



TECHNOLOGY ENABLED CARE

tec

CYMRU

Telecare Programme Strategy



Noddir gan
Lywodraeth Cymru
Sponsored by
Welsh Government

version 1.0 July 2022

Telecare can play a crucial part in furthering the integration of health and social care and ensuring people remain in their own home for longer, supported by the latest digital technology enabled care products and solutions

TEC Cymru is the national Technology Enabled Care (TEC) programme for Wales. The Telecare Programme has been set-up to provide strategic oversight, cohesion and dedicated support and guidance to telecare service providers in Wales. *The Discovery Report* highlighted the need for a national telecare programme, with service inequities across the nation; with costs, workforce, technology, and service levels all differing. It also highlighted that two thirds of services had not yet planned for the digital migration.

An immediate priority for the Telecare Programme, was to work alongside the 7 local authority delivered Alarm Receiving Centre’s (ARC’s), providing support with their digital migration ahead of the 2025 deadline. For years, telecare services have operated over an analogue network, offering traditional reactive services to Welsh citizens, ensuring swift response to moments of crisis. There are many risks associated with the migration; threats to new ways of working in a digital environment need to be mitigated, but the opportunities for delivering next generation telecare services should be seen as opportunities to seize.

Digital telecare allows Welsh services to enhance their current service delivery model. Services become more resilient, with faster response times to calls and fewer call failure rates on an already creaking analogue telephone system. With SaaS (Software as a Service) ARC platforms, there is the possibility of remote working, allowing the work force to become more dynamic in their approach to call handling. Digital ARC platforms that have interoperability embedded within, increase the possibility of more enhanced TEC models becoming part of mainstream telecare provision. New data sets focusing on well-being metrics, such as daily activity systems and wearables will allow services to become more personalised in their approach. Data can also be readily exported and presented in a fashion that adds value to both the service itself, and its users.

With this new data, more collaborative opportunities with health, housing and the wider care sector should be explored, truly maximising the citizen experience by services operating in a proactive manner. This aligns with the *Healthier Wales* vision of a ‘wellness’ system, which aims to support and anticipate health needs, to prevent illness, and to

reduce the impact of poor health. We want to drive a culture of high performance and more efficient ways of working across all telecare services in Wales, a sustainable service model for all, irrespective of where someone lives.

We will achieve this by conducting a series of initiatives and projects, which are detailed in this Strategy. Initial focus is to upgrade Welsh ARCs to digital, but we cannot stop there, we must look to the ‘beyond digital’ capabilities, positioning telecare as a key enabler in further integrating health and social care services.

The time is now to build on the successes of the TEC Cymru Programmes thus far and begin the journey for Wales becoming a 100% digital telecare nation by the end of 2025.



Aaron Edwards
National Telecare Programme Manager
TEC Cymru

Our Vision and Mission Statements	4
1.1 Background	6
1.2 Document Purpose	7
1.3 TEC Cymru Strategic Benefits	8
1.4 Capabilities and Outcomes	9
1.5 Telecare Programme Outcomes in Detail	10
1.6 Strategic Initiatives	11
1.7 High Level Roadmap of Initiatives	12
Digitalisation	13
2 Supporting Welsh Telecare Services to Migrate to Digital	14
2.1 Preparing for the Digital Migration	15
2.2 Development of a Model Migration Strategy	16
2.3 Shared Tenancy	17
2.4 Benefits Map for the Digitalisation Theme	18
Beyond Digital	19
3 Beyond Digital Overview	20
3.1 Citizen Journey	21
3.2 Minimum Telecare Dataset	22
3.3 Business Intelligence Dashboard	23
3.4 National Common Telecare Record	25
3.5 Benefits Map for the Beyond Digital Theme	26

Engagement	27
4 Stakeholder Engagement	28
4.1 Engagement Through Governance Forums	29
4.2 Telecare Website and Resource Centre	30
4.3 Industry Engagement and National Partnerships	31
4.4 Benefits Map for the Engagement Theme	32
Next Generation Telecare	33
5 Next Generation Telecare (NGT) Overview	34
5.1 Current, first generation and second generation digital telecare	35
5.2 Smart TEC Solutions	36
5.3 Response Services	37
5.4 Proactive Telecare Services	38
5.5 Benefits Map for the Next Generation Telecare Theme	39
Conclusion	41
Appendix A. Benefit and Outcomes key	42

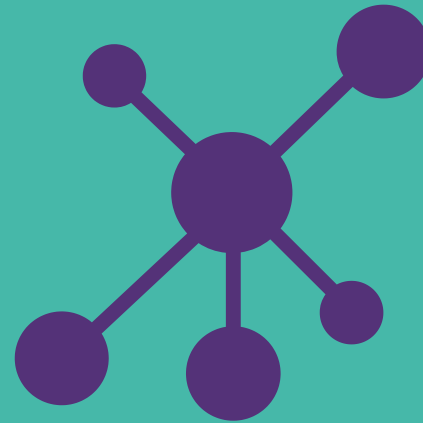
Our Vision

**To be the National Centre of
Excellence for all telecare
related activity in Wales**

Our Mission Statements



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



1.1 Background

The Telecare Programme kicked off with a Discovery Report, surveying Welsh telecare service leads. We then completed two key strategic documents, ensuring the programme was built on solid foundations



Discovery Report

- Defines the current landscape of telecare services in Wales
- Describes the types of service delivery models in place across Wales
- Highlights the different types of assistive technology being used
- Defines the current costs service users pay per week
- Looks at the current digital maturity of services (if they have a plan in place for the digital migration)
- Highlights the potential role TEC Cymru could play in supporting Welsh telecare services



Programme Brief

- Defines the programme's Mission and Vision which are very high-level statements of intent developed in this document into a series of Capabilities and Outcomes
- Describes the need for a Blueprint defining the end state
- Defines the high-level scope; what we will do and what we will not do
- Looks at how success will be achieved and measured
- Defines high-level outcomes the Telecare Programme will deliver
- A stakeholder map highlighting interest and impact on the programme



Blueprint and Target Operating Model

- Defines the end state or Target Operating Model (TOM) for telecare services in Wales by 2025 as well as an intermediate state
- Describes and informs the programme's direction of travel
- Defines the role of TEC Cymru in the delivery of telecare in Wales
- Sets objectives for the programme using the POTI model (Processes, Organisation, Technology, Information)
- Explores the impact of the programme on Welsh telecare services
- Details the principles that underpin the target operating model for Welsh telecare services
- Contains high level technical specifications for digital telecare equipment and digital ARC's

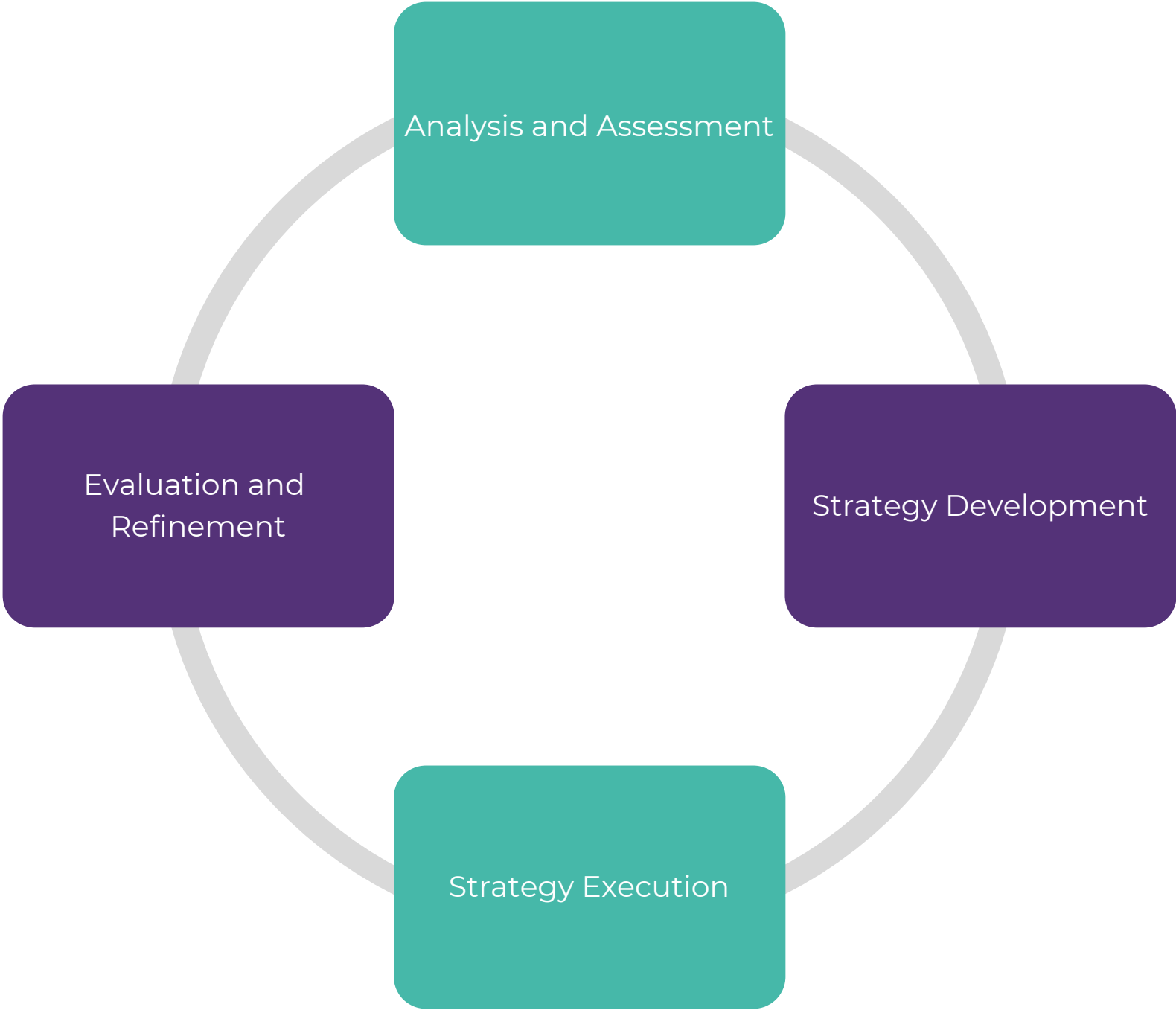
1.2 Document Purpose

This Strategy sets the course of the Telecare Programme and describes how it will deliver the Blueprint through four initiatives and a series of projects

The Strategy defines the “How” and “When” that are the counterparts to the “What” of the Programme Blueprint and the “Why” of the Programme Brief.

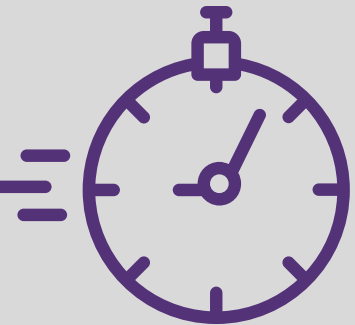
Because TEC Cymru does not have a prescriptive or mandating role, the Telecare Programme will deliver the Blueprint through a series of initiatives comprising project partnerships, consultations and close engagement with telecare service providers, vendors, industry interest groups, health, third sector, housing, Welsh Government, and other organisations such as the Scottish Local Government Digital Office (LGDO) the Telecare Services Association (TSA) and the Local Government Association England (LGA). It will commission studies and evaluations and publish materials of interest to strategists and implementers as well as citizens. This document will describe how each of these areas of activity will be executed along with indicative timelines.

