

TECHNOLOGY ENABLED CARE

tec

CYMRU

The analogue to digital migration

Useful information for telecare service providers

Introduction



Digital telecare can mean a lot of things! Put simply, it means a digital method of communication from the telecare alarm/device through to the Alarm Receiving Centre (ARC), using associated digital protocols

Scheduled for 2025 (but as early as 2023) all analogue communication channels may be shut off and no longer supported

This means that all landline phones, burglar alarms, fire alarms and most importantly for us, telecare alarms will no longer be supported on the analogue network

TECHNOLOGY ENABLED CARE

tec
CYMRU



Ensure **Telecare services in Wales** are fully **'digitally enabled'** comfortably ahead of the 2025 deadline



Welsh Telecare services use common data standards and interoperable protocols allowing for greater opportunities for widespread TEC adoption, shifting the narrative from reactive to proactive care



Telecare services across Wales produce consistent business intelligence data, enabling a culture of high performance and measurable outcomes on the importance of Telecare in Wales to its citizens.

The Vision...

'To be the National Centre of Excellence for all Telecare related activity in Wales'

TECHNOLOGY ENABLED CARE

tec
CYMRU

Our commitment...

The Telecare Programme Blueprint states that “TEC Cymru will support all 7 Welsh Telecare ARC’s to upgrade to ‘digital’ by the end of 2023, comfortably ahead of the December 2025 deadline”

TECHNOLOGY ENABLED CARE

tec
CYMRU



Alarm Receiving Centres (ARC's)

- 7 ARC's across Wales
- Differing sizes
- 5 of the 7 use the Tunstall PNC platform
- Only 2 ARCs are capable of receiving digital calls
- Calls will be received from council and housing association telecare service users
- Immature market space, with only a handful of vendors offering a SaaS (Software as a Service) based digital ARC
- If the ARC isn't set up to receive digital calls, then there's a risk that when service users are upgraded to a 'digital voice' solution, they will be left without working telecare equipment

In-home equipment (lifeline alarms)

- All 22 Councils in Wales offer a version of a telecare service (some outsource specific functions)
- Just over 77,000 Welsh telecare service connections (34% of all those aged over 85 in Wales)
- Approximately 700 are truly digital (IP)
- Considerable work required to 'retrofit' telecare equipment to ensure service users remain supported
- For 2,700 service users, retrofitting would cost approximately £433k over 12 months
- Housing Associations are starting to evaluate options, with some pulling out of the telecare market entirely due to the costs of the upgrade

