

Telecare Service Development in Scotland

Invitation for Funding Applications 2020-21

The Scottish Government's Technology Enabled Care Programme and Local Government Digital Office are currently progressing work in four key areas of telecare service development.

The first is the national Digital Telecare Programme, which continues to provide best practice, strategic guidance and operational support to Scottish telecare service providers for the planned **transition from analogue to digital telecare**. Telephony providers' plans to conclude their digital migration programmes have recently been accelerated, in some cases to 2023, and analogue telecare equipment cannot be guaranteed to operate reliably over digital telephone lines following this date. The move towards Digital Telecare helps address this challenge, whilst opening up opportunities to redesign services around the user and make better use of the data that will become available. This transition is viewed as vital in ensuring that telecare providers can continue to safely and securely support the approximately 180,000 users who currently rely on their services.

The rapid response of telecare services including group living/warden call and other care call services to the COVID-19 outbreak has been a catalyst for accelerating two new work streams, which were identified following the Review of Telecare Call Handling Services in January this year. They are, **Proactive Telecare**, and **Remote Working – enabling remote access to the Alarm Receiving Centre platform for telecare staff**.

The fourth is the TEC Programme's **Telecare definitions, data and reporting** work stream, also initiated following the publication of the Review of Telecare Call Handling Services and subsequent engagement with telecare service providers. This is the first phase of a combined TEC and Digital Telecare programme of work focusing on the use of data.

We are inviting HSCP/Local Authority and Housing Association/Housing Co-operative telecare service providers to apply for funding to support service development in one or more of these four areas. Applicants can request funding for more than one focus area, but we ask for a single submission per organisation, with the relevant information included, as outlined in the guidance attached.

Pre Application Briefings and Guidance

Please read the information below and attached before applying for funding.

1. Transition from Analogue to a Digital Telecare Service

We propose to support telecare service providers in Scotland to work with us to advance their digital telecare transformation programme by progressing through the key milestones of digital transformation as outlined in the online repository, the [Digital Telecare Playbook](#).

This approach will provide the opportunity to collaborate and engage with services whose transformation programmes are already underway, access support and guidance, and engage with subject matter experts within the field. We view this Programme as vital to ensuring that telecare service providers can continue to deliver these critical services to citizens in Scotland beyond the anticipated timescales for telephony network changes in the near future.

Applications are invited from HSCP/Local Authority and Housing Association/Housing Co-operative service providers who are actively progressing, or are planning their digital telecare transition, and can be submitted by individual organisations or as a multi-organisation collaboration. The successful applicants will be required to share learning from their own experience within the programme to further iterate and co-design the Digital Telecare Playbook, and support a Once for Scotland approach.

The requirements for applications and further information can be found in the attachment, *Focus Area One: Transition from Analogue to Digital Telecare Services (Guidance and Application Form)*.

2. Proactive Outbound Calling

To build on experience gained during the COVID-19 outbreak, we propose to support up to three Test of Change projects to develop and test outbound calling as a sustainable enhancement of a current telecare service offer. Please note, for the purposes of this funding application 'telecare' refers to dispersed alarms, group living/warden call systems and other care call systems.

This approach would necessitate a deeper relationship with service recipients, enabled by data and information capture, to anticipate and prevent crises and support self-management and wellbeing. We are viewing this as an important step towards an intelligence-led, proactive and personalised telecare service, which over time will be enabled by more advanced technology, data analytics, and a digital telecare service.

Applications are invited from HSCP/Local Authority and Housing Association/Housing Co-Operative telecare services and can be made by individual organisations or as a multi-organisation collaboration. The successful applicants will be required to participate in a Proactive Telecare Learning Collaborative, which will be facilitated by TEC and aims to share and maximise learning from test sites and other relevant sources.

The requirements for applications and further information can be found in the attachment, *Focus Area Two: Proactive Outbound Calling (Guidance and Application Form)*.

3. Remote Working

We propose to support up to three telecare service providers who are looking to enable remote working capability within the service, including for alarm receiving centre staff, telecare installers and responders.

Remote working has had a significant role to play in the operational management of telecare services, including call handling, during the COVID-19 outbreak, and also ensures there is no drop in service from future business continuity events as well as enabling flexible working more widely.

The successful applicants will be required to participate in Digital Telecare's Technical Advisory Group and share learning with the Digital Telecare Implementation Group and wider telecare community.

The requirements for applications and further information can be found in the attachment, *Focus Area Three: Remote Working (Guidance and Application Form)*.

4. Definitions, data and reporting: Implementation of a National Telecare Data Set

We propose to initially support up to three telecare service providers to work with the us to implement a telecare national data set that will developed this year. Funding is available to backfill a member of staff to spend dedicated time identifying, better understanding and addressing local data issues to enable implementation and use of the data set, working in partnership with TEC and Digital Telecare.

The requirements for applications and further information can be found in the attachment, *Focus Area Four: Implementation of a National Telecare Data Set (Guidance and Application Form)*.

Next Steps

We request your submission by **Friday 25th September** at the latest, including one or more applications relating to the development areas listed above. The submission **must be signed off** at Executive Director level (preferably by either the CEO or COO). Please also include details of your single point of contact/lead officer.

Applications will be considered by the Telecare Steering Group (co-chaired by the Head of Technology Enabled Care and Digital Healthcare Innovation, Digital Health and Care Directorate of the Scottish Government and the Local Government Chief Digital Officer). Successful partners will be informed by **Friday 16th October**, subject to any further information being required.

Please submit your applications, and any queries, to nss.tec@nhs.scot