

TELECARE STRATEGY ACTION PLAN 2010-2015

	Action	Tasks	Lead/timescales	Outcomes
1	Develop a Telecare Steering Group	<ul style="list-style-type: none"> • Agree multi agency membership • Ensure links with Prevention work • Governance arrangements 	SWB August 2010	A whole system approach, with a clear governance framework
2	Establish dedicated Telecare Team	<ul style="list-style-type: none"> • Job descriptions • Change of establishment • Recruitment 	SWB August 2010	Capacity available to meet service users needs Capacity to support implementation of the training plan
3	Develop a telecare training group as a subgroup of the steering group	<ul style="list-style-type: none"> • Agree multiagency membership • Ensure links with prevention work • Governance arrangements 	Steven Kelly September 2010	Expertise will be established to implement the training plan across the whole system
4	Implement Training Plan	Details in attached Training Plan	Telecare Training Group	Telecare will be a mainstream service option

APPENDIX 6

			September 2010- September 2011	
4	Review current policies, processes and procedures	<ul style="list-style-type: none"> • Review existing • Benchmark • Develop revised • Review annually 	SWB/ Steven Kelly 2010-2011	Improve current processes to improve efficiency and service users experience
3	Develop a performance management framework	<ul style="list-style-type: none"> • Agree Governance arrangements • Agree reporting mechanism • Review annually 	SWB September 2011-2012	Performance of the service will be effectively managed and reported
4	Review the range of equipment available	<ul style="list-style-type: none"> • Research • Current availability • Cost 	Steven Kelly 2012-2013	Improvements to the availability of equipment to support independence
5	Further develop the partnership approach to telecare and telehealth development	<ul style="list-style-type: none"> • Review current availability • Partnership approach with PCT 	SWB 2012-2013	A holistic model of provision will be implemented
6	Review partnership arrangements with Housing		Steven Kelly	Improved approach to housing support

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	providers		2012	
7	Review charging framework	<ul style="list-style-type: none"> • Map current • Benchmark • Fairer charging • Recommendations to SMT 	SWB/ finance team 2011	Charging framework will reflect the cost of the service
8	Review implementation	<ul style="list-style-type: none"> • Numbers of people supported • Outcomes • Finance 	2012	Recommendations for future development
9	Ensure continued consultation with users of the service and their carers	<ul style="list-style-type: none"> • Regular feedback on progress • Focus groups • Established groups e.g. OPEN, Halton speak out 	2011-2015	All users will be fully engaged on future developments
10	Achievement of efficiency targets	<ul style="list-style-type: none"> • Map actual spend on the service • Utilise the DOH evaluation tool to map health and 	2010-2015	Predicted efficiency targets will be achieved

		social care efficiencies		
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