



Telecare Information Framework for Scotland

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Foreword

This document sets out the Telecare Information Framework for Scotland (TIFfS).

The content of the document - topics or questions; the codes, descriptions, and formats; and the explanatory guidance and suggestions on where further narrative detail would be useful - are intended as part of the foundation on which a modern telecare service can function and develop. The detail, once fully implemented in time, will give a universal minimum data set that provides comprehensive information and helps support telecare as person centred, trusted and safe, digitally focused and an essential part of an integrated health and care system.

By design TIFfS has the potential to deliver information that can be used for multiple purposes. Examples of the kind of important questions that may be answered after the implementation of TIFfS are set out in [Appendix One](#). The main uses should be for the delivery of telecare services - contact and responder staff, and operational management, are likely to be the principal users. The sharing of key information about customers in need of urgent care with emergency services is also vitally important and has influenced the content. TIFfS however also offers the basic data that, when aggregated, can enable summary information to be generated - for example for benchmarking or for reporting, as required, on performance. The information will also be an important source of national requirements for statistical and research purposes.

It is likely that parts of TIFfS will be recorded and stored in different systems, such as a generic social care systems - but the majority of the data is expected to be held in the system used by the alarm receiving centre. Ideally, where multiple systems are involved, these will be designed to share the data virtually or be interoperable and that a specific piece of data will only need to be recorded or updated in one system.

The content of the minimum data set has been developed through a collaboration between staff in the Scottish Government's Technology Enabled Care (TEC) programme and with staff from organisations which deliver telecare services across Scotland. Wider contact, such as with TEC Cymru, has influenced elements of the design. It is envisaged that the detailed content will be enhanced over time, especially as new digital approaches to care are developed, and arrangements will be agreed to ensure that any changes to TIFfS can happen in a systematic way.

Telecare services can collect further data where this is required for local purposes, but TIFfS is intended to be the minimum universal standard for available data throughout Scotland.

For further information about the fields, codes and values and their sources and alignment with other datasets, an accompanying reference document is being developed. By its nature, the majority of the fields are unique to the provision of telecare services, and have been arrived at through extensive co-design sessions. That said, where possible, fields align with wider health, housing and social justice data, providing a framework for personalised services to be delivered to an individual across often artificial departmental, organisational and geographical boundaries.

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Navigation

Each heading and field in the index will take you to that location in the document if it is activated using Ctrl + Click

Ctrl + Click on the  icon in each field heading will return you to the index.

Where phrases are not titles and are bold text, Ctrl + Click will take you to a definition of their meaning in the context of this document in the glossary and the  icon will return you to your previous location.

Dataset Format

NB Each item should be collected at an individual level and be attributed to a customer via the customer identifiers (Items 1, 2 and 7).

(S) indicates data items corresponding with Public Health Scotland Revised Source Social Care Dataset, Definitions & Recording Guidance, March 2020, Version 1.4

(S*) indicates the data items are based on the Public Health Scotland Revised Source Social Care Dataset, Definitions & Recording Guidance, March 2020, Version 1.4 but some codes and definitions have been modified to reflect current and future service provision.

Each record should contain the customer Social Care ID to allow the submission to be linked to the other records relating to that customer.

Multiple rows and subsets of records for each customer which allow the ability to capture changes of circumstances are allowed and these are detailed further within each section of the dataset.

The following data/variable formats are used within the dataset:

Integer	Only whole numbers can be submitted in fields with an integer format e.g., 1, 10, 100. Decimal points will not be accepted. For large numbers, the 'thousand' display format characters such as the comma should not be included.
Alphanumeric	Any combination of alphabetic, numeric and special characters can be submitted in fields with an alphanumeric format e.g. A0001, G52, O'Donnell. Both uppercase and lowercase characters will be accepted.
Date	All date fields should be submitted with the following format: DDMMCCYY where DD is the day of the month, MM is the month of the year and CCYY is the year e.g. 01062014. If a 7-digit date is submitted, it will be left zero padded to 8 digits i.e. a 0 will be added to the start of the 7 digits submitted.
Time	Time in 24-hour clock HH:MM:SS Ensure a colon (:) is used.

Grouping of Multiple Calls


Multiple calls can occur in connection with an instance of support. Each of these calls will be separately recorded in accordance with the dataset however there are clear benefits in grouping these calls where they form an instance of support.


These include:


- Understanding the time from start to completion of an instance of support
- Understanding the different agencies or service elements involved in an instance of support
- Identifying the frequency of instances of support required by a customer
- Reporting on performance statistics
- Identifying process flow improvement opportunities.

The design of systems which incorporate the dataset would be expected to enable this.

CUSTOMER IDENTIFIERS

1. Social Care ID (S) 	
Description	<p>A unique reference number which may be used across social care systems to identify an individual customer's record. This number may be national or local to each Local Authority area.</p> <p>Common Names: System Number/ID; Unique Identifier; Reference Number.</p>
Notes	The same identifier must be used in each record for an individual customer. This identifier should be the same identifier used to submit data to Scottish Government for the Social Care Survey. This is to ensure the continuation of longitudinal data analysis.
Format	Alphanumeric
Field length	20

2. Community Health Index (CHI) Number (S) 	
Description	<p>The Community Health Index (CHI) is a population register which is used in Scotland for health care purposes. The CHI number uniquely identifies a person on the index.</p> <ul style="list-style-type: none"> The CHI number is a unique numeric identifier, allocated to each patient on first registration with the health service. The CHI number is a 10-character code consisting of the 6-digit date of birth (DDMMYY), two digits, a 9th digit which is always even for females and odd for males and an arithmetical check digit.
Notes	This field will be amended to incorporate the renewed CHI field at the appropriate time.
Format	Integer
Field length	10

3. Person Given Name (S) 	
Description	<p>The telecare customer's given name or forename.</p> <p>Common names: Personal Name; First Name.</p>
Notes	
Format	Alphanumeric
Field length	35

4. Person Family Name (S)

Description	The telecare customer's name which is used to describe family, clan, tribal group or marital association. Common names: Family Name; Surname
Notes	
Format	Alphanumeric
Field length	35

5. Address (S)

Description	The customer's address held as set out in BS7666, compatible with One Scotland Gazetteer (OSG)
Notes	
Format	Alphanumeric
Field length	50

6. Postcode (S)

Description	The customer's postcode held as set out in BS7666, compatible with One Scotland Gazetteer (OSG)
Notes	
Format	Alphanumeric
Field length	8


7. Unique Property Reference Number (UPRN)


Description	The unique property reference number associated with the customer's address.
Notes	UPRN is mandatory in all public sector datasets
Format	Integer
Field length	12


8. Co-ordinates(S)

Description	The X, Y co-ordinates of the customer's address, drawn from GIS.
Notes	This field will be populated by the UPRN field.
Format	Alphanumeric
Field length	15


