
- Cyber security scrutiny – an ongoing challenge, and again, ongoing discussion and exploration of new methods of working to meet the concerns.



WHAT IS ONE TOP TIP BASED ON YOUR EXPERIENCE TO DATE?



- Executive level buy-in to a business case that outlines the urgency of the programme over the coming years, as well as the expected capital and review expenditure expected to meet the challenge.

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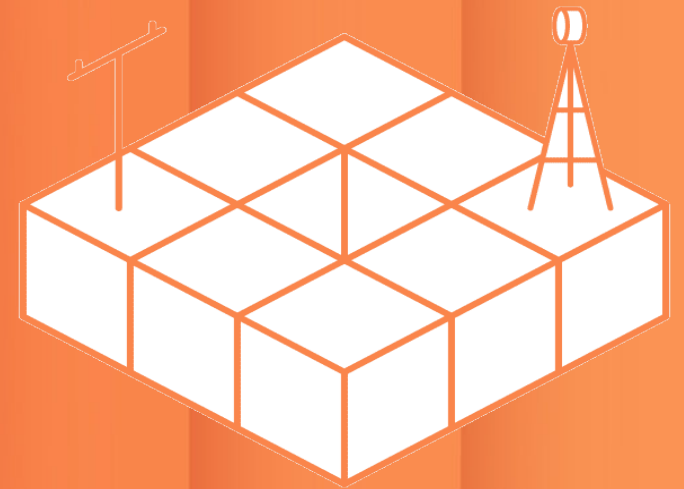
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