

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 1ST JULY 2009

REPORT ON: TELECARE PARTNERSHIP DEVELOPMENT

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 342-2009

1.0 PURPOSE OF REPORT

The purpose of this report is to present for approval recommendations and actions based on the outcome of the Dundee Telecare Partnership joint review as well as informing the Committee of the secured funding allocation to progress Telecare developments within Dundee. An action plan associated with this development is attached to this report as Appendix 1.

2.0 RECOMMENDATIONS

The Committee are asked to:

- Approve the attached action plan.

3.0 FINANCIAL IMPLICATIONS

The Joint Improvement Team, Telecare Development Programme has accepted the Dundee partnership's funding application for 2009/2010 and has agreed to allocate the Dundee Partnership £100,000 on the basis of a match funding arrangement and on the basis that the funding is utilised for the purposes identified within the submitted funding proposal. The City Council's match funding of £100,000 will be met from within the existing Social Work Department's Revenue Budget.

4.0 MAIN TEXT

4.1 The Telecare Development Programme was launched in August 2006 and since then it has supported health and social care partnerships to develop their own telecare services at a local level to meet local needs. The Dundee partnership are now entering their third year of this development and the primary focus of telecare's role in supporting the shift in the balance of care by embedding telecare into its strategic approach has continued.

The initial focus of the telecare programme in Dundee was strongly linked to the Older People's Strategy, (Committee Report 415-2008), but as expertise in the partnership has grown so have the telecare developmental links to other operational strategies across the partnership including the Learning Disability Partnership in Practice Agreement, the draft Dementia Strategy and the Strategic Housing Investment Plan.

4.2 The application of telecare has been tested out in a number of projects and these have included the management of long-term conditions, young adults with physical disabilities; adults with acquired brain injuries; adults with learning disabilities and those who are victims of domestic violence.

4.3 In order to retain and to continue to secure future funding from the Telecare Development Programme the Dundee Partnership are required to meet three key conditions:

- the satisfactory completion of the Telecare Review process;
- utilise the funding for the purposes identified within the submitted funding proposal, and
- continue to provide completed quarterly monitoring returns.

- 4.4 Progress has already been made towards completing the review process and the attached action plan forms part of this response. One of the objectives for the Dundee Partnership which came out of the joint review was to establish a telecare co-ordinator. This post will be for a time limited period and will be resourced from the funding allocated by the Telecare Development Programme.

5.0 POLICY IMPLICATIONS

This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

There are no major issues identified.

6.0 CONSULTATIONS

The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Head of Finance have been consulted in preparation of this report.. (These officers must be consulted on any Report together with any other officers, agencies, trade unions or stakeholders as appropriate).

7.0 BACKGROUND PAPERS

Appendix 1.

ALAN G BAIRD
DIRECTOR OF SOCIAL WORK

DATE: 03 JUNE 2009

APPENDIX 1

Telecare Programme

Action Plan 2009/10 Dundee

Objective	Actions	Output	Outcome/Timescale	Lead Officer	Risk Assessment	Links or contributes to:
1. Review/amend or where required develop policies and procedures to ensure the effective development and delivery of Telecare equipment and services within the Dundee Partnership.	<ul style="list-style-type: none"> ○ Appoint a Telecare Strategic Lead ○ Establish a Telecare Project Board ○ Appoint a Telecare Project Co-ordinator ○ Review and as required amend/develop procedures in relation to referral; assessment; charging, and eligibility for 	<ul style="list-style-type: none"> ○ Identify Project Board members; set out functional areas of responsibility and terms of reference. ○ Establish reporting framework. ○ Amend/develop procedures to link to implementation of Telecare. ○ Set out dates for Project Board meetings. 	<ul style="list-style-type: none"> ○ Draft out a performance reporting framework by May'09 ○ Conclude recruitment arrangements for Project Co-ordinator by August '09 ○ Amend/develop operational procedures by Dec '09 	<ul style="list-style-type: none"> ○ Avril Smith Hope ○ Telecare Project Co-ordinator 	Without clear and effective co-ordination the risk is that resources will not be deployed as efficiently as they could be. Without clear policies and procedures assessments will not be as personalised as they could be. Without a clear reporting framework progress will not	<ul style="list-style-type: none"> ○ SOA National Outcomes ○ Dundee Community Planning Outcomes ○ National Community Care Outcomes ○ Plethora of Strategic Planning Frameworks including ○ a) Draft Dementia strategy. ○ b) Dundee Older People' Strategy ○ c) Tayside Older People' Strategic Plan ○ d) Learning Disability Strategy ○ e) Mental Health Strategy ○ f) SHIP