Telecare ARC's in Wales

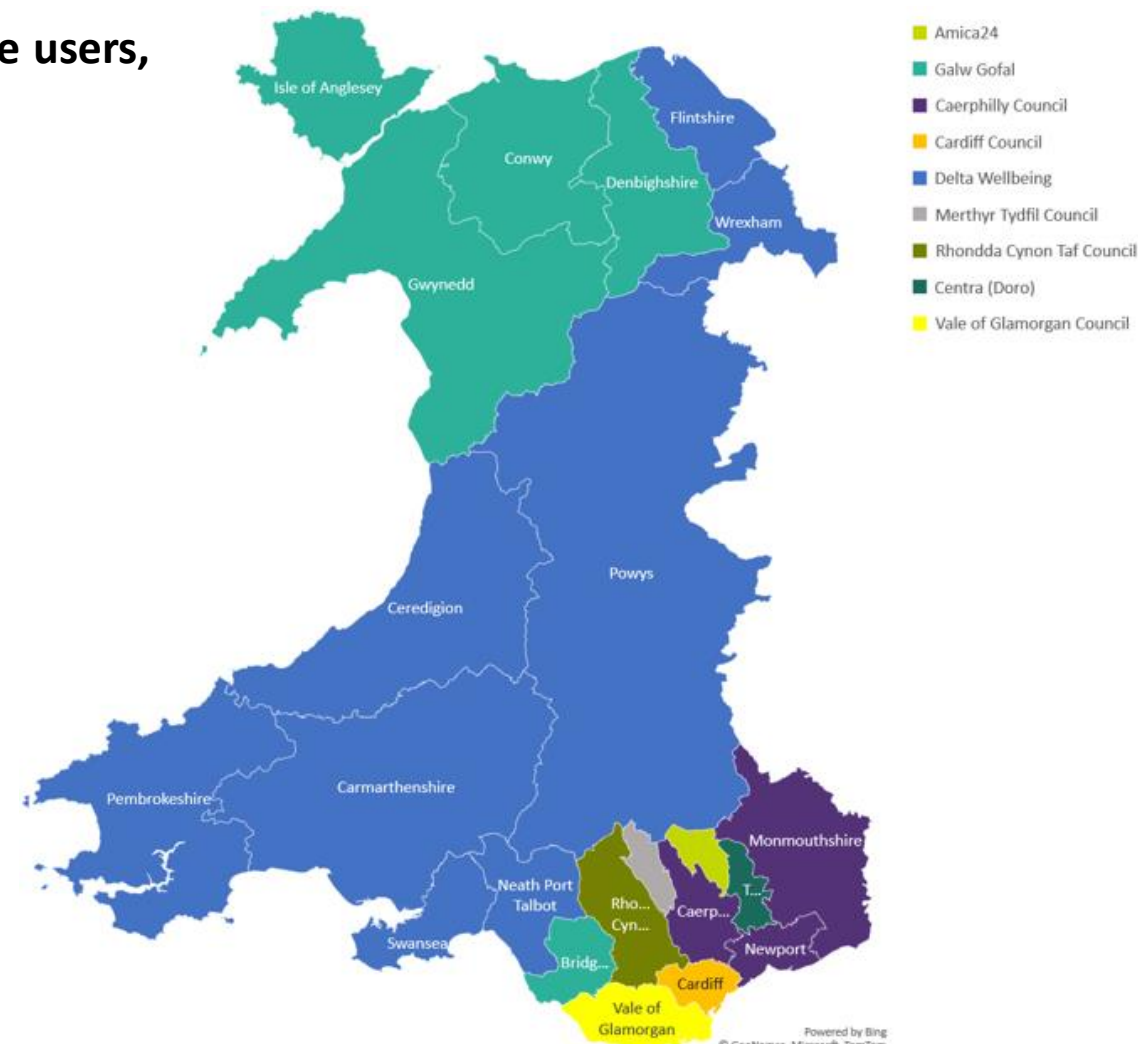
There are 7 ARC's based in Wales serving Welsh telecare service users, an additional 2 are sat within England

Local authority name	Number of connections	Current platform	Digitally enabled?
Vale of Glamorgan Council	2,738	Enovation UMO	Yes
Rhondda Cynon Taf County Borough Council	3,622	Tunstall PNC 8.2	No