CUSTOMER INFORMATION


9. Date of Birth (S) 	
Description	The date on which the customer was born or is officially deemed to have been born, as recorded on their birth certificate.
Notes	
Format	Date – DDMMCCYY
Field length	8

10. Gender (S) 	
Description	A statement by the customer about the gender they currently identify themselves to be.
Notes	<ul style="list-style-type: none"> • Since gender can be self-assigned and can change, it should not be presumed by a care professional. • If a customer is undergoing or has undergone gender reassignment, then record the code as they wish to indicate their perceived gender at that time.
Format	Integer
Field length	1
Single or multiple	Single code only
Codes and values	
Code	Value
0	Not known/ customer not sure
1	Male
2	Female
8	Prefer not to say
9	Prefer to self-describe (for example they/them)


11. Ethnic Group (S*) 	
Description	A statement made by the customer user about their current ethnic group.
Notes	The customer states their ethnic group.
Format	Alphanumeric
Field length	2
Single or multiple	Single code only
Codes and values	
Code	Value
01	White - Scottish
02	White – Other British
03	White - Irish
04	White – Gypsy/Traveller
05	White - Polish
06	White – Other White ethnic group

07	Any mixed or multiple ethnic groups
08	Pakistani, Pakistani Scottish or Pakistani British
09	Indian, Indian Scottish or Indian British
10	Bangladeshi, Bangladeshi Scottish or Bangladeshi British
11	Chinese, Chinese Scottish or Chinese British
12	Other Asian
13	African, African Scottish or African British
14	Other African
15	Caribbean, Caribbean Scottish or Caribbean British
16	Black, Black Scottish or Black British
17	Other Caribbean or Black
18	Arab, Arab Scottish or Arab British
19	Other Ethnic Group
20	Not asked
21	Refused/Not provided
22	Not known


12. Language preference 		
Definition	The language that the customer would prefer to speak with.	
Notes	Select one code that best describes the circumstances.	
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	English	
02	Gaelic	
03	Polish	
04	Urdu	
05	Punjabi	
06	Bengali	Includes both Sylheti and Chatgaya)
07	Gujarati	
08	Arabic	
09	Chinese	Includes Mandarin and Cantonese
10	French	
11	Other	Field required to specify (or insert into note)

13. Language preference for correspondence 	
Definition	The language that the customer would prefer to communicate with in writing.
Notes	
Format	Integer

Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	English	
02	Gaelic	
03	Polish	
04	Urdu	
05	Punjabi	
06	Bengali	Includes both Sylheti and Chatgaya)
07	Gujarati	
08	Arabic	
09	Chinese	Includes Mandarin and Cantonese
10	French	
11	Other	Field required to specify (or insert into note)

14. Factors affecting communication		
Definition	Communication difficulties may arise from aspects of the customer's speech, language and communication needs or health conditions. People may have trouble with one or more factors affecting their communication or comprehension, which may be relevant to aspects of the delivery of the Telecare Service.	
Notes	<p>Communication between the customer and the Telecare Service is a central feature of the delivery of the Telecare Service. Relevant factor(s) that may require adjustments in how information is communicated to or from the customer should be documented with the appropriate description. The record may change over time, such as might happen if a customer loses hearing gradually.</p> <p>A factor should only be recorded where it is likely to be relevant to the safe and effective delivery of care.</p>	
Format	Integer	
Field length	2	
Single or multiple	Multiple codes possible	
Codes and values		
Code	Value	Explanatory notes
01	None	There are no known factors affections communication
02	Hearing Loss	This detail should be populated by the "Symptoms, aids and appliances affecting service delivery" field. Codes 100 – 104.
03	Speech and Language	This detail should be populated by the "Symptoms, aids and appliances affecting service delivery" field. Codes 401 – 410.

04	Neurological	This detail should be populated by the “Known medical conditions affecting service delivery” field. Codes 500 – 560.
10	Other communication issues	This code should only be used where none of the other codes apply. Record relevant detail in the narrative.

15. Aids, appliances and specialist care affecting service delivery 		
Definition		Customers may use aids and appliances and/or receive specialist care, which in some way affects or changes the way that any part of the Telecare Service is delivered.
Notes		It is likely that more than one code may need to be selected. Narrative should also be added where more detail is required, e.g. <ul style="list-style-type: none"> Hearing aid infrequently worn
Format		Alphanumeric
Field length		3
Single or multiple		Multiple codes possible
Codes and values		
Code	Value	Explanatory notes
Aids and Appliances		
001	Catheter bag	Record relevant detail in the narrative.
002	Colostomy bag	Record relevant detail in the narrative.
003	Crutch(es)	Record relevant detail in the narrative.
004	Glasses	Record relevant detail in the narrative.
005	Hearing aid	Record relevant detail in the narrative.
006	Home Oxygen User	Record relevant detail in the narrative.
007	Insulin Pump	Record relevant detail in the narrative.
008	Pacemaker	Record relevant detail in the narrative.
009	Prosthesis	Record relevant detail in the narrative.
010	Standaid	Record relevant detail in the narrative.
011	Transfer board	Record relevant detail in the narrative.
012	Urostomy bag	Record relevant detail in the narrative.
013	Walking frame	Record relevant detail in the narrative.
014	Wheelchair	Record relevant detail in the narrative.
020	Other aid or appliance	Record relevant detail in the narrative.
Specialist Care		
051	Palliative care	Record relevant detail in the narrative.
052	End of life care	Record relevant detail in the narrative.
053	Other specialist care	Record relevant detail in the narrative.


16. Symptoms affecting service delivery

Definition	Customers may have physical or mental health symptoms which in some way affect or change the way that any part of the Telecare Service is delivered.	
Notes	<p>This field should be considered alongside the fields recording known health conditions and aids, appliances and specialist care.</p> <p>For example, a person experiencing Macular Degeneration may:</p> <ul style="list-style-type: none"> • wear glasses, as recorded in the “Aids, appliances and specialist care affecting service delivery” field. • be visually impaired – corrected by prescription lenses, • And have the eye condition recorded in the “Known health conditions affecting service delivery” field. <p>The source of the information on symptoms could be recorded as narrative.</p> <p>Narrative should also be added where more detail is required, e.g.</p> <ul style="list-style-type: none"> • Cognitive decline, no dementia diagnosis, change in routine causes anxiety. <p>Where no further detail is available, a main classification may be chosen.</p>	
Format	Numeric	
Field length	3	
Single or multiple	Multiple codes possible	
Codes and values		
Code	Value	Explanatory notes
Sensory		
100	Hearing Loss – no additional detail added	This code should be used only where no additional detail is available. Where possible use one of the more detailed codes
101	Hearing Loss - mild	Record relevant detail in the narrative.
102	Hearing Loss – moderate	Record relevant detail in the narrative.
103	Hearing Loss – severe	Record relevant detail in the narrative.
104	Hearing loss – deaf/BSL user	Text based messaging system user.

