Welcome to the November 2008 newsletter. The Telecare Learning and Improvement Network (LIN) is responsible for providing general implementation support to organisations building their telecare and telehealth programmes.

**Booking is now available for the WSDAN event in London on 22 January 2008.**

If you are an organisation implementing telecare and have an interesting local telecare or telehealth story for inclusion in a future newsletter then e-mail Mike Clark (newsletter editor) at telecare@csip.org.uk

**Web site links:**

- [www.networks.csip.org.uk/telecarefactsheets](http://www.networks.csip.org.uk/telecarefactsheets)

**WSD Action Network:**
http://www.wsdactionnetwork.org.uk/

**Notes:**

The Telecare LIN is not responsible for the content of external links and does not endorse any suppliers or their products. Any claims made by organisations should be carefully evaluated as part of normal commissioning and procurement arrangements.

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*Item 1 covers telecare performance information for England in 2006/7 and 2007/8*

*Item 2 provides update information about the Whole System Demonstrator Programme. The first of eight events around the country is now booking (22 January 2008, London).*

*Item 3 provides an opportunity to respond with your views on telehealth as part of the NHS Connecting for Health programme.*

*Item 4 provides links on news updates including the latest Housing with Care Newsletter, the Care Quality Commission consultation (future plans may have an impact on service provider registration) and the arrangements for Supporting People*

*Item 5 provides a direct link to the events planner.*

**Glossary:**

ALIP – Assisted Living Innovation Platform  
AT – Assistive Technology  
BERR – Business Enterprise and Regulatory Reform  
CSCI – Commission for Social Care Inspection  
DCLG – Department for Communities and Local Government  
FACS – Fair Access to Care Services  
IB – Individualised budgets  
i4i – Invention for Innovation  
NHS CfH – NHS Connecting for Health  
NHS PASA – NHS Purchasing and Supply Agency  
POPP – Partnership for Older Peoples Projects  
PT Grant or PTG – Preventative Technology Grant  
TSA – Telecare Services Association  
TSB – Technology Strategy Board  
WSDAN – Whole System Demonstrator (Long Term Conditions) Action Network
Building Telecare in England (Department of Health, July 2005) set out the arrangements for the Preventative Technology Grant (LAC(2006)5, March 2006) and the allocation of £80m of non ringfenced funding to build telecare infrastructure and increase the number of older people who would be supported to remain independent with telecare solutions.

‘Building Telecare in England’ indicated that there were 1.4 million people with some form of telecare mainly in the form of pendant alarms.

The Commission for Social Care Inspection (CSCI) were asked by the Department to collect data from the 150 social care authorities on their progress over the last two years. This included numbers of older people (65 and over) receiving one or more items of telecare and the expenditure on infrastructure, equipment and services.

In addition, in April 2008, CSCI were asked to collect responses on two additional questions covering outcomes and mainstreaming of services.

**Expected outcomes from the Preventative Technology Grant**

The Care Services Improvement Partnership (Telecare LIN) were commissioned by the Department of Health to provide PT Grant implementation support for local authorities and their partners in health, housing and social care and have carried out analysis of the CSCI data to examine how the grant has been spent. A range of reports are available at [www.networks.csip.org.uk/telecareoutcomes](http://www.networks.csip.org.uk/telecareoutcomes).

Although not ring fenced, Building Telecare in England indicated that the PT Grant should be used to increase the numbers of people who benefit from telecare, by at least 160,000 older people nationally. Its use was intended to:

- Reduce the need for residential/nursing care;
- Unlock resources and redirect them elsewhere in the system;
- Increase choice and independence for services users;
- Reduce the burden placed on carers and provide them with more personal freedom;
- Contribute to care and support for people with long term health conditions;
- Reduce acute hospital admissions;
- Reduce accidents and falls in the home;
- Support hospital discharge and intermediate care;
- Contribute to the development of a range of preventative services;
- Help those who wish to die at home to do so with dignity.

