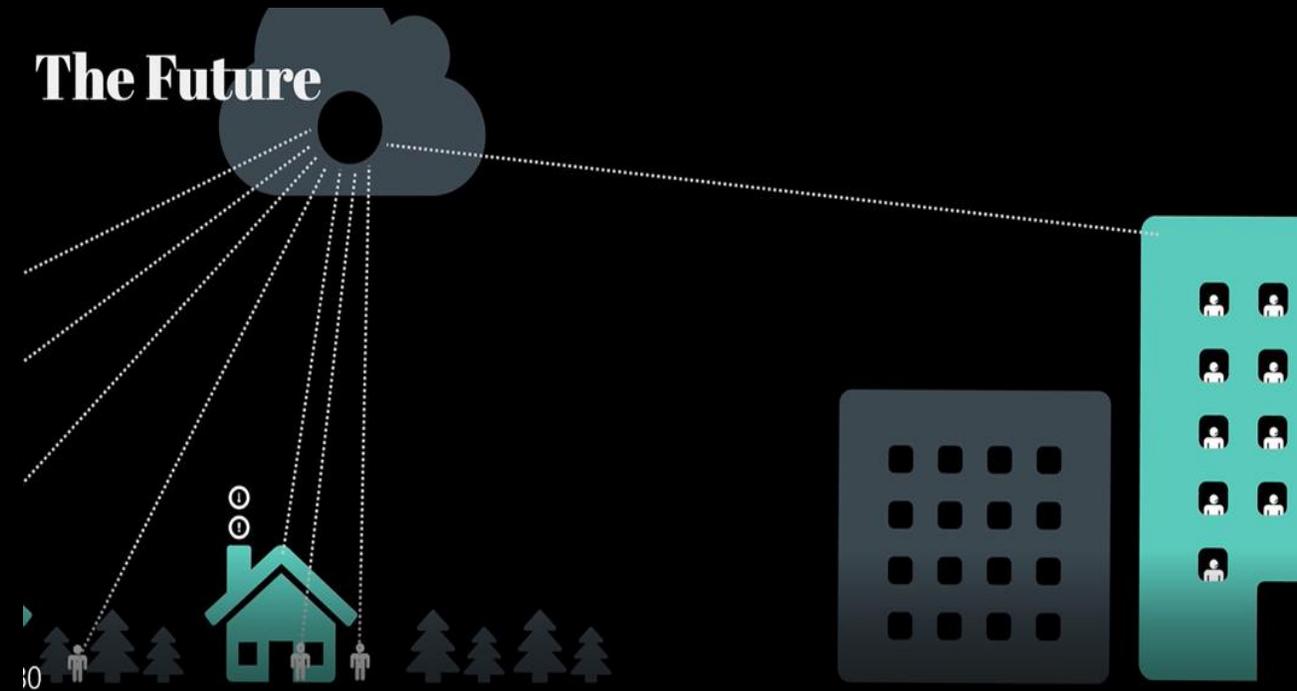


BUILDING YOUR CASE FOR A LOCAL TELECARE RESPONSE SERVICE



Lunchtime learning bites - 14th September 2021

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Background

- National demographic changes
- 180,000 People living in Scotland currently in receipt of Telecare services
- All partnerships across Scotland offer a telecare service
- Not all partnerships offer a response service



Strategic Themes supported by Telecare

- Safe Discharge Planning
- Reablement Support
- Living safely with dementia
- Falls prevention & management
- Supporting unpaid carers
- Service design opportunities to deliver services differently