Like the Programme Blueprint, this is a living document that will be kept in alignment and be revised as the telecare landscape inevitably changes over time. Any significant updates will require re-approval by the Telecare Programme Board.




1.3 TEC Cymru Strategic Benefits


The TEC Cymru Programme at portfolio level comprises four programmes; Telecare, Telehealth, NHS Video Consulting and a dedicated Research & Evaluation programme. All four Programmes contribute to the seven core TEC Cymru Strategic Benefits



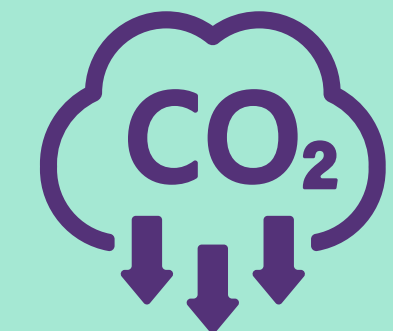
Rapid improvement, innovation and continuous learning



Increased workforce knowledge and capabilities



Better coordinated care and outcomes



Reduction in time, cost & carbon impact



Improved equity and access to care



Improved use of resources



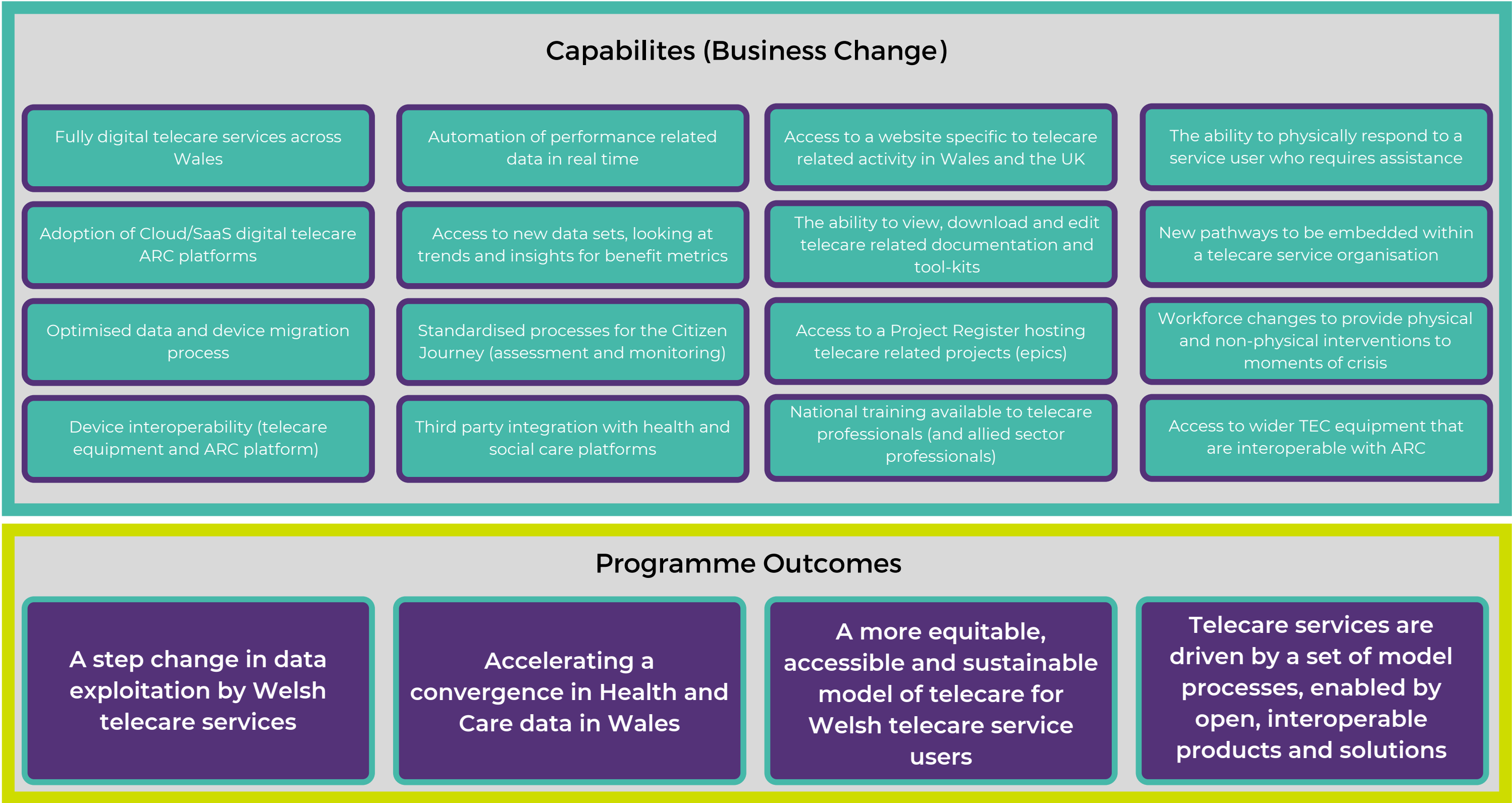
Improved citizen and workforce experience

1.4 Capabilities and Outcomes

The goal of the Telecare Programme is to deliver a set of new capabilities resulting in business change, which will deliver significant beneficial outcomes

The Blueprint defines the intermediate and end states in detailed terms which realise the high-level goals of the Telecare Programme, as stated in the Programme Brief. These goals can be further refined in two tiers, capabilities, and outcomes, that are delivered by the initiatives and epics (projects) instigated by TEC Cymru as described later in this document.

By understanding the outcomes associated with the various partner projects and other collaborations, the Telecare Programme will remain focused on the value of each of its endeavours and maintain a tight control on scope.



1.5 Telecare Programme Outcomes in Detail

By focusing on the long-term outcomes, we will realise the benefits, and ultimately achieve our vision for the TEC Cymru Telecare Programme

A step change in data exploitation by Welsh telecare services

Historically, data has been seen as the basis for generating performance metrics such as the key performance indicators (KPI's) set by TEC Quality (TSA) for call response rates and installation timelines relating to accreditation standards.

Digitalisation offers opportunities to use data to provide Business Intelligence at a local (and potentially national) level that will track and improve citizen care outcomes and deepen the understanding of services provided.

Accelerating a convergence in Health and Care data in Wales

Widespread data integration between telecare services and health is currently only an aspiration.

Digitalisation provides an opportunity for telecare services that operate an ARC to adopt open technical standards and utilise API tools to synchronise elements of their platform with third party software.

This lays the groundwork for Health and Social Care professionals to access real-time, integrated citizen data.

A more equitable, accessible and sustainable model of telecare for Welsh telecare service users

Telecare services are delivered in a disparate fashion across Wales, giving rise to a 'postcode lottery' in terms of what levels of service are available and at what price.

Supplier lock-in has arisen, partly through the widespread adoption of proprietary protocols. Digitalisation provides the opportunity for the adoption of interoperable protocols, leading to equipment choices based on parameters of cost-effectiveness and 'best of breed'.

Telecare services are driven by a set of model processes, enabled by open, interoperable products and solutions

A lack of standardised workflows, operational practices and data life-cycles creates variability in quality of service and cost-base and undermines opportunities to promote best practice.

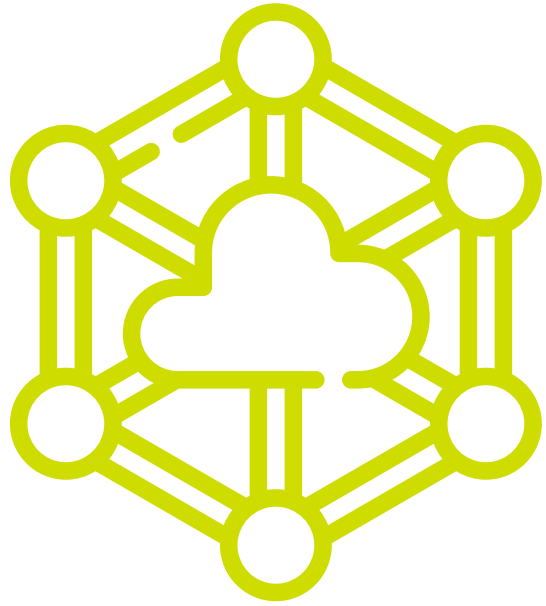
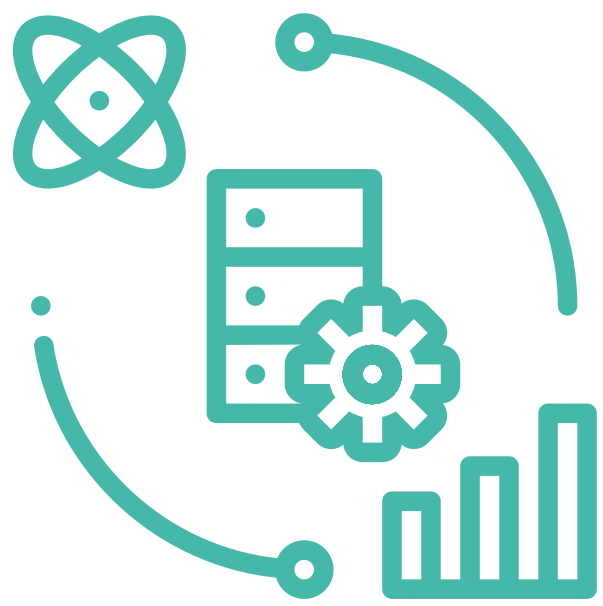
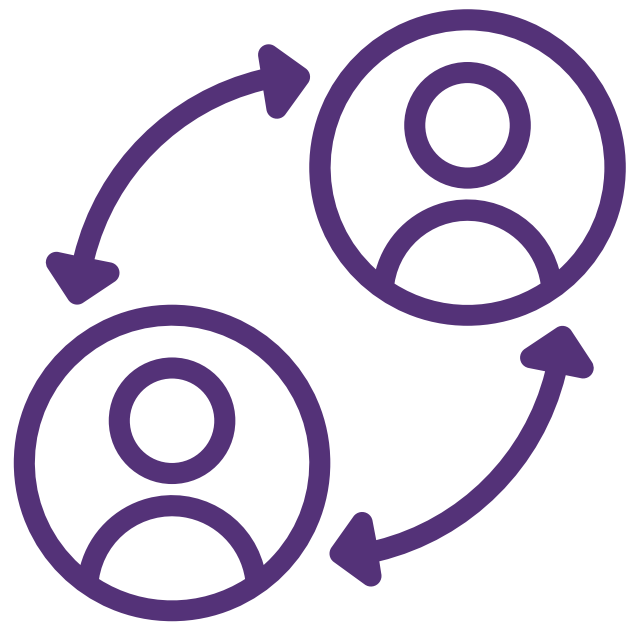

Digitalisation provides an opportunity to promote optimised workflow models and data practices whose benefits will be both local and national.

Furthermore, standardised processes and shared services have the potential to lower the costs for the 7-council delivered ARC's in Wales.