The Whole System Demonstrator Programme (2008-2010) will examine telecare and telehealth at scale within a randomised control trial across three sites and provide some answers to aspects of clinical and cost effectiveness of integrated care with technology support. The WSD Action Network will provide update information on the progress of the trial and continue to build the evidence base for telecare and telehealth in England.

As the counts of CSCI information would only provide headline numeric data for older people, two additional questions were asked on the 2008 Performance Assessment for social care authorities:

- 2.1OP036 - Evidence of the outcomes resulting from Telecare services for those receiving new Telecare services since April 2006.
- 2.1GN037 - CASSR’s plans to mainstream and ensure sustainability of a range of Telecare services with partner organisations from 2008 onwards

These were obtained as text responses from all 150 local authorities as part of the CSCI 2008 Performance Assessment.

A range of reports are available at www.networks.csip.org.uk/telecareoutcomes

### Working towards 160,000 additional users – the position at the end of November 2008

**Building Telecare in England** and the **Preventative Technology Grant** set an overall aim of 160,000 additional users (older people aged 65 and over).

In July 2007, local authorities were allowed by the Department to **carry forward** any unused second year allocation into 2008/9 subject to any local conditions. Some local authorities have asked whether it is possible to carry over any unused grant into the next financial year. As the Grant has been allocated and the circular cancelled, it is up to each local authority to decide how it wishes to proceed into 2009/10 within their own financial regulations.

The full set of **2008 performance ratings** (star ratings for each authority with summary reports) are now available from CSCI. The detailed telecare reports are available at www.networks.csip.org.uk/telecareoutcomes.

For telecare in England, the current summary position from the performance assessment is as follows:
2.1OP033 - Number of new service users aged 65 and over provided / to be provided with one or more items of Telecare equipment in their own homes by CASSR.

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<thead>
<tr>
<th></th>
<th>2006-07</th>
<th>2007-08 Plan (as at May 2007)</th>
<th>2007-08 Outturn</th>
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<td>45791</td>
<td>64449</td>
<td>61306</td>
<td>64778</td>
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2.1OP034 - Number of new service users aged 65 and over provided / to be provided with one or more items of Telecare equipment in their own homes by CASSR in partnership with another agency.

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<th>2006-07</th>
<th>2007-08 Plan (as at May 2007)</th>
<th>2007-08 Outturn</th>
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<td>29981</td>
<td>39159</td>
<td>41330</td>
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**Total**

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<td>75772</td>
<td>103608</td>
<td>102636</td>
<td>117358</td>
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2.1OP035 - Number of new service users aged 65 and over provided / to be provided with one or more items of Telecare equipment in their own homes by other agencies without CASSR input.

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<th></th>
<th>2006-07</th>
<th>2007-08 Plan (as at May 2007)</th>
<th>2007-08 Outturn</th>
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<td>65999</td>
<td>49455</td>
<td>46655</td>
<td>39877</td>
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</table>
## Infrastructure Spend

<table>
<thead>
<tr>
<th>Infra £ 2006-07 Plan £000</th>
<th>Infra £ 2007-08 Plan £000</th>
<th>Infra £ 2006-07 £000</th>
<th>Infra £ 2007-08 Projected £000</th>
<th>Infra £ 2007-08 Outturn £000</th>
<th>Infra £ 2008-09 Plan £000</th>
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<tr>
<td>£ 20,181.00</td>
<td>£ 21,247.00</td>
<td>£ 17,900.00</td>
<td>£ 26,666.00</td>
<td>£ 23,179.00</td>
<td>£ 25,132.00</td>
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## Equipment and Services Spend

