NHS Transformation Directorate - Working together
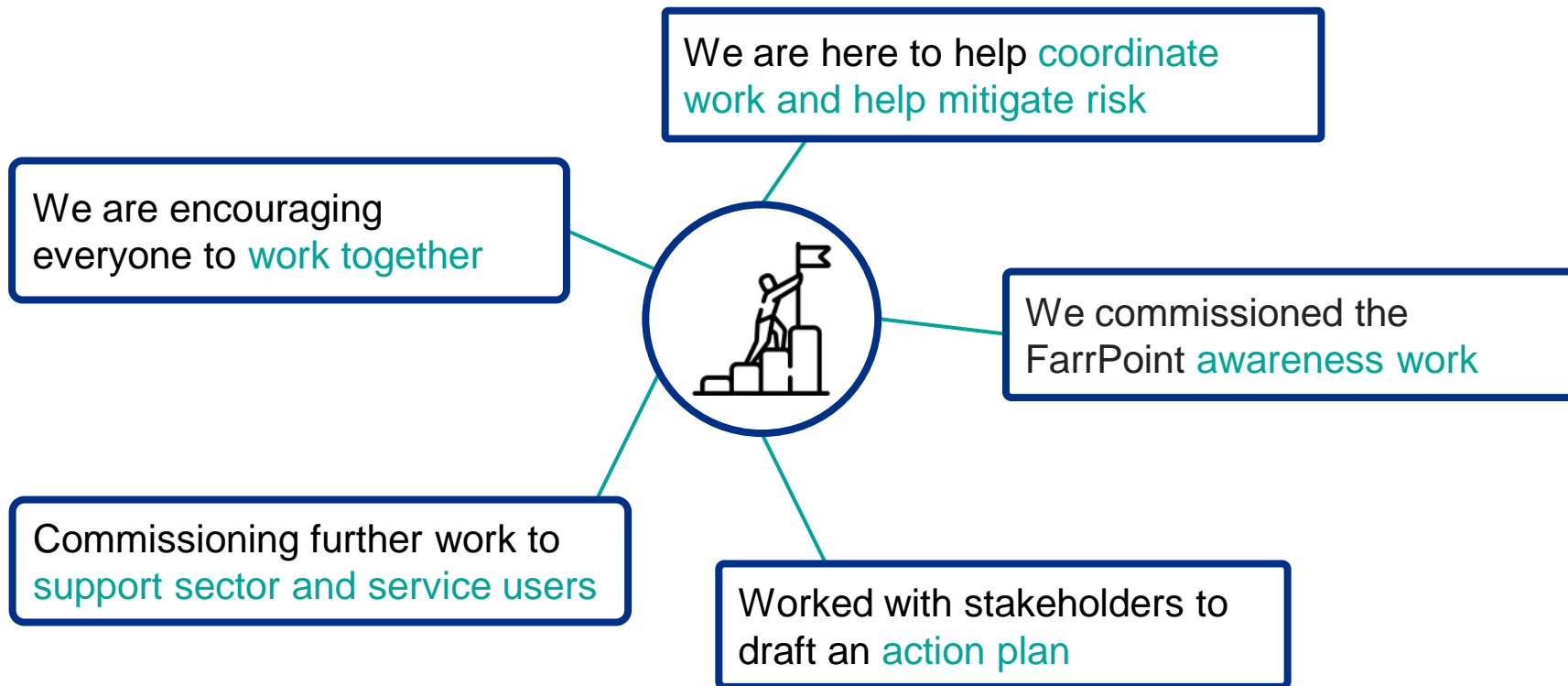
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What is our role?

We are here to help coordinate work and help mitigate risk

We are encouraging everyone to work together

We commissioned the FarrPoint awareness work

Commissioning further work to support sector and service users

Worked with stakeholders to draft an action plan

Telecare Stakeholder Action Plan

The FarrPoint report will be published shortly along with a **Telecare Stakeholder Action Plan**. The action plan will outline work underway and information that is available to help address issues that were highlighted by the FarrPoint study.

Actions will be grouped under four headings and will be updated regularly :

Coordination - including best practice in how communication providers can identify telecare users and switch them over safely;

Communication - such as improving awareness by using consistent terminology and messaging;

Best Practice & Guidance - focusing on technical and operational issues, such as work by the TSA;

Business Case and strategy - demonstrating the value of telecare services and making the case for transforming services, with support from the Local Government Association.

Commissioning Work

NHS

With a particular focus on testing devices and looking at alarm failure rates.

And making results available, which has not been happening as routine so far.

Focus on agreed test procedures for alarm devices for manufacturers and providers for undertaking lab based testing, building on work by the TSA?

Or conducting independently appropriate levels of analogue and digital telecare product testing on All IP networks from a variety of communications providers?

Or is ARC data analysis more useful as it represents live telecare services and the real life current user experience?

We would also like to consider supporting a helpdesk for telecare services during the switchover.