The Welsh Telecare Dataset

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TECHNOLOGY ENABLED CARE

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Contents

When navigating the dataset, click the 'home' icon in the top right hand side of the page to return to this page

3 Why we need a minimum telecare dataset in Wales

4 The aims and objectives for the Welsh Telecare Dataset

5 The Benefits

6 A message from our partners in Scotland

7 Support from government and industry

8 Support from our partners

9 The Implementation Plan

10 The Welsh Telecare Dataset Index

11 Citizen Information

24 Referral Information

29 Installation Information

33 Call Handling Information, including Welsh Telecare Call Set

37 Proactive Services

39 Response Service Information

42 Ongoing Referral Information

44 Review / Reassessment Information

46 Withdrawal of Service Information

48 Appendix A - Code Language List

Why we need a minimum telecare dataset in Wales

The TEC Cymru Telecare Programme will support the long-term transformation of the telecare sector in Wales, which begins with migrating services to digital. The migration will provide service providers an opportunity to revise current service delivery models through an enhanced ability to capture, store, interrogate and export data. Data is becoming more important in the remote management of citizen health and well-being and historically accessing telecare data and generating any meaningful insights from it has been difficult and time consuming.

The introduction of the Welsh Telecare Dataset (WTD) will bring consistency and accuracy on the data items being collected, curated and reported upon in Wales.

Data is the lifeblood of a digitally enabled service provider, due to the latent power it possesses to inform decision-making, establish key performance measures, 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. TEC Cymru recognises that business intelligence has long been absent from the toolbox of service providers, facilitated by inconsistent data on-boarding and alarm receiving centre (ARC) platforms operating in a proprietary fashion.

It is likely that parts of the WTD will be recorded and stored in different systems, such as a generic social care platforms, but most of the data is expected to be held in the ARC platform database. Ideally, where multiple systems are involved, these will be designed to share the data virtually or be interoperable and that a specific piece of data will only need to be recorded or updated in one system. This will depend on local service variation, so the intention will be for TEC Cymru to roll out the WTD service by service, beginning with those telecare providers who have an ARC.

Our advocacy for a WTD will not compromise the autonomy of service providers to design and manage their own processes. Welsh telecare service providers can still collect further data where appropriate, but the WTD is intended to be the minimum universal standard for available telecare data in Wales.

Control Centre Operators, TEC Installers, Response Officers, and other telecare professionals are likely to be the principal users. The sharing of key information about citizens in need of urgent care with emergency services is also vitally important and has influenced the content. The WTD also offers the basic data that, when aggregated (and displayed via a dashboard) can enable summary information to be generated - for example, for bench-marking or for reporting, as required, on call handling performance. The information will also be an important source of national requirements across Wales for statistical and research purposes, complimenting existing social care related data.

The WTD has been developed with Welsh telecare service providers, and our partners in the Scottish Government Digital Health and Care Directorate and Local Government Digital Office.

The aims and objectives for the Welsh Telecare Dataset

The primary objective of the Welsh Telecare Dataset is to establish a *minimum data requirement for telecare services to capture and store*. The main aims of the WTD align with the Minimum Operating Data Standard (MODS) for Social Care in England. They include:

Consistent data collection
Establish a consistent baseline of telecare related data. This is a primary objective over the next 12 months, to embed the WTD into Welsh telecare services, to ensure a consistent approach around telecare data collation.

Standardising data formats
Promote the use of consistent data structures, acting as a 'common glue' to enable safe data sharing and more cohesive service delivery within the local authority and health board.

Compliance and best practice
Reflecting demands from auditing bodies and disseminating best practice for data management within the sector.

Reduction of administrative burden
Minimise repetitive data entry and overlapping reporting obligations, thereby streamlining operational processes. TEC Cymru will work with telecare services to demonstrate efficiency savings.

Alignment with broader standards
Synchronise with existing standards in the wider health and social care systems to avoid inefficiency and redundant efforts 'reinventing the wheel'.

Specialised data model
Develop a data model that is future proofed and able to integrate with current healthcare pathways but is specifically tailored to the needs of a telecare service operating in the social care and housing space.

Support for technological advancements
Foster innovation and the integration of existing, emerging and new technology enabled care products and solutions within the sector.

The Benefits

TEC Cymru has planned for a Wales-wide roll out of the Welsh Telecare Dataset, beginning with the seven telecare services that provide an alarm receiving centre, then onto the remaining fifteen councils who offer a telecare service.

TEC Cymru will:

- Directly support service providers in embedding the WTD into their service.
- Support service providers in adapting existing processes and protocols in line with the changes brought about.
- Ensure the dataset items have been scrutinised appropriately from stakeholders involved in data standards and health and social care more broadly.
- Work towards the creation of a ‘National Telecare Data Portal’, clearly illustrating key information and insight into the Welsh telecare landscape.
- Work with service providers to establish a benefit realisation model (the realisation of the benefits listed below).
- Work with service providers and other key partner organisations to provide a foundation for shifting to integrated, personalised and preventative care, enabling telecare data to be more easily joined with data from other services, systems, and devices.

The benefits of developing and rolling out a minimum operating telecare dataset for Wales would be:

- Improved data sharing and visibility.
- Service providers can better understand their service users (citizens).
- More preventative approach to managing health and well-being at home with greater insights (more personalised services e.g., predictive modelling).
- A greater understanding on population health status.
- To ensure that citizen level data being captured in the community (social care/housing setting) compliments and enhances existing health data, with the potential to get a 360-degree overview of citizens.
- Allow for a greater understanding and evidence base on the efficacy of telecare.
- A more consistent offering of telecare across Wales.
- Improved resource use and service quality.
- Reduction in costs (current reporting overhead and data cleanse resource reduced).
- Improved coordination between health, social care, and housing sectors (new pathways formed or enhanced).
- Data is easier to store, manipulate, and visualise, making it more manageable for the service provider.
- Easier to understand the underlying patterns and relationships in the data.
- Reduce the cost of data storage and processing.

A message from our partners in Scotland

The Scottish Government Digital Health and Care Directorate (DHAC) and Local Government Digital Office are proud to have worked collaboratively with TEC Cymru to develop a data set for telecare service providers in Scotland and Wales. This ongoing partnership continues to demonstrate the power of collaboration in driving innovation and efficiency across borders.

Our commitment to standardisation and interoperability has been at the forefront of this initiative. By establishing a common framework for data collection and exchange, we aim to streamline processes and elevate the quality of telecare services offered to citizens in both regions. This standardised approach not only simplifies administrative tasks but also empowers service providers to work more effectively with more consistent and reliable data.

The benefits of this collaboration are significant. Through the adoption of this data set, telecare service providers will gain access to valuable insights that support early intervention and preventative measures. By leveraging data analytics, providers can proactively identify individuals at risk and intervene promptly, ultimately improving outcomes and enhancing citizen wellbeing.

Moreover, the shift towards a more proactive and preventative approach is testament to our collective dedication to delivering efficient and effective services. With standardised data, telecare providers can anticipate citizen needs and tailor interventions accordingly, ensuring timely and targeted support. This not only enhances service delivery but also promotes independence and dignity among service users.

In summary, this collaboration signifies a shared commitment to advancing telecare services in both Scotland and Wales. By driving standardisation and data-driven practices, we are laying the groundwork for a more responsive and proactive system. Together, we are making strides towards a future where every citizen in receipt of telecare receives a personalised and person-centred service.

RIKKE IVERSHOLT
Lead for Social Care & Telecare, Directorate for Health and Social Care Finance, Digital and Governance, Scottish Government

DAVID BROWN
Business Relationship Manager, Digital Telecare Programme, Local Government Digital Office

DIGITAL TELECARE
Scottish Local Government

Support from government and industry

With the Welsh Telecare Dataset being the first ‘non-health’ related data standard passed by the Welsh Information Standards Board, securing support from industry bodies, health, social care and third sector organisations is vital. TEC Cymru never work in isolation, we work in an open, transparent way alongside key stakeholders and partners, we must ensure the WTD has been scrutinised by stakeholders directly impacted by it.

> *The new Welsh Telecare Dataset is an excellent step forward in producing clear and consistent data. It has been developed in alignment with the data we are seeking to capture nationally for people receiving care and support. I am confident that it will be adopted across local authorities, as it has been reviewed and approved by our network of data leads working in social care data. I look forward to seeing the outputs of this work.*

Llywodraeth Cymru
Welsh Government

JOSEPH WILTON
Head of Wellbeing and Improvement, Social Services and Integration Directorate, Welsh Government

> *We believe that the integration of service data within the delivery model will bring significant step-change in understanding and enhancing telecare services. We recognise that the uniformed dataset with the approved standard will facilitate efficient data-driven research into telecare, and more broadly social care. This will provide more opportunity for us to use data to inform strategies across Wales. This would also provide opportunity for better data between health and social care, which should enable better collaboration of these key areas of service. The more we can standardise data the more opportunities there are for us to be able to use data effectively.*

GIG CYMRU NHS WALES | Iechyd a Gofal Digidol Cymru Digital Health and Care Wales

DAMIAN REES
Social Care Programme Manager, WCCIS

> *The Welsh Telecare Dataset is an excellent example of promoting collaboration and improving practice at a national level; it is imperative that service providers are supported to identify and adopt common datasets to help improve service delivery and bring greater intelligence to areas such as risk stratification of individuals, identifying opportunities for more proactive intervention and strengthening the relationship between services and commissioners. TSA welcome the activity being led by TEC Cymru and their interaction with TEC Quality to ensure quality and safety are at the heart of TEC services, empowered by data and insights.*

TSA™

NATHAN DOWNING
Director of Membership and Consultancy Services, TSA (Telecare Services Association)

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Support from our partners

The introduction of the Welsh Telecare Dataset is a hugely positive step for telecare in Wales. A common approach to capturing data allows telecare service providers to consistently measure the quality of the services they deliver, and to quantify the benefits telecare delivers to service users and the wider health and care system. Standard data formats and the ability to link with health records are also a key enabler for the development of new data-driven predictive and proactive care services.

RICHARD PARKINSON
Director, FarrPoint

Recently, the Welsh Information Standard Board (WISB) approved the data standard of the Welsh Telecare Dataset. This recognition underscores the importance of data governance within telecare services. As a researcher with active collaborations with TEC Cymru, I fully acknowledge that the uniformed dataset with the approved standard will facilitate efficient data-driven research into telecare, and more broadly social care. For example, the dataset will enable us in conducting intelligent analyses of service needs across Welsh local authorities, providing evidence-based insights on the benefits and outcomes for telecare services. I strongly support the aspirations of the Welsh Telecare Dataset. Its implementation will undoubtedly improve telecare services and outcomes for individuals across Wales.

JIAXIANG ZHANG
Professor of Artificial Intelligence, Department of Computer Science, Swansea University

St John Ambulance Cymru welcomes the implementation of the Welsh Telecare Dataset, recognising its pivotal role in revolutionising the telecare sector in Wales. As a leading provider of Falls Response Services in Wales, we believe the deployment of the dataset will help improve consistency and accuracy in data collection, allowing for better-informed decision-making and enabling more personalised and preventative care strategies. The Welsh Telecare Dataset will also ensure a more consistent offering of telecare services across Wales, ultimately enhancing resource utilisation, service quality, and coordination between primary and secondary health care, social care and third sector organisations. We are confident that the Welsh Telecare Dataset will serve as a cornerstone for driving positive change, benefiting all stakeholders and clients involved in telecare in Wales.