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<tr>
<th>Eqpt/Serv2006-07 Plan £000</th>
<th>Eqpt/Serv2007-08 Plan £000</th>
<th>Eqpt/Serv2006-07 £000</th>
<th>Eqpt/Serv2007-08 Projected £000</th>
<th>Eqpt/Serv2007-08 Outturn £000</th>
<th>Eqpt/Serv2008-09 Plan £000</th>
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<tr>
<td>£ 34,378.00</td>
<td>£ 49,581.00</td>
<td>£ 29,949.00</td>
<td>£ 57,574.00</td>
<td>£ 42,798.00</td>
<td>£ 54,009.00</td>
</tr>
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</table>

Adjustments have been made to the figures since the September 2008 newsletter to cover two authorities that counted users more than once over the two years. It is important that we are aware of any other local authorities that may have over-counted or under-counted their figures. We are particularly aware that many ‘other agency’ figures (2.1OP035) are not included due to the difficulties of collection from other providers. This occurs in some county areas with zero returns or ‘missing’ figures.

### Care should be taken in drawing conclusions from the figures:

1. The counts are of additional users aged 65 and over with one or more items of telecare and not assessments, equipment, upgrades – a ‘user’ counts once only
2. Telecare has a wide definition from pendant alarms to telehealth
3. No account is taken of users that have ceased services so additional users should not be added to the 1.4m estimate from 2005 which was a snapshot of people with remote connections.
4. The first two categories are more likely to reflect the impact of the PT Grant. Any conclusions that the Grant with an overall aim of 160,000 additional users has actually funded up to 300,000 additional users is not accurate. Although adding the figures together may give a total, in a local authority area other agencies working alone will not have received any grant directly. Although they may have additional users in the year, they would have been funded through other routes and not the Grant.
5. Figures do not include people aged under 65 or with standalone items only which do not have a remote connection
6. Expenditure figures include all funding sources not solely the PT grant and cover infrastructure and equipment
7. No projections were requested in 2006 which would have provided some idea of numbers without additional grant funding
8. The total expenditure and projections for 2008/9 covers 150 social care authorities and does not cover the cost of spending on telecare by district councils, housing associations, third sector and commercial providers
This spreadsheet covering the national position has a pivot table for analysing the data by region, by local authority and by column heading. This is useful for detailed analysis and benchmarking. It is possible to adjust the drop down lists and drag and drop other fields into the table (the screenshot is in Excel 2007 – what you see on the screen will vary depending on the version of Excel).

Contact Mike Clark at telecare@csip.org.uk if you need help with analysis or benchmarking.

Note: CSCI will be carrying out one further count of additional users and expenditure in April/May 2009. The definitions will remain the same. This will provide trend information and evidence of service mainstreaming over the longer term to inform future policy.

The responses on outcomes and mainstreaming

The national report lists the responses in alphabetical order by social care authority.

If you are interested in finding references to a particular service area eg ‘dementia’ then use the ‘Find’ facility in Word (Usually Edit/Find or Control-F on the keyboard).
Use ‘Find Next’ to locate instances of the term that you are interested in.

Alternatively, click on the report with highlighted keywords – examples are already shown (see screenshot) together with an explanation of how you can highlight your own keywords.

Regional responses are available for East, East Midlands, London, North East, North West, South East, South West, West Midlands, Yorkshire and Humberside.

There is a further spreadsheet alternative for analysing keywords in the responses. The contents of the text responses have been indexed and a spreadsheet is available at www.networks.csip.org.uk/telecareoutcomes to look for your chosen keywords.
For instance, if you are looking for other local authorities that have provided telecare for people with ‘dementia’, then you can enter this keyword or phrase into a spreadsheet and it will instantly identify all of the local authorities that have this word (a text string) in their entry.

The screenshot is from Excel 2007 (your spreadsheet may look slightly different across the top of the screen).

Row 1 has the 150 local authorities listed.
Row 2 has the text entries (in this case, mainstreaming responses)
Row 3 has the keyword ‘carer’ in Column A. This will cover ‘carers’ but not ‘care’, ‘care management’ or ‘telecare’.
Row 4 has the keyword ‘charg’ in Column A. This will cover ‘charging’, ‘charged’, ‘charge’, ‘charges’, ‘discharge’

Care needs to be taken in selecting the text string to use.