105	Vertigo	Record relevant detail in the narrative.
110	Visually impaired – no further detail	This code should be used only where no additional detail is available – where possible use one of the more detailed codes. Record relevant detail in the narrative.
111	Visually impaired - uncorrected	<i>May include:</i> <ul style="list-style-type: none"> • uncorrected blurred vision.
112	Visually impaired – corrected by prescription lenses	Record relevant detail in the narrative.
113	Visually impaired – registered blind or partially sighted	Record relevant detail in the narrative.
120	Deafblindness	Record relevant detail in the narrative.
130	Sensory impairment - other	This code should only be used where none of the other sensory impairment codes apply. Record relevant detail in the narrative.
Neurological		
140	Cognitive impairment – no additional detail	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> • memory loss • issues with depth perception • visual or auditory hallucinations.
141	Cognitive impairment – mild	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> • memory loss • issues with depth perception • visual or auditory hallucinations.
142	Cognitive impairment – moderate	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> • may not recognise care providers • memory loss • visual or auditory hallucinations.
143	Cognitive impairment - severe	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> • unable to recognise care providers • memory loss • visual or auditory hallucinations.
144	Confusion	This code may be used where a person feels they are unable to think clearly, focus or make decisions. It should be used where codes 140 – 143 and 145 are not appropriate. Record relevant detail in the narrative.
145	Impaired decision making	This code may be used where a person makes decisions which could result in harm to themselves, their environment or others around them.
150	Neurodiversity	May include people living with:

		<ul style="list-style-type: none"> • Autistic Spectrum Condition (ASC) • Attention Deficit Hyperactivity Disorder (ADHD) • Dyslexia • Dyspraxia. <p>Record relevant detail about symptoms in the narrative.</p>
160	Seizures or blackouts	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> • frequency if known.
170	Neurological issue – other	This code should only be used where none of the other neurological codes apply. Record relevant detail in the narrative.
Mobility		
201	Amputee – lower limb	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> • Below knee (B/K) - left leg • above knee (A/K) • double amputee.
202	Amputee – upper limb	Record relevant detail in the narrative.
203	Amputee – other	Record relevant detail in the narrative.
210	Bedbound	Record relevant detail in the narrative.
211	Chairbound	Record relevant detail in the narrative.
215	Restricted mobility – upper body	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> • shoulder injury causes restricted arm movement and difficulty in dressing.
216	Restricted mobility – lower body	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> • lower leg fracture.
220	Balance Issues	Record relevant detail in the narrative.
230	Mobility issue – other	This code should be used where none of the other mobility codes apply. Record relevant detail in the narrative.
Continence management		
301	Urinary continence management	Record relevant detail in the narrative.
302	Bowel continence management	Record relevant detail in the narrative.
310	Continence management – other	This code should be used where none of the other continence management codes apply. Record relevant detail in the narrative.
Speech and language		
401	Stammer	Record relevant detail in the narrative.
402	Aphasia	Record relevant detail in the narrative.
403	<i>Mutism</i>	<i>Includes:</i> <ul style="list-style-type: none"> • Selective mutism.

404	Apraxia	Record relevant detail in the narrative.
405	Dysarthria	Record relevant detail in the narrative.
410	Speech and languages issue – other	This code should be used where none of the other speech and language codes apply. Record relevant detail in the narrative.
Other important symptoms		
501	Pain	Record relevant detail in the narrative.
502	Fatigue	Record relevant detail in the narrative.
503	Choking	Record relevant detail in the narrative.
504	Breathlessness	Record relevant detail in the narrative.
505	Dizziness	<i>Includes:</i> <ul style="list-style-type: none"> • being caused by high or low blood pressure or vertigo.
506	Bariatric	<i>Includes:</i> <ul style="list-style-type: none"> • obesity.
507	Disruptive behaviour	<i>Includes:</i> <ul style="list-style-type: none"> • Verbal aggression • Resistant to help.
508	Suicidal Thoughts	The customer is currently experiencing suicidal thoughts and/or feelings. Record relevant detail in the narrative.
520	Other important symptom – not listed	This code should only be used where none of the other symptom codes apply. Record relevant detail in the narrative.

17. Known health conditions affecting service delivery 	
Definition	Customers may live with one or more physical or mental health conditions, which in some way affect or change the way that any part of the Telecare Service is delivered.
Notes	Health conditions or issues recorded are those that the Telecare Service should be aware of in order to deliver appropriate person-centred care, or to share with emergency services. Generally, they will be conditions that are likely to continue for some time, though time limited conditions can be recorded if they are relevant. Recording should be kept up to date through reviews . Telecare Service providers do not diagnose health conditions and service users may also choose not to disclose them. Additional narrative should be used as necessary:

		<ul style="list-style-type: none"> to record the source of the information that has been recorded, or where more relevant detail is known about, e.g. Infection – site of infection and cause could be added if known and relevant to care <p>Where a known condition is unable to be recorded at a detailed level (the ideal) a general description code may be chosen.</p>
Format		Alphanumeric
Field length		3
Single or multiple		Multiple codes possible
Codes and values		
100	Bone and Joint	<p>This code should be used only where no additional detail is available. Where possible use one of the more detailed codes.</p> <p>Record relevant detail in the narrative.</p>
101	Back pain	<p>Record relevant detail in the narrative, for example</p> <ul style="list-style-type: none"> does customer have difficulty transferring from seated to standing?
105	Fibromyalgia	Record relevant detail in the narrative.
106	Fracture (hip) previous	<p>Record relevant detail in the narrative, for example</p> <ul style="list-style-type: none"> how recently the fracture occurred. <p>Any lasting mobility issues as result should be recorded in the symptoms field under mobility: 201 - 230</p>
107	Fracture (non-hip) previous	<p>Record relevant detail in the narrative, for example</p> <ul style="list-style-type: none"> how recently the fracture occurred the site of the fracture. <p>Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field under mobility: 201 – 230.</p>
110	Gout	Record relevant detail in the narrative.
111	Joint pain	<p>Record relevant detail in the narrative, for example</p> <ul style="list-style-type: none"> left knee pain.
112	Joint replacement	<p>Record relevant detail in the narrative, for example</p> <ul style="list-style-type: none"> hip or knee replacement how recently carried out.
115	Lupus	Record relevant detail in the narrative.
116	Osteoarthritis	Record relevant detail in the narrative.
117	Osteoporosis / Bone Density	<p>Includes:</p> <ul style="list-style-type: none"> Osteopenia Paget’s Disease

