

March 2021

AN OVERVIEW OF THE DIGITAL OFFICE'S ANALOGUE TO DIGITAL TELECARE PROGRAMME

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Scottish Local Government



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INTRODUCTION TO OUR PROGRAMME OF WORK

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Digital Telecare Programme



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INTRODUCTION TO THE DIGITAL OFFICE

- The Digital Office for Scottish Local Government leads and facilitates digital transformation for a Partnership of 32 Scottish local authorities;
- The office aims to be a centre of excellence in data, technology and digital, working with the Local Authorities to help them with their own transformation and ensuring they are creating top class digital services for citizens;
- As well as working with the participating councils, the Digital Office collaborates with public sector partners including Scottish Government, Society of Information Technology Management (SOCITM), Scotland Excel, SEEMiS Group, NHS National Services Scotland, COSLA and the Improvement Service (IS) to exchange best practice, develop wider public sector strategic direction and develop new shared services and capacities.

WHAT IS TELECARE?

Scottish Government defines someone who uses telecare as:

A person in receipt of a technology package which goes over and above a basic community alarm package and includes any other sensors or monitoring equipment e.g. (not an exhaustive list):

- bogus caller buttons and door entry systems
- property exit sensors, extreme temperature, flood, falls, movement detectors
- linked pill dispensers
- linked smoke detectors
- linked key safes

THE TELECARE SECTOR IN SCOTLAND

Deloittes Feasibility Study – key findings

- Telecare services across all sectors currently provide services to around 180,000 users in Scotland
- Telecare Service Providers spend circa £39m per annum to provide telecare to 20% of people within the 75+ cohort

Benefits of telecare services

- generates benefits of around £99m per annum to the Scottish public sector
- Two thirds of the benefits accrue to the Social Care sector, one third to the NHS
- Largely non cash releasing; relating to prevention and delay of care home or hospital admission

“
**By 2025 the existing
analogue telephone network
will be switched to digital
connectivity.**”

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OVERVIEW OF THE DIGITAL TELECARE PROGRAMME

Strategic background:

- Telephony providers advising shift to digital in 2017
- Providers are currently in the process of actively migrating to digital in Scotland
- Digital switchover is cross-cutting – impacting housing, local authority, HSCP and NHS service providers

Scottish Government's Technology Enabled Care (TEC) Programme:

- Responds by setting a strategic direction to support analogue switch off by 2025
- Addresses the challenge through digital improvement, integration and innovation

THE DIGITAL TELECARE TEAM

Established to support the strategic direction of the transition from analogue to digital telecare, through a portfolio of programmes providing:

- Thought leadership
- Operational telecare management experience and knowledge
- Digital security
- Programme and project management
- A 'once for Scotland' approach where:
 - the experiences of different stakeholders undertaking the transition are shared
 - standardised models and processes are implemented

STRATEGIC DRIVERS FOR CHANGE

- Analogue telephone services in the United Kingdom will be switched-off and replaced by packet-switched solutions (“ALL-IP”) by 2025
- The 2025 date associated with the rollout of digital telephony is a deadline, the process has already begun.
- Nationwide Stop/Sell will be implemented by all telephony providers by September 2023. No analogue telephony provision will take place after this date
- Digital Telecare implementation supports providers to address these challenges, whilst also creating opportunities to ensure providers can fully exploit the capabilities of their upgraded telecare solution and redesign services around the user.

DIGITAL TELECARE EVOLUTION

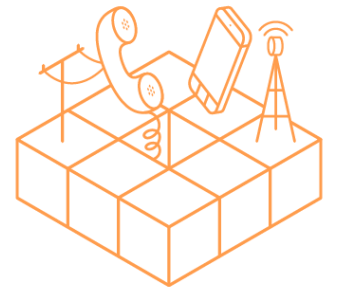
Digital Telecare is an evolution of existing analogue telecare services.

Reasons for implementing Digital Telecare fall into three broad categories:

- Ensuring the continued ability to deliver reliable services
- Meeting increased demand
- Developing and improving the range of services that are offered to citizens

Benefits associated with an implementation of Digital Telecare:

- High degree of flexibility in how alarm calls are routed and shared
- Improved resilience and reliability
- Unlocks innovation opportunities



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DIGITAL TELECARE IMPLEMENTATION

- The Digital Office has been working closely with the Implementation Group to support progression to a live digital telecare model
- A number of providers have succeeded in delivering a live digital ARC, and are currently at testing stage
- The first wave of live digital telecare users went live in 2020 with scale up planned for 2021
- The program so far has facilitated significant learning around key elements of Digital Telecare transformation
- This learning and collaboration has been distilled and captured in the Digital Telecare Playbook

THE CHALLENGE

How do we support service providers, with a variety of operating models and wide range of socio-econominc challenges, not just transition to digital telecare safely and securely before the analogue switch off in 2025...

...but to do so in such a way that ensure's providers can fully exploit the capabilities of their upgraded telecare solution to improve efficiency, resilience, reduce cost and enhance the range of services that can be offered to Citizens.

WHAT IS THE DIGITAL TELECARE PLAYBOOK?