In Row 6 to 12, insert your own text strings or keywords. It is not case sensitive. You can overwrite your entries as you wish.
Column B is for you to insert any notes.

Column C counts the total number of authorities that have a ‘Yes’ entry. The maximum is 150.

The text string may appear in the entry for a local authority more than once, so check the context within which your text string is used and amend the entry in Column A if necessary.

Note: The spreadsheet uses simple ‘search’ and conditional formulae. No macros are used which could require changes in computer security. Do not overwrite the formulae in Column D onwards. If you know how to copy formulae, you can add extra rows (10 rows have been added to keep the file size small). If you wish to extract the results into another format or need help, contact Mike Clark at telecare@csip.org.uk

The Whole System Demonstrator Action Network (WSDAN) was launched by the Social Care Minister, Ivan Lewis in July 2008. It is the web site that will provide information about the progress of the three whole system demonstrators and disseminate learning from the action network.

At the November 2008 TSA Conference, WSD Programme Manager, Tim Ellis provided an update on the demonstrator programme and announced the 12 action network sites. You can read Tim’s latest update at:


The first WSDAN open event will be in London on 22 January 2009. Booking is now available.

Following London in January, the next event is being planned for Birmingham in March 2009.

You can register for WSDAN news updates at http://www.wsdactionnetwork.org.uk/about_wsdan/register_for_updates.html
Are you providing care using telehealth services?
Do you have views on what is required for telehealth to move to large scale services?

NHS Connecting for Health (NHS CFH) is supporting the NHS to deliver better, safer care for patients by introducing new systems and services which improve the way information is stored and shared in the NHS. We are committed to supporting the ambition of the NHS to move from a service focussed on 'sickness' to one in which patients are supported to remain well for longer.

NHS CFH believes that technology enabled remote monitoring (telehealth) will benefit both citizens and the NHS by helping address the challenges of:

- Greater patient awareness and involvement in care decisions
- Choice of setting and method by which care is provided, and
- The desire to move to preventative services.

To play a significant role in meeting these challenges telehealth needs to be scalable in a manner that is (at least) as cost effective and clinically safe as existing methods of care.

To date, the majority of UK telehealth services have been provided on a small scale and have struggled to justify clinical and financial cases for larger scale investment. The Department of Health Whole Systems Demonstrators are working to provide the evidence that will support this decision making process and lead to greater investment in telehealth across the NHS.

If such expansion of telehealth occurs, NHS CFH believes that effective sharing of this ‘patient provided’ information will be essential to take advantage of the opportunities for improved safety, speed and accuracy of care interventions. We are working now, to put in place the building blocks that will permit the effective sharing of this information, to ensure that it will be available in an appropriate format at the point of care.

To this end, NHS CFH is interested in engaging with trusts, health authorities and Local Authorities that currently (or plan in the near future) to provide telehealth services. We want to hear from users who can express views, requirements or a vision for how telehealth information should be integrated to improve health outcomes and service quality.

Specifically we are interested in your views on:

- What a large scale, integrated telehealth service of the future will look like in your locality
- The type of information that should be shared and how this information should be presented to different users
- The risks presented by a large scale service and how these can be mitigated

Initially, we wish to identify and engage individuals or small groups and hold short sessions to capture views on large-scale services. Later we plan to hold a series of workshops focussing on specific areas of telehealth.

