

TECHNOLOGY ENABLED CARE

**tec**

**CYMRU**

Telecare Resource Centre  
**PESTLE Analysis**

July 2021

P	E	S	T	L	E
Political	Economical	Social	Technical	Legal	Environmental
<p>Brexit implications</p> <p>Ofcom guidance for telecommunications companies</p> <p>The Digital switchover dictating the migration process</p> <p>Welsh Government health and social care reform</p>	<p>The cost of upgrading the alarm monitoring platform (switching to a more subscription-based method of payment)</p> <p>The cost of digital telecare lifeline alarms and peripherals increasing</p> <p>The ongoing SIM card costs (if purchased)</p> <p>Austerity measures being introduced to local authorities post Covid</p> <p>Lack of access to revenue funding for local authorities</p>	<p>Citizen reluctance to share data (big brother)</p> <p>Changes in attitude towards wearable and environmental sensor which focus more on prevention, moving away from traditional 'clinical' looking pendants and red button boxes</p> <p>Family/friends having real time access to the citizens data (what's the value add for the telecare service)</p> <p>Frontline workforce skills and competence in respect of deployment, functionality (coaching citizen) and maintenance</p>	<p>The move to greater interoperability between ARC platforms, telecare/telehealth devices and 'off the shelf' products</p> <p>Proprietary protocols to lock in commissioners need to be avoided, we cannot let the market leads dictate to commissioners (should be the other way around)</p> <p>Security measures need to be introduced to ensure compliance with GDPR and cyber security standards, safeguarding new data sets being introduced</p> <p>Technology to promote greater reliance on proactive solutions</p>	<p>GDPR (Data Protection Act 1998.)</p> <p>Cloud Impact Assessments to focus on data storage and penetration testing</p> <p>The standards relating to electrical equipment (CE certification)</p> <p>WEEE regulations for safe, disposal of equipment</p> <p>Audit regulations changing</p> <p>Duties of care for services that change their delivery models through greater reliance on TEC</p>	<p>Lack of signal coverage, more prudent in rural areas</p> <p>Response Services utilising scheduling software, may lead to greater efficiencies when responding in rural areas</p> <p>Greater chance of Control Centre Operators moving to home/remote working</p> <p>Less impact with disaster recovery and business continuity planning, no need for a secondary site if using remote failover capabilities</p>