



Telecare and Telehealth – Drivers of Change



Foreword, Roy Lilley Writer and Broadcaster on Health	2	CASE STUDIES	
Dr Malcolm J Fisk, Chair, TSA	4	Sheffield City Council	24
Alan Clark, Chair, Telehealth Board, TSA	6	Northern Ireland	25
George MacGinnis, NHS Technology Office Information for personalised care	8	Renfrewshire Council	26
Imelda Redmond, Chief Executive, Carers UK Assistive Technologies: a brave new world	10	Argyll and Bute and Renfrewshire Council	27
Jonathan Wallace, Director of Knowledge & Technology Transfer, Faculty of Computing & Engineering, University of Ulster Northern Ireland Connected Health – The state of play	12	Central Essex Community Services, provider arm of Mid Essex PCT	28
Moira MacKenzie, Telecare Programme Manager, Joint Improvement Team and Iain Hunter, General Manager, Scottish Centre for Telehealth, NHS24 Telehealthcare in Scotland	14	Dudley Metropolitan Borough Council and Sunderland City Council	29
Professor John Cleland and David Barrett, University of Hull Telehealth in Hull: Saving lives, improving care	16	Halton and St. Helens Partnership	30
Maartje Schermer, MD, PhD, Associate Professor of Medical Ethics and Philosophy of Medicine, ErasmusMC, Rotterdam, The Netherlands Telecare and self management: from compliance to concordance	18	New Zealand	31
Professor June Andrews, Director of the Dementia Services Development Centre, Applied Social Science, University of Stirling Change across the health and social care sector	20		
Dr. Gillian Ward, Coventry University New opportunities in education and training to support telecare staff development	22		
National Telecare & Telehealth Conference 2009	32		
Marian Preece, Operations Manager TSA TSA Operational Review	34		
Code of Practice Accredited Service Providers	37		

Dementia Sheffield City Council



“M was introduced back to her home in a staged approach, 1 hour first day, 2 hours second day, building up to an overnight stay and eventual return home.”

M is a 58 year old lady with a diagnosis of early Alzheimer’s disease. She lived alone, supported by her sister. M became acutely ill with psychosis and her sister became unwell and could not care for her any more. M was admitted to respite care for treatment for the psychosis. She scored only 8 out of 30 on the Mini Mental State Examination, a widely used tool for assessing cognitive function. (A score of 17 or less usually indicates severe impairment). She remained in respite care from November 2009 to January 2010.

M had always maintained that she wanted to go back home. When the telecare champion in Sheffield’s Dementia Rapid Response Team suggested a trial at home, with a care package and using the Just Checking activity monitoring system to help assess how she was managing, M jumped at the chance. Her sister thought activity monitoring was ‘a wonderful idea’, especially if it helped to get M back home. There were questions from health professionals about M’s ability to cope at home, and concerns that she would leave the house and ‘wander’ at night. But with the potential to use the system to assess for safety, the multi-disciplinary team decided to go ahead with a trial.

Just Checking was installed in the property. M was introduced back to her home in a staged approach, one hour first day, two hours second day, building up to an overnight stay and eventual return home.

The familiarity of home clearly helped M to function. With the support of a package of care, M displayed a pattern of activity which was considered normal, and stayed in the property each night. Just Checking helped swing the opinions of some professionals about the decision to be able to keep M at home, as well as providing evidence of how M was responding to the package of care. The alternative would have been residential care.

Just Checking is a simple on-line monitoring system which uses movement sensors to provide a 24 hour chart of activity of a person living alone.

Case study provided by Chris Ludford, RHN, Telecare Champion, Dementia Rapid Response Team, and forwarded by Jonathon Sibles, Telecare Lead Manager, Sheffield City Council.