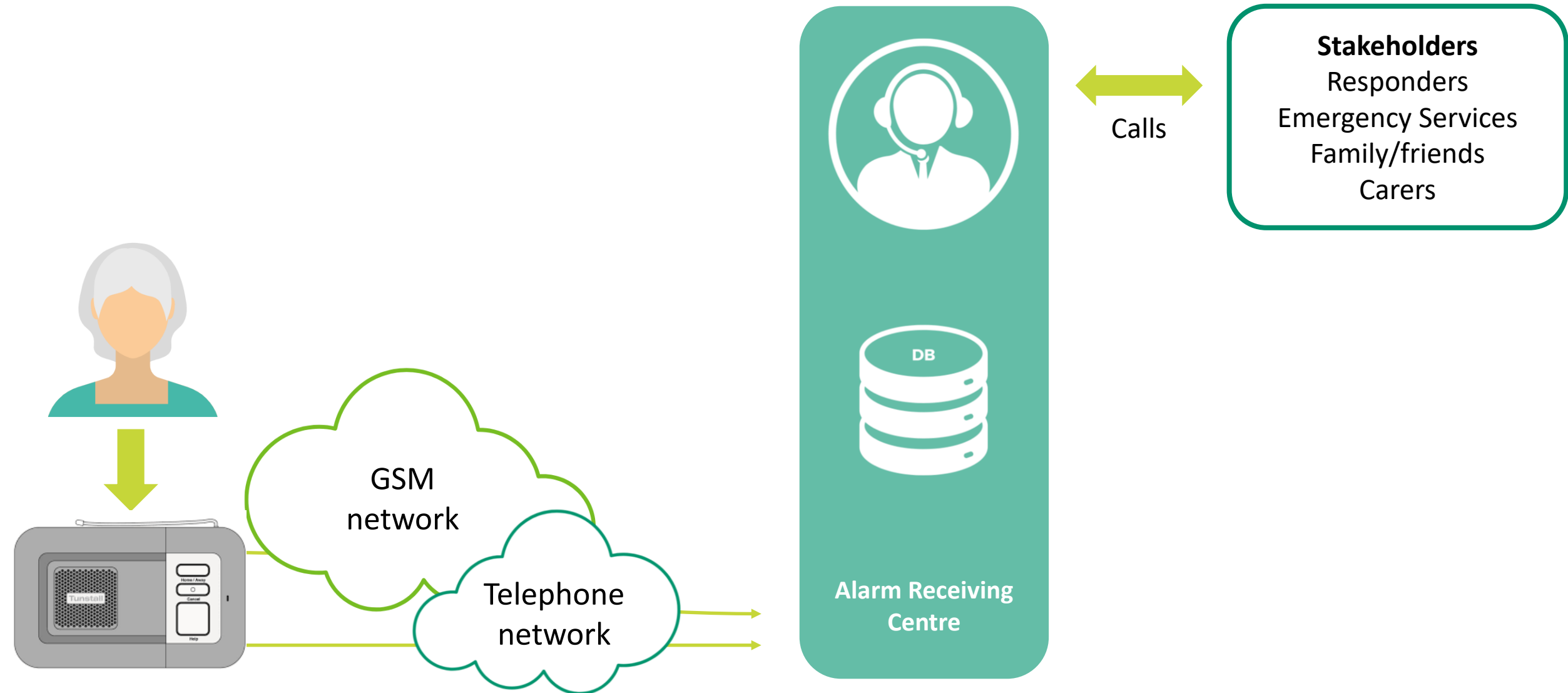
Local authority name	Number of connections	Current platform	Digitally enabled?
Merthyr Tydfil County Borough Council	5,371	Tunstall PNC 8.2	No
Caerphilly County Borough Council	5,792	Tunstall PNC 8.2 <i>(out to tender)</i>	No
Cardiff Council	6,466	Tunstall PNC 8.2	No

Local authority name	Number of connections	Current platform	Digitally enabled?
Galw Gofal (North Wales partnership)*	16,111	Jontek Answerlink	Yes
Delta Wellbeing (local authority trading company)	34,511	Tunstall PNC 8.2 <i>(out to tender)</i>	No