1.6 Strategic Initiatives

The programme’s initiatives will comprise project partnerships, consultations and close engagement with telecare service providers, vendors, and industry interest groups

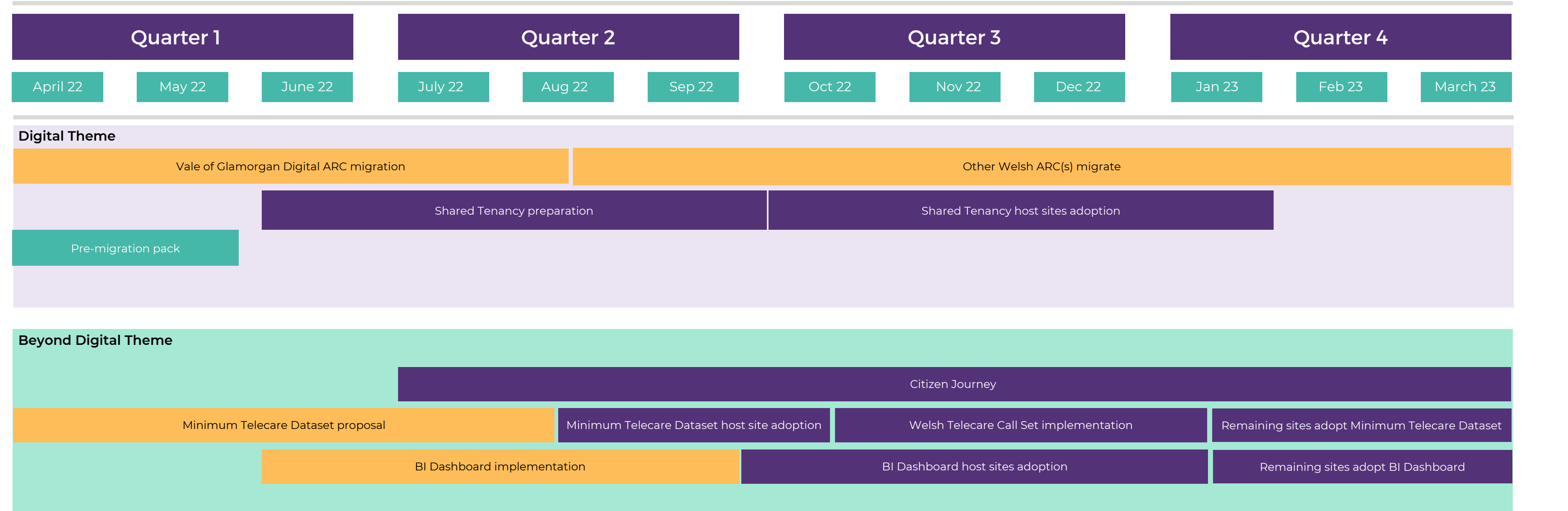
This Strategy will be broken down into four main initiatives, highlighted in the below graphic. Each initiative will have a series of epics (projects) that contribute to the strategic outcomes (via capabilities/business changes) and provide measurable benefits. These in turn will feed the seven core TEC Cymru Programme Strategic Benefits. At the end of each section in this document, a Benefit Map will show these relationships in greater detail.

	Digital	Beyond Digital	Engagement	Next Generation Telecare
Initiatives				
Epics	<ul style="list-style-type: none">• Pre-Migration Framework• Model Migration Strategy• Shared Tenancy	<ul style="list-style-type: none">• Business Intelligence Dashboard• Minimum Telecare Dataset• National Common Telecare Record	<ul style="list-style-type: none">• Dedicated telecare website 'channel'• Telecare Resource Centre• Industry engagement, national partnerships, and showcases/events	<ul style="list-style-type: none">• Response Services• Proactive telecare services (telephony and non-telephony)• Smart TEC solutions

1.7 High Level Roadmap of Initiatives

The following is an overview of the epics (projects) scoped for the 2022-2023 financial year with much of the focus on the Digital and Beyond Digital strategic initiatives

Orange bars denote epics that are underway, purple bars denote scoped epics and green bars denote completed epics. In selected cases, more granular plans are included in the epic descriptions later on in this document.



Digitalisation



2 Supporting Welsh Telecare Services to Migrate to Digital

The Telecare Blueprint states that TEC Cymru will support all seven Welsh Telecare Alarm Receiving Centres (ARCs) to upgrade to ‘digital’ by the end of 2023, comfortably ahead of the December 2025 deadline

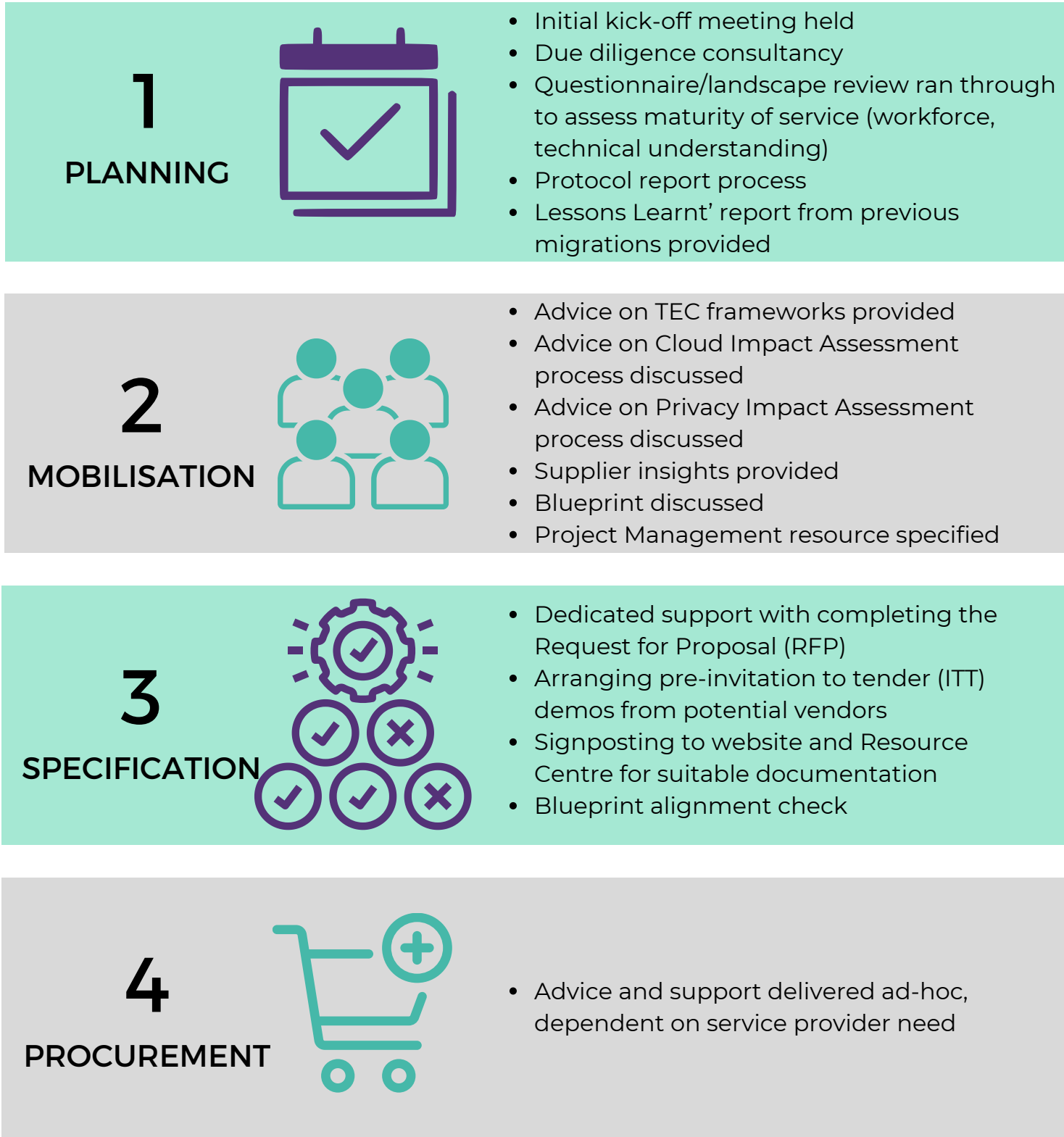
The immediate priority for the Telecare Programme, and a key enabler to achieve the long-term outcomes, is to facilitate the Wales-wide upgrade of the ARCs. An Options Appraisal explored the possibility of a national ‘Shared ARC’, but it is not currently viable or realistic to achieve the upgrade goal of December 2023. Therefore, a bottom-up approach, working with standalone ARC’s and existing shared ARC’s is the most realistic means of achieving the target date. We have also committed to supporting all Welsh telecare services to have a fully digital offering (in-home and mobile equipment) to its service users, by the end of 2025.

Telecare across the UK has remained largely unchanged for decades, with services focusing on equipment. The migration to digital provides TEC Cymru with a chance to transform the telecare landscape in Wales. Some services are not yet embracing the digital shift, citing reliability issues and

and proprietary protocols as a reason for delaying their plans to migrate. These are valid concerns, but with support from a National Telecare Programme delivered by TEC Cymru, appropriate support can be provided, with expertise drawn from industry partners to ensure a consistent, robust migration plan.

Pre-Migration Framework

Following the initial stages of our first migration project with the Vale of Glamorgan Council, we identified the need for a pre-migration pack that can be offered to any Welsh telecare service planning to upgrade. This would include an audit exercise led by TEC Cymru and a specification which will assist with building the tender documents. The practical steps we would take are highlighted in the graphic (right) and explored in greater detail on the following page.



2.1 Preparing for the Digital Migration

TEC Cymru will identify practical steps a Welsh telecare service should take when planning on upgrading to a digital ARC

As per the previous section, TEC Cymru will offer a model pre-migration pack to all Welsh ARCs planning to upgrade to digital. This will allow them to anticipate many of the issues they are likely to encounter that were experienced by our first collaborative migration project with the Vale of Glamorgan Council. The pack will include checklists, toolkits, and other documentation to help support their planning.

Some of the key components are:

- Pre-procurement due diligence guidance
- ARC supplier identification
- Project Management approach (skills, resource, planning required)
- Incumbent vendor requirements (including information on existing protocols)
- Migration Strategy (explained further on the next page)
- Other technical advice (non-compatible alarms and devices, MFA, DDI etc.)
- Data management activity required prior to migration

This pack can also be shared with telecare services who do not offer an ARC, ensuring their

telecare equipment is capable of digital communication with the ARC they outsource to.

Pre-procurement due diligence

We will support telecare services in accessing the most effective means of procuring a new digital solution. This would include offering advice on current procurement frameworks that could be used to ensure regulatory compliance and providing advice on direct awards and mini competitions.

ARC supplier identification

Working with the telecare service, we will invite digital ARC providers to attend a demonstration meeting, showcasing their solutions. Ahead of each session, the supplier will be sent three questionnaires: Supplier Cyber Security, Functionality and Features, and Monitoring Platform Requirements.

Project Management approach

We will offer advice on the positive role we believe project management can play. This includes help with resourcing and advice on the planning and tracking of the projects progress.

Incumbent vendor requirements

If the service is planning on moving away from an incumbent ARC supplier, there are things that can and must be done in advance. For instance, TEC Cymru will advise the telecare service requests a copy of a detached database of their data and a complete list of the protocols in use to commence re-programming.

Other technical advice

TEC Cymru will provide insights and guidance on other technical specifics associated with migration, such as disaster recovery, remote working, multi-factor authentication etc.