HELEN COULTHARD
Head of Operations Ambulance Operations, St John Ambulance Cymru

The Implementation Plan

1 Pre-implementation

- Project team formed
- Benefits workshop
- Information governance process commenced

2 Planning and Analysis

- Project kick-off meeting
- Information Governance documentation complete
- Workshop with project team and ARC supplier

3 Design and Development

- System architecture discovery
- Data mapping from secondary systems
- Data cleansing requirements identified
- NHS number access
- Configuration of mandatory data items
- Validation of data
- Data cleanse and sanity check

4 Testing

Testing processes completed for:

- Assessment and on-boarding
- Alarm monitoring
- Response Service
- Decommissioning
- Testing Workshop and make final amendments

5 Implementation

- Train workforce
- Establish ongoing monitoring procedures
- Establish ongoing support
- Service provider ‘goes live’ with dataset

6 Post-implementation review

- Workshop to evaluate effectiveness
- Implement any changes
- Maintenance scheduled finalised
- Project closure report

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The Welsh Telecare Dataset Index

Citizen Identifier

1. NHS Number

Citizen Information

2. Date of birth
3. Postcode
4. Gender
5. Ethnic group
6. Tenure of household
7. Living alone
8. Next of kin recorded
9. Nominated key holder identified
10. Language preference
11. Language preference for correspondence
12. Communications provider
13. Digital or analogue landline in place
14. Communication needs / difficulties
15. Health conditions
16. Where would service user be without telecare

Referral Information

17. Date of telecare referral
18. Source of telecare referral
19. Reason for telecare referral
20. Urgency of telecare referral
21. Type of telecare referral
22. Mode of telecare referral
23. Outcome of telecare referral
24. Date telecare assessment was carried out

Installation Information

25. Service start date
26. Service type
27. Device type
28. Reason for delay of installation
29. Installation completion date

Call Handling Information

30. Date of incoming call
31. Time of incoming call
32. Time of response to incoming call
33. Call event
34. Incoming call reason
35. Incoming call - secondary action / reason

Proactive Services Information

36. Date of proactive outbound call
37. Start time of proactive outbound call
38. End time of proactive outbound call
39. Outcome of proactive outbound call

Response Service Information

40. Date of attended response
41. Time Response Officer notified
42. Time responder arrived at property
43. Attended response by response provider
44. Attended response by type of support required
45. Date responder left property
46. Time responder left property

Onward Referral Information

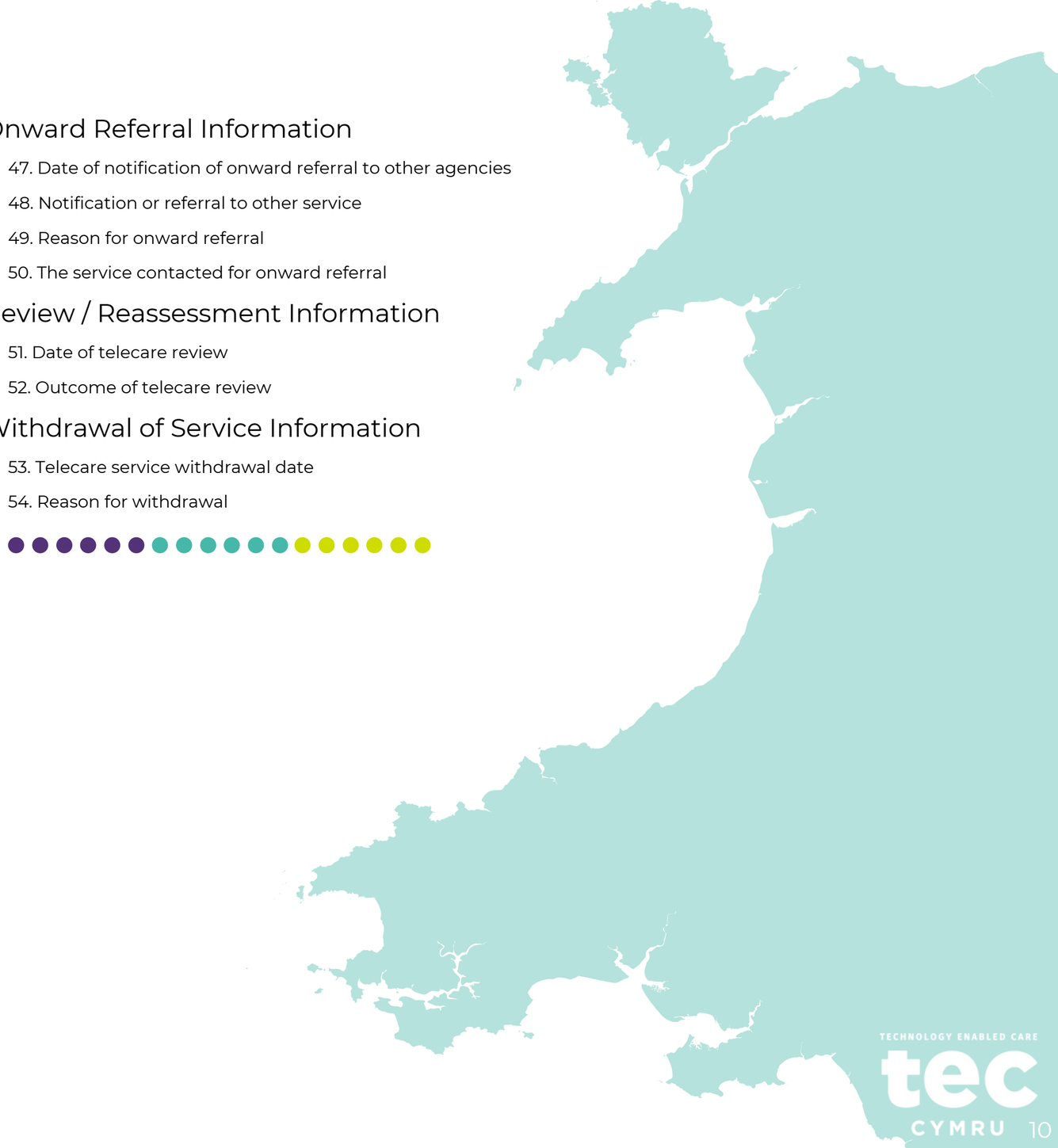
47. Date of notification of onward referral to other agencies
48. Notification or referral to other service
49. Reason for onward referral
50. The service contacted for onward referral

Review / Reassessment Information

51. Date of telecare review
52. Outcome of telecare review

Withdrawal of Service Information

53. Telecare service withdrawal date
54. Reason for withdrawal



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Citizen Information

Citizen Identifier

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC001	**NHS Number**	It is mandatory to record the NHS Number for each telecare service user registered with a GP practice in Wales and England. The NHS number is allocated to an individual, to enable unique identification.	10 digit numeric	N/A	N/A	The same identifier must be used in each record for an individual service user. This identifier should be the same identifier used across telecare services and NHS Wales to provide accurate identification.

Citizen Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC002	**Date of Birth**	Date of birth of service user.	8 digit numeric DD-MM-YYYY	N/A	N/A	N/A
TC003	**Postcode**	This is the usual address nominated by the service user at the time of on-boarding to the telecare service.	8-character alpha-numeric	N/A	N/A	A space between two sets of alphanumerical code is not essential.
TC004	**Gender**	The gender of a citizen (as stated by them). Gender identity is a person's sense of identification with either the male or female sex, as manifested in appearance, behaviour, and other aspects of a person's life.	1 character alphabetic	F	Female	Since gender can be self-assigned and can change, it should not be presumed by a telecare/health/social care professional. If a service user is undergoing or has undergone gender reassignment, then record Code M – Male or Code F - Female as they wish to indicate their perceived gender at that time. If the service user is unable or unwilling to specify their current gender or does not have a clear idea of what their current gender is, then record Code Z – Not disclosed.
				M	Male	
				N	Non-binary	
				Z	Not disclosed or unknown	

Citizen Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC005	**Ethnic Origin**	This is the ethnic group of the service user, as selected by them. The service user is the arbiter of the information. Classifications are based on the ethnic group data categories used in the 2011 Census and the information recorded about ethnic group must be obtained by asking the service user.	2 character alpha-numeric – AB, where the first character (A) is a value taken from the list in the table below, and the second character (B) is a locally defined value to be used in conjunction with the nationally defined values. If no further local breakdown is required, the second character (B) should be filled with a 'Z'.	White		The service user states their ethnic group.
				A	Any White Background, including Welsh, English, Scottish, Northern Irish, Irish, British	
				B	Gypsy or Irish Traveller	
				Mixed / Multiple Ethnic Group		
				D	White and Black Caribbean	
				E	White and Black African	
				F	White and Asian	
				G	Any other mixed background / multiple ethnic background	
				Asian or Asian British		
				H	Indian	
				J	Pakistani	
				K	Bangladeshi	

Citizen Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC005	**Ethnic Origin (cont.)**	This is the ethnic group of the service user, as selected by them. The service user is the arbiter of the information. Classifications are based on the ethnic group data categories used in the 2011 Census and the information recorded about ethnic group must be obtained by asking the service user.	2 character alpha- numeric – AB, where the first character (A) is a value taken from the list in the table below, and the second character (B) is a locally defined value to be used in conjunction with the nationally defined values. If no further local breakdown is required, the second character (B) should be filled with a 'Z'.	R	Chinese	The service user states their ethnic group.
				L	Any other Asian background	
				Black or Black British		
				M	Caribbean	
				N	African	
				P	Any other Black background	
				Other Ethnic Groups		
				T	Arab	
				S	Any other Ethnic Group	
				Not Stated		
				Z	Not Stated	

Citizen Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC006	**Tenure of Household**	Household tenure of the telecare service user.	2 digit numeric	01	Owner occupier	The home is either owned or mortgaged	Select one code that best describes the circumstances.
				02	Local authority resident	Living in a 'council' managed property	
				03	Housing Association resident	Living in a housing association property	
				04	Private resident	Privately renting	
				05	Staying with family	This can be temporary or permanent	
				06	Long Term Care Facility	Staying in a residential / private care setting	
				07	Alternative	Anything not covered in Codes 1 – 6	
				07	Not applicable	Communal connections for example	
				08	Not Known	To be used when type of housing is not known	
TC007	**Living Alone**	Indicator of whether the service user lives alone.	2 digit numeric	01	No	N/A	Includes: • Mainstream Housing • Sheltered Accommodation • Supported Accommodation (single tenancy). Excludes: • Care Home • Supported Accommodation (shared tenancy). This data item is to establish if the service user lives alone and if this is likely to have a bearing on the care/services required. It is not to establish tenancy/housing. Select one code that best describes the circumstances.
				02	Yes	N/A	
				03	Not Known	N/A	
TC008	**Next of Kin Recorded**	To identify if a next of kin is recorded for the telecare service user.	2 digit numeric	01	No	N/A	Select one code that best describes the circumstances.
				02	Yes	N/A	
TC009	**Nominated Key-holder Identified**	To identify if a nominated key holder has been identified for the service user.	2 digit numeric	01	No	N/A	Select one code that best describes the circumstances.
				02	Yes	N/A	