		68. Record relevant detail in the narrative.
118	Rheumatoid arthritis	Record relevant detail in the narrative.
130	Bone and joint - other	This code should be used where none of the other bone and joint codes apply. Record relevant detail in the narrative.
150	Cancer	This code should be used only where no additional detail is available. Where possible use one of the more detailed codes. Record relevant detail in the narrative.
151	Cancer – undergoing treatment	Record site specific cancer in narrative.
152	Cancer – in remission	Record site specific cancer in narrative.
153	Cancer – receiving palliative care	Record site specific cancer in narrative. Relevant details of care should be recorded in the “Symptoms affecting delivery of care” field, Specialist Care 051 – 053.
200	Circulatory	This code should be used only where no additional detail is available. Where possible use one of the more detailed codes. Record relevant detail in the narrative.
201	Angina	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> customer has a GTN spray.
202	Arrhythmia	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> regular medication used by customer.
203	Blood Pressure Issues	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> high blood pressure, controlled by medication.
205	Coronary Artery Disease	Record relevant detail in the narrative.
206	Deep Vein Thrombosis (Recent)	Record relevant detail in the narrative.
210	Heart Attack (Recent)	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> how recently it happened.
211	Heart Failure	Record relevant detail in the narrative.
212	Heart Valve Issues	Record relevant detail in the narrative.
215	Stroke / TIA (Recent)	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> when the incident occurred. 69. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.


230	Circulatory issues - other	This code should be used where none of the other circulatory issues codes apply. Record relevant detail in the narrative.
250	Diabetes	Record in narrative the type and medication (if used).
270	Digestive	Includes: <ul style="list-style-type: none"> • Crohn’s Disease • Colitis • Irritable Bowel Syndrome. Record relevant detail in the narrative.
300	Falls Risk	Record relevant detail in the narrative, for example <ul style="list-style-type: none"> • customer is a frequent faller. 70. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
320	Hearing	Includes: <ul style="list-style-type: none"> • Meniere’s Disease • Tinnitus. Record relevant detail in the narrative.
350	Infection	Record relevant detail in the narrative. <i>Excludes:</i> <ul style="list-style-type: none"> • UTI (Select code 351 for this) • Skin Infection (Select code 625 for this).
351	Urinary tract infection (UTI)	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
400	Mental Health and Wellbeing	This code should be used only where no additional detail is available. Where possible use one of the more detailed codes. Record relevant detail in the narrative.
401	Agoraphobia	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
402	Anxiety	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
403	Behavioural disorder	Includes: <ul style="list-style-type: none"> • Obsessive Compulsive Disorder (OCD) • Attention Deficit Hyperactivity Disorder (ADHD).


410	Bipolar	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
415	Depression	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
420	Eating disorder	Includes: <ul style="list-style-type: none"> • Anorexia Nervosa, • Bulimia or • Binge Eating.
425	Isolation / Loneliness	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
430	Post-Traumatic Stress Disorder	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
435	Sleep disorder	Includes: <ul style="list-style-type: none"> • Insomnia • Sleep Apnoea
440	Schizophrenia	Record relevant detail in the narrative. 71. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
450	Mental Health and Wellbeing - Other	This code should be used where none of the other mental health and wellbeing codes apply. Record relevant detail in the narrative.
500	Neurological	This code should be used only where no additional detail is available. Where possible use one of the more detailed codes. Record relevant detail in the narrative.
501	Autism	Record relevant detail in the narrative.
505	Brain injury/trauma	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
506	Cerebral Palsy	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
510	Dementia	Record type if known, e.g. Alzheimer’s Disease

515	Epilepsy	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
520	Huntington’s Disease	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
525	Learning disability	Includes: <ul style="list-style-type: none"> • Down’s Syndrome.
530	Migraine	Record relevant detail in the narrative.
535	Motor Neurone Disease (MND)	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
540	Multiple Sclerosis (MS)	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
545	Myalgic Encephalomyelitis (ME)	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
550	Parkinson’s Disease	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
560	Neurological - Other	This code should be used where none of the other neurological codes apply. Record relevant detail in the narrative.
580	Respiratory	This code should be used only where no additional detail is available. Where possible use one of the more detailed codes. Record relevant detail in the narrative.
581	Asthma	Record detail if known about severity and medication used.
582	Bronchitis	Record relevant detail in the narrative.
583	Chronic Obstructive Pulmonary Disease (COPD)	Record relevant detail in the narrative. Select Code 006 – Home oxygen user if appropriate.
585	Cystic Fibrosis	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.


586	Emphysema	Record relevant detail in the narrative. Select Code 006 – Home oxygen user if appropriate.
587	Pneumonia	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
590	Other Respiratory Conditions	This code should be used where none of the other respiratory condition codes apply. Record relevant detail in the narrative.
600	Sight	This code should be used only where no additional detail is available. Where possible use one of the more detailed codes. Record relevant detail in the narrative.
601	Macular Degeneration	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
620	Skin	This code should be used only where no additional detail is available. Where possible use one of the more detailed codes. Record relevant detail in the narrative.
621	Pressure ulcers	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
625	Skin infections	Record relevant detail in the narrative.
630	Other Skin Conditions	This code should be used where none of the other skin condition codes apply. Record relevant detail in the narrative.
650	Substance Use	This code should be used only where no additional detail is available. Where possible use one of the more detailed codes. Record relevant detail in the narrative.
651	Alcohol use	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the “Symptoms affecting delivery of care” field.
655	Drug Use	Includes: <ul style="list-style-type: none"> • Prescription and non-prescribed drugs
800	Other Medical Condition	This code should be used only where no additional detail is available. Where possible use one of the more detailed codes.


		Record relevant detail in the narrative.
801	Allergy	Record relevant detail in the narrative e.g. Previous known severity of the customer's allergy? Does the customer carry an epi pen?
803	Long Covid	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the "Symptoms affecting delivery of care" field.
805	MRSA	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the "Symptoms affecting delivery of care" field.
810	Muscular Dystrophy	Record relevant detail in the narrative. Any ongoing relevant symptoms should be recorded in the "Symptoms affecting delivery of care" field.
815	Paralysis	Includes: <ul style="list-style-type: none"> • Paraplegia • Quadriplegia
850	Other Medical Condition – Other	This code should only be used where none of the other medical condition codes apply. Record relevant detail in the narrative.

