DIGITAL TELECARE
Scottish Local Government

TEC Technology Enabled Care

TECH
Technology Enabled
Care in Housing

Remote Working Test of Change

Information for applicants

Funding of up to £20k is available for a 180 day service innovation study.

Following on from the work done to support operations during the Covid-19 response, applications are invited from telecare service providers who aim to introduce remote working capability for their alarm receiving staff, telecare installers and responders.

Note "telecare" includes dispersed telecare alarms, group living/warden call systems and other care call systems.

This focused piece of work will include identifying the options for remote working and testing the technological and operational adaptations necessary. This will necessitate time and resources to create the conditions and data to support a business case for implementation and may involve some limited procurement exercises, hence the six month timescale for delivery of the test.

Funding is intended to support improvement across a range of telecare service processes and pathways. These may be service development focused where tests focus on "new to you" technology, applying familiar technology in a different way or at a different time in a pathway, or testing out a model which other partnerships have found successful.

Requirements
Applications must be made by completing the attached Application for Funding template. To qualify for consideration applications must meet the following requirements.

1. The submitted proposal:
   - is to enhance an existing HSCP/Local Authority or Housing Association/ Housing Co-operative telecare service;
   - is for a service improvement that is sustainable;
   - can be further developed to benefit from being part of a digital service and the opportunities this will bring;
   - includes a robust measurement/evaluation framework so rapid insight can be gained into what works / does not work and why, and findings can inform if the idea merits further investment.
   - uses Plan, Do, Study, Act (PDSA) cycles to record and inform progress.

2. The successful applicants will be required to participate in reviews and the development of the national Digital Telecare programme, in particular they will:
   - share learning with Digital Telecare Implementation Group and wider Telecare sector;
   - provide monthly reports on project progress and status;
   - attend the monthly Technical Advisory Group Meetings.

3. By submitting an application, applicants are confirming that they are in a state of readiness to initiate their proposed test of change. Specifically, an application confirms that:

   - The appropriate resources are (or will become) available to complete the process within the allotted time.
   - Organisational and stakeholder support for the test has been secured or there is good reason to expect that it will be given (e.g. support has been given on condition that an award is made).

4. Funding sought for equipment is only for low cost "non-standard" equipment or associated technology change / adaptation costs (i.e. funding for equipment should not be used to procure basic items required to undertake the role such as desktop computers, mobile phones etc.).

5. Funding sought for staff time is project specific only e.g. backfill, clinical or other leadership, analytical support, improvement support or project support for duration of improvement project. Funding will not be given and may not be used for operational costs, nor for the procurement of staff time that is reliant on any form of recruitment process beyond that supported by secondment processes.

6. Successful applicants will be expected to submit an activity timeline showing the planned activities to deliver the start-up and implementation phases of their test.

Application Template
Remote Working Test of Change Funding

Please email the completed template to nss.tec@nhs.scot If you wish to discuss any matter relating to this process, please contact David Brown on david.brown@digitaltelecare.scot.

PART 1: Applicant and Test Information

Applicant name and position	
Applicant email and telephone contact details	
Organisation for which this application is made	
Signed up to the Digital Participation Charter?	
Signed up to the TEC in Housing (TECH) Charter? (housing providers only)	
Amount of funding sought	
Details of what funding is for (headline items)	
Intended start date	
Contact details	
Bank details if your organisation is out with Health and Social Care	

PART 2: Improvement Rationale

1. Improvement Aim Statement (What do you expect to be better after this change is made?
Be clear about your aim. This is not about describing your remote working solution. It is about the difference remote working is intended to make. Be objective in what you want to achieve using 2-3 sentences max.

Please provide a succinct description of the proposal using the following headings:

2. Background (Why this project, why now? What are the key drivers for this change of approach?)
Please include how this project fits with your organisation's strategic plan.

3. Analysis of current situation (What have you learned about remote working as part of telecare service provision?)
What meaningful information have you gathered to support your analysis. Demonstrate, through data if possible.

4. Beneficiaries:

Who specifically will remote working benefit? Please define the specific target group for your remote working test, and services that will be better served by this enhanced service.

5. Benefits to the service users (value proposition):
Why will your remote working solution be beneficial? For each beneficiary mentioned above describe why this approach is better (or at least no worse).

If applicable, use the following format: An outbound calling (X) service helps (X Beneficiary) to (thing they want to do/ achieve) without (thing they want to avoid).

5. Buy-In / Support:
On whose support does this service delivery model rely upon for sustained delivery? List each stakeholder on which this model relies for resources, actions, permissions, referrals (or any other form of cooperation) to function. For each stakeholder describe the status using: 'Support Agreed', 'In Discussion' or 'To be Consulted'.

6. Deployment:
Describe what a successful deployment of this solution looks like from an operational perspective. Include details like number of end users, number of colleagues participating, time to deliver / conclude a service episode, performance measures, technologies required etc.

7. Key activities:
Describe how remote working will be delivered. Use "WHO will do WHAT, WHEN and HOW" type descriptions to illustrate the process(es).

8. Key resources:
Describe the human, physical and any other resources required to deliver your Key Activities. Use roles, product / service names and quantities.

9. Key partners:
List the sources for your Key resources listed above, and describe the supply status using: "Secured", "Being Negotiated" or "To be Sourced".

10. Costs:
List all the anticipated costs for your service. Separate the one-off set up costs from the underlying delivery costs. Please indicate which of these costs are intended to be met through this application.

11. Impacts:
Describe the overall improvement(s) your remote working solution focusses on delivering (e.g. reducing, increasing, avoiding, delaying, preventing, enabling etc.)

12. Measures:
List the measures you propose to capture to demonstrate that you are making progress. Include qualitative and quantitative as appropriate. State key outcome measure, process and balancing measures you will use.

Please indicate % confidence that the test of change you propose is feasible within the allotted 180 days_____

If you have low confidence, please review the scale and scope of your test.