If you would like to contribute to this development work, please contact Samuel Smith of the NHS CFH Assistive Technology Programme (samuelesmith@nhs.net).
Supporting People announcement and update

CLG press release
Breakdown of grant to each AA
http://www.local.communities.gov.uk/finance/0910/specgrant/supporting%20people.xls
Summary of information from the ‘pilot/pathfinder authorities’
http://www.communities.gov.uk/publications/housing/changesupportingpeoplefunding
Housing, care, support: a guide to integrating housing-related support at a regional level
http://www.communities.gov.uk/publications/housing/housingcaresupportguide
Letter to local authority Chief Execs

Care Quality Commission publishes reports

From 1 April 2009, the Care Quality Commission (CQC) will bring together the work of the Healthcare Commission, the Commission for Social Care Inspection (CSCI) and the Mental Health Act Commission (MHAC). Established by the Health and Social Care Act 2008, CQC became a legal entity in October 2008 and takes up its responsibilities for the quality of health and adult social care in April 2009. On 24 October 2008 CQC launched a 12 week consultation on how it intends to use its enforcement powers under the Health and Social Care Act 2008.

Visit the CQC website to download a copy of the consultation document. This consultation closes on Friday 16 January 2009.

HL7 publishes four implementation guides. The home health monitoring guide has been developed in association with the Continua Health Alliance.
http://www.ehealtheurope.net/news/4360/hl7_publishes_four_implementation_guides

Electronic fit notes to replace sick notes

Message board for patients with diabetes

Patients divided on pharmacy records
http://www.ehiprimarycare.com/news/4355/patients_divided_on_pharmacy_records

Drugs.com Unveils the Next Generation Medication Safety Tool to Help Consumers Avoid Dangerous Drug Interactions
The November 2008 Housing LIN newsletter is now available – Housing with Care Matters

QoF closes a deprivation gap – blood pressure monitoring and control

VivoMetrics’ LifeShirt(R) Selected by Concordia University to Provide Patient Data for Healthy Heart Research Project

‘Telecare To Form Part Of The UK’s National Dementia Strategy’
http://www.wirelesshealthcare.co.uk/wh/news/wk48-08-0006.htm

Cardiff Council signs up 500th Telecare user

Aerotel Medical Systems Presents Innovative Telecare and Telehealth Solutions at Medica 2008

Reducing Hospitalizations Through the Implementation of a Telehealth Program
http://hhc.sagepub.com/cgi/content/abstract/21/1/39
Extended-Care Programs for Weight Management in Rural Communities
http://archinte.ama-assn.org/cgi/content/abstract/168/21/2347

Monitoring of remote patients takes a step forward
http://www.managementinpractice.com/default.asp?title=Monitoringofremotepatientsstakessastepforward&page=article.display&article.id=14683

PATIENTS MANAGE HEALTH AT HOME WITH TELEHEALTH – British Columbia

Wireless Based Healthcare Is Essential In Digital Cities
http://www.prnewsnow.com/Public_Release/Telecommunications/244605.html

Virtual wards linking home and hospital are enjoying real success in the UK, and stimulating interest abroad
http://www.guardian.co.uk/winners-report/home-truths

Medical Intelligence enters in the German market with Bjorn Steiger Stiftung Service of Germany

Dementia resource centre – Shotton, with telecare

Healthy Outlook For Digital Cities
http://www.wirelesshealthcare.co.uk/wh/news/wk45-08-0002.htm

New health alliance 'important step'
http://www.publicservice.co.uk/news_story.asp?id=7608

‘Tunstall Wanders Into Wander Market’
http://www.wirelesshealthcare.co.uk/wh/news/wk45-08-0005.htm
Aerotel Medical Systems Presents Innovative Telehealth and Telecare
http://www.prnewsnow.com/Public_Release/Cardiology/243740.html

Telecare in Leeds – guidance Pack
http://www.ot.leeds.nhs.uk/attachment/00000000aef19d22636b62a8a8a96c10/8ac6b4d8a8c6d5c28505209cac30a0f0/Telecare+Guidance+Pack.pdf

Telecare helps patients to independence

Patients log on to the psychiatrist’s couch

The Doctor Will See You Now — Online
http://bits.blogs.nytimes.com/2008/11/19/the-doctor-will-see-you-now-online/