18. Known Medicines or Drugs 	
Description	Any medicines or drugs, prescribed or unprescribed, which are known to the Telecare Service. These are likely to be medicines or drugs taken regularly by the customer, or as needed. Recording should be kept up to date through reviews. Note that service users may choose not to disclose all the medicines or drugs they take.
Notes	This will be recorded in text form only
Format	Alphanumeric
Field length	35


19. Tenure of household 	
Description	Household tenure of the telecare customer
Notes	
Format	Integer
Field length	2
Single or multiple	Single code only


Codes and values		
Code	Value	Explanatory notes
01	Owner occupier	This is a home either owned or mortgaged.
02	Local authority tenant	
03	Housing Association tenant	
04	Private tenant	
05	Staying with family	This can be a temporary or permanent arrangement.
06	Long Term Care facility	
07	Alternative	Anything not covered in Codes 1 - 6.
08	Not known	To be used when type of housing is not known


20. Living alone (S) 	
Description	Indicator of whether the customer lives alone.
Notes	<p><i>Includes:</i></p> <ul style="list-style-type: none"> • Mainstream Housing • Sheltered Accommodation • Supported Accommodation (single tenancy). <p><i>Excludes:</i></p> <ul style="list-style-type: none"> • Care Home, • Supported Accommodation (shared tenancy), • People staying with the customer on a temporary basis, e.g. students home for holidays, • Short term support after a hospital admission. <p>This data item is to establish if the customer lives alone and if this is likely to have a bearing on the care/services required. It is not to establish tenancy/housing.</p>
Format	Integer
Field length	1
Codes and values	
Code	Value
0	No
1	Yes
9	Not known

21. Next of kin or alternative contact recorded 	
Description	To identify if a next of kin or alternative contact is recorded for the telecare customer.
Notes	
Format	Integer
Field length	2


Single or multiple		Single code only
Codes and values		
Code	Value	Explanatory notes
01	No	
02	Yes	

22. Power of Attorney status 		
Description	To identify if a Power of Attorney is recorded for the telecare customer.	
Notes	If Power of Attorney number is known, it should be recorded in the notes.	
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	No	
02	Status Unknown	
03	Welfare PoA	
04	Financial PoA	
05	Complete PoA	


23. Nominated keyholder identified 		
Description	To identify if a nominated keyholder has been identified for the customer. Keyholders can include family members, friends or a service paid to carry out this function.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	No	
02	Yes	


24. Caring responsibilities 		
Description	To identify if the customer has caring responsibilities for someone else or has a pet.	
Notes	Select one code that best describes the circumstances.	
Format	Integer	
Field length	2	
Single or multiple	Multiple codes possible	
Codes and values		


Code	Value	Explanatory notes
01	No	
02	Yes – person	
03	Yes - pet	

25. In receipt of Home Care 		
Description	To identify if the customer has care at home in place.	
Notes	Select one code that best describes the circumstances.	
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	Unknown	
02	No	
03	Yes	Record relevant detail, e.g. planned hours in the narrative if known.

CUSTOMER TELECOMS


26. Network provider 		
Definition	The supplier of electronic communications network or electronic communications services to the customer.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	BT	
02	Vodafone	
03	Sky	
04	EE	
05	O2	
06	Virgin	
07	Three (3)	
08	Talk Talk	
09	Lycamobile	
10	Giff Gaff	
11	PlusNet	
12	Zen	
13	Alternative	This code should only be used where none of the other codes apply.


27. Digital or analogue landline in place 		
Definition	The type of phone set-up in a customer's property.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	Digital	The service user has been upgraded to a digital phone line (VoIP)
02	Analogue	The service user has yet to be upgraded to a digital line and remains on the analogue set-up


28. Broadband in place 		
Definition	The type of broadband available in a customer's property.	
Notes		
Format	Integer	
Field length	2	


Single or multiple		Single code only
Codes and values		
Code	Value	Explanatory notes
01	No	
02	Yes – individual consumer plan	
03	Yes – communal plan	
04	Other plan	This code should only be used where none of the other codes apply.

REFERRAL INFORMATION

29. Date initial telecare referral received 	
Description	The date of the referral is the date on which a referral is made to the Telecare Service by a referrer. It is the date that they first make the request for the service.
Notes	This may be the same date as the date on which the completed referral is received.
Format	Date - DDMMCCYY
Field length	8

30. Date completed telecare referral received 	
Description	The date of the completed referral is the date on which a completed referral is received by the Telecare Service.
Notes	This may be the same date as the date on which the referral was first requested.
Format	Date - DDMMCCYY
Field length	8

31. Factors delaying receipt of completed telecare referral 		
Description	This is to provide an explanation for factors which cause an unexpected delay between the date that the request for telecare is first made and the date on which a completed referral is received.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	Incomplete or unclear referral	The referral had key information missing which did not allow assessment of the telecare request and was returned to the referrer to update.
02	Invalid referral source	The referral was received from a source the service does not accept requests from.
03	Technical issues	The system for transferring or receiving referrals was down.

32. Source of telecare referral 	
Description	The organisation and/or professionals or person who may make a referral.
Notes	This may not be the same person that completed the referral form.
Format	Integer

Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	Self-referral	Indicates the referral was made by the customer/potential customer.
02	Informal carer/family	Indicates the referral was made by a family member or carer of the customer.
03	Internal referral	Telecare Service staff initiated a new referral for an amended Telecare Service. This may be because of a service review.
04	Primary care	Indicates the referral was made by primary care. <i>Includes:</i> <ul style="list-style-type: none"> • GP/GP Practice/Practice Nurse • Health visitor • Physiotherapist (direct access) • Podiatrist.
05	Community nursing	Indicates the referral was made by community nursing. <i>Includes:</i> <ul style="list-style-type: none"> • District Nurse • Community Nurse • Community Psychiatric Nurse.
06	Intermediate Care (not bed-based)	Indicates the referral was made by intermediate care . <i>Includes:</i> <ul style="list-style-type: none"> • Time-limited assessment, rehabilitation and support provided at home by health and social care professionals, including physiotherapists and occupational therapists • Day Hospital • Hospital at home • Reablement.
07	Hospital/secondary care	Indicates the referral was made by a health or social care professional for a person in hospital. This includes referrals from social workers working within the hospital setting. <i>Includes:</i> <ul style="list-style-type: none"> • Hospital-based Occupational Therapist • Hospital-based Social Worker • Acute care • Mental health inpatient care • Community hospital/bed-based intermediate care.
08	Social work and social care	Indicates the referral was made by social work services. <i>Includes:</i> <ul style="list-style-type: none"> • Social workers • Social care workers • Care Managers • Home care workers

		<ul style="list-style-type: none"> • Social work Occupational Therapist. <i>Excludes:</i> <ul style="list-style-type: none"> • Social workers working in a hospital, community hospital or bed-based intermediate care setting. • Commissioned services delivered by other providers
09	Housing	<p>Indicates the referral was made by the housing sector.</p> <i>Includes:</i> <ul style="list-style-type: none"> • Housing officers in local authority, housing associations or housing cooperatives.
10	Third sector	<p>Indicates the referral was made by a third sector organisation or service, including commissioned care providers.</p>
11	Emergency Services	<p>Indicates the referral was made by an emergency service.</p> <i>Includes:</i> <ul style="list-style-type: none"> • Scottish Fire and Rescue Service (including following a Home Fire Safety Visit) • Scottish Ambulance Service • Police Scotland.
12	Alternative	<p>Use this category for referrals which are of known origin, but do not fit above categories.</p>