Data management activity required prior to migration

TEC Cymru will provide information on the types of data capture required for the migration, including protocols, databases, and supplier feedback. We will also look to embed the Welsh Minimum Telecare Dataset (including Welsh Call Set) and ensure services are equipped with the BI Dashboard (these are separate projects explained in the Beyond Digital section of this Strategy).

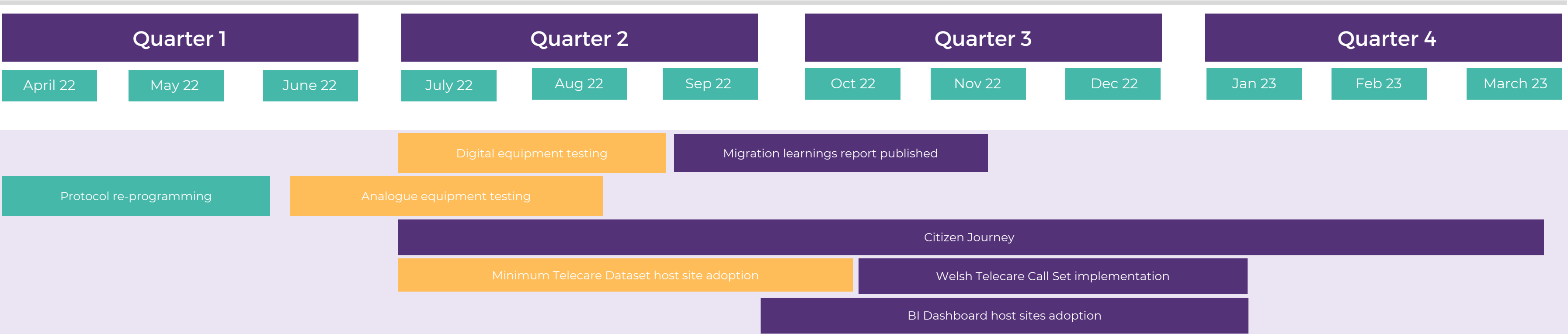
2.2 The Development of a Model Migration Strategy

To support the efficient digitalisation of all 7 Welsh ARC’s and deliver against the Blueprint, we will offer service providers a model migration strategy and the benefit of TEC Cymru’s subject matter expertise

In January 2022, the Vale of Glamorgan Council (the Vale) announced they will be upgrading their analogue ARC to a SaaS based digital ARC. Once they had agreed to procure the platform, TEC Cymru entered into a formal collaboration to provide the Vale with the benefit of TEC Cymru’s subject-matter expertise in both telecare and project management and to de-risk the transition.

The Vale is the smallest ARC in Wales, in terms of connection numbers and have no contracts with external councils for call handling, so partnering with them is providing an ideal opportunity to gain deep insights into the pitfalls and opportunities digitalisation presents. It also informs our development of a model Migration Strategy, including pre-migration support ahead of a digital migration which can be offered to telecare services transitioning to digital. This will help services prepare their resource and technical needs (staff training, database reviews etc.) Following on from the ARC upgrade, we will work alongside the Vale for the first 12 months to build an understanding of the changes in operational practices brought about by being ‘digital’; factors such as device management portals, responding to new alerts and remote working.

TEC Cymru will periodically produce lessons learnt reports based on Vale’s experience and share these with the wider telecare community in Wales. TEC Cymru will ask the Vale to host several ‘proof of concept’ projects, with the intention of promoting adoption elsewhere in Wales.



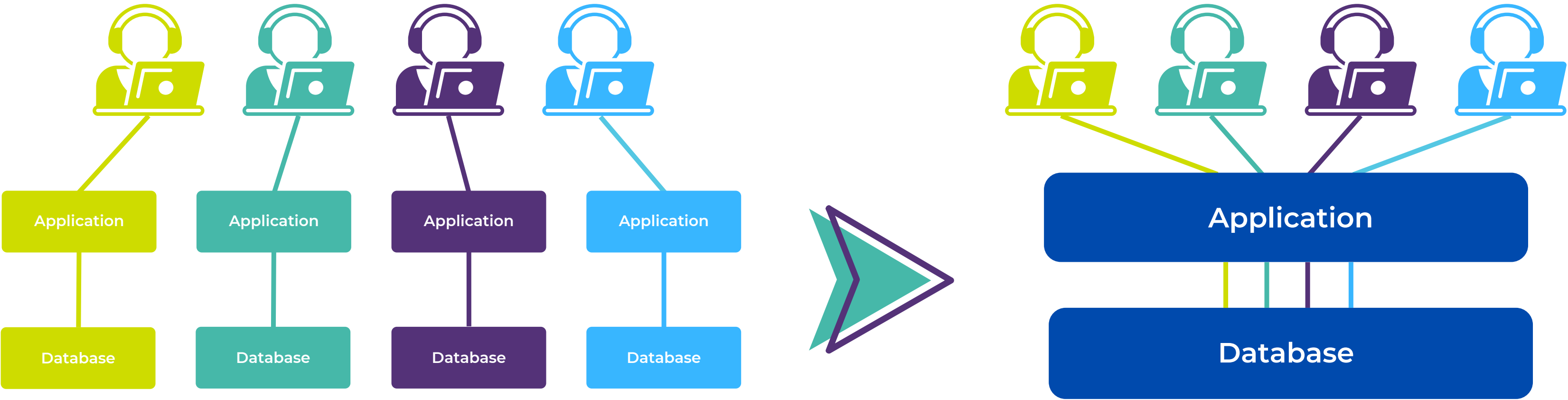
2.3 Shared Tenancy

TEC Cymru will commission a pilot project to better understand the opportunities presented by multi-tenanted SaaS solutions

The Vale are upgrading to a digital ARC platform based on a SaaS (Software as a Service) model. A key feature of interest to TEC Cymru is that this model often goes hand in hand with a platform environment built on a ‘multi-tenanted’ architecture, whereby different providers can share the same platform whilst keeping their data discrete and maintaining operational independence.

This opens the door not only to partnerships and collaborations between telecare service providers but also has potential for vast cost savings and efficiency improvements.

As Welsh telecare services like the Vale migrate their services to such platforms, we will investigate the feasibility of piloting a shared tenancy model across a chosen region. The below graphic represents single-tenancy (current state for 7 ARCs) and shared-tenancy (aspiration).



Single Tenancy
(current solution in Wales for the 7 ARCs)

Shared Tenancy
(joint ways of working/procuring ARC solutions)

2.4 Benefits Map for the Digitalisation Theme

The below map shows the short, medium and long-term impact and benefits this theme will have on service providers, and how they serve both the TEC Cymru Strategic and Programme Benefits

The Digitisation initiative is around ensuring that telecare services are digitally enabled by the 2025 deadline

Outcomes/Benefits		TEC Cymru Strategic Benefits*							Telecare Programme Strategic 'Outcomes'*			
Short-medium term impact	Long term benefits	1	2	3	4	5	6	7	1	2	3	4
Continued reliability of services	Improved service quality	✓		✓		✓	✓	✓		✓		
	Encourage service innovation	✓							✓			
	Reduced costs	✓			✓		✓					
Future Proofing Services	Reduced costs	✓			✓		✓	✓		✓		
	Increasing skills of workforce		✓					✓	✓			
Reduction in ARC Costs	Reduced costs	✓			✓		✓		✓	✓		
Economies of scale/ simplified procurement processes	Reduced costs	✓			✓		✓		✓			
	Improve procurement innovation	✓	✓					✓		✓		
Increased call handling efficiency & resilience	Improved service quality	✓	✓	✓				✓	✓			
	Reduced costs	✓			✓		✓			✓		


*The TEC Cymru Strategic Benefits and Telecare Programme Outcomes are on page 42 (or click here)

Beyond Digital



We will provide leadership within Wales on the exploitation of telecare data and advocate an optimised 'Citizen Journey'

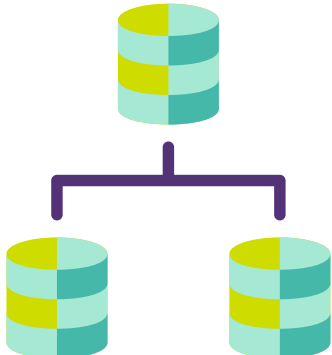
Migrating from analogue to digital must be about more than a simple 'like-for-like' change. By not thinking 'beyond digital' there is a risk that services will remain stagnant, repeat the errors or omissions of the past, think locally rather than nationally, and fail to unleash the full potential telecare has for both citizen and service provider. TEC Cymru will ensure that any Welsh telecare service preparing a migration is mindful of the benefits and opportunities our four 'Beyond Digital' projects offer.



Citizen Journey

Currently, there is no collective understanding of the interactions a citizen has with the health, housing, third, and care sectors during their lifecycle as a telecare service user.


TEC Cymru will develop a holistic understanding of the telecare citizen journey 'as-is' and work with partners to develop a proposal for an optimised end-to-end user journey and data lifecycle.



Minimum Telecare Dataset

TEC Cymru will make recommendations for a minimum telecare dataset established when service users are onboarded and during the full life cycle of their service. This will go hand in hand with developing a standardised assessment process as part of the Citizen Journey epic.


If we establish consistency at the 'data ingest' point, we can potentially leverage Wales-wide benefits.



Business Intelligence (BI) Dashboard


TEC Cymru will develop proposals for a BI dashboard and implement a working prototype in the Vale of Glamorgan (and possibly 1 other pilot site) ahead of a Wales-wide rollout.

Historically, it has been very difficult for telecare services to present their data in a meaningful way, demonstrating just how valuable their service is to the citizen, local authority, health, social care, third and housing sectors.



National Common Telecare Record

TEC Cymru will pioneer the concept of a 'common telecare record' facilitated by the development of proposals for a minimum telecare dataset. Modern digital ARC platforms offer a wide range of API's and integration options which can serve the data needs of a range of third parties, the most important of these being in the health domain. Once the viability of such a record is established, the case can be made for common data standards across Wales in support of initiatives to establish a 'Standard Citizen/Patient Record' (potential link to the NHS Wales app)



Documenting the citizen (service user’s) journey, from point of assessment to decommissioning of their telecare service, will provide valuable insights of their interactions with health and social care services

The current ‘as is’ processes across telecare services in Wales lack operational consistency. The implementation of a digital platform presents new possibilities to reform the citizen’s journey and establish stronger collaborative links into health and social care teams.

The main outputs of the Citizen Journey project are:

- Defining a model on-boarding and data set-up process that TEC Cymru can promote across Wales to existing telecare services
- 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)

The Vale are the perfect partners for this project as they are in the very early stages of adopting a new platform. This provides a golden opportunity to address issues around process and data collection and thereby start afresh with an optimised end-to-end citizen journey. Whilst the Vale will be a test-bed for the proposals that will flow from this epic, success will depend on a much wider collaboration of interested parties which will be organised in a ‘Taskforce’ led by a Data Advocate.

Core to the project team will be a Process Analyst who can analyse and document the current (as-is) processes and develop the model ‘to-be’ processes and identify all the data-significant touch points during the end-to-end citizen journey.

The Process Analyst will be guided by an active and engaged Data Advocate who can draw on direct experience and specialisms offered by the

Taskforce which will be drawn from the Telecare Working Group. Whilst the interests of suppliers/vendors are not particularly pertinent to the needs of this project, the insights offered by a national body such as TEC Scotland and the Local Government Digital Office Scotland, who have a plethora of contacts and ready access to resources and expertise will be an asset. TEC Cymru will also draw on expertise with its Research and Evaluation Team.