Dept. of Health agrees to new medical technology trials
http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=17867

HL7 document on personal health monitoring
http://www.hl7.org/dstucomments/index.cfm

No doctor in area? Computers can assist with patient care Health care
http://www.democratandchronicle.com/article/20081107/OPINION02/811070325/1039/OPINION

Web survey uncovers telecare costs

Healthcare Interoperability: the big debate
http://www.ehealtheurope.net/comment_and_analysis/359/healthcare_interoperability:_the_big_debate

Microsoft launches EMEA Health User Group
http://www.ehealtheurope.net/news/4311/microsoft_launches_emea_health_user_group

EHTEL publishes e-health patient charter
http://www.ehealtheurope.net/news/4310/ehtel_publishes_e-health_patient_charter
http://www.ehtel.org/

The latest advance in medical care: mobile phones
http://www.timesonline.co.uk/tol/life_and_style/health/article5193865.ece

CSHS launches 'kitemark' code of practice for housing support services

Social enterprise company Local Solutions has secured a contract to provide a Telecare home response service for older people in Liverpool
A consultation on end of life care has been launched by the Department of Health
http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_090077

Dept. of Health agrees to new medical technology trials
http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=17867

No doctor in area? Computers can assist with patient care
Health care
http://www.democratandchronicle.com/article/20081107/OPINION02/811070325/1039/OPINION

Web survey uncovers telecare costs

Disabled wife 'left swamped in home'
http://www.thisissouthwales.co.uk/news/Disabled-wife-left-swamped-home/article-495038-detail/article.html

'Telemedicine' means doctor is always in
http://technology.inquirer.net/infotech/infotech/view/20081109-171195/Telemedicine-means-doctor-is-always-in

A wireless way to thrive

Consumers flocking to Web 2.0-enabled healthcare
http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=17939

Intel Health guide/pilot sites
http://www.crn.com/healthcare/212002060
http://www.redorbit.com/news/health/1600923/intels_health_guide_puts_telehealth_in_the_spotlight/
http://www.medicaldeviceguru.com/showthread.php?t=4230
http://afp.google.com/article/ALeqM5jVEYUrFitRLUJ2wgWb5TN9DIAbHA

Telemedicine Using Internet2

Telemedicine at Mercy Medical Center Merced
http://www.mercedsunstar.com/167/story/546452.html

SwiftMD to Provide Telemedicine Services to New Montana Development

Stockton-on-Tees Borough Council mainstreams Telecare in Child and Adult Services, saving over £220,000 annually
Cleveland Clinic/Microsoft HealthVault  

Panasonic launches new mobile clinical assistant  

Barriers and Drivers of Health Information Technology Use for the Elderly, Chronically Ill, and Underserved  
http://www.ahrq.gov/clinic/tp/hitbartp.htm

Control Your Home with iPhone  

Remote Monitoring of ICDs More Effective, Says Biotronik  

Computers Assist in Nursing Home Resident Care  

EU countries urged to embrace telemedicine  

Manitoba extends telehealth to new sites  
http://www.canhealth.com/News963.html

Telehealth right here right now  

Right Here Right Now: Ten Telehealth Pioneers Make It Work  
http://www.chcf.org/topics/view.cfm?itemID=133788

Delivering Care Anytime, Anywhere: Telehealth Alters the Medical Ecosystem  
http://www.chcf.org/topics/view.cfm?itemID=133787

Health, Health Care Financing, Coverage and Reimbursement Policy - R414-42 - Telehealth Home Health Services in Utah  

A solution ignored: telehealth  

Telehealth Canada Podcasts  

Lives of a cell - today’s cell phones have the camera resolution, screen size and computing speed to become health care power tools  
http://www.govhealthit.com/print/4_22/features/350629-1.html

E-Therapy for Mental Health Problems: A Systematic Review
http://www.liebertonline.com/doi/abs/10.1089/tmj.2007.0111