Citizen Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC010	**Preferred Language**	This is the service users preferred language. Please see Appendix A - 'Code List Language'	3 character alpha	ISO 639-1 Standard	N/A	Select one code that best describes the circumstances.
TC011	**Language Preference for Correspondence**	The language in which the service user would prefer to communicate with in writing. Please see Appendix A - 'Code List Language'	3 character alpha	ISO 639-1 Standard	N/A	Select one code that best describes the circumstances.
TC012	**Communications Provider**	The supplier of electronic communications network or electronic communications service to service users.	2 digit numeric	01	BT	Select one code that best describes the circumstances.
				02	Vodafone	
				03	Sky	
				04	EE	
				05	O2	
				06	Virgin Mobile	
				07	Three (3)	
				08	TalkTalk	
				09	Lycamobile	
				10	Giff Gaff	
				11	Plusnet	
				12	Other	
TC013	**Digital or Analogue Landline in Place**	The type of phone set-up in the service user's property.	2 digit numeric	01	Digital	Select one code that best describes the circumstances.
				02	Analogue	
				03	No landline in place	
				04	Not Known	

Citizen Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC014	**Communication Needs / Difficulties**	Communication difficulties are sometimes referred to as speech, language and communication needs or communication disabilities. These terms describe people who have difficulty with one or more aspect of communication. A learning disability is a reduced intellectual ability and difficulty with everyday activities.	2 digit numeric	01	Learning Disability	Dyslexia, Dysgraphia, Dyscalculia, Auditory processing disorder, Language processing disorder, Nonverbal learning disabilities, Visual perceptual/visual motor deficit.	Select one code that best describes the circumstances. For '03 Hearing Impairment' also select the specific hearing impairment from TC015 – Health Condition, codes 50-56, 'Hearing Issues'. For '04 Speech Impairment' also select the specific speech impairment from TC015 – Health Condition, codes 106-109, 'Speech Issues'.)
				02	Autism	Autism is not a learning disability, but around 50% of people in the UK with Autism have a learning disability.	
				03	Hearing impairment	A form of hearing loss/impediment. This can be classified as a partial or total inability to hear	
				04	Speech impairment *Also select the specific hearing impairment from TC015 – Health Condition, sub-section 106-109, 'Speech Issues'.)	Affects people who have problems speaking in a regular voice or tempo	
				05	Other		

Citizen Information

WTD ID	Data Item	Definition	Format	Recording Guidance
TC015	**Health Conditions**	Relates to a service user having a physical or mental illness, injury, impairment, or condition.	2 digit numeric	Select one code that best describes the circumstances.

Code List	Value Set	Value Set Explanation
Bone / Joint Issues		
01	Osteoarthritis	A progressive disorder of the joints caused by gradual loss of cartilage and resulting in the development of bony spurs and cysts at the margins of the joints.
02	Amputee	A person who has had one or more limbs removed by amputation.
03	Back pain / issues	Pain in back.
04	Fibromyalgia	A neurosensory disorder characterised by widespread muscle pain, joint stiffness, and fatigue. The condition is chronic (ongoing), but pain comes and goes and moves about the body.
05	Gout	A form of acute arthritis that causes severe pain and swelling in the joints.
06	Lupus	A a condition that affects the immune system. It can cause problems with your skin, joints, kidneys, and other organs. Symptoms of lupus include joint and muscle pain, extreme tiredness, and a rash on your face.
07	Osteopenia	A generalised reduction in bone mass that is less severe than that resulting from osteoporosis.
08	Paget's Disease	A localised bone disorder. It is relatively common in the United Kingdom, occurring in 10 per cent of those over the age of 70. It occurs more often in males than in females.
09	Rheumatoid arthritis	A chronic autoimmune disease that causes inflammation and deformity of the joints.
10	Other arthritis	Other form of arthritis not listed (not osteoarthritis, rheumatoid or gout.)
11	Sciatica	Refers to pain or discomfort associated with the sciatic nerve.
12	Symptomatic previous hip fracture	A previous hip fracture that resulted in various symptoms to still be evident, for example decreased mobility, unable to weight bare.
13	Symptomatic previous non hip fracture	A previous hip fracture, but the service user has returned to normal (same standard of health as pre-hip fracture).
Cancer		
14	Bone cancer and tumours	A term for a malignancy of bone, which is usually secondary.
15	Breast cancer	Caused by the development of malignant cells in the breast.
16	Colon cancer	Characterised by the development of malignant cells in the lining or epithelium of the first and longest portion of the large intestine.
17	Leukaemia	Progressive proliferation of abnormal white blood cells found in hemopoietic tissues, other organs, and usually in the blood in increased numbers.
18	Lung cancer	A term for a malignancy of the lungs.
19	Lymphoedema	Swelling (especially in subcutaneous tissues) as a result of obstruction of lymphatic vessels or lymph nodes and the accumulation of large amounts of lymph in the affected region.
20	Lymphoma	Any neoplastic disorder of lymphoid tissue, including Hodgkin's disease.
21	Prostate cancer	A disease in which cells in the prostate gland become abnormal and start to grow uncontrollably, forming tumours.
22	Skin cancer	One of various malignant conditions of the skin such as malignant melanoma.
23	Stomach cancer	Also known as gastric cancer, a disease in which the cells forming the inner lining of the stomach become abnormal and start to divide uncontrollably, forming a mass called a tumour.
24	Bladder cancer	Bladder cancer is where a growth of abnormal tissue, known as a tumour, develops in the bladder lining.
25	Bowel cancer	Bowel cancer is cancer found anywhere in the large bowel, which includes the colon and rectum.
26	Mouth cancer	Mouth cancer, also called oral cancer, can affect any part of the mouth, including the gums, tongue, inside the cheeks, or lips.
27	Throat cancer	Cancer that forms in tissues of the pharynx or larynx.
28	Kidney cancer	Kidney cancer, also called renal cancer, is a type of cancer that starts in the kidneys.
29	Liver cancer	Liver cancer is a cancer that's found anywhere in the liver.
30	Ovarian cancer	Ovarian cancer affects the ovaries. It mostly affects women over the age of 50.
31	Spinal cancer	A spinal tumor is an abnormal growth arising from any of the tissues that make up the spine.
32	Other cancer	For any cancers not listed - add to the service user notes section
33	Terminal diagnosis	Usually means the cancer cannot be controlled, is likely to be the cause of death.
34	In remission from cancer	The term "remission" means that cancer treatment reduced or eliminated the symptoms and signs of cancer.

Citizen Information

WTD ID	Data Item	Definition	Format	Recording Guidance
TC015	**Health Conditions**	Relates to a service user having a physical or mental illness, injury, impairment, or condition.	2 digit numeric	Select one code that best describes the circumstances.

Code List	Value Set	Value Set Explanation
Circulatory Issues		
35	Anaemia	A condition characterised by decreased red cells or haemoglobin in the blood, resulting in decreased oxygen in peripheral tissues.
36	Angina	Characterised as pain, "discomfort," or pressure localised in the chest that is caused by an insufficient supply of blood (ischaemia) to the heart muscle.
37	Arrhythmia	An irregularity of the heartbeat.
38	Coronary artery disease	A narrowing or blockage of the arteries and vessels that provide oxygen and nutrients to the heart.
39	Deep vein thrombosis (DVT)	A blood clot in a major vein that usually develops in the legs and/or pelvis.
40	Heart attack history	Previous heart attack(s)
41	Heart Failure	A condition in which the heart has lost the ability to pump enough blood to the body's tissues.
42	Heart valve disease / complications	Refers to several disorders and diseases of the heart valves, which are the tissue flaps that regulate the flow of blood through the chambers of the heart.
43	High Blood Pressure / Hypertension	Blood pressure is the force of blood pushing against the walls of arteries as it flows through them.
44	Low Blood Pressure / Hypotension	This term is used when blood pressure has fallen so far that enough blood can no longer reach the brain, causing dizziness and fainting.
45	Stroke with incomplete recovery	A stroke is the sudden death of brain cells in a localised area due to inadequate blood flow.
46	Stroke with complete recovery	A stroke is the sudden death of brain cells in a localised area due to inadequate blood flow.
47	Stroke recovery status unknown	A stroke is the sudden death of brain cells in a localised area due to inadequate blood flow.
48	Blood clot (not DVT)	Enter information into service user notes.
49	Cardiomegaly	Enlarged heart.
50	Pacemaker	Service user has a pacemaker fitted.
Diabetes		
51	Type 1 Diabetes	A condition characterised by high blood glucose levels caused by a total lack of insulin. Occurs when the body's immune system attacks the insulin-producing beta cells in the pancreas and destroys them. The pancreas then produces little or no insulin. Type 1 diabetes develops most often in young people but can appear in adults.
52	Type 2 Diabetes	A condition characterised by high blood glucose levels caused by either a lack of insulin or the body's inability to use insulin efficiently. Type 2 diabetes develops most often in middle-aged and older adults but can appear in young people.
53	Diabetes unknown type	Unknown type of diabetes
Digestive Issues		
54	Celiac disease	A disease of the digestive system that damages the small intestine and interferes with the absorption of nutrients from food.
55	Colostomy bag fitted	A receptacle worn over the stoma by a colostomy patient, to receive faecal discharge.
56	Crohn Disease	An inflammatory bowel disease marked by patchy areas of full-thickness inflammation anywhere in the gastrointestinal tract.
57	Diverticulitis	Inflammation of a diverticulum, especially of the small pockets in the wall of the colon that fill with stagnant faecal material and become inflamed.
58	IBS (Irritable bowel syndrome)	A common intestinal condition characterised by abdominal pain and cramps; changes in bowel movements (diarrhoea, constipation, or both); gassiness; bloating; nausea; and other symptoms.
59	Peptic ulcer disease	A stomach disorder marked by corrosion of the stomach lining due to the acid in the digestive juice.
60	Polyps	A tumour with a small flap that attaches itself to the wall of various vascular organs such as the nose, uterus, and rectum.
61	Symptomatic hernia	A general term used to describe a bulge or protrusion of an organ through the structure or muscle that usually contains it.
62	Ulcerative colitis	A form of inflammatory bowel disease (IBD). It causes swelling, ulcerations, and loss of function of the large intestine.

Citizen Information

WTD ID	Data Item	Definition	Format	Recording Guidance
TC015	**Health Conditions cont.**	Relates to a service user having a physical or mental illness, injury, impairment, or condition.	2 digit numeric	Select one code that best describes the circumstances.