33. Reason for telecare referral

Description	The reason(s) that the customer has been referred to the Telecare Service.	
Notes	Up to three reasons can be recorded. This might be a main reason and supplementary reasons. Refer to local service for guidance.	
Format	Integer	
Field length	2	
Single or multiple	Multiple codes possible	
Codes and values		
Code	Value	Explanatory notes
01	Enable to return home	Indicates telecare requested primarily to support discharge from hospital, respite care or long-term care.
02	Enable to remain at home	Indicates telecare requested primarily to prevent or delay admission to hospital, respite care or long-term care.
03	Improve safety and reduce risk of harm	Indicates request for telecare is prompted primarily by concerns for a person's safety. This may be following a crisis or safety-related incident or series of incidents at home or in the community. Improving safety may increase a person's independence.
04	Reassurance and peace of mind	Indicates telecare is requested for peace of mind or to give confidence in the absence of a crisis or incident, including for peace of mind for the person or family and/or to give


		confidence. Improving confidence or peace of mind may increase a person's independence.
05	Informal carer support	Indicates telecare is requested primarily to support an informal carer.
06	Assess care needs	Indicates referral was made for Lifestyle Monitoring to better assess care needs.
07	Remote supported living	Indicates telecare is requested to reduce the need for onsite support, such as overnight support. This may be to increase a person's privacy and/or independence.


34. Urgency of telecare referral


Description	The level of urgency for installation as determined by the telecare assessor.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	Priority one	Within 24 hours of referral/request 'Immediately Urgent.' <i>Might include:</i> <ul style="list-style-type: none"> • Imminent hospital discharge • End of life care.
02	Priority two	Within two working days
03	Priority three	Within five working days
04	Priority four	Within 15 working days

35. Type of customer referral


Description	To identify if the person being referred is new to the service, has received the service in the past, or is an existing customer and requires an amended package.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	New customer	When the customer has not had a Telecare Service before.
02	Existing customer	When the customer is an existing Telecare Service customer and is having additional or alternative devices installed.
03	Returning customer	When the customer previously had a Telecare Service, but there has been a break in provision.


36. Mode of telecare referral 		
Description	This is the route the referral was made.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	Email	
02	Telephone	
03	Paper form	
04	Online form	
05	App	

37. Telecare assessment completion date 		
Description	This is the date on which an assessment is completed by the Telecare Service.	
Notes		
Format	Date - DDMMCCYY	
Field length	8	

38. Outcome of telecare referral 		
Description	To identify the outcome of the referral received for the customer.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	Approved	The referral was approved and moved to the next stage of the process.
02	Cancelled	The referral was cancelled before a decision was made.
03	Rejected	The referral was not approved by the authorising service.

INSTALLATION INFORMATION

39. Service start date (S) 	
Description	The date that the type of service started. (See item 19, Service type)
Notes	Please enter the first date Telecare Services were installed and ready to use following approval of the referral.
Format	Date - DDMMCCYY
Field length	8


40. Service type (S*) 		
Description	The category of service/s provided.	
Notes	If a person is in receipt of an enhanced telecare package which includes a community alarm, telecare, and/or lifestyle monitoring and/or a discrete device, then data should be collected for all applicable values ('community alarm', 'telecare', 'lifestyle monitoring', and 'discrete devices').	
Format	Integer	
Field length	2	
Single or multiple	Multiple codes possible	
Codes and values		
Code	Value	Explanatory notes
01	Community alarm	If the customer is in receipt of a technology package which consists of a communication hub (either individual or part of a communal system), plus a button/pull cords/pendant which transfers an alert/alarm/data to an alarm receiving centre or individual responder then Code 1 – Community Alarm should be recorded. The service package may include an on-site responder service.
02	Telecare	If the customer is in receipt of a technology package which goes over and above the basic community alarm package identified above, then Code 2 – Telecare should be recorded. Telecare refers to devices that are capable of alerting/providing information to an alarm receiving centre or individual responder. The device may or may not be linked to the base unit in the home. <i>Includes:</i> <ul style="list-style-type: none"> • GPS devices that send an alert to an external monitoring centre • Lifestyle monitoring that is linked to the alarm receiving centre for a response. <i>Excludes:</i>

		<ul style="list-style-type: none"> stand-alone devices, which do not alert/provide information to a monitoring centre or individual responder, such as medication prompts. <p>The service package may include an on-site responder service.</p>
03	Lifestyle monitoring	A range of sensors installed to monitor a person's lifestyle for the purposes of assessment or supporting reablement.
04	Stand-alone device	A stand-alone device or software that does not alert/provide information to a monitoring centre or individual responder, such as medication prompts or a day clock.
05	Response service only	Customer receives a response service, but has telecare equipment provided by another organisation which does not link directly to the ARC, for example a Housing Association.
06	Consumer technology support	Indicates information, advice or assistance was provided to support the use of consumer technology, such as a smart speaker, tablets or mobile phones.
10	Proactive Outbound Calling	Customer receives scheduled outbound calls for an agreed period of time, at an agreed frequency.

41. Device or software type

Description	Type of device(s) or software employed.	
Notes	Codes 1-50 describe devices capable of alerting/providing information to an alarm receiving centre or individual responder (including family) and may or may not be 'linked' to the home hub or communal alarm system. Code 52 describes discrete, stand-alone devices, not historically considered to be 'telecare'.	
Format	Integer	
Field length	2	
Single or multiple	Multiple codes possible	
Codes and values		
Code	Value	Explanatory notes
Personal alarms and alerts		
01	Community alarm	Indicates the customer has a package installed which consists of a communication hub (either individual or part of a communal system), plus a button/pull cords/pendant which transfers an alert/alarm/data to a monitoring centre or individual responder.
02	Additional pendant(s)	Indicates the customer has more than one pendant installed.
05	Falls detector	Indicates an automatic falls detector was provided.
06	Movement or inactivity detector	Indicates a movement detector was installed. <i>Includes:</i> <ul style="list-style-type: none"> PIR movement detectors.