Rural School-Based Telehealth: How to Make It Happen
http://cpj.sagepub.com/cgi/content/abstract/47/9/926

Patients and families experiences with video telehealth in rural/remote communities in Northern Canada
http://www3.interscience.wiley.com/journal/121475411/abstract?CRETRY=1&SRETRY=0

Preventing Falls Among Older Adults – factsheets from USA including costs
http://www.cdc.gov/ncipc/duip/preventadultfalls.htm

Touch screens gather patient views

Individual Patient Budgets: Background and Frequently Asked Questions – HSMC

How new technology is coming to the rescue – Australia

Swedish hunters get online hearing test
http://www.ehealtheurope.net/news/4318/swedish_hunters_get_online_hearing_test

New technologies and ehealth will add $1.4 Billion to US diabetic care market

Europe aims to boost telemedicine
http://www.ehealtheurope.net/news/4315/europe_aims_to_boost_telemedicine

Dr Know – technology convergence
http://www.theengineer.co.uk/Articles/308779/Doctor+know.htm

Remote monitoring software improves patient care, efficiency at cancer center
http://www.computerworld.com/action/article.do?command=viewArticleBasic&articleId=9119522&intsrc=hm_list

A Newly Developed Infant Remote Monitoring System
http://scitation.aip.org/getabs/servlet/GetabsServlet?prog=normal&id=JMDOA4000002000004041004000001&itp=ivips&gifs=yes
Aerotel Medical Systems Presents Innovative Telehealth and Telecare Solutions at Medica 2008

Remote Monitoring Technologies Could Shave Health Care Costs by $197 Billion
http://betterhealthcaretogether.org/news?&ctid=3&cid=11598&cgid=1

CSCI Social Care Assessment – reference to telecare
http://www.publicnet.co.uk/abstracts/2008/11/10/social-care-assessment/
Patients’ prospectus launched on NHS Choices

Motivating Elderly And Chronically Ill To Use Computers To Learn How To Better Manage Health Problems

PHYSICIANS4U.com Provides Telemedicine Solutions
http://pr-canada.net/index.php?option=com_content&task=view&id=62681&Itemid=61

EU citizens could soon be consulting their doctor over broadband, after the European Union passed a resolution backing telemedicine.
http://news.zdnet.co.uk/communications/0,1000000085,39547398,00.htm

Telemecine helps veterans avoid trips to Salt Lake City
http://deseretnews.com/article/1,5143,705261983,00.html

Cell phones and healthcare

Commission adopts plans to help doctors and patients access healthcare from a distance
http://www.egovmonitor.com/node/21889

Diabetes Management Assisted by Telemedicine: Patient Perspectives
http://www.liebertonline.com/doi/abs/10.1089/tmj.2007.0107

Long-Term Future of Telemedicine in Germany: The Patient’s, Physician's, and Payer’s Perspective
http://www.liebertonline.com/doi/abs/10.1089/tmj.2007.0104

Web survey uncovers telecare costs

http://www.suffolk.gov.uk/CareAndHealth/Disabilities/HelpToStayAtHome/TelecareandAssistiveTechnologyinSuffolk.htm
Delivering Digital Inclusion: An Action Plan for Consultation
http://www.communities.gov.uk/publications/communities/deliveringdigitalinclusion

WATCH (Wandsworth Alarm Telephone Care Helpline)

WATCH Helpline is an emergency home response alarm service for older people and younger disabled residents provided by Wandsworth Council. It operates 24 hours a day, every day of the year. So you can be reassured that help is at hand at the touch of a button.

Why have WATCH Helpline?
Everyone values their independence and wants to stay in their own home. However, disability or age may mean you need assistance now and again, such as after a fall or when feeling unwell. That is when you need a reliable 24 hour back-up service. WATCH Helpline offers a home response service by trained staff which provides round the clock reassurance for you and your family.

