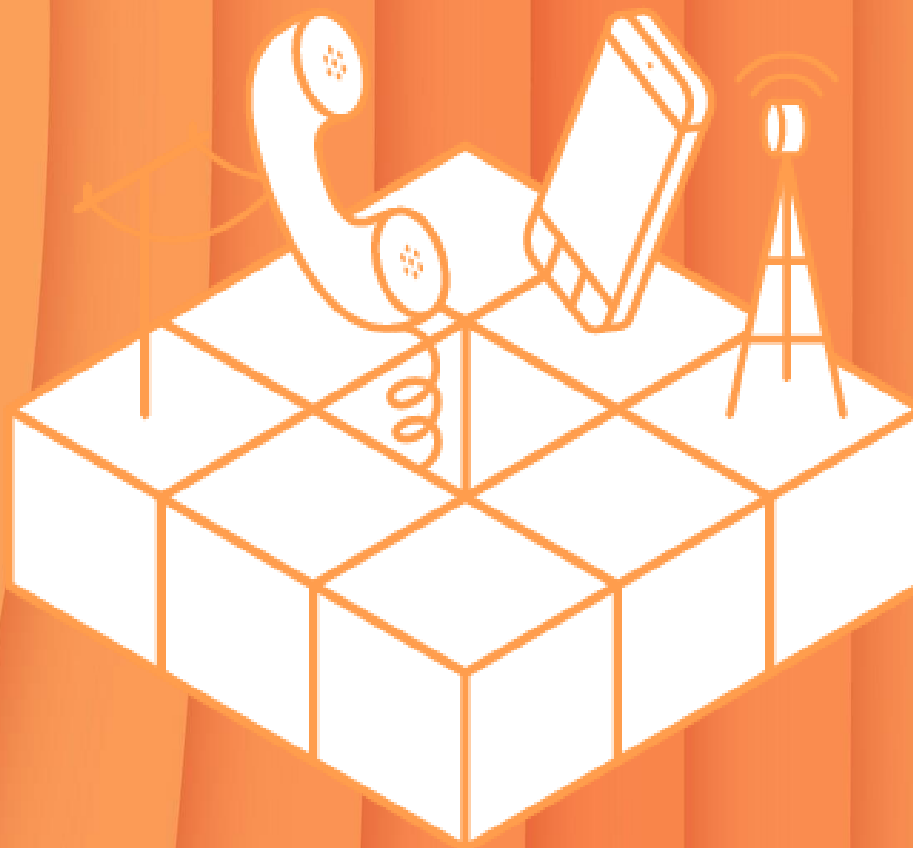# DIGITAL TELECARE FOR SCOTTISH LOCAL GOVERNMENT

THE DIGITAL TELECARE PLAYBOOK

DIGITAL TELECARE

Scottish Local Government

Introduction

In 2017, telecommunication providers announced their plans to decommission analogue telephone exchanges in the UK by 2025. Recognising the serious implications this would have for Scotland's 170,000 telecare service users, the Technology Enabled Care Division of the Scottish Government funded the Digital Office for Scottish Local Government to set up a Digital Telecare team to support the strategic direction of the transition from analogue to digital telecare through a portfolio of work providing: thought leadership, operational telecare management, digital security expertise and project management.

The Digital Telecare team has worked closely with Scottish public, private and third sector telecare partners to create a 'once for Scotland' approach, where the experiences of different stakeholders undertaking the transition are shared, and standardised models and processes are implemented to ensure consistency in service delivery and a smooth, safe, transition to a digital service for service users in recipient of telecare in their home environments.

Scotland is still in the early stages of the analogue to digital telecare transition. The transition process is complicated by the significant variation in service offerings, and a complex mix of providers including all 32 local authorities, health and social care partnerships and housing associations who currently offer telecare services through more than 22 Alarm Receiving Centres – this mixed economy of providers, technology infrastructure and operational processes presents significant challenges, particularly in terms of equity of access, rationalisation of business models and sustainability of telecare services.

The Digital Telecare Playbook (DTP) is our sector leading solution to the challenge: How do you support large and varied group of Telecare Service Providers (TSPs) who all have different models for telecare delivery to not just transition to digital telecare before the analogue telephone exchanges are switched off in 2025, but do so in such a way as to fully seize the benefits offered by digital systems to transform service offerings, ensuring maximised service levels and outcomes for citizens?

The Digital Telecare Playbook (DTP)

The Digital Telecare Playbook is a digital repository of materials designed to guide TSPs through the analogue to digital telecare transition. The Playbook is organised into themed pathways containing guidance, advice and templates focusing on specific elements of the transition. The guidance available has been co-created with TSPs and leading industry experts to draw on and disseminate experiential knowledge, technical expertise and international research. The Playbook is a living resource which continually evolves to reflect the latest best practice and offer solutions to emergent challenges.