Code List	Value Set	Value Set Explanation
Frailty Issues		
63	Fatigue	A physical and/or mental exhaustion that can be triggered by stress, medication, overwork, or mental and physical illness or disease.
64	Immobility	Complications that are associated with a limited or absolute lack of movement by the service user.
65	Incontinence	Inability to prevent the discharge of any of the excretions, especially of urine or faeces.
66	Recurrent falls	Defined as more than two falls in a six-month period.
67	Side effects of medication	Adverse reaction to medication experienced in the past by the service user.
Hearing Issues		
68	Deafness one ear	Completing hearing loss in both ears.
69	Deafness both ears	Completing hearing loss in both ears.
70	Hearing loss	Hearing issues, but not complete deafness in ear(s) as per above (50 & 51).
71	Meniere's disease	A condition characterised by recurrent vertigo (dizziness), hearing loss, and tinnitus (a roaring, buzzing, or ringing sound in the ears).
72	Requires hearing aid	Service user wears a hearing aid in one, or both ears.
73	Tinnitus	A ringing, buzzing, or other sound without an external cause.
74	Vertigo	A sensation of rotation or movement of oneself (subjective vertigo) or of one's surroundings (objective vertigo).
Mental Health Issues		
75	Agoraphobia	The defining feature of agoraphobia is anxiety about being in places from which escape might be embarrassing or difficult, or in which help might be unavailable. The person suffering from agoraphobia usually avoids the anxiety-provoking situation and may become totally housebound.
76	Anxiety	Anxiety is a multisystem response to a perceived threat or danger. It reflects a combination of biochemical changes in the body, the service users personal history and memory, and the social situation.
77	Behavioural disorder	A disorder characterised by displayed behaviours over a long period of time which significantly deviate from socially acceptable norms for a person's age and situation.
78	Bi-Polar	Bi-polar disorder, formerly manic-depressive disorder or manic-depression, severe mental disorder involving manic episodes that are usually accompanied by episodes of depression.
79	Confusion	Lack of clearness or distinctness; uncertainty about what is happening, intended, or required.
80	Depression	A mental state of altered mood characterised by feelings of sadness, despair, and discouragement.
81	Disruptive behaviour	Behaviour that hampers or interferes with instruction.
82	Eating disorder	A group of disorders in which abnormal feeding habits are associated with psychological factors.
83	Isolated / Loneliness	Social isolation is the objective physical separation from other people (living alone). Loneliness is the subjective distressed feeling of being alone or separated.
84	PTSD	An anxiety disorder caused by exposure to an intensely traumatic event.
85	Schizophrenia	A psychotic disorder (or a group of disorders) marked by severely impaired thinking, emotions, and behaviours.
86	Sleep disorder	Any condition that interferes with sleep, excluding environmental factors.
87	Substance abuse	Pattern of use of a drug, alcohol, or other chemical agent that may lead to social, occupational, psychological, or physical problems.
88	Suicidal ideation	Suicidal ideation, or suicidal thoughts, is the thought process of having ideas, or ruminations about the possibility of completing suicide.
89	Other mental health issues	Other mental health issues not listed.
Neurological Issues		
90	Apraxia	Caused by brain damage related to conditions such as head injury, stroke, brain tumour, and Alzheimer's disease. The damage affects the brain's ability to correctly signal instructions to the body. Forms of apraxia include the inability to say some words or make gestures.
91	Autism	A complex developmental disorder distinguished by difficulties with social interaction, verbal and nonverbal communication, and behavioural problems, including repetitive behaviours and narrow focus of interest.
92	Balance issues	Certain conditions, such as diabetes, heart disease, stroke, or problems with vision, thyroid, nerves, or blood vessels can cause dizziness and other balance problems.

Citizen Information

WTD ID	Data Item	Definition	Format	Recording Guidance
TC015	**Health Conditions cont.**	Relates to a service user having a physical or mental illness, injury, impairment, or condition.	2 digit numeric	Select one code that best describes the circumstances.

Code List	Value Set	Value Set Explanation
93	Brain injury / trauma	Impairment of structure or function of the brain, usually as a result of a trauma.
94	Brain tumour	An abnormal growth of tissue in the brain. A benign brain tumour is composed of non-cancerous cells and does not spread beyond the part of the brain where it originates. A brain tumour is considered malignant if it contains cancer cells, or if it is composed of harmless cells located in an area where it suppresses one or more vital functions.
95	Cerebal palsy	The term used for a group of non-progressive disorders of movement and posture caused by abnormal development of, or damage to, motor control centres of the brain.
96	Dementia (of any aetiology)	A loss of mental ability severe enough to interfere with normal activities of daily living, lasting more than six months, not present since birth, and not associated with a loss or alteration of consciousness.
97	Epilepsy	Disturbances of nervous system function resulting from abnormal electrical activity of the brain. Epilepsy is not one specific disease, but rather a group of symptoms that are manifestations of any of a number of conditions involving over-stimulation of nerve cells of the brain.
98	Learning Disability	A reduced intellectual ability and difficulty with everyday activities, for example household tasks, which affects someone for their whole life.
99	Migraines	A familial, recurrent syndrome characterised usually by unilateral head pain, accompanied by various focal disturbances of the nervous system.
100	Motor neurone disease	This disease happens when cells in the brain and nerves, called motor neurones, gradually stop working. Symptoms of motor neurone disease include muscle weakness, twitches, slurred speech, and difficulty swallowing. The symptoms get worse over time.
101	Multiple Sclerosis	A chronic autoimmune disorder affecting movement and bodily functions. It is caused by destruction of the myelin insulation covering nerve fibres (neurons) in the central nervous system (brain and spinal cord).
102	Non epileptic fits/blackout history	History of temporary loss of consciousness.
103	Paraplegic	An impairment in motor or sensory function of the legs and lower body.
104	Parkinson's	A progressive disease of the nervous system marked by tremor, muscular rigidity, and slow, imprecise movement, chiefly affecting middle-aged and elderly people.
105	Alzheimer's	A progressive condition, which means the symptoms develop gradually over many years and eventually become more severe. It affects multiple brain functions.
106	Huntingtons Disease	A condition that stops parts of the brain working properly over time. It's passed on (inherited) from a person's parents.
Respiratory Conditions		
107	Asthma	A chronic (long-lasting) inflammatory disease of the airways. In those susceptible to asthma, this inflammation causes the airways to spasm and swell periodically so that the airways narrow.
108	Bronchitis	An inflammation of the air passages between the nose and the lungs, including the windpipe or trachea and the larger air tubes of the lung that bring air in from the trachea (bronchi). Bronchitis can either be of brief duration (acute) or have a long course (chronic).
109	COPD	(Chronic Obstructive Pulmonary Disease) An umbrella term for a group of usually progressive lung disorders with overlapping signs and symptoms, including asthma, bronchiectasis, chronic bronchitis, and emphysema.
110	Cystic Fibrosis	An inherited disease that affects the lungs, digestive system, and sweat glands. It affects the body's ability to move salt and water in and out of cells. This causes the lungs and pancreas to secrete abnormally thick mucus that blocks passageways and prevents proper function.
111	Emphysema	A chronic respiratory disease where there is over-inflation of the air sacs (alveoli) in the lungs, causing a decrease in lung function, and often, breathlessness.
112	Industrial lung disease	Any respiratory disease that is caused or was made worse by exposure at work, such as breathing in hazardous substances such as gases or dust.
113	Pneumonia	A severe inflammation of the lungs in which the alveoli (tiny air sacs) are filled with fluid. This may cause a decrease in the amount of oxygen that blood can absorb from air breathed into the lung.
114	Tuberculosis	TB is a potentially fatal contagious disease that can affect almost any part of the body but is mainly an infection of the lungs.
Sight Issues		
115	Blindness	Lack or loss of ability to see.
116	Blurred vision	Lack of sharpness of vision with, as a result, the inability to see fine detail.

Citizen Information

WTD ID	Data Item	Definition	Format	Recording Guidance
TC015	**Health Conditions cont.**	Relates to a service user having a physical or mental illness, injury, impairment, or condition.	2 digit numeric	Select one code that best describes the circumstances.

Code List	Value Set	Value Set Explanation
117	Cataract	An opacity of the lens of the eye, usually occurring as a result of ageing, trauma, endocrine or metabolic disease, intraocular disease, or as a side effect of the use of tobacco or certain medications, e.g., steroids. Cataracts are the most common cause of blindness in adults.
118	Diabetic retinopathy	A complication of diabetes, caused by high blood sugar levels damaging the back of the eye (retina). It can cause blindness if left undiagnosed and untreated.
119	Glaucoma	A common eye condition where the optic nerve, which connects the eye to the brain, becomes damaged.
120	Macular degeneration	The progressive deterioration of a critical region of the retina called the macula. The macula is a 3-5 mm area in the retina that is responsible for central vision. This disorder leads to irreversible loss of central vision, although peripheral vision is retained.
121	Wears glasses	A person who wears corrective lenses.
122	Other/unspecified sight issue	Sight issue not listed.
Skin Issues		
123	Eczema	A condition in which patches of skin become rough and inflamed with blisters which cause itching and bleeding.
124	Pressure ulcers	An injury that breaks down the skin and underlying tissue. They are caused when an area of skin is placed under pressure. They are sometimes known as "bedsores" or "pressure sores".
125	Pruritus	A medical term for itchy skin that can be caused by a number of issues including dry skin, skin disease, allergies and diabetes.
126	Psoriasis	A condition that causes red and crusty patches of skin covered with silvery scales.
127	Skin infections	These occur when bacteria infect the skin and sometimes the deep tissue beneath the skin.
Speech Issues		
128	Apraxia of speech	AOS, also known as acquired apraxia of speech, verbal apraxia, or childhood apraxia of speech (CAS) when diagnosed in children is a speech sound disorder. Someone with AOS has trouble saying what they want to say correctly and consistently.
129	Dysarthria	Difficulty speaking caused by brain damage, which results in an inability to control the muscles used in speech.
130	Mutism	Inability to speak, typically as a result of congenital deafness or brain damage.
131	Stuttering	A speech disorder in which the flow of speech is disrupted by involuntary repetitions and prolongations of sounds, syllables, words, or phrases as well as involuntary silent pauses or blocks in which the person who stutters is unable to produce sounds.
132	Other / unspecified speech issue	Speech issue not listed.
Other		
133	Bariatric	A person is classified as having obesity and may be referred to as a bariatric patient when they have a body mass index (BMI) that is equal to or greater than 30.
134	Bedbound	Medically defined as someone who is confined to bed, on bed rest, or bedridden.
135	Catheter	A flexible tube inserted through a narrow opening into a body cavity, particularly the bladder, for removing fluid.
136	Faecal Incontinence	Bowel incontinence is an inability to control bowel movements, resulting in involuntary soiling.
137	MRSA	A type of bacteria that's resistant to several widely used antibiotics.
138	Muscular dystrophy	A group of muscle diseases caused by mutations in a person's genes. Over time, muscle weakness decreases mobility, making everyday tasks difficult.
139	Overactive thyroid	A relatively common hormonal condition that occurs when there is too much thyroid hormone in the body.
140	Underactive thyroid	Where the thyroid gland (a small gland in the neck) does not produce enough hormones.
141	Urinary Incontinence	A person who leaks urine by accident. While it can happen to anyone, urinary incontinence, also known as overactive bladder, is more common in older people, especially women.
142	UTI (Urinary Tract Infection)	UTIs affect your urinary tract, including your bladder (cystitis), urethra (urethritis) or kidneys (kidney infection). UTIs may be treated with antibiotics, but they're not always needed.
143	Sleep apnoea	Sleep apnoea is when your breathing stops and starts while you sleep.

Citizen Information

WTD ID	Data Item	Definition	Format	Recording Guidance
TC015	**Health Conditions cont.**	Relates to a service user having a physical or mental illness, injury, impairment, or condition.	2 digit numeric	Select one code that best describes the circumstances.