There are numerous benefits to telecare service users by understanding their interactions with health, social, housing and third sector organisations. The Citizen Journey project aims to develop a holistic overview of a telecare service user, both inside and outside of their journey with telecare. We will focus on how telecare data can help those allied sectors in providing the correct levels of care and support, in a timely, ‘data-driven’ manner to Welsh citizens.

3.2 Minimum Telecare Dataset

TEC Cymru will promote best operational practices in the delivery of telecare across Wales through consistent data collection, reporting and integration

TEC Cymru is keen to understand and optimise the 'data ingest' that accompanies the on boarding of new telecare service users that usually begins with a 'telecare assessment'. Looked at in terms of a 'Citizen Record' or Minimum Telecare Dataset, data can be seen as a valuable asset that serves both the user and the provider throughout the lifecycle of the service offered to the citizen.

A Taskforce will draw on the insights of the work already undertaken by TEC Scotland to design a model, standardised assessment process (see Citizen Journey) and define a standard record.

Our advocacy for a Minimum Telecare Dataset will not compromise the autonomy of service providers to design and manage their own assessment processes.

TEC Cymru will:

- Work with the Vale (and Enovation) to identify suitable data capture mechanisms at point of assessment
- Align closely with the needs emerging from the BI Dashboard initiative, recognising the considerable inter-dependency of the two projects
- Consult and align with TEC Scotland who have drafted a 'Scottish' version of the dataset
- Identify data that is not currently collected (such as NHS number) that may serve data needs beyond the immediate telecare interests of the user such as those emerging from the National Common Telecare Record project
- View data in terms of a lifecycle that runs alongside the Citizen Journey project
- Work with ARC providers to enhance and broaden their data and integration capabilities so they can support the ambitions for telecare in Wales
- Streamline call reasons and actions for incoming and outgoing calls across all 7 Welsh ARC's
- Make recommendations for maintaining data quality through mandatory fields, validation checks and procedural guidance
- Explore how TEC Cymru can support service providers in updating legacy data to conform with the new dataset requirements
- Embed the Minimum Telecare Dataset across all of Wales, not just limiting it to those services with ARCs

A technology agnostic tool that presents telecare data in a manner that adds value and insight to the service provider and nationally via TEC Cymru

Data is the lifeblood of a digitally enabled organisation due to the latent power it possesses to inform decision-making, establish KPI's, improve outcomes and generally serve its stakeholders better. However, data is only truly valuable when it is aggregated, sliced and diced and generally mined for the information and intelligence that lies within. To this end, the TEC Cymru Telecare Programme recognises that Business Intelligence has long been absent from the toolbox of service providers and seeks to remedy this in Wales by developing a BI Dashboard.

The Vale has agreed to host a prototype and be an active member of a Taskforce of interested parties which is now set up to support and inform this epic. Galw Gofal and 2 leading UK suppliers of digital ARC's have agreed to participate in this Taskforce along with the Local Government Digital Office, Scotland. We have also recruited a dedicated Business Intelligence Analyst to manage the key outputs. Overall direction will be provided by a

BI Advocate who will provide subject matter expertise and track project progress.

Enovation and Legrand Care are the ARC providers for both the Vale and Galw Gofal respectively. Galw Gofal are the second largest ARC in Wales, with over 16,000 Welsh connections, spread over 5 Council areas. Their scale, reach and needs will therefore offer insights and experience that will significantly enhance the quality of any proposals we develop.

Legrand Care and Enovation are keen to participate, which will, potentially give us access to international perspectives from organisations who have been able to exploit the potential of digital technology for several years.

There are obvious inter-dependencies with the Minimum Telecare Dataset epic, described above, and so the two projects will need to work in close collaboration. A BI Dashboard will demonstrate and quantify the value telecare

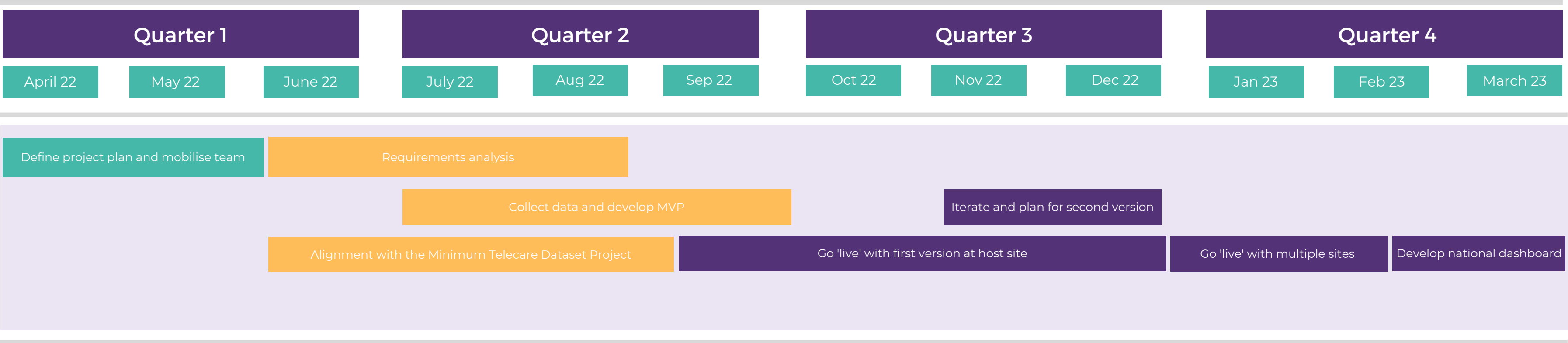
provides to service users, providers, and the wider health and care system.

TEC Cymru will:

- Establish a BI Product Backlog 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 the BI Dashboard, Minimum Telecare Dataset and the Common Telecare Record epics
- Jointly agree with the Vale and Galw Gofal on the data sets needed as inputs into the BI dashboard
- Consult with the Telecare Working Group on what other telecare services in Wales would like to see collated (promoting a consistency in approach through direct engagement)

3.3 Business Intelligence Dashboard cont.

- Collaborate with the TSA and Scottish Programmes to offer a UK-wide perspective and explore appetite for further integration across the border
- Ensure our Business Intelligence Analyst assumes day-to-day responsibilities for analysing and specifying the data needed for the dashboard as well as designing and building it
- Ensure that activities are planned and tracked and proceed according to agreed milestones
- Instigate an agile approach to the development of the Dashboard
- Work with the Vale and Galw Gofal to define an MVP so that the product can be iterated from a sound foundation
- Feedback on progress made to the Telecare Programme Board and Working Group



Establishing a common telecare record across Wales will enable seamless data sharing and integration with associated health and social care platforms, the NHS Wales app could play a pivotal role in achieving this

The Vale procured a fully digital SaaS ARC platform, which puts them in a unique position to exploit telecare data and help us to develop the concept of a ‘Common Telecare Record’. Once the viability of such a record is established, the case can be made for common data standards across Wales in support of initiatives to establish a telecare citizen summary record.

The idea of a Common Telecare Record is to support integrated data management amongst health and social care professionals when interacting with a telecare citizen. This opens the door to a future where health and care services have real-time access to a holistic picture of health records, care plans, contact details and other pertinent personal information. Data consistency presents huge opportunities for developing new ways of extracting value from health and social care records in the provision and planning of services and an ‘all Wales’ perspective of telecare needs across the nation.

The main benefits of developing a Common Telecare Record are:

- Developing a holistic view of the citizen, providing better treatment and diagnosis when interacting with health (access to falls data etc.)

- Better communication between health and social care providers (and the host telecare service)
- A more efficient, sustainable process, moving away from paper and manual entry
- Better coordination of care (care closer to home)
- A more sustainable use of resources resulting in a reduction in carbon emissions
- Cost savings to the sectors involved

TEC Cymru will:

- Mobilise a Taskforce drawn from the Telecare Working Group of interested parties and subject matter experts to support this epic
- Assign a Business Analyst with data management knowledge
- Provide a bridge to the TSA, the Local Government Digital Office, and TEC Scotland in the development of a proposal for a Common Telecare Record
- Develop a proposal for a National Telecare Record in collaboration with the Welsh Technical Standards Board (aligning with principles outlined by the Digital Services for Patients and Public Programme (DSPP))

We recognise that the easy bit is coming up with a proposal, but real value derives from aligning with the needs of health boards and councils, to understand

current and emerging data capture practices along with the systems used and how the Common Telecare Record will be consumed over time.

The NHS Wales app is currently being developed. This will likely be a primary data source, with open technical architecture built-in. This could allow telecare ARC's with open APIs the possibility to integrate and present data in real time to both the citizen, but their wider support network. We will maintain open dialogue with DSPP and Digital Health and Care Wales (DHCW) on how telecare data can enrich the social care and housing data on the app.



3.5 Benefits Map for the Beyond Digital Theme

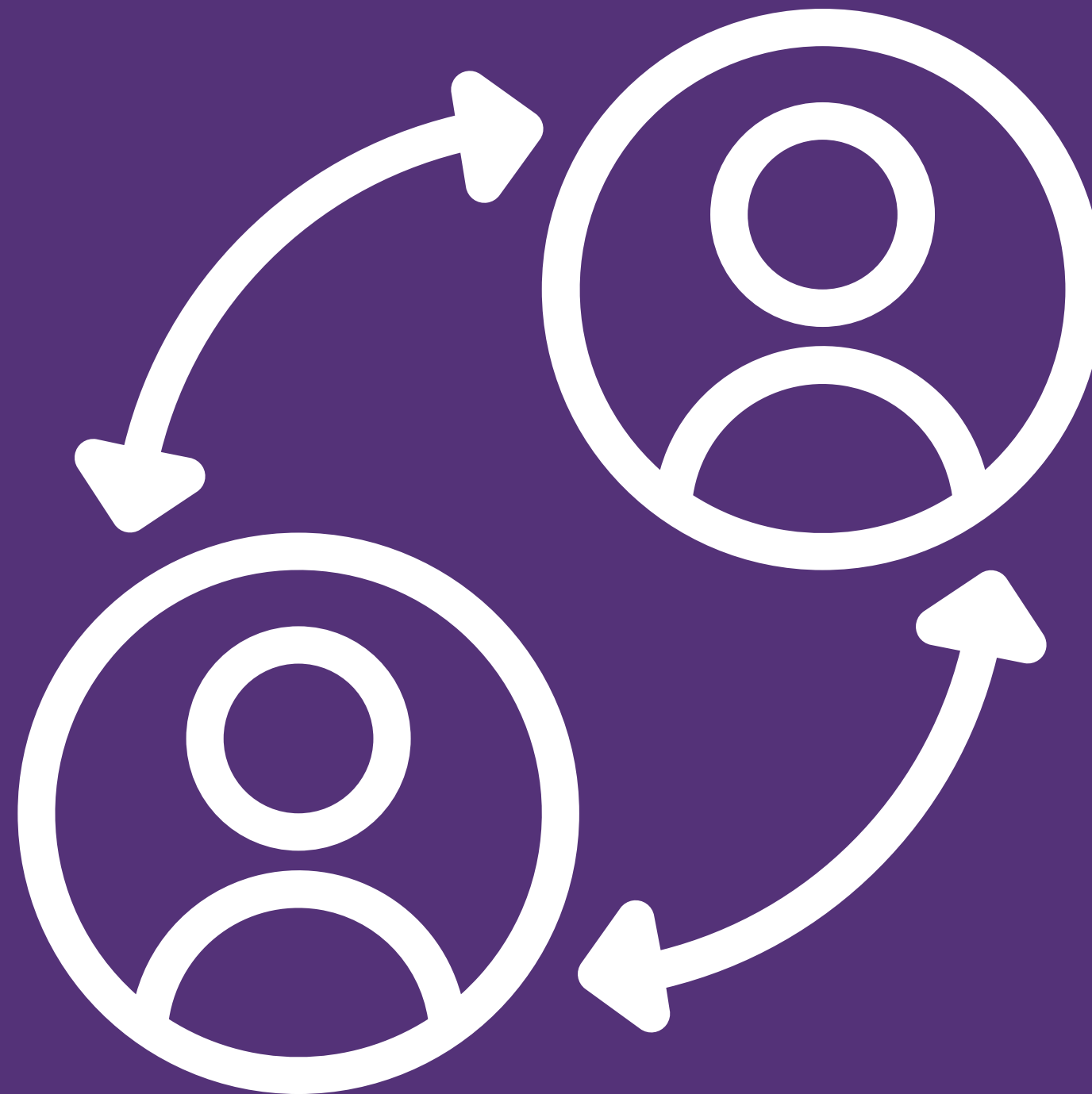
The below map shows the short, medium and long-term impact and benefits this theme will have on service providers, and how they serve both the TEC Cymru Strategic and Programme Benefits

