



The Digital Shift & Impact on Telecare

Study Findings - Highlights

Richard Parkinson, Director at FarrPoint

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Background

The digital shift and its impact on telecare / TEC services

Awareness & Concern

Readiness & Planning

Opportunities & Challenges

Additional Support & Guidance



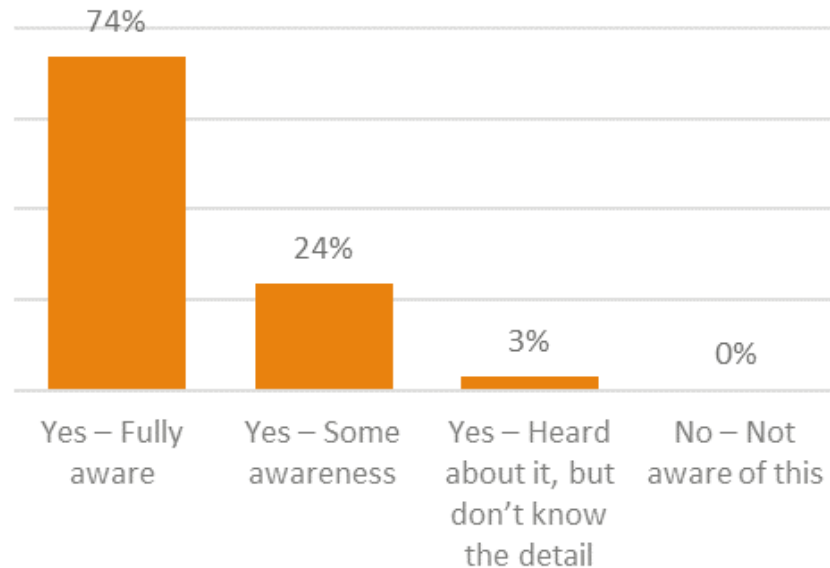
Background

- September – October 2021
- Online survey:
 - 50+ responses - telecare providers and suppliers
- 30+ stakeholders interviews:
 - Telecare providers
 - Telecare suppliers - Equipment and services
 - Telecare service users
 - Telecoms companies
 - Other stakeholders - Ofcom, industry bodies, blue light, academia, charities

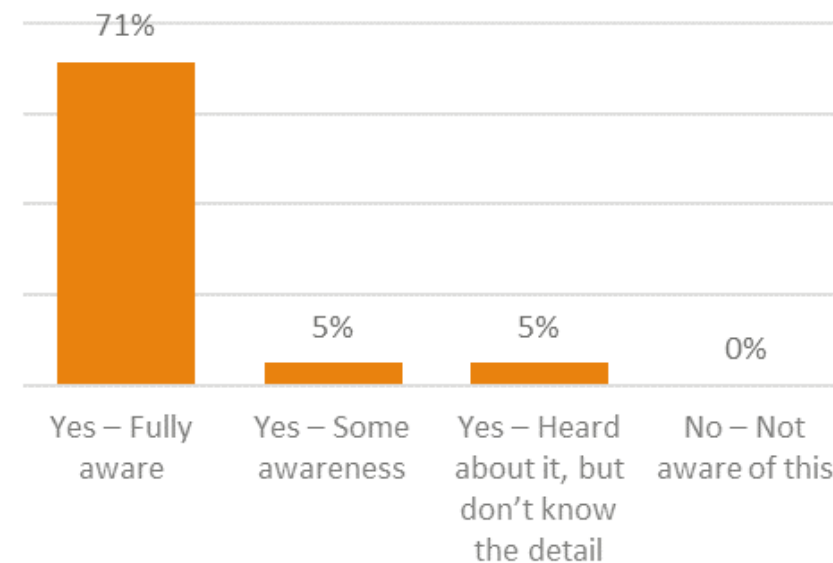


Awareness Levels are High

“Is your organisation aware of the impact of the digital shift on telecare services?”



Telecare Service Providers



Telecare Suppliers (Equipment & Services)

% of questionnaire respondents selecting each statement

Service User Awareness is Low

- Telecom companies often point customers to their telecare provider
- Limited communication from telecare providers to service users
- Recent media coverage likely to increase levels of public awareness... and concern