144	Gall stones	A small, hard crystalline mass formed abnormally in the gall bladder of bile ducts.

Code List	Value Set	Value Set Explanation
145	Hepatitis	The term used to describe inflammation of the liver. It's usually the result of a viral infection or liver damage caused by drinking alcohol.
146	Kidney stones	Kidney stones can develop in 1 or both kidneys and most often affect people aged 30 to 60.
147	Long Covid	This is a new condition which is still being studied. Typical symptoms include fatigue, shortness of breath, memory issues (brain fog), heart palpitations, dizziness and joint pain.
148	Seizures	Non-epileptic seizures look a little like epileptic seizures, but are not caused by abnormal electrical activity in the brain. Non-epileptic seizures happen because of problems with handling thoughts, memories, emotions or sensations in the brain. Such problems are sometimes related to stress.
149	Hemorrhoids	Lumps inside and around the bottom.

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC016	**Where would the service user be without telecare?**	Qualitative measure to ascertain whether the service user would be more or less likely to be living at home with telecare.	2 digit numeric	01	In a care home (without telecare being place, the telecare service user would likely be admitted/living in a care home...)	Select one code that best describes the circumstances.
				02	In hospital	
				03	In temporary accommodation	
				04	Living with family	
				05	Supported accommodation	
				06	No change to circumstances	

Referral Information

Referral Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC017	**Date of Telecare Referral**	The date of the referral is the date on which a referral is made to the telecare service. A referral is a request to a service to provide appropriate telecare. A referral may be made by a person or an organisation on behalf of a service user, or a person may refer themselves.	8 digit numeric DD-MM-YYYY	N/A	N/A	This may be the same date as the date on which the referral is received.

WTD ID	Data Item	Definition	Format	Recording Guidance
TC018	**Source of Telecare Referral**	The organisation and/or professional(s) or person who may make a referral.	2 digit numeric	This may not be the same person that completed the referral form. Select one code that best describes the circumstances.

Code List	Value Set	Value Set Explanation
01	Self-referral	Indicates the referral was made by the service user/potential service user.
02	Informal carer/family	Indicates the referral was made by a family member or carer of the service user.
03	Primary care	Indicates the referral was made by primary care. Includes: • GP/GP Practice/Practice Nurse • Health visitor • Physiotherapist (direct access)
04	Community nursing	Indicates the referral was made by community nursing. Includes: • District Nurse • Community Nurse • Community Psychiatric Nurse.
05	Intermediate Care (not bed-based)	Indicates the referral was made by intermediate care. Includes: • Time-limited assessment, rehabilitation and support provided at home by health and social care professionals, including physiotherapists and occupational therapists • Day Hospital • Hospital at home • Reablement. Intermediate care covers a range of care options, which allow people to avoid hospital, return home from hospital sooner, recover from illness faster, and plan for their future care. Reablement is the process of a local council providing personal care, such as help with daily living activities and other practical tasks. It usually lasts for up to 6 weeks and helps give people the confidence and skills to carry out these activities for themselves, so they can continue to live at home as independently as possible.)

Referral Information

WTD ID	Data Item	Definition	Format	Recording Guidance
TC018	**Source of Telecare Referral cont.**	The organisation and/or professional(s) or person who may make a referral.	2 digit numeric	This may not be the same person that completed the referral form. Select one code that best describes the circumstances.

Code List	Value Set	Value Set Explanation
06	Hospital/secondary care setting	Indicates the referral was made by a health or social care professional for a person in hospital. This includes referrals from social workers working within the hospital setting. Includes: • Hospital-based Occupational Therapist • Hospital-based Social Worker • Acute care • Mental health inpatient care • Community hospital/bed-based intermediate care.
07	Social work and social care	Indicates the referral was made by social work services. Includes: • Social workers • Social care workers • Care Managers • Home care workers • Social work Occupational Therapist. Excludes: • Social workers working in a hospital, community hospital or bed-based intermediate care setting • Commissioned services delivered by other providers
08	Housing	Indicates the referral was made by the housing sector. Includes: • Housing officers in local authority, housing associations or housing cooperatives.
09	Third sector	Indicates the referral was made by a third sector organisation or service, including commissioned care providers.
10	Emergency Services	Indicates the referral was made by an emergency service. Includes: • Fire and Rescue Service (including following a Home Fire Safety Visit) • Welsh Ambulance Service Trust (WAST) • Police
11	Alternative	Use this category for referrals which are of known origin, but do not fit above categories.

Referral Information

WTD ID	Data Item	Definition	Format	Recording Guidance
TC019	**Reason for Telecare Referral**	The primary (main) reason for referring for or requesting telecare. A referral is a request to a service to provide appropriate telecare. A referral may be made by a person or an organisation on behalf of a service user, or a person may refer themselves.	2 digit numeric	Select one code that best describes the circumstances. This may be a matter of personal opinion where more than one answer is relevant, but only include the single factor most important to the service user.

Code List	Value Set	Value Set Explanation
01	Enable to return home	Indicates telecare requested primarily to support discharge from hospital, respite care or long-term care.
02	Enable to remain at home	Indicates telecare requested primarily to prevent or delay admission to hospital, respite care or long-term care.
03	Improve safety and reduce risk of harm	Indicates request for telecare is prompted primarily by concerns for a person's safety. This may be following a crisis or safety-related incident or series of incidents at home or in the community. Improving safety may increase a person's independence.
04	Reassurance and peace of mind	Indicates telecare is requested for peace of mind or to give confidence in the absence of a crisis or incident, including for peace of mind for the person or family and/or to give confidence. Improving confidence or peace of mind may increase a person's independence.
05	Informal carer support	Indicates telecare is requested primarily to support an informal carer.
06	Assess care needs	Indicates referral was made for 'lifestyle monitoring' to better assess care needs.
07	Remote supported living	Indicates telecare is requested to reduce the need for onsite support, such as overnight support. This may be to increase a person's privacy and/or independence.

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC020	**Urgency of Telecare Referral**	Qualitative measure to ascertain whether the service user would be more or less likely to be living at home with telecare.	2 digit numeric	01	Priority One	Within two working days • This is the QSF definition of 'urgent' • Hospital discharge	Select one code that best describes the circumstances.
				02	Priority Two	Within 15 working days • This is the QSF definition of 'non-urgent'	
TC021	**Type of Telecare Referral**	To identify if the person being referred is new to the service, has received the service in the past, or is an existing service user and requires an enhanced package.	2 digit numeric	01	New service user	When the service user has not had telecare installed before.	Select one code that best describes the circumstances.
				02	Existing service user	When the service user is an existing telecare service user and is having additional devices installed.	
				03	Returning service user	When the service user previously had telecare installed but left the service.	

Referral Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC022	**Urgency of Telecare Referral**	Qualitative measure to ascertain whether the service user would be more or less likely to be living at home with telecare.	2 digit numeric	01	Email	N/A	Select one code that best describes the circumstances.
				02	Telephone	N/A	
				03	Paper form	N/A	
				04	Website (online form)	N/A	
				05	App	N/A	
TC023	**Outcome of Telecare Referral**	To identify the outcome of the referral received for the service user.	2 digit numeric	01	Approved	The referral was approved and moved to the next stage of the process.	Select one code that best describes the circumstances.
				02	Cancelled	The referral was cancelled before a decision was made.	
				03	Rejected.	The referral was not approved by the authorising service area.	
TC024	**Date Telecare Assessment was carried out**	The date of the assessment is the date on which an assessment is completed by a telecare service. Following the referral, a formal assessment is typically carried out by the service provider. Further information is gathered relating to the person, highlighted in this document, and an installation date is agreed to commence the service.	8 digit numeric - DD-MM-YYYY	N/A	N/A	N/A	This may be the same date as the date on which the referral is received if for example it is a 'self-referral'.

Installation Information

Installation Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC025	**Service Start Date**	The date telecare services were installed (tested) and ready to use following the assessment.	8 digit numeric - DD-MM-YYYY	N/A	N/A	N/A	Please enter the first date telecare services were installed (tested) and ready to use following the assessment.
TC026	**Service Type**	The category of service provided, based on the device/s installed or software employed.	2 digit numeric	01	Telecare - Standard	Standard (If the service user is in receipt of a basic technology package which consists of a base unit (either individual or part of a communal system), plus a button/pull cords/pendant which transfers an alert/alarm/data to an alarm receiving centre or individual responder.	If a person is in receipt of an enhanced telecare package which includes a community alarm, telecare, and/or lifestyle monitoring and/or a discrete device, then data should be collected for all applicable values (‘community alarm’, ‘telecare’, ‘lifestyle monitoring’, and ‘discrete devices). More than one code may apply
				02	Telecare - With Response	If the service user is in receipt of a basic technology package as described above and the responder service. A Response Service is physical response/intervention to a crisis moment (e.g., fallen, assistance needed).	
				03	Enhanced Telecare	Enhanced Telecare includes a base unit (same as Standard Telecare) but will also have peripherals around the property that will enable the service provider to respond to multiple device alerts, such as GPS, smoke, CO, flood detectors, and more. Includes: • Lifestyle monitoring that is linked to the alarm receiving centre for a response. Excludes: • Stand-alone devices, which do not alert/provide information to a monitoring centre or individual responder, such as medication prompts.	
				04	Enhanced Telecare - With Response	Same as Enhanced Telecare but will also include Mobile Response service. A Response Service is physical response/intervention to a crisis moment (e.g., fallen, assistance needed).	

Installation Information

WTD ID	Data Item	Definition	Format	Recording Guidance
TC027	**Device Type**	Type of device(s) / or software employed.	2 digit numeric	Codes 1-14 describe devices capable of alerting/providing information to an alarm receiving centre or individual responder (including family) and may or may not be 'linked' to the home hub or communal alarm system. Code 15 describes discrete, stand-alone devices, not historically considered to be 'telecare'. More than one code will likely apply.

Code List	Value Set	Value Set Explanation
01	Base Unit	Indicates the service user has a package installed which consists of a base unit (either individual or part of a communal system).
02	Pendant	A button/pull cord(s)/pendant which transfers an alert/alarm/data to a monitoring centre or individual responder.
03	Smoke Detector	Indicates an ARC-linked smoke detector was installed.
04	Heat Detector	Indicates an ARC-linked heat detector was installed.
05	CO Detector	Indicates an ARC-linked CO detector was installed.
06	Falls Detector	Indicates an automatic falls detector was provided.
07	Movement or Inactivity Detector	Indicates a movement detector was installed. Includes; PIR Movement Detectors.
08	Bed Sensor	Indicates a bed sensor was installed.
09	GPS Monitor	Indicates a GPS locator was installed.
10	Other Personal Monitors	Indicates a personal monitor was installed. Includes; Enuresis Sensor, Bogus Caller Button, Epilepsy Monitor, Chair Sensor and Medication Dispensers. Excludes; Falls Detector (Code 06), Movement Detector (Code 07) and Bed Sensor (Code 08).
11	Property Exit Sensor	Indicates property exit sensors or internal door sensors were installed.
12	Other Environmental Monitors	Indicates environmental monitors were installed. Includes; ARC-linked Gas Detector and Flood Detector. Excludes; ARC-linked Smoke (Code 03), Heat (Code 04) and CO Detectors (Code 05).
13	ARC linked consumer technology	Indicates consumer technology which links directly to an ARC without the use of any intermediary devices, such as a mobile phone.
14	Lifestyle Monitoring	Indicates a person has a range of sensors installed to monitor their lifestyle for the purposes of assessment.
15	Discrete Devices	A stand-alone device or software that does not alert/provide information to a monitoring centre or individual responder.