2. Review/amend and develop a range of training opportunities for all staff as well creating learning opportunities for service users and carers.	<p>service.</p> <ul style="list-style-type: none"> ○ Provide a range of learning and training opportunities for all key stakeholders. ○ Establish a local Telecare practitioner's forum. 	<ul style="list-style-type: none"> ○ Collate information on training currently available to staff and carers. ○ Establish a rolling programme for varying training needs, encompassing awareness raising, assessing, and implementation. ○ Ensure that all learning and training opportunities have a personalisation, improved independence and control theme running 	<ul style="list-style-type: none"> ○ Amend/develop learning and training opportunities by Oct '09 ○ Develop a learning and training pack appropriate to a wide range of staff, service users and carers by Oct '09. ○ Set out agreed performance measures for service users, carers and paid staff by Oct '09 ○ Establish a local Telecare practitioner's forum by Oct '09 	<ul style="list-style-type: none"> ○ Telecare Project Co-ordinator ○ Technical Instructor ○ Staff Development Section ○ Agreed practitioners. 	<p>be measured</p> <p>Without a robust and integrated learning and training framework, assessing staff will not be best informed of products; their use and potential to not only increase service users independence and control, but to also develop their own knowledge as practitioners.</p>	<ul style="list-style-type: none"> ○ Effective Support to Staff ○ National Community Care Outcomes ○ Dundee Community Planning Outcomes
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		through them				
3. Develop a communication strategy to support the Partnership's Telecare initiatives/projects.	<ul style="list-style-type: none"> Structured approaches to communication require to be put in place. Develop plain talking PR materials to support the Telecare programme Review and if required revise existing routes for user and carer stakeholder consultation Create ways to effectively share success stories 	<ul style="list-style-type: none"> Ensure that the reporting framework has the capacity to evaluate user and carer satisfaction with Telecare provision. Demonstrate performance through use of data systems and case studies starting in September '09. Develop support networks and re-focus supports to Telecare programme. Develop and make use of a range of materials 	<ul style="list-style-type: none"> Provide access to demonstrate the potential use of Telecare equipment for all stakeholders starting in August '09. Provide a range of accessible literature on Telecare starting in August '09. Establish framework for user and carer involvement by Oct '09 	<ul style="list-style-type: none"> Avril Smith Hope Telecare Project Co-ordinator Technical Instructor Strategy and Performance staff member Other agreed stakeholders. 	There will be no formal reporting systems to provide essential performance information. Stakeholders will not be empowered to contribute their opinions in decision making forums. Stakeholders will not be able to contribute effectively to review processes. The potential for the implementation of the Telecare programme to fail will increase.	<ul style="list-style-type: none"> Carers Strategy

		<p>including existing resources to support the implementation of Telecare across all environments.</p> <ul style="list-style-type: none"> o Develop work plans to meet individual actions and ensure that these reflect outcomes in local strategies by Sept '09. 				
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4. Review/amend and if required develop a financial infrastructure to support the Telecare programme.	<ul style="list-style-type: none"> ○ Ensure that the budgetary framework for the programme, including required financial monitoring procedures are in place. ○ Explore partnership funding opportunities and whether there is potential to align/pool budgets around Telecare. ○ Explore current and future charging policy options. 	<ul style="list-style-type: none"> ○ Agree commissioning and monitoring arrangements for Telecare equipment. ○ Establish new and extended financial partnerships. ○ Prepare briefing paper on charging options for Telecare. 	<ul style="list-style-type: none"> ○ Establish a framework for purchasing equipment by September '09. ○ Develop a financial framework by September '09. 	<ul style="list-style-type: none"> ○ Avril Smith Hope ○ Contracts Section representative ○ Finance Section representative ○ Administration representative/s 	There will be no formal financial systems to provide essential financial information.	<ul style="list-style-type: none"> ○ Clarify with DB

5. Explore option of moving forward to achieve accreditation with TSA	<ul style="list-style-type: none"> o Determine what is expected and required for accreditation by TSA -how does this marry with the Care Commission. o Determine if the Council should pursue this - what would it mean/deliver o Identify the supports which would be required to achieve accreditation o Identify resources required to achieve accreditation. 	<ul style="list-style-type: none"> o Identify key processes which would require to be measured and clarify against what. o Identify key staff that would be responsible for moving towards accreditation. o Develop work plans to meet accreditation. 	<ul style="list-style-type: none"> o Provision of an accredited calls handling service. o Provision of data to support performance management and service targets. 	<ul style="list-style-type: none"> o Stewart Watt o Margo Bathie o Chris Cleary o Billy Webster 	<p>Without performance management systems it will be difficult to shape the service to deliver against emerging demands/needs.</p> <p>Without accreditation the service may not meet future standards as determined by external bodies.</p>	
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<p>6. Review each of the Partnership's 5 projects against the initial anticipatory outcomes and performance measures.</p> <p>Identify Telecare main projects for 09/10</p>	<ul style="list-style-type: none"> Commission an evaluation into existing projects 	<ul style="list-style-type: none"> Develop work plans for each of the identified projects. Produce an evaluation report and identify projects, which need to move to mainstream services by Oct '09 	<ul style="list-style-type: none"> Produce a framework to monitor and evaluate the identified Telecare projects by Oct '09 Implement identified 2-3 main projects 	<ul style="list-style-type: none"> Avril Smith Hope Telecare Project Co-ordinator Technical Instructor 	<p>Without clear work plans the effectiveness of the projects will not be able to be measured.</p>	<ul style="list-style-type: none"> Strategic Plans including <ul style="list-style-type: none"> a) Draft Dementia Strategy. b) Dundee Older People' Strategy c) Tayside Older people Strategic Plan d) Learning Disability Strategy e) Mental Health Strategy f) SHIP