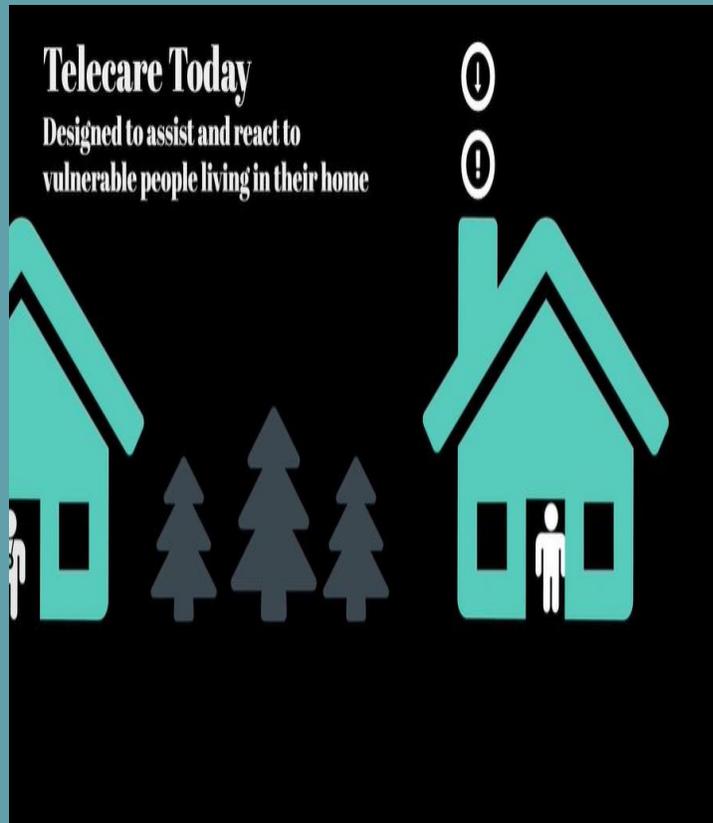
Components of a Telecare Service



Benefits of Telecare Responder Service

No Responder Service	With Responder Service
Planned Support	Flexible Support
Just in Case Support	Just Enough Support
Family/Neighbour Response	24 hr Fully Trained Response Staff
Fallers Transported to Hospital	Uninjured Fallers Supported at Home
Family Pressure to Move into Long Term Care	Family Reassured that Help is on Hand When Needed

The Purpose of this Guidance



While many aspects of the 'transition to digital' are supported nationally through national collaborative initiatives, it is recognised that the response component is, and needs to remain, very specific to local areas. This guidance provides a common reference framework and checklist for local service managers to develop local business cases to further develop local response arrangements.

Building Your Case for a Local Telecare Response Service aims to support telecare service managers to make the case for introducing or improving their response.

The resource:

- provides a framework and checklist to prepare a local business case to further develop response arrangements;
- brings together practical ideas, evidence and information for building a business case, aiming to save time and effort;
- provides background information, 'how to' information, including sections on options appraisal, cost-benefit analysis and risk analysis, and reference material;
- follows the HM Treasury's Green Book Five Case Model (Edition 2018).

It was produced in partnership, by a wide range of telecare stakeholders, service providers and practitioners.

Components of a typical Public Sector Business Case



The strategic case

- ✓ The strategic case sets out the *rationale for the proposal* by making a robust strategic argument for change

The economic case

- ✓ The economic case sets out *the argument that the proposal represents value for money.*

The commercial case

- ✓ The commercial case makes *the argument that the proposal is commercially viable.*

The financial case

- ✓ The financial case makes *the argument that the proposal is affordable.*

The management case

- ✓ The management case makes *the argument that the proposed change can be delivered successfully.*

Building a Strategic Case

Developmental change

Partnerships may be looking to build on and further develop existing services. If so, this would be a *developmental* change.

Transitional change

Partnerships may be managing a change from their current service provision to an already agreed future model but need to work through the various options and their associated implications around issues such as timescale, impact on workforce, alignment with other organisational/business activities, costs etc. This is an example of a *transitional* change.

Transformational change

Some partnerships may be seeking to make larger-scale differences in the services they deliver. Changes that are more fundamental in nature and which require a significant shift in culture, behaviour, mind-set, or organisation structure are considered *transformational* changes.

Responders

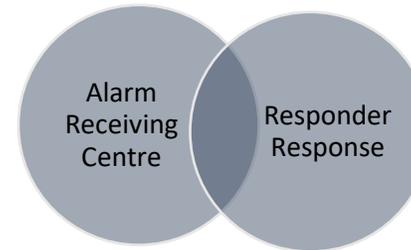
Responders may come from the health and social care workforce, emergency services (Scottish Fire and Rescue Service, Police Scotland, Scottish Ambulance Service and others), third sector, independent sector, housing support, including sheltered housing, volunteers, family and other unpaid carers.

Description of response services

- Emergency in-person response to alarm calls/requests by service users;
- Assessment/processing referrals for basic and enhanced packages;
- Asset management in relation to TEC equipment;
- The usage of specialist lifting equipment;
- Transportation (people and equipment via dedicated vehicles);
- Revenue collection (based on local charging policy);
- Equipment installation and maintenance;
- Supply of location/GPS technology to support Safe Walking.

Prerequisites for a response service

A response service relies on two essential components:



In some areas response services also carry out installations.

Workforce Considerations

Workforce considerations should be included where appropriate in the business case.

Thinking through your delivery options for your business case, what questions are emerging for your current and future workforce?

Who is the workforce? What do they need to know? What does each employee need to be able to do? Remember that family and informal carers are equal partners in care.

Building an Economic Case

- **Developing an Options Appraisal**
 - *Define the objectives, Identify Critical Success Factors, Create a long-list, Assess the long-list and create a short-list.*
- **Conducting a Cost Benefit Analysis**
 - *Helps to – inform decision making, inform objectives for the service, develop before and after measures of success, identifies estimated costs and resources required to run the service.*
- **Undertaking Cost Benefit Analysis**
 - *Step 1: Identifying all potential costs*
 - *Step 2: Identifying the benefits*
 - *Step 3: Comparing costs and benefits – the analysis.*
- **Developing a Risk Analysis**
 - *Identify existing and possible threats, Estimating the associated risk, Plan how to manage the risk.*