Installation Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC028	**Reason for delay in installation**	This is to provide an explanation for an unexpected delay in installation.	2 digit numeric	01	Delayed discharge	Hospital discharge is delayed due to reasons not relating to telecare installation.	More than one code may apply
				02	Further works required	Installation delayed due to further works being required in the person's home, such as the installation of a telephone line, broadband or moving a socket.	
				03	Telecare staff capacity	Installation delayed due to the capacity of installation staff.	
				04	No access	Service user was not present for Installation, so access was not available.	
TC029	**Installation completion date**	To identify the date that telecare services/equipment were installed ensuring the approved telecare referral was now complete.	8 digit numeric DD-MM-YYYY	N/A	N/A	N/A	Acknowledging that not all telecare equipment may be installed on one day.

Call Handling Information

Including the Welsh Telecare Call Set

Call Handling Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC030	**Date of Incoming Call**	The date of the call, alert or activation.	8 digit numeric DD-MM-YYYY	N/A	N/A	This field is used to capture the date the service user alerted the telecare service.
TC031	**Time of Incoming Call**	The time of day the call, alert or activation appears on the system.	6 digit numeric HH:MM:SS	N/A	N/A	The day runs from midnight to 23:59. Midnight is 00:00
TC032	**Time of Response to Incoming Call**	The time of day of the call handler response to the activation.	6 digit numeric HH:MM:SS	N/A	N/A	The day runs from midnight to 23:59. Midnight is 00:00

WTD ID	Data Item	Definition	Format	Recording Guidance
TC033	**Call Event**	The device that was activated which initiated a call to the Alarm Receiving Centre.	2 digit numeric	Select one code that best describes the circumstances.

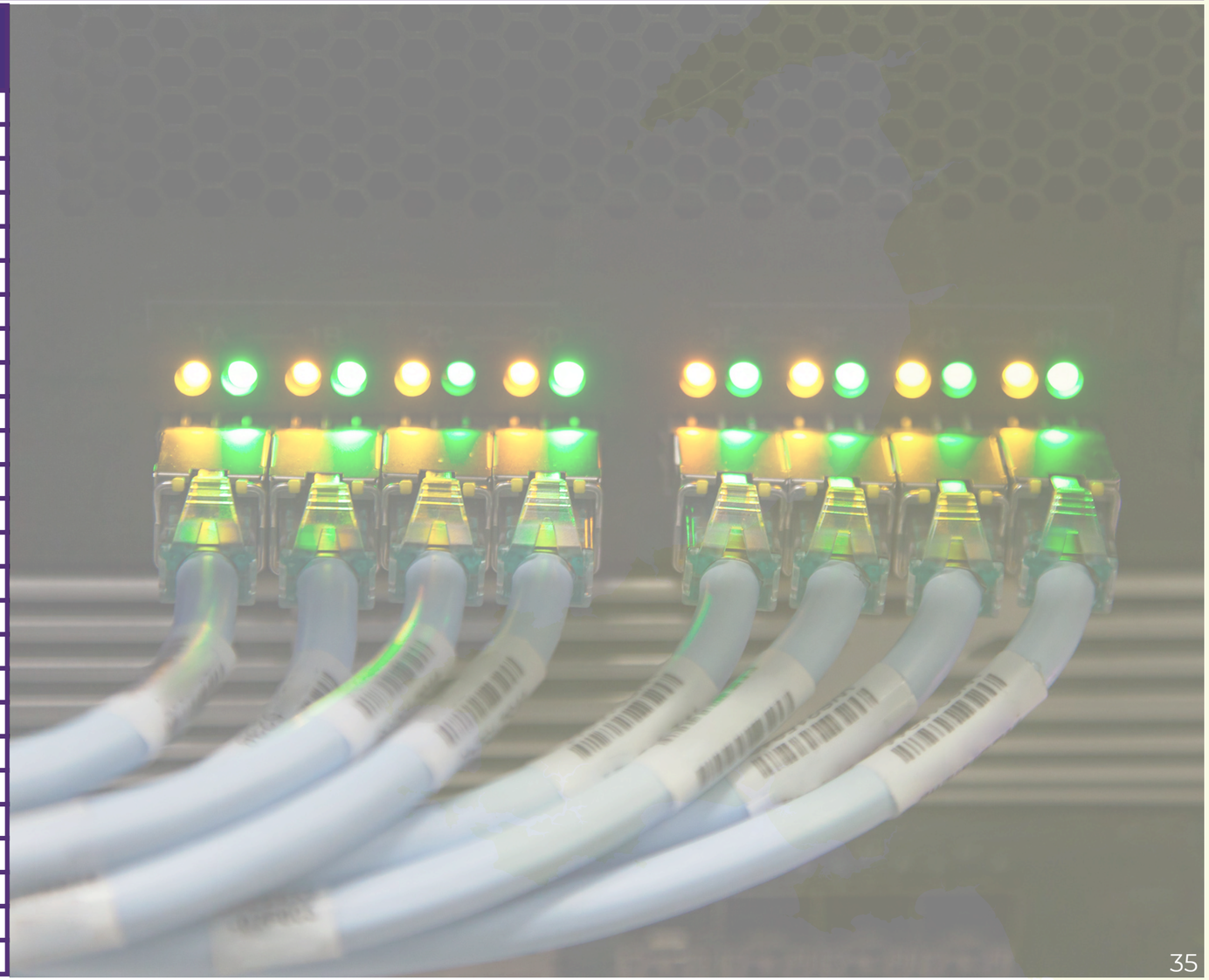
Code List	Value Set	Value Set Explanation
01	Base Unit	Indicates source of alarm. Sometimes also called integral button.
02	Pendant	Indicates source of alarm. Includes; Neck worn and wrist worn Pendant. Sometimes also called Manual Trigger.
03	Smoke Detector	Indicates source of alarm.
04	Heat Detector	Indicates source of alarm.
05	CO Detector	Indicates source of alarm.
06	Falls Detector	Indicates source of alarm. This could be manual press, or automatic activation.
07	Movement or Inactivity Detector	Indicates source of alarm. Includes; PIR Movement Detectors and Inactivity Monitors including lifestyle monitoring linked to the ARC.
08	Bed Sensor	Indicates source of alarm.
09	GPS Monitor	Indicates source of alarm.
10	Other Personal Monitors	Other personal monitors (Indicates source of alarm. Includes; Enuresis Sensor, Bogus Caller Button, Epilepsy Monitor, Medication Dispenser. Excludes; Falls Detector (Code 06), Bed Monitor (Code 08) and Movement detector (Code 07).
11	Property Exit Sensor	Indicates source of alarm. Sometimes also called Door Contact, Door Open, Door Closed.
12	Flood Detector	Indicates source of alarm.
13	Epilepsy Monitor	Indicates source of alarm.
14	Telephone	Indicates a direct call from mobile or landline phone.

Call Handling Information

The following codes TC034 and TC035 define the Welsh Telecare Call Set. Each telecare ARC in Wales, will be expected to work with their ARC supplier to embed the following call reasons and call actions at a minimum. ARCs are free to collate other call actions and reasons, as per local arrangements in place and that do not relate to the below data items.

WTD ID	Data Item	Definition	Format	Recording Guidance
TC034	**Incoming Call Reason**	The reason for the incoming alarm call.	2 digit numeric	Select one code that best describes the circumstances.

Code List	Value Set
01	Chase Call
02	Concern for Client
03	Door Access
04	Fallen
05	False Alarm
06	Fault
07	Fire Panel Test Call
08	General Assistance
09	Information Call
10	Keysafe Access
11	Lift Entrapment
12	Locked Out
13	Lone Worker
14	Mains Failure
15	Medical Emergency
16	No Response
17	Offsite
18	Onsite
19	Police Required
20	Programming
21	Repairs
22	Responder Onsite
23	Smoke / Fire Call
24	System / Admin
25	Testing
26	Welfare Check



Call Handling Information

WTD ID	Data Item	Definition	Format	Recording Guidance
TC035	**Incoming Call - Secondary Reason / Call Action**	The action/secondary reason added as a result of an incoming call.	2 digit numeric	More than one code may apply.

Code List	Value Set
01	Access Given
02	Access Not Given
03	All Okay
04	Ambulance Called
05	Ambulance Onsite
06	Ambulance Required
07	ARC Provider Notified
08	Back Home
09	Telecoms Provider Contacted
10	Call Disconnected
11	Carers
12	Carers Attending
13	Carers Called
14	Carers Leaving
15	Carers Onsite
16	Carers Required
17	Cause Unknown
18	Chase Call
19	Cleaner / Caretaker
20	CLI Mismatch
21	Client
22	Client Okay
23	Confirmed Call
24	Contact

Code List	Value Set
25	Contact Advised
26	Contact Attending
27	Contact Onsite
28	Contact Required
29	Data Update
30	District Nurse Called
31	District Nurse Required
32	Doctor Called
33	Doctor Required
34	Door Fault
35	Emergency Service Onsite
36	Engineer
37	Engineer Attending
38	Fallen
39	False Alarm
40	Fault
41	Fire Service
42	Fire Service Attending
43	Fire Service Called
44	Gas Emergency
45	Going Away
46	Going Out
47	Housing Association Called
48	Information Request

Code List	Value Set
49	In Hospital
50	Installation Test Call
51	Isolation
52	Lift
53	Line Fault
54	Logging Off
55	Logging On
56	Lost Peripheral
57	Low battery
58	Manager Contacted
59	Manual
60	Mobility
61	No Action Required
62	No Answer
63	No Heating
64	No Power
65	No Voice Contact
66	Other CP Contacted
67	Other Person
68	Other Repair / Housing Issue
69	Periodic
70	Personal Care
71	Plumbing Issue
72	Police Called

Code List	Value Set
73	Police Required
74	Power Cut
75	Power Restored
76	Programming Failed
77	Programming Successful
78	Reassurance Given
79	Refused to Attend
80	Repair
81	Repeat Call
82	Requires Date / Time
83	Responder
84	Responder Advised
85	Responder Attending
86	Scheme Manager
87	Scheme Manager Called
88	Signposting
89	Situation Update
90	Social Worker Advised
91	Staff / Carer
92	System
93	Telecare Equipment
94	Test Call
95	Unplugged
96	Visitor

Proactive Services

Proactive Services

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC036	**Date of Proactive Outbound Call**	The date an outbound proactive call is made to the service user by the telecare service. A proactive call is a planned call to the service user initiated by the call handler or wider telecare service that aims to enable well-being and/or anticipate or prevent an incident or crisis. Excludes: • Test calls • Reviews • Responding to an immediate situation	8 digit numeric DD-MM-YYYY	N/A	N/A	This field is used to capture the date of the proactive call to the service user.
TC037	**Start of Proactive Call**	The time of day the proactive call is made as it appears on the system.	6 digit numeric HH:MM:SS	N/A	N/A	The day runs from midnight to 23:59. Midnight is 00:00
TC038	**Time of Response to Incoming Call**	The time of day of the call handler response to the activation.	6 digit numeric HH:MM:SS	N/A	N/A	The day runs from midnight to 23:59. Midnight is 00:00

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC039	**Outcome of Proactive Call**	The outcome of an outbound proactive call.	2 digit numeric	01	No action	Following an arranged call, no specific action was required.	More than one may apply.
				02	Request Telecare provision review	Following an arranged call, a review of telecare provision was requested due to change in needs, or issues with current equipment or service.	
				03	Escalation of concerns	Following an arranged call, the situation was escalated because of the service user's or call handler's immediate concerns. Includes escalation to: • Social Worker • Social Care team • GP/GP practice • Family • Emergency services	
				04	Onward referral	Following an arranged call, an onward referral was made to another agency or service to provide appropriate care and support. E.g. referrals to Social care team, their Social Worker or a falls team. If the referral relates to immediate concerns, use Code 02 'Escalations of concerns'	
				05	Signpost to community support	Following an arranged call, the call handler provided information about a community-based service or organisation with a view to the service user or their family/carer contacting the service or organisation.	