The Beyond Digital initiative concerns the exploitation of Telecare Data and improving the citizen journey

Outcomes/Benefits		TEC Cymru Strategic Benefits*							Telecare Programme Strategic 'Outcomes'*			
Short-medium term impact	Long term benefits	1	2	3	4	5	6	7	1	2	3	4
More personalised services (through Predictive Modelling)	Improved Resource Use	✓	✓	✓	✓			✓	✓			
	Improved Service Quality	✓		✓		✓		✓	✓		✓	✓
	Reduced Costs/times/carbon	✓		✓	✓						✓	
Improved Data Sharing and Visibility	Encourage Service Innovation	✓			✓	✓					✓	
	Improved Coordination	✓	✓	✓		✓		✓	✓		✓	✓
Improved Coordination between care and health services	Increased Skills and Innovation	✓	✓	✓				✓				✓
	Reduced Costs/times/carbon	✓		✓	✓		✓				✓	
	Improved Coordination	✓	✓	✓		✓		✓	✓		✓	✓
Greater Accessibility (increase service take-up)	Improved Equity	✓	✓	✓	✓	✓		✓	✓		✓	✓
	Reduced Costs/times/carbon	✓		✓	✓		✓					
Broader Service Offering	Improved Service Quality	✓		✓		✓		✓	✓		✓	✓
	Reduced Costs/times/carbon	✓			✓		✓				✓	
More consistent Telecare service offering across Wales	Improved Service Quality	✓		✓		✓		✓	✓		✓	✓
	Reduced Costs/times/carbon	✓			✓		✓				✓	

*The TEC Cymru Strategic Benefits and Telecare Programme Outcomes are on page 42 (or click here)

Engagement



4 Stakeholder Engagement

Successful delivery of the initiatives and achieving the strategic outcomes is wholly dependent on recognising who our stakeholders are and engaging with them appropriately



4.1 Engagement through Governance Forums

A strategy of organic engagement with interested parties, both inside and outside Wales, will be underpinned by formal interaction with the telecare community at fixed forums

TEC Cymru will focus on building strong, mutually beneficial relationships with those involved in the telecare industry. To achieve the vision of being the centre of excellence for all telecare related activity in Wales, it is imperative that we have a strong focus on engagement, ensuring lasting, solid relationships are built across the sector.

A key first step for the Telecare Programme was to set up governance groups which were representative of the multiple sectors being impacted by TEC Cymru’s Telecare Programme.

Telecare Programme Board

This group has cross-sector representation, UK-wide. Meeting every 6 weeks, the Board is chaired by a senior lead in Powys County Councils Social Services directorate and member of ADSS Cymru. The board provides both challenge and approval on issues affecting the progress of the programme, delivery against strategic outcomes and ultimately the vision for the programme.

Telecare Working Group

This group is made up of professionals from Welsh telecare services. The group also meets every 6 weeks, with the aim of drawing upon sector expertise with knowledge of operational processes and delivery.

Assistive Technology Working Group (AT LIN)

This group meets quarterly and is made up of the leads of telecare services in Wales. The LIN will discuss pertinent issues affecting them locally, to draw upon help and support from peers. Suppliers of telecare are routinely asked to present at the group, to discuss the latest TEC products and solutions available.

Taskforces

From time to time, to support the initiatives listed previously in this document, we will set-up dedicated taskforces drawn from the above groups. Taskforces will comprise around 5-10 subject matter experts who can guide, assist, and contribute to the epics throughout their life

cycle. They will be led by a subject matter expert in the field being addressed by the project which we will term an “Advocate”. The Advocate will provide day to day direction for the project working to a remit and under the guidance of the Telecare Programme Manager.

Regional Partnership Boards (RPBs)

RPBs bring together health boards, local authorities, and the third sector to meet the care and support needs of the people in their area.

We will work with RPBs on promoting the important role telecare (and TEC more broadly) plays in keeping people in their own home longer (delaying onset into residential care etc.) and the wider benefits felt by health boards. Active convergence towards regional telecare models should be explored that cross traditional local authority boundaries, ensuring a more equitable model of service delivery is delivered in Wales.

4.2 Telecare Website & Resource Centre

A dedicated website devoted to telecare (and TEC related activity in Wales) will be created to act as a hub of knowledge which we will develop through our collaborations, projects, and commissioned studies

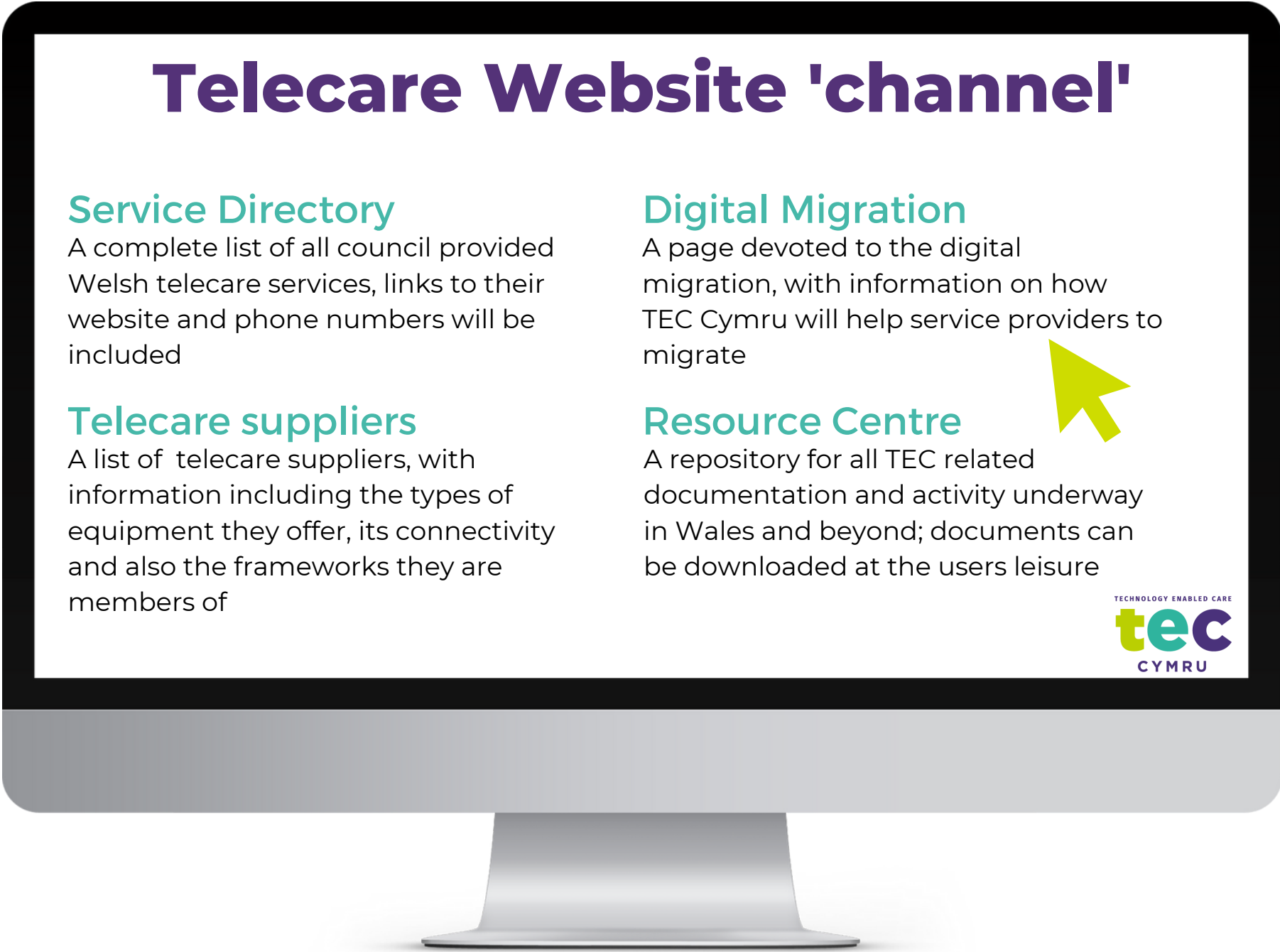
A website provides TEC Cymru the opportunity to share best practice, project learnings, templates, toolkits, and guidance for all parties in Wales (and the rest of the UK) concerned with telecare. As such, it is a key enabler for delivering the Blueprint and achieving the long-term outcomes of the programme.

The website will provide citizens and their support network, the opportunity to understand what telecare is and how it can help them. There will be a specific page dedicated to signposting them to the telecare service in their area.

The website will have specific pages relating to telecare content, which are explained opposite. Like the Digital Playbook in Scotland, we will have a central repository of telecare project related documentation, called the 'Resource Centre'.

The main goals of the Resource Centre will be to:

- Improve the ability for TEC Cymru to readily retrieve and present resources e.g., indexing, tagging and storage, distribution (pull/push)
- Create an efficient process to Quality Assure, publish, and refresh content resources



TEC Cymru will draw upon expertise in the telecare sector through active engagement and collaborations across the industry

Local Government Digital Office (Scotland)

TEC Cymru have an active collaboration agreement in place with the LGDO. The LGDO are responsible for managing the digital telecare migration across Scotland. They provide dedicated funding for Project Management support, have a Digital Playbook for document collation, and are actively pursuing a ‘shared, national ARC’ for telecare call handling.

The purpose of our collaboration agreement was to identify the roles and responsibilities of each party and then scope partnership opportunities as they relate in their respective Telecare Programmes. The parties wish to engage in this collaboration for their mutual benefit based on a free exchange of telecare-related research, technical standards, documentation and other media assets. This collaboration is entered into without any expectation of financial quid pro quo. The LGDO will have representation at the Business Intelligence Dashboard taskforce, as there is potential for this to be a functional add-on to their shared ARC offering.