07	Bed/chair monitor	Indicates a bed/chair monitor was installed.
08	GPS monitor	Indicates a GPS locator was installed.
09	Enuresis sensor	Indicates an enuresis sensor was installed.
10	Epilepsy monitor	Indicates an epilepsy monitor was installed.
20	Medication dispenser	Indicates a medication dispenser was installed.
25	Bogus caller button	Indicates a bogus caller button was installed.
Environmental sensors		
30	Smoke detector	Indicates an ARC-linked smoke detector was installed.
31	Heat detector	Indicates an ARC-linked heat detector was installed.
32	CO detector	Indicates an ARC-linked CO detector was installed.
33	ARC-linked gas detector	Indicates an ARC-linked gas detector was installed.
34	Flood detector	Indicates an ARC-linked flood detector was installed.
35	Door contacts or property exit sensors	Indicates property exit sensors or internal door sensors were installed.
36	Window contact sensors	Indicates window sensors were installed.
Other devices		
50	ARC-linked consumer technology	Indicates consumer technology which links directly to an ARC without the use of any intermediary devices, such as a mobile phone.
51	Lifestyle monitoring	Indicates a person has a range of sensors installed to monitor their lifestyle for the purposes of assessment.
52	Stand-alone devices	A stand-alone device or software that does not alert/provide information to a monitoring centre or individual responder.


42. Reason for delay of installation 		
Description	Should there be any delay in installation, this field will provide a summary explanation for it.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Multiple codes possible	
Codes and values		
Code	Value	Explanatory notes
01	Delayed discharge	Hospital discharge is delayed, due to reasons not relating to telecare installation and prevents access.
02	Further works required	Installation delayed due to further works being required in the person's home, such as the installation of a telephone line or moving a socket.


03	Telecare staff capacity	Installation delayed due to the capacity of installation team.
04	Customer Request	The customer has requested that installation not take place until after a specific date because they are not at home to allow access.
05	Availability of Equipment	The equipment required to complete the installation is not available within usually expected timescales. This includes delay due to supply chain issues.


43. Installation Completion Date


Description	To identify the date that telecare all required services/equipment were installed ensuring the approved telecare referral was now complete.
Notes	Acknowledging that not all telecare equipment may be installed on one day.
Format	Date - DDMMCCYY
Field length	8

CALL HANDLING INFORMATION


44. Date of incoming call 	
Description	The date of the call, alert or activation.
Notes	This field is used to capture the date the customer alerted the Telecare Service.
Format	Date - DDMMCCYY
Field length	8

45. Time of incoming call 	
Description	The time of day the call, alert or activation appears on the system.
Notes	The day runs from midnight to midnight. <ul style="list-style-type: none"> • Midnight is 00:00
Format	Time in 24-hour clock HH:MM Ensure a colon (:) is used.
Field length	5

46. Time of response to incoming call 	
Description	The time of day of the call handler response to the activation.
Notes	The day runs from midnight to midnight. <ul style="list-style-type: none"> • Midnight is 00:00
Format	Time in 24-hour clock HH:MM Ensure a colon (:) is used.
Field length	5

47. Call event 		
Description	The device that was activated which initiated a call to the Alarm Receiving Centre.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
Personal alarms and alerts		
01	Community alarm	Indicates source of alarm. <i>Includes:</i> <ul style="list-style-type: none"> • Pendant and wrist worn.
02	Base unit	Indicates source of alarm. Also called integral button.
05	Falls detector	Indicates source of alarm. <i>Includes:</i> <ul style="list-style-type: none"> • Button press.


06	Movement or inactivity detector	Indicates source of alarm. <i>Includes:</i> <ul style="list-style-type: none"> • PIR movement detectors • Inactivity monitors including lifestyle monitoring linked to the ARC.
07	Bed/chair monitor	Indicates source of alarm.
08	GPS monitor	Indicates source of alarm.
09	Enuresis sensor	Indicates source of alarm.
10	Epilepsy monitor	Indicates source of alarm.
20	Medication dispenser	Indicates source of alarm.
25	Bogus caller button	Indicates source of alarm.
Environmental sensors		
30	Smoke detector	Indicates source of alarm.
31	Heat detector	Indicates source of alarm.
32	CO detector	Indicates source of alarm.
33	ARC-linked gas detector	Indicates source of alarm.
34	Flood detector	Indicates source of alarm.
35	Door contacts or property exit sensors	Indicates source of alarm.
Other devices		
40	Telephone call	Indicates a direct call from mobile phone or landline.
50	ARC-linked consumer technology	

48. Call reason 		
Description	The reason for an incoming alarm call.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
Customer Calls		
01	Reassurance required	Indicates reassurance is required. Verbal support and/or reassurance only is required by the customer, e.g. <ul style="list-style-type: none"> • Reassurance of carer visit times • That help is on the way, or confirming time of day/night.
02	Assistance required – customer unwell	Indicates that the customer or carer is requesting assistance because the customer is unwell.


03	Assistance required – fall	Indicates that the customer or carer is requesting assistance due to a fall.
04	Assistance required – repositioning	Indicates that the customer or carer is requesting assistance to reposition the customer.
05	Assistance required – immobility	Indicates that the customer or carer is requesting assistance due to immobility, e.g. unable to get up from a chair, bed, toilet or commode, or get out of the bath.
06	Assistance required – medication	
07	Assistance required – continence management	Indicates the customer or carer is requesting assistance with continence. This may include ‘toileting’ and assistance with catheter care.
08	Assistance required – other immediate personal care	Anything not included in codes 02 – 08 above. Please include narrative.
09	Assistance required – indirect support	Indicates that the customer or carer is requesting assistance that doesn’t require an immediate in-person response. <i>Includes:</i> <ul style="list-style-type: none"> • Notification that housing repairs are required • Support to contact other services or make appointments.
10	Support with consumer technology	Indicates the person is requesting support to operate, configure their own consumer device.
11	Information provided by customer	Indicates information is provided. <i>Includes:</i> <ul style="list-style-type: none"> • Non-urgent information is provided by customer, for example, updated details, or notification of holiday Uplift of equipment requests.
17	Accidental activation – no assistance required	Indicates the activation was made in error by the customer and no assistance is required. Also known as a ‘false call’.
18	Request unclear	Indicates the cause of the call is unclear. Also known as ‘negative call’ or a ‘confused response’.
19	No speech response	Indicates a ‘no response’ call .
Device Alerts		
20	Activation of smoke detector	Indicates there has been an activation of a smoke detector.