Response Service Information

Response Service Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC040	**Date of Attended Response**	The date of the attended response by the telecare service.	8 digit numeric DD-MM-YYYY	N/A	N/A	The date responder arrived at the service user's property.
TC041	**Time Response Officer Notified**	The time of day the telecare response service was notified. Excludes responses by: • Emergency services • Volunteer key holder (family, friends, neighbours	6 digit numeric HH:MM:SS	N/A	N/A	The day runs from midnight to 23:59. Midnight is 00:00
TC042	**Time Responder Arrived at Property**	The time of day the telecare response service arrived at the property. Excludes responses by: • Emergency services • Volunteer key holder (family, friends, neighbours	6 digit numeric HH:MM:SS	N/A	N/A	The day runs from midnight to 23:59. Midnight is 00:00

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC043	**Attended Response by Response Provider**	The service or person that provided the onsite response. Includes all attended responses arranged by the call handler.	2 digit numeric	01	Telecare responder service	Indicates the response was provided by a team of specially trained staff to provide a telecare response.	More than one may apply.
				02	Home care service	Indicates the response was provided by home care staff, wardens, or similar staff, who can provide practical help in an emergency, and can appraise a situation (such as a fall, or failure to answer the door) so ensuring that the appropriate support is provided.	
				03	Nominated key holder or contact	Indicates the response was provided by a person nominated by the service user, who has consented to be a key holder for the service user or a contact person.	
				04	Housing services	Indicates the response was provided by housing support staff, including sheltered housing support staff, Housing Officer.	
				05	Health care service	Indicates the response was provided by a health care professional, for example, a nurse, physiotherapist, occupational therapist or GP. This excludes Welsh Ambulance Service (WAST).	
				06	Ambulance	Indicates the response was provided by the Welsh Ambulance Service.	
				07	Fire and Rescue	Indicates the response was provided by the Fire and Rescue Service.	
				08	Police	Indicates the response was provided by Police.	
				09	Third sector organisation	Indicates the response was provided by a third sector service commissioned by the Telecare Service to provide trained staff to deliver the response visit on their behalf.	
				10	Emergency repair	Indicates the response was provided by an external service to undertake emergency repairs. Includes, Care and Repair (emergency only), utility company, telecoms, property or fire alarms and technical repairs to enhanced technology.	
				11	Other	Use this category for responders that do not fit above categories.	

Response Service Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC044	**Attended response by type of support required**	The type of support or care required when an onsite response is provided by a telecare response service or home care service.	2 digit numeric	01	Accidental activation /no assistance required	Indicates false alarm and no support was required.	More than one may apply.
				02	Locate the service user in property	Indicates location of service user is required after a property exit sensor alert and the person is in the property.	
				03	Locate the service user outside the property	Indicates location of service user is required after a property exit sensor alert and the person is located outside of the property.	
				04	Fall management	Indicates support was provided to assist the service user from the floor following a fall.	
				05	Continence management	Indicates the service user or carer is requesting assistance with continence (may include toileting).	
				06	In-person assistance	In-person assistance (Indicates that the service user or carer is requesting assistance. Includes: • The service user is unwell • Assistance with repositioning • Assistance with mobility for example unable to get up from a chair, bed, toilet or commode or get out of the bath. Excludes: • Assistance with continence care (select Code 05 for this).	
				07	Nominated contact/family assistance	Indicates the responder requested attendance from named contact or family.	
				08	Escalation to ambulance service	Indicates the responder requested attendance by the ambulance service.	
				09	Escalation to Fire and Rescue Service	Indicates the responder requested attendance by the fire and rescue service.	
				10	Escalation to Police	Indicates the responder requested attendance by the police.	
				11	Escalation to NHS 111	Indicates the responder requested advice from NHS 111.	
				12	Escalation to another health service	Indicates the responder services requested another service attend, including a health professional (Such as GP, District Nurse).	
TC045	**Date Responder left property**	The date of the attended response.	8 digit numeric DD-MM-YYYY	N/A	N/A	N/A	The date responder left the service user's property.
TC046	**Time Responder left property**	The time of day the telecare response service left the property.	6 digit numeric HH:MM:SS	N/A	N/A	N/A	The day runs from midnight to 23:59. Midnight is 00:00

Ongoing Referral Information

Ongoing Referral Information

An onward referral is a request to another agency or service to provide ongoing appropriate care and support.

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC047	**Date of notification or onward referral to other agencies**	The date the telecare service notified another service of changes to a service user's circumstances or needs or referred the service user to another service due to concerns and/or a change in the service user's circumstances or needs.	8 digit numeric DD-MM-YYYY	N/A	N/A	The date the telecare service made the notification or referral.

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC048	**Notification or referral to other service**	A contact with a service user or their nominated person which results in notification or onwards referral to another agency or agencies.	2 digit numeric	01	Pre-install	Indicates notification or onwards referral prior to the telecare installation.	Select one code that best describes the circumstances.
				02	Post-incoming call/s	Indicates notification or onwards referral followed incoming call or series of calls from a service user.	
				03	Post-proactive call	Indicates notification or onwards referral following an arranged proactive outbound call with a service user or their carer. This excludes Test calls.	
				04	Post-response	Indicates notification or onwards referral follow a response visit to the service user.	
				05	Post-review	Indicates notification or onwards referral following a telecare review of the service user (this could be done annually as part of a 'Birthday Check' call). See TC051 for how the review would be carried out.	

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC049	**Reason for onward referral**	Service user, family, Social Worker or Response Officer has requested a referral be made for extra support or advice for service user.	2 digit numeric	01	Falls management	Select one code that best describes the circumstances.
				02	Meals management	
				03	Hoarding	
				04	Aids and adaptations	
				05	Additional TEC required	
				06	Mental Health support	
				07	Finance and benefit support	
				08	Loneliness and isolation	
				09	Continence management	
				10	Wider social care needs	
				11	Known, but not included	

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC050	**The service contacted for onward referral**	The service/organisation that the service user has been signposted towards.	2 digit numeric	01	Single point of access gateway for Social Care (typically local authority)	Select one code that best describes the circumstances.
				02	Housing Association	
				03	Third Sector	
				04	Primary Care (GP)	
				05	Secondary Care (Physio, community OT etc.)	
				06	Meals on Wheels	
				07	Community Group	
				08	Social Worker	
				09	Known, but not included	

Review / Reassessment Information

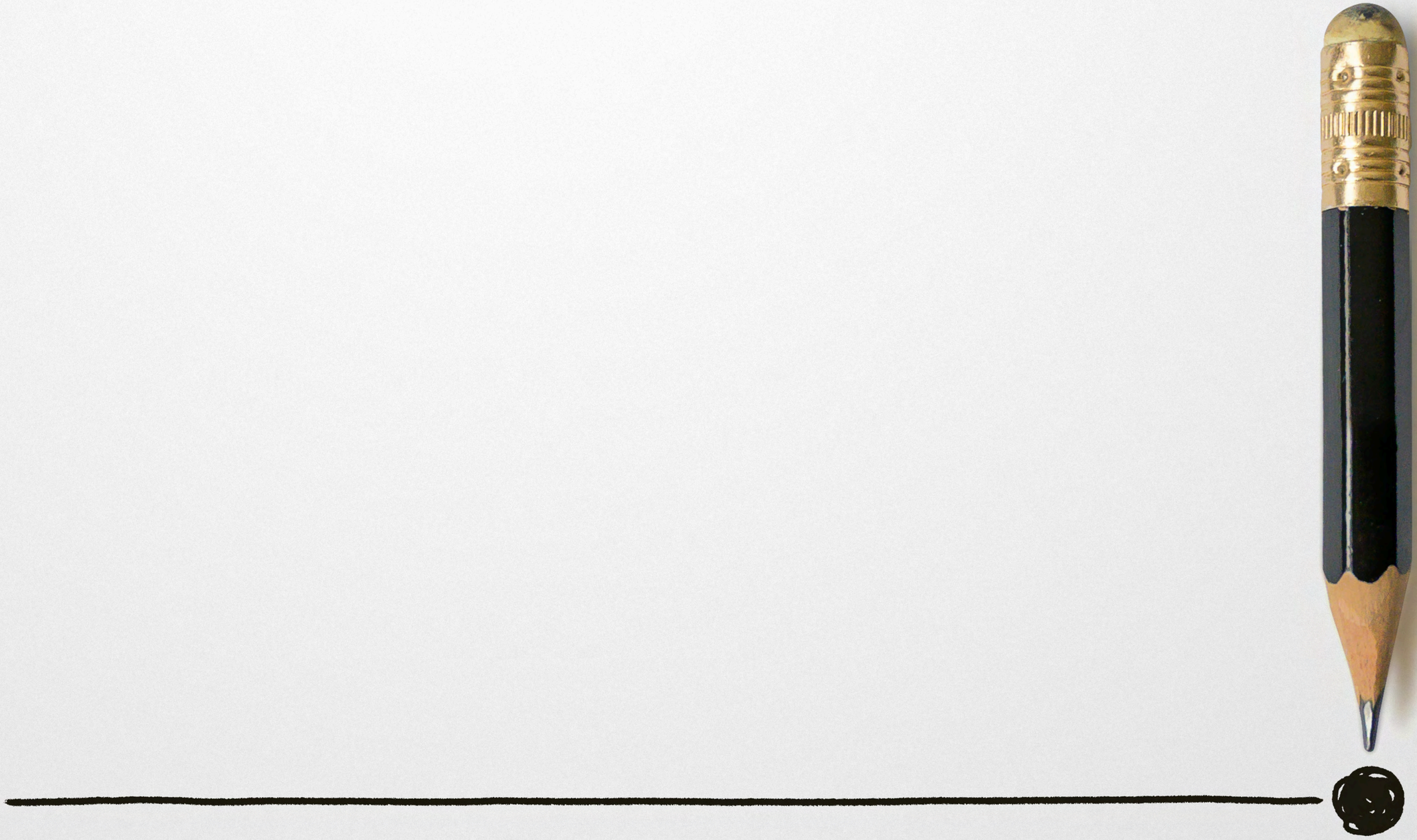
Review / reassessment Information

A review is a process which takes place through a home visit or telephone call, and includes a combination of the following:

- Calls history within the review period
- A check/update of information held on the person, including their contacts/phone numbers, their health status and medication
- A check of how the property is accessed
- An equipment check. This is more thorough than the remote monthly check carried out by clients. The base unit and the pendant are checked along with all the peripheral devices. Battery back-up is also checked
- A check to ensure the service is still able to meet the needs of the service user.