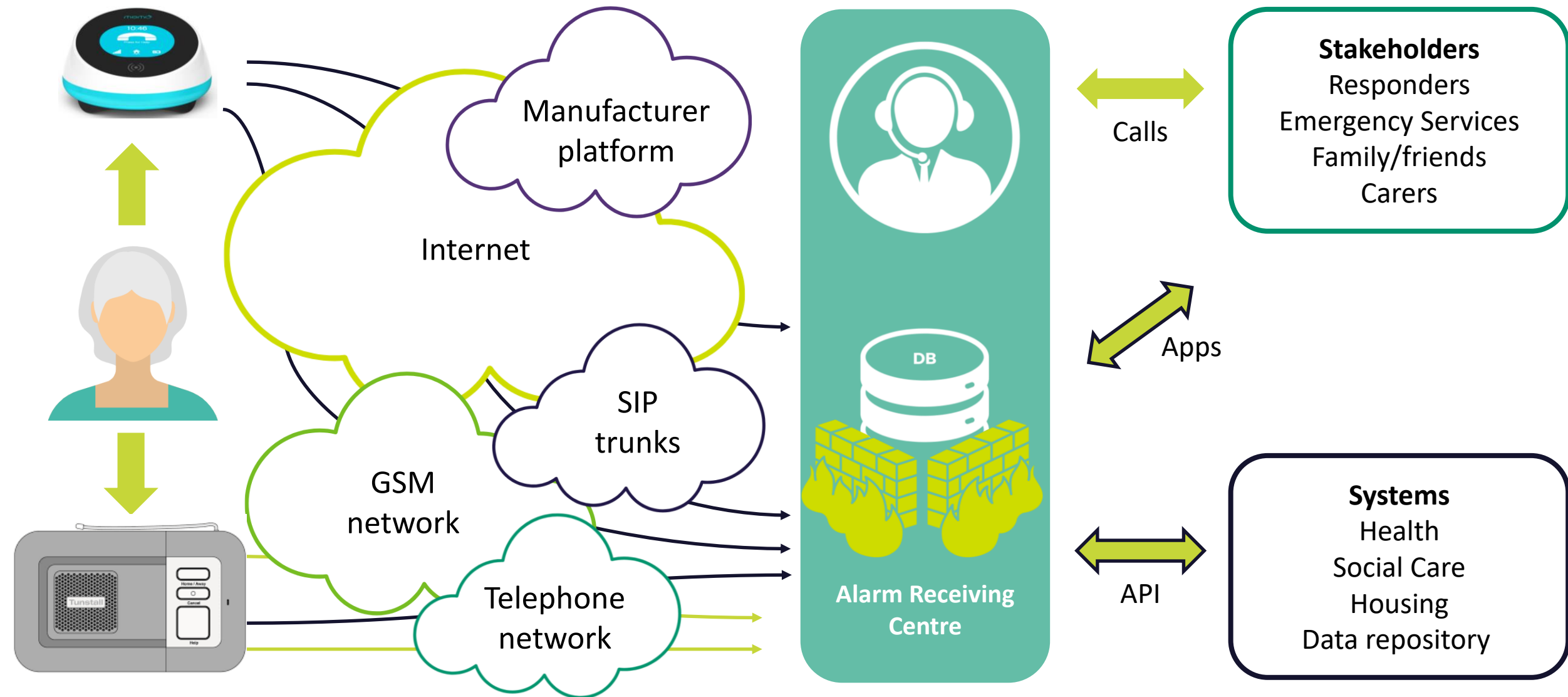
*using an on-premise ARC, not SaaS



A typical analogue ARC call flow diagram



A typical digital ARC call flow diagram



The Risks...

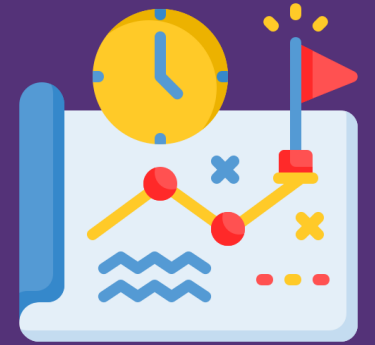
Risk	Explanation	Mitigation
Poor signal	Service User (SU) has no mobile signal	Use Ethernet cable to connect to router, if no digital ARC in place, then telecare cannot be provided to SU
Broadband power disconnected (1hour battery back-up)	Telephone exchange used to carry 50v power for dial tone, when using VoIP connectivity, the power comes from the mains	SIM card provided in each telecare alarm installed across Wales as suitable failover redundancy
SIM costs	As above, if all telecare alarms carry a SIM, the costs of these need to be factored in and costs passed onto SU's	Procure SIM cards in bulk, negotiate with suppliers to get the best costs, start factoring in SIM costs and how this would likely effect SU numbers
ARC's not upgrading to digital in time	Council provided ARC's do not identify the need to upgrade to digital, or they do so too late	Work with TEC Cymru to align with the Programme Blueprint, dedicated support provided for the migration, drawing on lessons learnt thus far in the UK
Funding the upgrade	Costs will include ARC upgrade, equipment retrofitting, equipment for new users, SIM costs and staffing costs	Create a Business Case looking at the various options. If you have an ARC look at shared tenancy solutions with other Welsh ARCs
Service user upgraded to digital voice	A SU is upgraded and left without adequate telecare service provision	Communicate with all service users now and routinely moving forward. Send ARC line info to the TSA
Workforce development	With new equipment comes a requirement for new skillsets	Work alongside staff and inform them of the changes from the outset
3G signalling	Some telecare alarms are already using 3G to send alarm calls, 3G is being shut off by the end of 2025	Locate the equipment and have a plan in place to retrofit. No longer procure telecare alarms that use 3G for voice data
Peripheral devices	A lot of SU's across Wales will have peripheral devices installed at home, new digital telecare alarms being procured may not be compatible	A full scale equipment landscape review needs to be completed and a plan for how much this will likely cost for retrofitting factored in
Product compatibility and procurement	Some telecare service providers do not actively promote or support interoperability	When procuring new solutions, ensure that you work with suppliers who embrace open protocols and interoperability
Cyber Security	With new SaaS/Cloud based ARC software being procured across Wales, there is a need to understand the impact of cyber security	Engage with your ICT team as early as possible in the process, robust Cloud Impact Assessment and hosting checklists to be completed. There is a need to understand the supplier of the ARCs maturity and commitment to cyber security.
Reliability of telecare equipment	With new variations of telecare equipment and connectivity methods	Assess if analogue and digital kit will work on associated ARC platforms, complete full scale IAT and UAT