The Pathways

There are currently four Pathways live on the Digital Telecare Playbook with another three scheduled for release over the coming months. Each Pathway is centered around a particular theme and is further broken down into the following three project phases: Discovery, Planning and Implementation.

Pathway	Description	Phase	Phase Description
Management	Support and guidance for the overall management of analogue to digital transition projects.	Discovery	The Discovery Phase concentrates on examining the TSPs current analogue telecare functionality. This includes exploring both internal and external business drivers to justify moving to a digital telecare function.
		Planning	Planning further assesses and provides robust arguments to support the business case for the proposed digital solution.
		Implementation	Actions can begin to initiate the plans outlined in the business case, starting to rollout the digital telecare solution.
Technical and Security	Support and guidance for the technical aspects of analogue to digital transition projects.	Discovery	Provides an understanding of the technology and security factors that need to be considered as part of digital telecare planning.
		Planning	Helps determine the digital telecare delivery approach and technology that best meets a TSPs requirements.
		Implementation	Guides TSPs through the testing and migration of digital telecare and defines an approach to the operation of a digital solution.
Procurement	Support and guidance for the procurement of digital telecare solutions.	Discovery	Outlines the key decisions that TSPs need to make as part of the procurement process.
		Planning	Supports TSPs in validating their procurement proposals.
		Implementation	Guides TSPs through the procurement journey to completion.
Stakeholder Engagement	Guidance and materials to support telecare service provider's engagement with key stakeholders throughout the transition to digital telecare.	Discovery	Helps TSPs understand the key stakeholder groups and their engagement needs.
		Planning	Outlines engagement recommended during the planning process for an analogue to digital telecare transition.

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		Implementation	Outlines engagement recommended during the implementation process for an analogue to digital telecare transition
Workforce	Key information and resources to support the digital up-skill of the workforce in preparation for the introduction of digital telecare	Due April 2021	
Citizen	An exploration the development and deployment of innovative, person-centred service design models that place the citizen at the heart of digital telecare	Due April 2021	
Supplier (Coming June 2021)	Information and materials for telecare suppliers	Due June 2021	

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Usage

Since its introduction in 2019, The Digital Telecare Playbook has been a massive success and now forms the foundation of telecare service providers transition to digital telecare within Scotland.

There are currently more than 390 users registered which covers all 32 local authorities in Scotland and represents a broad range of housing providers, National Health Service (NHS) trusts, public and third sector organisations and local authorities from elsewhere in the UK.

The documentation and guidance available has been well utilised with more than 1000 individual downloads. The current top five downloaded documents are as follows:

1. **The National Briefing Document**	This document raises awareness of the urgency and importance of the transition to digital telecare.
2. **Summary of Alarm and Peripheral compatibility**	This document provides a summary of the compatibility between telecare alarm devices and peripherals. Produced in response to enquiries from telecare service providers, this paper outlines how the move to digital telecare will impact on their existing stock of peripheral devices.
3. **Mobile Connectivity Frequently Asked Questions**	This document addresses frequently asked questions concerning the use of mobile telephone networks (rather than fixed broadband) to provide digital connections.
4. **Data Protection Impact Assessment**	This guidance details how to complete a Data Protection Impact Assessment (DPIA) and to make the best use of the accompanying DPIA template.
5. **Formal Business Case**	This document provides guidance on completing a Formal Business Case which telecare service providers will be required to complete and obtain sign off to allow the Project Team to progress to the implementation stage of digital telecare project.

User Feedback

The Digital Telecare Playbook has received fantastic feedback from telecare service providers in supporting them with their transition to digital telecare. Below are some examples of the feedback that has been received:

- *"We took the Playbook blueprints as a solid foundation, especially the options appraisal and business case templates, and evolved those for our own specific circumstances. By doing so we were able to produce in a matter of hours documentation ready for review by our TEC Steering Group which otherwise would have taken several days to develop from scratch."*

- *"We really valued the detailed research and content that's been pulled together into the document templates contained in each of the Playbook Pathways."*

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Future Plans

The Digital Telecare Playbook is a living resource and will continue to be reviewed and developed to reflect emergent challenges and knowledge and support the transition to Digital Telecare in Scotland. Currently, a further three pathways containing guidance for the workforce, citizens and suppliers are in development and will be added to the Digital Telecare Playbook over the coming four months. The Digital Telecare Playbook can be accessed by telecare service providers using the following link: **https://telecare.digitaloffice.scot/**

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