### **TELECARE STRATEGY ACTION PLAN 2010-2015**

	Action	Tasks	Lead/timescale	Outcomes
			s	
1	Develop a Telecare Steering Group	Agree multi agency	SWB	A whole system approach, with a clear
		membership	August 2010	governance framework
		Ensure links with		
		Prevention work		
		Governance		
		arrangements		
2	Establish dedicated Telecare Team	Job descriptions	SWB	Capacity available to meet service users needs
		Change of	August 2010	Capacity to support implementation of the
		establishment		training plan
		Recruitment		
3	Develop a telecare training group as a subgroup of	Agree multiagency	Steven Kelly	Expertise will be established to implement the
	the steering group	membership	September	training plan across the whole system
		Ensure links with	2010	
		prevention work		
		Governance		
		arrangements		
4	Implement Training Plan	Details in attached	Telecare	Telecare will be a mainstream service option
		Training Plan	Training Group	

			September	
			2010-	
			September	
			2011	
4	Review current policies, processes and procedures	Review existing	SWB/	Improve current processes to improve
		<ul> <li>Benchmark</li> </ul>	Steven Kelly	efficiency and service users experience
		<ul> <li>Develop revised</li> </ul>	2010-2011	
		Review annually		
3	Develop a performance management framework	Agree Governance	SWB	Performance of the service will
		arrangements	September	be effectively managed and reported
		Agree reporting	2011-2012	
		mechanism		
		<ul> <li>Review annually</li> </ul>		
4	Review the range of equipment available	Research	Steven Kelly	Improvements to the availability of equipment
		<ul> <li>Current availability</li> </ul>	2012-2013	to support independence
		<ul> <li>Cost</li> </ul>		
5	Further develop the partnership approach to	Review current	SWB	A holistic model of provision will be implemented
	telecare and telehealth development	availability	2012-2013	
		<ul> <li>Partnership</li> </ul>		
		approach with PCT		
6	Review partnership arrangements with Housing		Steven Kelly	Improved approach to housing support
	I.		1	I .

	providers		2012	
7	Review charging framework	Map current	SWB/	Charging framework will reflect the cost of
		Benchmark	finance team	the service
		Fairer charging	2011	
		Recommendations		
		to SMT		
8	Review implementation	Numbers of people	2012	Recommendations for future development
		supported		
		<ul> <li>Outcomes</li> </ul>		
		• Finance		
9	Ensure continued consultation with users of the	Regular feedback	2011-2015	All users will be fully engaged on future
	service and their carers	on progress		developments
		<ul> <li>Focus groups</li> </ul>		
		Established groups		
		e.g. OPEN, Halton		
		speak out		
10	Achievement of efficiency targets	Map actual spend	2010-2015	Predicted efficiency targets will be achieved
		on the service		
		Utilise the DOH		
		evaluation tool to		
		map health and		

	social care	
	efficiencies	