Source: BBC iPlayer



Storm Arwen: Why power cuts left people unable to phone for help

By Francesca Williams
BBC News
1 day ago



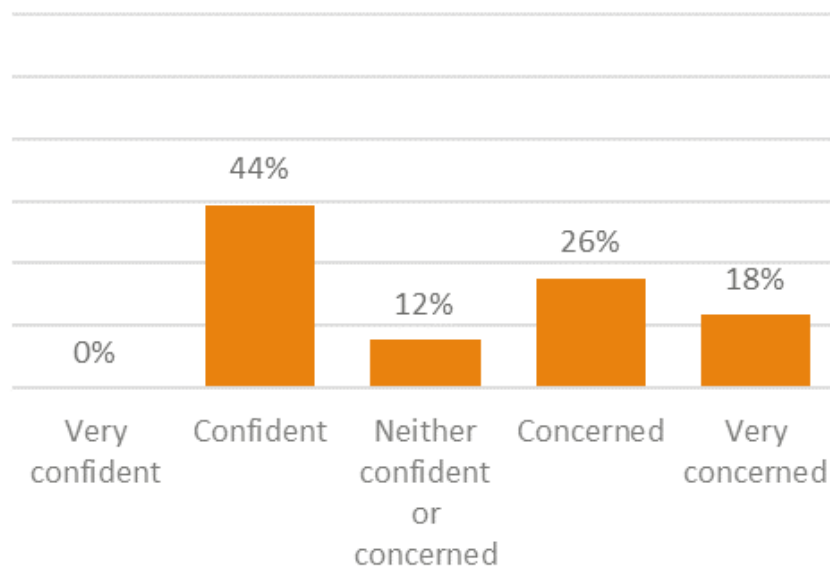
Jim Bonmass, 74, could not make a phone call for a week when his electricity went off

Source: [BBC News](#)

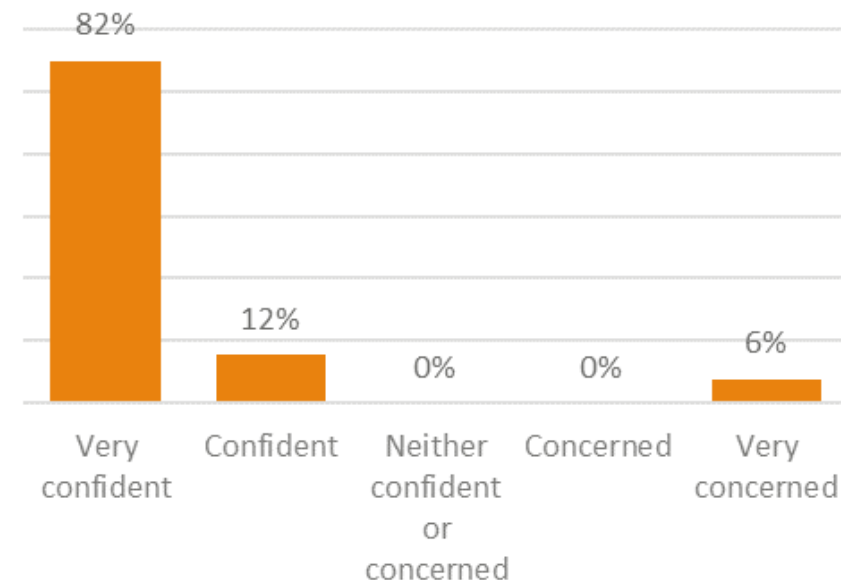
Service Providers are Significantly Less Confident than their Suppliers



“How do you feel about the digital shift and how it may impact your telecare service / service users?”



Telecare Service Providers



Telecare Suppliers (Equipment & Services)

% of questionnaire respondents selecting each statement

Themes in Reasons for...

Confidence

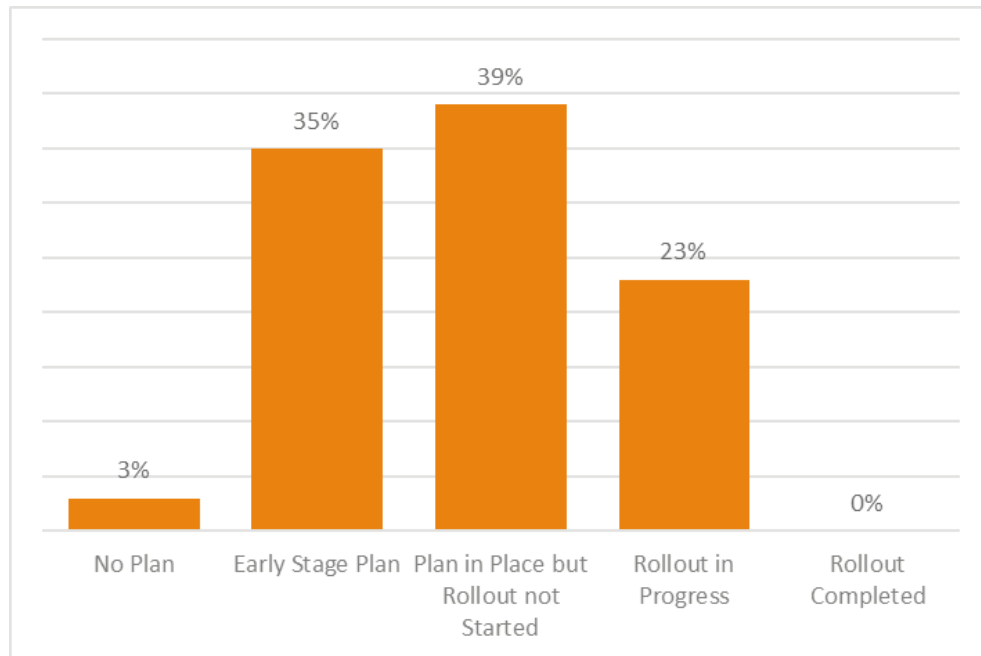
- Plan / solutions already in place
- Opportunity to use digital to improve services / efficiency
- 59% of providers are using the shift as an opportunity to transform services:
 - Personalised, proactive, preventative services
 - Improve efficiency
 - Greater integration