The Opportunities...



- Greater flexibility when procuring ARC software, driving costs down
- Enhanced ability to offer telecare solutions on a more regional footprint e.g. across health board areas (aligning with the 'Wellness System' outlined in the Healthier Wales Strategy)
- Greater interoperability of equipment models means an acceleration in mass consumable uptake (Fitbit, Apple watch, Alexa etc.) – and greater possibility of telehealth integration
- We reach a different target demographic, monitoring citizens prior to crisis moments occurring
- Enhanced data capture leads to greater exploitation and presentation of the data, highlighting the importance of telecare (TEC) to senior figures (ROI, cost avoidance to allied sectors, DToC etc.)
- Flexible call routing arrangements (for disaster recovery & remote working)
- Workforce restructure - telecare services begin to transition to a more holistic service focusing on proactive interventions, derived from more tailored, personalised levels of service provision

Next steps...



- Councils to stop procuring analogue in-home equipment
- Actively communicate with service users
- Plan the cost for the migration, TEC Cymru can support and complete on behalf of councils and Housing Associations
- Councils to work alongside TEC Cymru to support their ARC upgrade, ensuring consistency in approach and maximising the potential benefits once complete
- Active convergence to a shared tenancy across a regional borders

Beyond digital projects...



Citizen Journey

- Defining a model on-boarding and set-up process that TEC Cymru can promote across Wales to existing telecare services when upgrading to a digital ARC
- Producing a set of templates, operational procedures, checklists and forms by way of a 'toolkit' to prospective adopters of the 'Model Process'
- Defining a standard customer record, data management strategy (mandatory/optional data, format constraints etc.) and data lifecycle (from onboarding to archiving)



Minimum telecare datasets

- Working with the Vale to identify the data needed for establishing a common telecare record and identifying suitable data capture mechanisms at point of assessment
- Work collaboratively with the Telecare Working Group (most notably Delta and RCT) on the common telecare record around the assessment process
- Collaborate with the TSA and the Local Government Digital Office (Scotland) in the development of a proposal for a minimum telecare dataset



BI Dashboard

- Establish a BI Product Backlog in order to capture the evolving requirements for the BI Dashboard
- At an early stage in the implementation, identify any high value data (e.g. NHS number) that will serve both the BI Dashboard and the Common Telecare Record projects, but this needs to be addressed early in the implementation process
- Jointly agree with the Taskforce on the data sets needed as inputs into the Dashboard



National common telecare record

- Represent the interests of the Vale with the Welsh Technical Standards Board (and DSPP and NDR), driving a 'top down' approach to the desired technical standard for data extraction
- Provide a bridge to the TSA and the Local Government Digital Office (Scotland) in the development of a proposal for a Common Telecare Record
- Formalise proposal for a Common Telecare Record