Telecare Services Association (TSA)

The TSA are the main accreditation body for the telecare industry. They represent the interests of member organisations and have reach and influence over the sector in Wales. We have committed to working alongside the TSA and have representation from them on the Telecare Programme Board. Also, TEC Cymru now represent Wales at the TSA Quality Improvement Board. This board is made up of industry leads driving transformation in the sector by adopting a consistent messaging on several key topics.

The TSA also provides TEC Cymru with an opportunity to speak at key events and conferences they hold throughout the year. This allows TEC Cymru to communicate the programmes aims to a wider audience.

The TSA will be a useful ally as the programme evolves, drawing upon expertise for the ‘Beyond Digital’ projects. We will also be keen to publish our migration strategy via the TSA, in the hope of helping other UK based services migrate.

Consultancy Support

From time to time, TEC Cymru will commission specific studies from specialist consultancies who are familiar with the telecare landscape and can add value to the various initiatives detailed in this Strategy. We have worked with FarrPoint to produce the Telecare Discovery Report and a study into an Equitable Service Model. They have a great understanding of the telecare landscape and provided the necessary support to complete both documents to a high standard. They explored the role TEC Cymru could play after engaging with the Welsh telecare sector, which has informed our thinking around the structure and operation of the Telecare Programme.

FarrPoint are currently undertaking a national survey in England on the digital migration of telecare services. This presents an opportunity for Welsh telecare services and citizens, ensuring consistency in communication and awareness of the impact digital migration will bring. FarrPoint will also assist with the content being hosted by the Telecare Resource Centre.

4.4 Benefits Map for the Engagement Theme

The below map shows the short, medium and long-term impact and benefits this theme will have on service providers, and how they serve both the TEC Cymru Strategic and Programme Benefits

The Engagement initiative is around building strong, lasting relationships with key industry stakeholders

Outcomes/Benefits		TEC Cymru Strategic Benefits*							Telecare Programme Strategic 'Outcomes'*			
Short-medium term impact	Long term benefits	1	2	3	4	5	6	7	1	2	3	4
Reduced demand for higher cost (non-telecare) care services (Increased telecare service user numbers)	Improved Service Quality	✓	✓					✓	✓	✓		
	Reduced Costs/times/carbon	✓		✓	✓		✓			✓		
	Improved Equity and Access	✓	✓		✓	✓		✓		✓		
Reduced use of emergency services (Increased service User Numbers)	Improved Service Quality	✓	✓					✓	✓	✓		
	Reduced Costs/times/carbon	✓		✓	✓		✓			✓		
	Improved Equity and Access	✓	✓		✓	✓		✓		✓		
Reduce pressures on health services through reduced admissions/ faster discharge	Improved Service Quality	✓	✓					✓	✓	✓		
	Reduced Costs/times/carbon	✓		✓	✓		✓			✓		
Improved Knowledge Acquisition / Sharing	Increasing skills of workforce		✓				✓	✓		✓		
	Reduced Costs/times/carbon	✓			✓							
More Standardised Processes (both during procurement and delivery)	Improved use of Resource	✓	✓	✓			✓			✓		
	Reduced Costs/times/carbon	✓			✓		✓					

*The TEC Cymru Strategic Benefits and Telecare Programme Outcomes are on page 42 (or click here)

Next Generation Telecare



5 Next Generation Telecare (NGT) Overview

Once services in Wales have transitioned to 'digital' and attention has turned to consistent data collection and presentation, focus can then shift to next generation telecare

In the near future, Welsh citizens and their support network will demand more intelligent and efficient telecare solutions.

There has long been an associated stigma with the traditional 'red button' pendant being a 'badge of infirmity'. Telecare technology is still largely centred on being reactive. To move towards a more proactive model of service delivery, both equipment and service models need to evolve, and TEC Cymru will help support and influence this with a series of epics.

This strategic theme is currently under scope and will be expanded upon once services migrate to digital and adopt the Beyond Digital initiatives. The next page focuses on the current state, first generation digital telecare (simple migration) and second-generation digital telecare (migration to smart care). The statements are representative of the telecare service being provided and associated technical information.



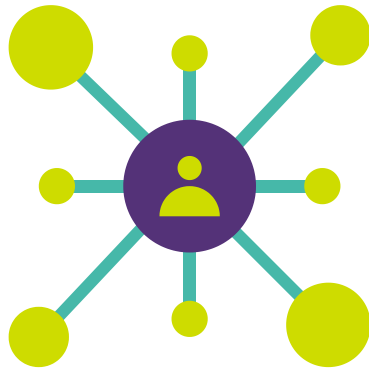
5.1 Current, first generation and second generation digital telecare



Current Telecare



First Generation Digital Telecare



Second Generation Digital Telecare (Smart Care)

Service

- Reactive workforce set-up largely with low amounts of proactive services on offer
- Limited amount of Response Services on offer
- Pricing models outdated
- Data held in silo
- Lack of data standardisation
- Minimal pathways into health, housing and social care

- Reactive workforce set-up but opportunities for proactive type provisions can now be looked at
- Remote working for call handling staff
- Regional Response Services set up
- Assessment model changed in line with model on-boarding process aligned with the Citizen Journey epic
- Pricing models reviewed
- Data held in a BI Dashboard providing information on service performance
- Minimum Dataset set-up and data now captured centrally
- Minimal pathways into health, housing and social care, however alerts are now sent to social care and housing contacts directly

- Workforce restructured to handle reactive and proactive alerts (supported by health and social care teams)
- Response Services cover the entirety of Wales, responding to proactive and reactive alerts (a focus on holistic intervention and avoidance admission into residential care and hospital)
- Assessment model consistent across Wales, focusing on benefits to user and service
- Pricing models bespoke, new funding models for TEC in place
- BI Dashboard provides predictive insights on service performance (inventory needs etc.) and citizen welfare
- Minimum Dataset set-up and data is now captured nationally, highlighting TEC importance to wider health and care economy
- Multiple pathways into health, housing and social care in operation

Technical

- Reactive alerts
- Antiquated equipment
- Citizen has limited choice in what equipment they can use
- Proprietary protocols largely in use – lack of true interoperability
- Radio frequency to send alerts to receiving lifeline alarm
- Single tenanted, on premise, closed platforms
- No third party telecare database access to health, housing and social care professionals

- Reactive alerts but opportunities for rules-based proactive alerts explored
- Alerts can now be sent to the citizens support network directly
- Citizen has greater choice in equipment they use
- Increased deployment of activities of daily systems (environmental devices)
- Some telehealth products can now be trialled
- An increase in mobile telecare devices being utilised
- SCAIP and NOWIP protocols more broadly used
- Radio frequency to send alerts to receiving alarm still mainstream, but IoT devices now being trialled
- SaaS ARC platforms in use with some offered in multi-tenanted environment, some open systems, but some still closed
- Some third party telecare database access to health, housing and social care professionals utilising the National Common Telecare Record

- Rules-based and Artificial Intelligence alerts sent and received by ARC via device themselves, or connected care platform (reactive alerts remain)
- Citizen chooses (or is socially prescribed) equipment based on need (e.g., traditional telecare type equipment, telehealth or well-being (smart watch to monitor movement etc.))
- Mobile telecare and telehealth devices are the norm (minimal fixed line lifeline alarms)
- New protocols are established, promoting true interoperability across all types of equipment (although in line with new, defined quality standards)
- IoT devices are the norm with data from sensors being sent directly to ARC platform, or direct to support network
- SaaS ARC platforms in use with all in Wales offered in multi-tenanted environments (no standalone ARC's) – open platforms
- Third party telecare database access to health, housing and social care professionals, with proactive and reactive alerts being sent, received and responded to (skill routed) (National Common Telecare)

5.2 Smart TEC Solutions

Following the digital migration, attention will turn to TEC products and solutions that can reach a wider demographic, with telecare services adapting to meet the needs of the wider population

Reactive equipment and models of service delivery will always be required (a backstop), but as digital (smart) TEC becomes mainstream, we will explore its potential in helping to shape and change service delivery models to be more preventative in nature.

Initially, we will work with the Vale on identifying the ‘best of breed’ first-generation digital telecare solutions for citizens. Once we have a selection of appropriate equipment, the assessment model can be tweaked, ensuring citizens are matched with TEC suited to their needs. Assessment for TEC should focus on the citizens aptitude and confidence for the technology on offer. This extends to mass consumable devices currently on the market (FitBits, Apple watches etc.) and TEC products and solutions that apply predictive analytics.

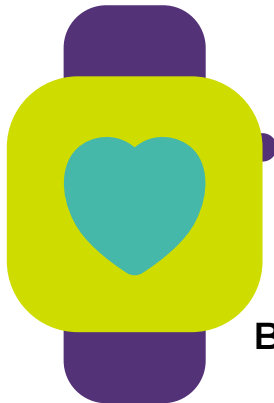
It is essential that the citizens support network is also made aware on how data and alerts are generated to ensure the appropriate intervention can be provided.

TEC Cymru has identified 4 themes (right) to consider for next generation smart telecare solutions.



Be an IOT device (Internet of Things)

Following the digital migration there is an opportunity to maximise the potential brought about by TEC devices connecting via the internet. With digital ARCs becoming the norm, data can be sent from IoT devices directly, without the need for a traditional telecare lifeline alarm to send the call data. Data can also bypass the ARC and be sent directly to the BI Dashboard, connected care platforms, Responders, or the citizens support network. IoT boosts the probability of closer integration between health and care, replacing traditional telecare equipment with more bespoke, multi-functioning ‘telehealth’ equipment, or non-traditional TEC equipment such as virtual assistant technologies.



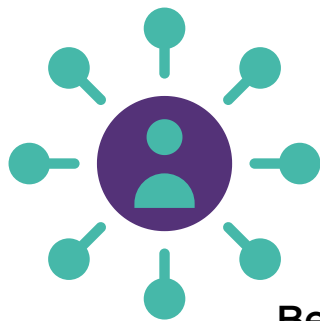
Be service user friendly

Devices will need to be ‘digital by design’ as the telecare sector migrates from analogue. The design of devices will need to be citizen centred, focusing on ease of use, being aesthetically pleasing (moving away from the vulnerability image of traditional telecare) and multi-functioning. By having a sleek, multi-functional device, more metrics can be gathered from one device, serving multiple purposes. If a person has several health conditions, they will not want several wearable devices.



Be able to get actionable insights from data

Smart devices must be able to transmit meaningful data to the Business Intelligence Dashboard, ARC, and/or the citizens wider support network. The data must be insightful, purposeful, and actionable. Insights driven in part by artificial intelligence, will allow services to adapt and arrange a suitable response; this could be in the form of a proactive phone call, physical visit to the citizen, or by following an existing pathway to provide an intervention from an allied sector.



Be open and interoperable

Open and interoperable standards must be embedded within the device. This should not mean that standards of reliability are compromised, but that non-proprietary communication methods are not part of the solution. Being open and interoperable ensures greater efficiencies, improves the citizen experience and promotes innovation, thus reducing stagnation in the sector.