Who is WATCH Helpline for?
Any older person or younger disabled resident who lives in the borough of Wandsworth.

How does WATCH Helpline work?
All our equipment is easy to use and quick to install. All you need is a telephone line. We will supply a speech alarm unit and a special neck or wrist pendant for you to wear. If you fall or are taken ill, your phone may be out of reach, but with WATCH Helpline installed you can call for assistance from anywhere in your home just by pressing the red button on your pendant.

What happens when I call WATCH Helpline?

http://www.wandsworth.gov.uk/Home/CommunityServices/Housing/Other/olderpeople/watch/default.htm
SEHTA Telecare Directory

http://www.sehta.co.uk/telecare/directory

Telecare via Google Scholar

http://scholar.google.co.th/news/advanced_news_search?ned=au&hl=en&as_maxm=9&q=telecare&as_qdr=m&as_drrb=q&as_mind=26&as_minm=8&as_maxd=25&ie=UTF-8&ct=rels_0
a) CSIP Networks events planner

_Forthcoming Event List (30 November 2008)_

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Title</th>
<th>Network</th>
<th>Places Remaining</th>
<th>Book</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/12/08</td>
<td>London &amp; South East Regional Housing LIN Meeting</td>
<td>Housing</td>
<td>Reserve places available</td>
<td>Add me to the reserve list</td>
</tr>
<tr>
<td>08/12/08</td>
<td>South West Programme manager's workshop 2</td>
<td>Personalisation</td>
<td>19 of 60</td>
<td>Book now</td>
</tr>
<tr>
<td>09/12/08</td>
<td>Transforming Care and Support - Housing Matters - Birmingham</td>
<td>Housing</td>
<td>FULL</td>
<td>FULL</td>
</tr>
<tr>
<td>09/01/09</td>
<td>West Midlands Personalisation Event</td>
<td>Personalisation</td>
<td>59 of 60</td>
<td>Book now</td>
</tr>
<tr>
<td>13/01/09</td>
<td>Personalisation, Safeguarding &amp; the No Secrets Review</td>
<td>Personalisation</td>
<td>27 of 60</td>
<td>Book now</td>
</tr>
<tr>
<td>22/01/09</td>
<td>West Midlands Regional Housing LIN Meeting</td>
<td>Housing</td>
<td>10 of 35</td>
<td>Book now</td>
</tr>
<tr>
<td>22/01/09</td>
<td>Whole System Demonstrator Programme (WSDAN) - Integrated care using telecare and telehealth</td>
<td>Telecare LIN</td>
<td>60 of 100</td>
<td>Book now</td>
</tr>
<tr>
<td>27/01/09 to 28/01/09</td>
<td>Self directed support - The future for supported housing? - 15th Annual Housing, Care and Support conference</td>
<td>Housing</td>
<td>-</td>
<td>N/A</td>
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<tr>
<td>29/01/09</td>
<td>North East Regional Housing LIN Meeting</td>
<td>Housing</td>
<td>26 of 35</td>
<td>Book now</td>
</tr>
<tr>
<td>26/02/09</td>
<td>North West Regional Housing LIN Meeting</td>
<td>Housing</td>
<td>35 of 35</td>
<td>Book now</td>
</tr>
<tr>
<td>10/03/09</td>
<td>Acquired Brain Injury - Current practice and vision for the future</td>
<td>Housing</td>
<td>-</td>
<td>N/A</td>
</tr>
</tbody>
</table>


The Foundation for Assistive Technology (FAST) provides a full listing of forthcoming telecare events – see [http://www.fastuk.org/services/events.php?pg=2](http://www.fastuk.org/services/events.php?pg=2). Suppliers also run telecare and telehealth events – check their web sites regularly for dates.

All previous telecare eNewsletters are available at: [www.networks.csip.org.uk/telecarenewsletters](http://www.networks.csip.org.uk/telecarenewsletters)