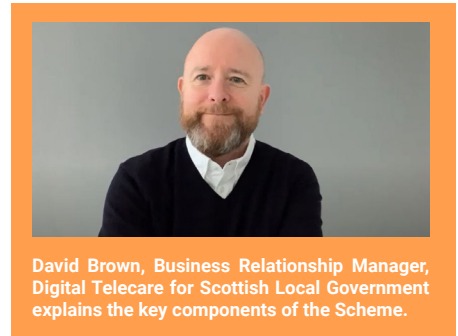# IMPLEMENTATION AWARD SCHEME

Insight Service
DIGITAL TELECARE
Scottish Local Government

Digital Telecare for Scottish Local Government has launched an Implementation Award Scheme to provide recognition to telecare service providers across Scotland when reaching five key milestones during their transition to digital telecare. This Insight Service explores the Implementation Award Scheme in detail, explains how telecare service providers can get involved and celebrates four telecare service providers achieving an Implementation Award.

David Brown, Business Relationship Manager, Digital Telecare for Scottish Local Government explains the key components of the Scheme.

WHAT IS THE DIGITAL TELECARE IMPLEMENTATION AWARD SCHEME?

The Digital Telecare Implementation Award Scheme is designed to celebrate the success of telecare service providers when reaching one of the five key milestones in the analogue to digital telecare journey while simultaneously reinforcing the importance of these milestones themselves. Furthermore, it is hoped that recognition of this nature will help ensure internal recognition of the achievement telecare service providers have accomplished in attaining these five awards.

WHAT ARE THE FIVE IMPLEMENTATION AWARDS AND THEIR REQUIREMENTS?

Bronze Implementation Award
The Bronze Implementation Award is presented to telecare service providers that have implemented a digital ARC solution. This includes meeting the following requirements:
- A fully operational digital alarm receiving centre (ARC) platform has been successfully deployed OR connection to a third party digital alarm receiving centre (ARC) platform has been successfully established;
- System testing has been completed by the supplier to demonstrate that the digital telecare solution is operating acceptably.

Silver Implementation Award
The Silver Implementation Award is presented to telecare service providers that have successfully tested alarm and peripherals with staff. This includes meeting the following criteria:
- Penetration testing has been successfully completed;
- Internal acceptance testing has been successfully completed with all alarms and peripherals.

Gold Level One Implementation Award
The Gold Level One Implementation Award is presented to telecare when testing has been completed with 'low risk users'. This involves meeting the following criteria:
- User acceptance testing with a representative group of low risk users has been successfully completed;
- Migration for clients in this group has commenced;
- Digital telecare rolled out to 20% of service users.

Gold Level Two Implementation Award
The Gold Level Two Implementation Award is presented to telecare service providers when testing has been completed with 'high risk users'. This includes meeting the following criteria:
- User acceptance testing with a representative group of high-risk users has been successfully completed;
- Migration for clients in this group has commenced;
- Digital telecare rolled out to 40% of service users.

Platinum Implementation Award

The Platinum Implementation Award is presented to telecare service providers when a successful digital telecare solution has been delivered at scale for at least 9 months. This includes meeting the following criteria:

- Must be delivered to 80% or more of clients for a minimum of 9 months.

WHAT SUPPORT IS AVAILABLE TO ACHIEVE EACH KEY MILESTONE?

The Digital Telecare Playbook is an online, fully interactive resource that contains four pathways: Management, Technical and Security, Procurement and Stakeholder Engagement. Each pathway contains guidance and documentation to assist telecare service providers with their transition to digital telecare. The following documents are live on the Playbook and are key to achieving the five milestones:

- **An Overview of Digital Telecare Testing -** An overview of digital telecare testing provides guidance around digital testing and implementation that telecare service providers should complete to migrate to their digital telecare solution.
- **Penetration Test Guidance -** This guidance provides practical advice on the management of penetration testing engagements to help telecare service providers achieve effective results.
- **A Guide to Planning for Internal Acceptance and User Acceptance Testing** - This document sets out in detail the process for internal acceptance testing and user acceptance testing which telecare service providers must complete.
- **Operational Procedures** - This document provides an overview of the changes that will need to be made to telecare service providers existing operational arrangements to accommodate digital telecare.

Please note that you must be logged in to the Digital Telecare Playbook to view the document links.

WHICH SERVICE PROVIDERS HAVE RECEIVED AN AWARD?

The following four telecare service providers have successfully been awarded with a Digital Telecare Implementation Award:

Edinburgh Health and Social Care Partnership has been awarded the **Bronze** Digital Telecare Implementation Award in recognition of the progress they have made on their analogue to digital telecare transition project. To achieve Bronze status, they have implemented a fully operational digital alarm receiving centre solution (ARC). This work progressed at the same time as a major service transformation and relocation exercise that they were engaged in throughout 2018/19, and the ability to successfully deliver both is a testament to the dedication of their staff. Achieving Bronze status is a significant achievement and having their digital alarm receiving centre solution in place enabled Edinburgh Health and Social Care Partnership to progress with penetration testing and internal acceptance testing. As one of the first organisations to undertake this level of rigour in testing a digital telecare solution in Scotland, it uncovered a number of challenges, but with a new Project Manager recruited to lead the transition project, the Health and Social Care Partnership are well placed to overcome them while further exploring new innovations such as the incorporation of consumer technology into digital telecare solutions.

Perth and Kinross Health and Social Care Partnership has been awarded the **Bronze** Digital Telecare Implementation Award in recognition of the progress they have made on their analogue to digital telecare transition project. To achieve Bronze status, the Health and Social Care Partnership has implemented a fully operational digital alarm receiving centre (ARC) solution by outfitting a new premises to a digital alarm receiving centre. This allowed them to develop without interrupting their on-going business as usual activities and smoothly transition into the new digital alarm receiving centre. Achieving Bronze is a significant achievement and now that this digital ARC solution is in place, Perth and Kinross Health and Social Care Partnership are consolidating and developing their operational ability and procedures for remote working, while they plan the roll out of digital devices to users.

Falkirk Council and Health and Social Care Partnership has been awarded the **Silver** Implementation Award for successfully completing penetration testing and internal acceptance testing. This is one of the most challenging stages of the transition and frequently uncovers technical challenges which have to be overcome before further progress can be made. The Health and Social Care Partnership have progressed swiftly through the initial stages of the digital telecare transition by utilising lessons learned and the templates available within the Digital Telecare Playbook as support. Successful completion of this stage clearly demonstrates the security and safety of the digital telecare solution they have implemented and puts them in a fantastic position to begin the planned roll out of their digital services within the near future.

Bield Housing and Care has been awarded the **Silver** Implementation Award for successfully completing penetration testing and internal acceptance testing. By completing one of the most challenging stages of the transition, the organisation has successfully demonstrated the security and safety of their digital telecare solution. Since completing testing, Bield Housing and Care have been concentrating on rolling out digital alarms to service users. This puts them in a great position as they will be able to switch users on to a fully digital telecare service in mass.

We would like to congratulate and celebrate the success of these telecare service providers reaching one of five key milestones in the analogue to digital telecare journey. Each milestone is an important step to transition to digital telecare safely, securely, and prior to the analogue network switch off.

HOW DOES MY ORGANISATION GET INVOLVED?

Telecare service providers can apply for one of the five Implementation Awards using our Implementation Award Application process.

Applications will be assessed by at least two members of the Digital Telecare team and we aim to respond to all applications within 10 working days. This will either be to confirm the applications success, or to request additional information.

There are many different routes to digital telecare and if you are at all unsure about which stage(s) your organisation qualifies for, or feel your organisations approach is not represented, please get in touch.