Providing support and guidance for telecare service providers wishing to develop a Response Service, TEC Cymru will also champion a regional Response Service within a chosen area

The Blueprint states that “TEC Cymru aims to have a national Response Service across Wales by the end of 2025”. The first step towards this ambitious goal is to set-up a regional Response Service, across a health board area, and for it to be delivered by multiple agencies, including council, health and third sectors. There are only 8 local authority areas in Wales covered by a Response Service, each operating in a disparate fashion. If we can consistently deliver a Response Service, then the savings afforded to Welsh Ambulance Service Trust (WAST) and the wider NHS would be huge. Also, there is an assumption that service user take-up would increase, with added value to the citizen and wider health and care sectors.

If this is not achievable, then there is a second option for TEC Cymru (similar to the ARC upgrade options) of adopting a bottom-up approach and working with a host local authority, demonstrating the importance of a Response Service via the Citizen Journey project. Collating the evidence and associated benefits via our Research and Evaluation Team, we can then work

towards developing a regional model across neighbouring councils.

The high-level benefits of setting up a Response Service include:

- Timely response to moments of crisis
- Timely response to maintenance/technical issues with the telecare equipment
- Timely installation of telecare/TEC equipment to help alleviate pressures of safe discharge from hospital
- Stronger signposting links between health, care and housing are established
- Better experience for the citizen
- Significant cost avoidance for stakeholders

Some existing Response Services have Care Inspectorate Wales (CIW) accreditation, which allows them to carry out care duties in the home. An assumption can be made that this helps reduce bed blocking in hospitals and ensures people are supported in their own home, driving down the likelihood of readmission. Some

Response Services also ‘bridge the gap’ between a citizen being discharged from hospital and having a care plan commencing with a chosen agency. Currently, in the local authority areas where there is not CIW accredited Response Services in place, citizens will remain in hospital post discharge assessment until a care agency has been commissioned.

Due to the unpredictable nature of implementing such a project, with multiple dependencies on other sectors we would like to be involved, this project is not deemed as a priority. In time, as TEC Cymru matures as a programme, and evidence of telecare service benefits are proven (Citizen Journey and BI Dashboard projects) we can develop a Business Case for further discussion with Welsh Government and other stakeholders.

5.4 Proactive Telecare Services

Traditional reactive models of service delivery will always be required, but we must do more to provide proactive support to Welsh citizens, maximising the potential of telecare services post migration

By becoming more ‘proactive’ in their approach, telecare services will experience significant resourcing issues and will need strong links into health and social care via new pathways (or modifying existing ones). TEC Cymru will help to support services make this transition, looking at exemplar services already in place within Wales (*Delta Wellbeing Connect Model*), the UK and internationally. The graphic (right) looks at how pro-activity in service could look (in basic terms), however there are some considerations that would need to be addressed first.

Aggregate data via artificial intelligence (or rules based)

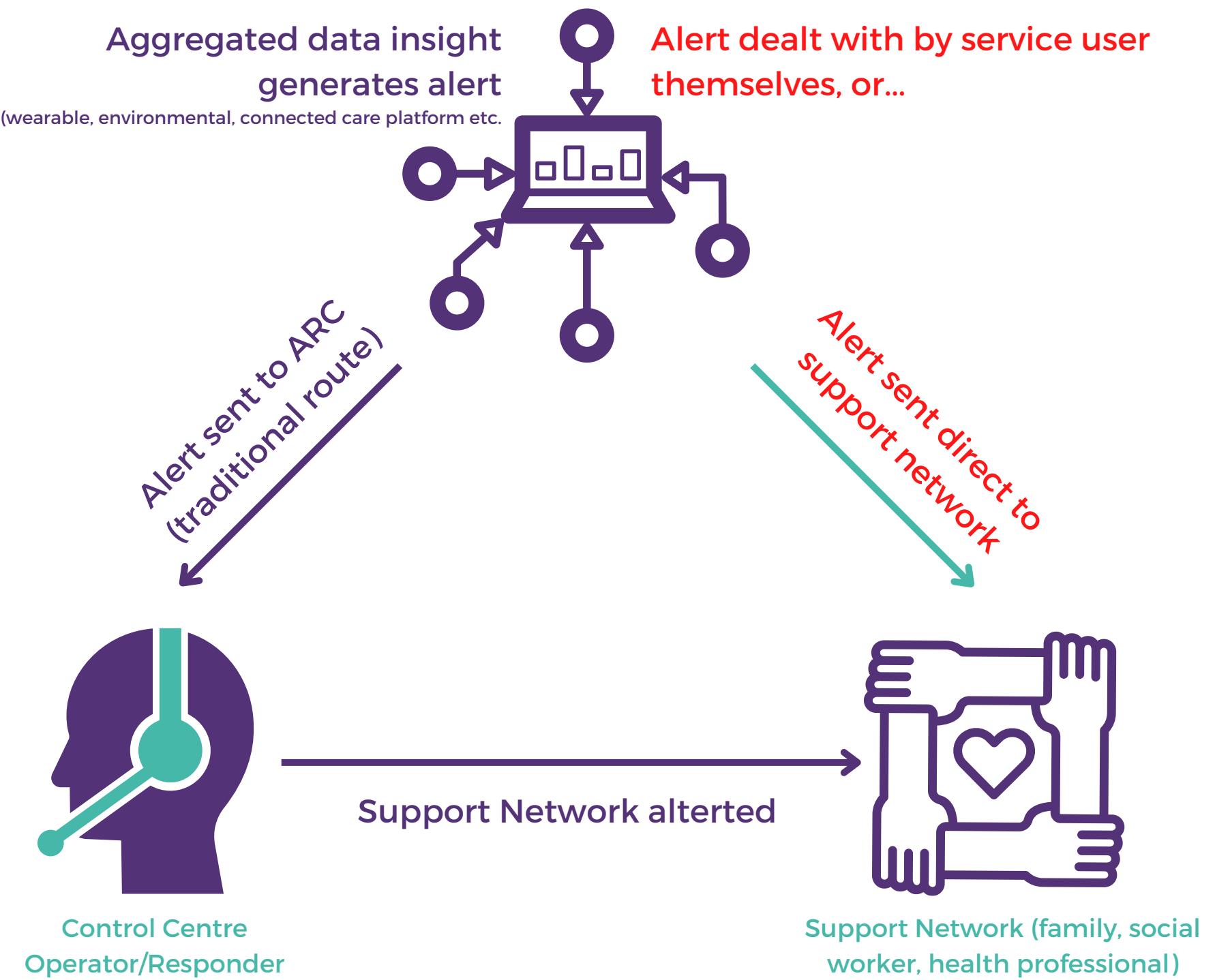
With a massive increase in data being transferred to the ARC (telecare service) aggregation will be key. Raw data will need to be aggregated in a way that displays alerts advising the telecare staff what action to take.

Workforce changes

What does the workforce ‘look like’ in a proactive setting? Is it a case of simply utilising existing reactive call handling staff or have dedicated health and care professionals in the ARC to support decision making...

Establishing new pathways

For a service to be truly proactive, they would need pathways set up with allied sectors such as housing, health, and social care to enhance the 'support network' offering. Information on the service user would need to be presented to allied sector professionals in real-time, allowing them to take an informed, evidence based approach in their response.



5.5 Benefits Map for the Next Generation Telecare Theme

The below map shows the short, medium and long-term impact and benefits this theme will have on service providers, and how they serve both the TEC Cymru Strategic and Programme Benefits

The Next generation Telecare initiative is around improving services to benefit both users and the wider health, care and housing systems

Outcomes/Benefits		TEC Cymru Objectives							Telecare Programme 'outcomes'			
Short-medium term impact	Long term benefits	1	2	3	4	5	6	7	1	2	3	4
More personalised services (through use of proactive solutions)	Improved Resource Use	✓	✓	✓	✓			✓	✓			
	Improved Service Quality	✓		✓		✓		✓	✓		✓	✓
	Reduced Costs/times/carbon	✓		✓	✓		✓				✓	
Improved Data Sharing, visibility and utilisation	Encourage Service Innovation	✓			✓	✓					✓	
	Improved Coordination	✓	✓	✓		✓		✓	✓		✓	✓
Greater ability for service users to live independently	Improved Service Quality	✓	✓					✓	✓	✓		
	Reduced Costs/times/carbon	✓		✓	✓		✓				✓	
Greater integration of health and care data and service delivery	Encourage Service Innovation	✓										✓
	Reduced Costs/times/carbon	✓		✓	✓		✓				✓	
Greater innovation in care technology	Innovation and continuous learning	✓			✓	✓		✓	✓			
Wider availability of response services	Better Coordinated Care	✓	✓	✓	✓	✓		✓		✓		✓
	Reduced Costs/times/carbon	✓		✓	✓		✓				✓	
Simplified Processes and Open Standards	Increasing Skills of Workforce	✓	✓					✓	✓	✓		
	Reduced Costs/times/carbon	✓		✓	✓		✓				✓	

*The TEC Cymru Strategic Benefits and Telecare Programme Outcomes are on page 42 (or click here)



Conclusion

A key feature of this strategy is to support Welsh telecare services to migrate to digital ahead of the December 2025 deadline, set by the UK telecommunications industry. This Strategy is designed to set the course for TEC Cymru's Telecare Programme for the next 12 months through a series of initiatives that will deliver the Blueprint and achieve the outcomes that will transform the telecare landscape in Wales.

Like the Blueprint, this is a living document that will be reviewed at least every 3 months to ensure that the partner projects and collaborations we instigate remain aligned to the delivery of the capabilities and outcomes described herein. We will rely on both the Programme Board and Working Group to ensure that we have both support from our stakeholders and access to the best advice drawn from real-life experience of operating a telecare service. Nothing we do will be done in isolation and everything we do will be driven by the desire to share knowledge and build better services for all.

Continuous improvement and drawing widely applicable lessons from our initiatives and engagement are core to the way we will operate as we seek to be the centre of excellence for telecare in Wales.

We must remain aware of the latest developments in the sector, ensuring our expertise can be drawn upon. This relates to TEC equipment, service models, legislation, advancements in data and maintaining a close watch on the Welsh telecare landscape as a whole.

Successful delivery of this Strategy has the potential to improve the lives of Welsh telecare service users, but also represents a fundamental shift in how telecare services approach service delivery. Welsh citizens expect their services to join up and communicate with each other, therefore its vital the 'Beyond Digital' projects are delivered as an integral part of any digital ARC migration.

Welsh health and social care services take place in a variety of settings, including people's homes. Data has a vital role to play in joining up these services to inform care and health professionals alike in delivering a seamless service.

TEC Cymru is committed to supporting the development of telecare services by promoting best practice, supporting strategic change, and making a true difference in the quality-of-life for Welsh citizens.

TECHNOLOGY ENABLED CARE
tec
CYMRU



Use this page to map the numbered benefit and outcome to the Benefit Maps found at the end of each initiative

TEC Cymru Strategic Benefits

1	Rapid improvement, innovation and continuous learning
2	Increased workforce knowledge and capabilities
3	Better coordinated care and outcomes
4	Reduction in time, cost & carbon impact
5	Improved equity and access to care
6	Improved use of resources
7	Improved citizen and workforce experience

Telecare Programme Outcomes

1	Telecare services are driven by a set of model processes, enabled by open, interoperable products and solutions
2	A more equitable, accessible and sustainable model of telecare for Welsh telecare service users
3	A step change in data exploitation by Welsh telecare services
4	Accelerating a convergence in Health and Care data in Wales