Concern

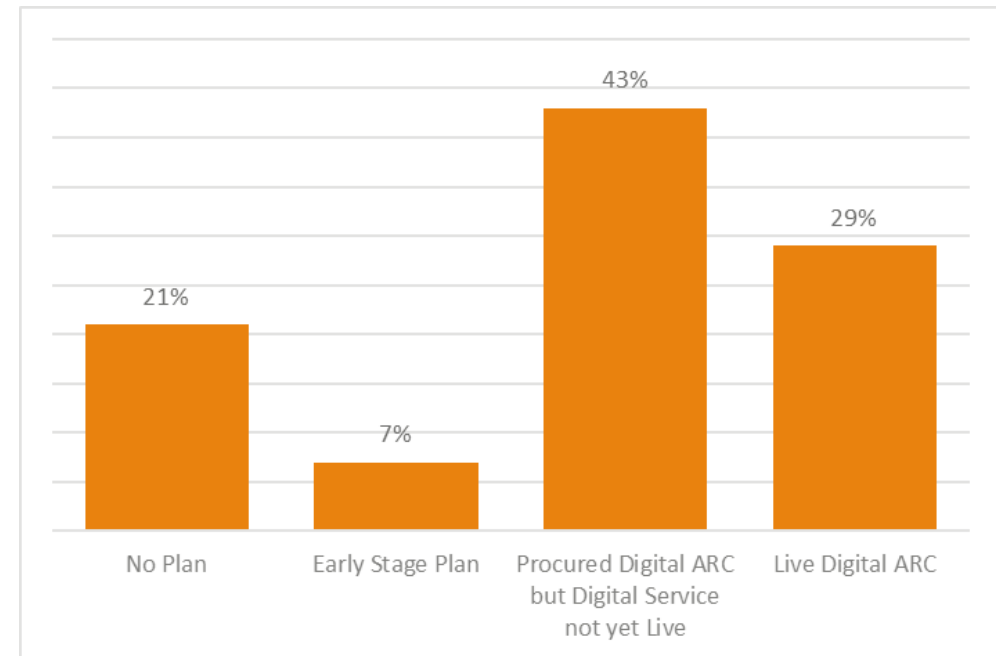
- Impact on existing analogue equipment
- Budget planning and impact
- Resource & technical skills required
- Lack of a firm plan and time to shift
- Lack of best practice
- Mixed messages from suppliers
- Difficulty sourcing equipment

Digital Telecare Rollout is Largely at an Early Stage, Especially for Alarm Devices

Telecare Providers' Digital Planning and Readiness



In-Home Alarm Devices



Alarm Receiving Centres

% of questionnaire respondents selecting each statement

Support & Guidance

Example tasks, not exhaustive list

Coordination

- Connect digital shift stakeholders
- Ensure vulnerable users are flagged
- Link to wider digital shift projects

Best Practice & Guidance

- Provide authoritative and unbiased guidance – technology & operational
- Development of definitions and standards
- Identify and share best practice

Communication

- Consistent terminology & messaging
- Increase awareness (public and service users)
- Identify telecare contacts

Business Case & Strategy

- Business case templates: like-for-like & service transformation
- Promote service transformation
- Develop / support strategy



Thank you!

Please contact me with any questions or comments:



Richard Parkinson
richard.parkinson@farrpoint.com



@RP_FarrPoint



Version Control

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1.0	Initial Issue	RP	AF	KV	RP	30/05/2022

Visit

farrpoint.com

EDINBURGH

Exchange Place 2
5 Semple Street
Edinburgh
EH3 8BL

[+44 \(0\)131 202 6018](tel:+441312026018)

LONDON

2st Floor
99 Bishopgate
London
EC2M 3XD

[+44 \(0\)203 693 7310](tel:+442036937310)

MANCHESTER

3 Hardman Square
Spinningfields
Manchester
M3 3EB

[+44 \(0\)161 669 5821](tel:+441616695821)

NOVA SCOTIA, CANADA

1300-1969
Upper Water Street, Halifax
Nova Scotia, Canada
NS B3J 3R7

[+44 \(0\)131 202 6018](tel:+441312026018)