WTD ID	Data Item		Definition	Format	Code List	Value Set	Recording Guidance
TC051	**Date of telecare review**		The date the service user received a review of their telecare service.	8 digit numeric DD-MM-YYYY	N/A	N/A	The date the telecare service conducted the service review.

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC052	**Outcome of telecare review**	Action taken following a telecare review.	2 digit numeric	01	No actions required	Indicates no action was required following the review.	More than one code may apply.
				02	Replace / update device(s)	Indicates current device(s) require(s) replacement or update, or adjustment of device settings.	
				03	Change to device(s)	Indicates additional devices were required or devices were removed.	
				04	Changes to response arrangements	Indicates changes were required to how service responds to alerts going forwards, including escalation, response, support required.	
				05	Referral to other service or agency	Indicates a referral was made to another service or agency.	
				06	Withdrawal of service	Indicates the devices and the service were withdrawn.	



Withdrawal of Service Information

Withdrawal of Service Information

WTD ID	Data Item	Definition	Format	Code List	Value Set	Recording Guidance
TC053	**Telecare service withdrawal date**	The date the service ceased being used by the service user.	8 digit numeric DD-MM-YYYY	N/A	N/A	This field is used to capture the date the service user completely discontinued using the telecare service. Where a service user has had a trial period of receiving telecare services this should be recorded as an installation and be recorded as service withdrawal.

WTD ID	Data Item	Definition	Format	Code List	Value Set	Value Set Explanation	Recording Guidance
TC054	**Reason for telecare service withdrawal**	The reason why the telecare service has been discontinued.	2 digit numeric	01	Admitted to long term care facility	Indicates the service user has been admitted to a care home or other long term care facility.	More than one code may apply.
				02	Admitted to hospital	Indicates the service user was admitted to hospital.	
				03	No longer needed	Indicates the service is no longer required for reasons other than admission to hospital (Code 02 or care (Code 01), or deceased (Code 4). May include: • A service user moving out of the area, or living with family • The service user no longer needs the service • The service user choses to no longer receive a service.	
				04	Deceased	Indicates the service user is deceased.	
				05	Charges	Indicates the withdrawal is related to the service charge, including an introduction or increase in charge, or the issue of an invoice.	
				06	System misuse	Breach of terms and conditions (excessive use).	
				07	Changed telecare provider	Service user has changed their telecare provider.	
				08	Scheme decommission	The scheme in which the service user lives decommissions the telecare service.	
				09	End of corporate contract	The telecare service provider providing the service ends their contract with the host organisation.	

Appendix A - Code List Language

3-digit code	Language	3-digit code	Language	3-digit code	Language	3-digit code	Language
ENG	**English**	BEJ	**Beja/Bedawi**	CHE	**Chechen**	EWE	**Ewe**
CYM	**Welsh/Cymraeg**	BEL	**Belarusian**	CHI	**Chinese**	EWO	**Ewondo**
ACL	**Acholi**	BEM	**Bemba**	CKW	**Chokwe**	FAN	**Fang**
ADA	**Adangme**	BHO	**Bhojpuri**	CRN	**Cornish**	FIJ	**Fijian**
AFA	**Afar-Saho**	BIK	**Bikol**	CTR	**Chitrali/Khowar**	FIN	**Finnish**
AFK	**Afrikaans**	BIS	**Bislama**	CWA	**Chichewa/Nyanja**	FON	**Fon**
ALB	**Albanian/Shqip**	BLT	**Balti Tibetan**	CZE	**Czech**	FRN	**French**
ALU	**Alur**	BMA	**Burmese/Myanma**	DAN	**Danish**	FUL	**Fula/Fulfulde-Pulaar**
AMR	**Amharic**	BNG	**Bengali**	DGA	**Dagaare**	GAA	**Ga**
ARA	**Arabic**	BSL	**British Sign Language**	DGB	**Dagbane**	GAE	**Gaelic/Irish**
ARM	**Armenian**	BSQ	**Basque/Euskara**	DIN	**Dinka/Jieng**	GAL	**Gaelic (Scotland)**
ASM	**Assamese**	BUL	**Bulgarian**	DUT	**Dutch/Flemish**	GEO	**Georgian**
ASR	**Assyrian/Aramaic**	CAM	**Cambodian/Khmer**	DZO	**Dzongkha/Bhutanese**	GER	**German**
AYB	**Anyi-Baule**	CAT	**Catalan**	EBI	**Ebira**	GGO	**Gogo/Chigogo**
AYM	**Aymara**	CCE	**Caribbean Creole English**	EDO	**Edo/Bini**	GKY	**Kikuyu/Gikuyu**
AZE	**Azeri**	CCF	**Caribbean Creole French**	EFI	**Efik-Ibibio**	GLG	**Galician/Galego**
BAI	**Bamileke (Any)**	CGA	**Chaga**	ESA	**Esan/Ishan**	GRE	**Greek**
BAL	**Balochi**	CGR	**Chattisgarhi/Khatani**	EST	**Estonian**	GRN	**Guarani**

Appendix A - Code List Language

3-digit code	Language	3-digit code	Language	3-digit code	Language	3-digit code	Language
GUJ	**Gujarati**	JAV	**Javanese**	KME	**Kimeru**	LNG	**Lango (Uganda)**
GUN	**Gurenne/Frafra**	JIN	**Jinghpaw/Kachin**	KNK	**Konkani**	LOZ	**Lozi/Silozi**
GUR	**Gurma**	JPN	**Japanese**	KNY	**Kinyakyusa-Ngonde**	LSO	**Lusoga**
HAU	**Hausa**	KAM	**Kikamba**	KON	**Kikongo**	LTV	**Latvian**
HDK	**Hindko**	KAN	**Kannada**	KOR	**Korean**	LTZ	**Luxemburgish**
HEB	**Hebrew**	KAR	**Karen (Any)**	KPE	**Kpelle**	LUE	**Luvale/Luena**
HER	**Herero**	KAS	**Kashmiri**	KRI	**Krio**	LUN	**Lunda**
HGR	**Hungarian**	KAU	**Kanuri**	KRU	**Kru (Any)**	LUO	**Luo (Kenya/Tanzania)**
HIN	**Hindi**	KAZ	**Kazakh**	KSI	**Kisii/Ekegusii (Kenya)**	LUY	**Luhya (Any)**
IBA	**Iban**	KCH	**Katchi**	KSU	**Kisukuma**	MAG	**Magahi**
IDM	**Idoma**	KGZ	**Kirghiz/Kyrgyz**	KUR	**Kurdish**	MAI	**Maithili**
IGA	**Igala**	KHA	**Khasi**	LAO	**Lao**	MAK	**Makua**
IGB	**Igbo**	KHY	**Kihaya/Luziba**	LBA	**Luba**	MAN	**Manding/Mandekan**
IJO	**Ijo (Any)**	KIN	**Kinyarwanda**	LGA	**Luganda**	MAO	**Maori**
ILO	**Ilokano**	KIR	**Kirundi**	LGB	**Lugbara**	MAR	**Marathi**
ISK	**Itsekiri**	KIS	**Kisi (West African)**	LGS	**Lugisu/Lumasaba**	MAS	**Maasai**
ISL	**Icelandic**	KLN	**Kalenjin**	LIN	**Lingala**	MDV	**Maldivian/Dhivehi**
ITA	**Italian**	KMB	**Kimbundu**	LIT	**Lithuanian**	MEN	**Mende**

Appendix A - Code List Language

3-digit code	Language	3-digit code	Language	3-digit code	Language	3-digit code	Language
MKD	**Macedonian**	NUE	**Nuer/Naadh**	QUE	**Quechua**	SNG	**Sango**
MLG	**Malagasy**	NUP	**Nupe**	RAJ	**Rajasthani/Marwari**	SNH	**Sinhala**
MLM	**Malayalam**	NWA	**Newari**	RME	**Romany/English Romanes**	SOM	**Somali**
MLT	**Maltese**	NZM	**Nzema**	RMI	**Romani (International)**	SPA	**Spanish**
MLY	**Malay/Indonesian**	OAM	**Ambo/Oshiwambo**	RMN	**Romanian**	SRD	**Sardinian**
MNA	**Magindanao-Maranao**	OGN	**Ogoni (Any)**	RMS	**Romansch**	SRK	**Siraiki**
MNG	**Mongolian (Khalkha)**	ORI	**Oriya**	RNY	**Runyakitara**	SSO	**Sotho/Sesotho**
MNX	**Manx Gaelic**	ORM	**Oromo**	RUS	**Russian**	SSW	**Swazi/Siswati**
MOR	**Moore/Mossi**	OTL	**Other Language / Unknown / Unable to communicate**	SAM	**Samoan**	STS	**Tswana/Setswana**
MSC	**Mauritian/Seychelles Creole**	PAG	**Pangasinan**	SCB	**Serbian/Croatian/Bosnian**	SWA	**Swahili/Kiswahili**
MUN	**Munda (Any)**	PAM	**Pampangan**	SCO	**Scots**	SWE	**Swedish**
MYA	**Maya (Any)**	PAT	**Pashto/Pakhto**	SHL	**Shilluk/Cholo**	TAM	**Tamil**
NAH	**Nahuati/Mexicano**	PHA	**Pahari/Himachali (India)**	SHO	**Shona**	TEL	**Telugu**
NAM	**Nama/Damara**	PHR	**Pahari (Pakistan)**	SID	**Sidamo**	TEM	**Temne**
NBN	**Nubian (Any)**	PNJ	**Panjabi**	SIO	**Sign Language (Other)**	TES	**Teso/Ateso**
NDB	**Ndebele**	POL	**Polish**	SLO	**Slovak**	TGE	**Tigre**
NEP	**Nepali**	POR	**Portugese**	SLV	**Slovenian**	TGL	**Tagalog/Filipino**
NOR	**Norwegian**	PRS	**Person/Farsi**	SND	**Sindhi**	TGR	**Tigrinya**

Appendix A - Code List Language

3-digit code	Language
THA	**Thai**
TIB	**Tibetan**
TIV	**Tiv**
TMZ	**Berber/Tamazight**
TNG	**Tonga/Chitonga (Zambia)**
TON	**Tongan (Oceania)**
TPI	**Tok Pisin**
TRI	**Traveller Irish/Shelta**
TSO	**Tsonga**
TUK	**Turkmen**
TUL	**Tulu**
TUM	**Tumbuka**
TUR	**Turkish**
UKR	**Ukrainian**
UMB	**Umbundu**
URD	**Urdu**
URH	**Urhobo-Isoko**
UYG	**Uyghur**

3-digit code	Language
UZB	**Uzbek**
VEN	**Venda**
VIE	**Vietnamese**
VSY	**Visayan/Bisaya**
WAP	**Wa-Paraok (South-East Asia)**
WCP	**West-African Creole Portugese**
WOL	**Wolof**
WPE	**West-African Pidgin English**
XHO	**Xhosa**
YAO	**Yao/Chiyao (East Africa)**
YDI	**Yiddish**
YOR	**Yoruba**
ZND	**Zande**
ZUL	**Zulu**
ZZX	**Refused**

TECHNOLOGY ENABLED CARE

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