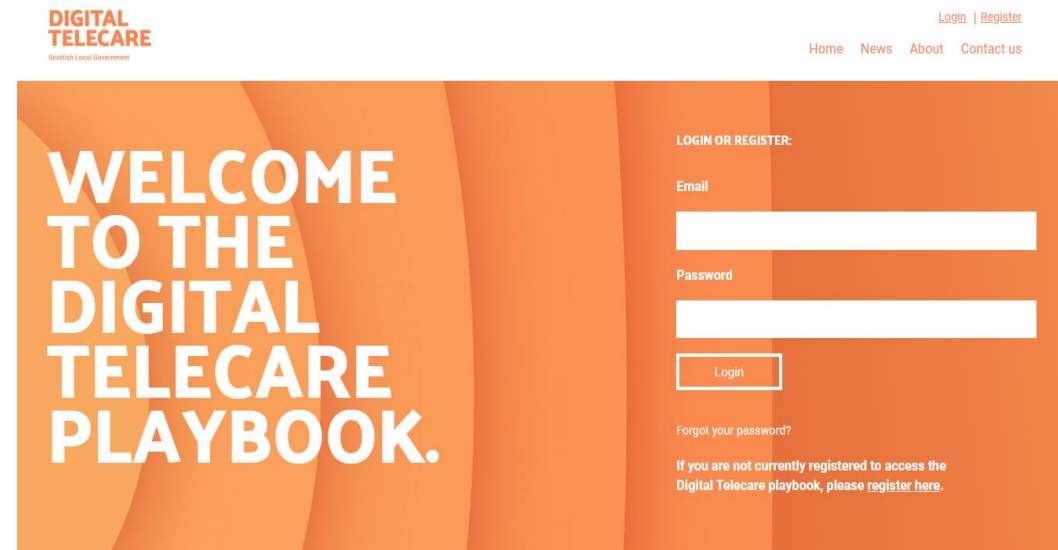
Comprehensive, informative guide for services embarking on digital telecare transformation.

Digital repository consisting of Digital Telecare materials arranged into themed 'Pathways' providing:

- Information
- Guidance;
- Advice;
- Templates;

Co-created to draw on:

- Experiential knowledge;
- Technical expertise;
- International research.



The screenshot shows the 'DIGITAL TELECARE' website header with the Scottish Local Government logo. Navigation links include Home, News, About, and Contact us. A 'Login | Register' link is in the top right. The main content area has a large orange background with the text 'WELCOME TO THE DIGITAL TELECARE PLAYBOOK.' On the right, there is a 'LOGIN OR REGISTER:' section with input fields for 'Email' and 'Password', a 'Login' button, and a link for 'Forgot your password?'. A footer note states: 'If you are not currently registered to access the Digital Telecare playbook, please register here.'

PATHWAYS

Key stepping stones across three phases:

- Discovery Phase;
- Planning Phase;
- Implementation Phase.

Information within the Playbook is grouped into thematic 'Pathways'

- Management Pathway: Launched on 31st October 2019;
- Technical and Security Pathway: Launched on 23rd March 2020;
- Procurement Pathway: Launched 28th May 2020;
- Stakeholder Engagement Pathway: Launched on 25th November 2020;
- Workforce Pathway: coming early 2021.

THE DIGITAL TELECARE PLAYBOOK

864 individual downloads

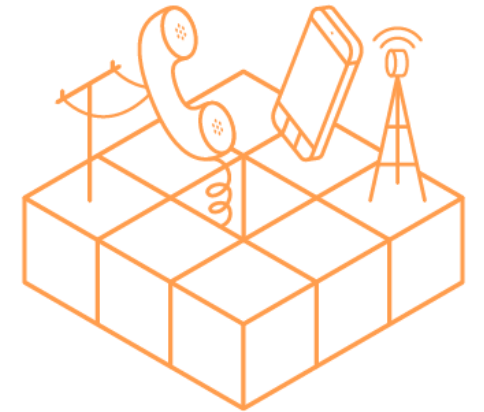
Top 5 downloaded documents from the Playbook since launch in October 2019:

- Supplier Security Questionnaire
- Outline Business Case
- Summary of Alarm and Peripheral compatibility
- Mobile Connectivity Frequently Asked Questions
- Data Protection Impact Assessment



PRIORITIES FOR THE UPCOMING 12 MONTHS

- Digital Telecare Playbook Development
- Remote Working Test of Change
- Telecare Service Provider Technical Advisory Group (TAG) Meetings
- Scottish Telecare Service Provider Forum
- Digital Migration and Ofcom Liaison
- Digital Health Europe Twinning Project
- Bring Your Own Device (BYOD) Project



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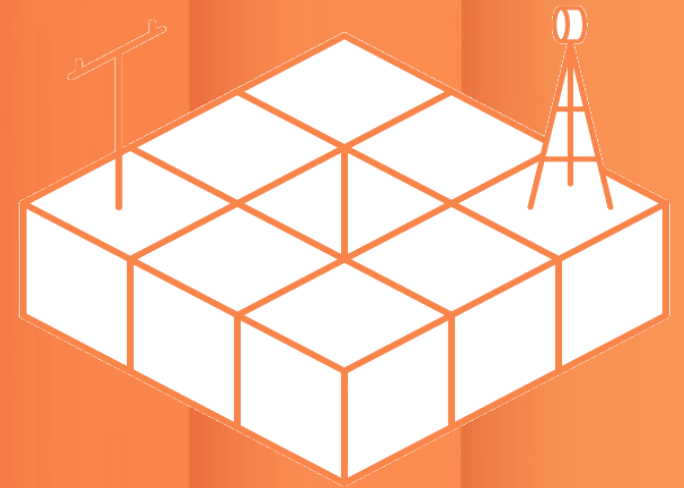
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