21	Activation of heat detector	Indicates there has been an activation of a heat detector.
22	Activation of CO detector	Indicates there has been an activation CO detector.
23	Activation of gas detector	Indicates there has been an activation of gas detector.
24	Activation of flood detector	Indicates there has been an activation of a flood detector.
25	Activation of property exit sensor	Indicates the reason for the call is activation of property exit sensor - it is not established at this stage whether the person has left the property.
26	Inactivity alert	Indicates an environmental sensor has alerted due to a period of inactivity.
Responder Calls		
40	Request access to property	Indicates a call was made to request door entry or key safe access (grouped housing).
41	Responder call	Indicates a call was made by the responder from the customer's base unit to the ARC. <i>Includes:</i> <ul style="list-style-type: none"> • To inform ARC of arrival at the property • To request assistance • To inform ARC of outcome of response.
Fault Alerts		
80	Failed call	Indicates a call between an alarm unit and an Alarm Receiving Centre has arrived at the ARC, but failed to connect correctly. <i>Includes:</i> <ul style="list-style-type: none"> • Handshake failures.
81	Telecare equipment fault or loss	Indicates the activation was to a report a fault with telephone line or telecare equipment or loss of equipment, such as pendant or standalone equipment.
82	Urgent property fault	Indicates the activation was to report a property fault that requires immediate repair.
83	Low battery	Indicates the activation was the result of an auto low battery alert.
84	Mains power failure	Indicates the activation was a result of mains power failure.
Test Calls		
90	Test call	Indicates the activation was made to test equipment. <i>Includes:</i> <ul style="list-style-type: none"> • Monthly test by customer • Testing during installation. <i>Excludes:</i> <ul style="list-style-type: none"> • Testing during telecare review (post installation or annual) (select Code 91 for this).

91	Test Call – telecare review	Indicates the activation was made to test equipment as part of a customer’s review. <i>Excludes:</i> <ul style="list-style-type: none"> • Monthly test by customer (select Code 90 for this) • Testing during installation (select Code 90 for this).
Alternative		
27	Alternative	Use this code only if the call reason does not fit with the above categories.

49. Call action 		
Description	The action required as a result of an incoming call.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Multiple codes possible	
Codes and values		
Code	Value	Explanatory notes
01	Contact customer	<i>Includes:</i> <ul style="list-style-type: none"> • Checking on status of customer • Providing updates or information • Contacting customer’s contact as requested by the customer.
02	Contact customer’s nominated person	<i>Includes:</i> <ul style="list-style-type: none"> • The customer’s emergency contact • The customer’s next of kin.
03	Request response service attendance	Indicates an onsite response was requested.
04	Contact ambulance service	Indicates the Scottish Ambulance Service was contacted.
05	Contact fire service	Indicates the Scottish Fire and Rescue Service was contacted.
06	Contact police	Indicates Police Scotland were contacted.
07	Contact care at home service	Indicates the care at home service or independent care provider was contacted.
08	Contact onsite housing staff	Indicates on-site housing staff were contacted.
09	Contact GP or District nurse	Indicates the GP, GP Practice or District Nurse was contacted.
10	Contact social work	Indicates the care manager or duty social worker was contacted.
11	Contact NHS 24	Indicates NHS 24 was contacted. <i>Includes:</i> <ul style="list-style-type: none"> • Out of hours GPs.
12	Door entry	Indicates access to property was enabled. <i>Includes:</i>


		<ul style="list-style-type: none"> • Remote door entry • key safe access.
13	Follow-up or progressing a fault	<i>Includes:</i> <ul style="list-style-type: none"> • Auto Low Battery alerts • Unit mains failure.
14	Follow-up failed call	Indicates a previous failed call is being followed-up.
15	Previously actioned	Indicates the call has been actioned previously so no further action required.
16	No action required	Indicates no action was required by the call handler.


50. Call closure reason 		
Description		The confirmed reason for an incoming call.
Notes		This may be the same as the incoming call reason field. Where that is the case, the information may be populated by that field.
Format		Integer
Field length		2
Single or multiple		Single code only
Codes and values		
Code	Value	Explanatory notes
Customer Calls		
01	Reassurance required	Indicates reassurance was required. Verbal support and/or reassurance only was required by the customer, e.g. <ul style="list-style-type: none"> • Reassurance of carer visit times • That help was on the way, or confirming time of day/night
02	Assistance required – customer unwell	Indicates that the customer or carer requested assistance because the customer was unwell.
03	Assistance required – fall	Indicates that the customer or carer requested assistance due to a fall.
04	Assistance required – repositioning	Indicates that the customer or carer requested assistance to reposition the customer.
05	Assistance required – immobility	Indicates that the customer or carer requested assistance due to immobility, e.g. unable to get up from a chair, bed, toilet or commode, or get out of the bath.
06	Assistance required – medication	
07	Assistance required – continence management	Indicates the customer or carer requested assistance with continence. This may include ‘toileting’ and assistance with catheter care.


08	Assistance required – other immediate personal care	Anything not included in codes 02 – 08 above. Record relevant detail in the narrative.
09	Assistance required – indirect support	Indicates that the customer or carer requested assistance that didn't require an immediate in-person response. <i>Includes:</i> <ul style="list-style-type: none"> • Notification that housing repairs are required • Support to contact other services or make appointments.
10	Support with consumer technology	Indicates the customer requested support to operate or configure their own consumer device.
11	Information provided by customer	Indicates information was provided. <i>Includes:</i> <ul style="list-style-type: none"> • Non-urgent information was provided by customer, for example, updated details, or notification of holiday • Uplift of equipment requests.
17	Accidental activation – no assistance required	Indicates the activation was made in error by the customer and no assistance was required. Also known as a 'false call'.
18	Request unclear	Indicates the cause of the call was unclear. Also known as 'negative call' or a 'confused response'.
19	No speech response	A 'no response' call.
Device Alerts		
20	Activation of smoke detector	Indicates there was an activation of a smoke, heat, CO, flood or gas detector.
21	Activation of heat detector	Indicates there was an activation of a heat detector.
22	Activation of CO detector	Indicates there was an activation CO detector.
23	Activation of gas detector	Indicates there was an activation of gas detector.
24	Activation of flood detector	Indicates there was an activation of a flood detector.
25	Activation of property exit sensor	Indicates the reason for the call was activation of a property exit sensor.
26	Inactivity alert	Indicates an environmental sensor has alerted due to a period of inactivity.
Response Calls		
40	Request access to property	Indicates a call was made to request door entry or key safe access (grouped housing).

41	Responder call	Indicates a call was made by the responder from the customer's base unit to the ARC. <i>Includes:</i> <ul style="list-style-type: none"> To inform ARC of arrival at the property To request assistance To inform ARC of outcome of response.
Fault Alerts		
80	Failed call	Indicates a call between an alarm unit and an Alarm Receiving Centre has arrived at the ARC, but failed to connect correctly. <i>Includes:</i> <ul style="list-style-type: none"> Handshake failures.
81	Telecare equipment fault or loss	Indicates the activation was to report a fault with telephone line or telecare equipment or loss of equipment, such as pendant or standalone equipment.
82	Urgent property fault	Indicates the activation was to report a property fault that requires immediate repair.
83	Low battery	Indicates the activation was the result of an auto low battery alert.
84	Mains power failure	Indicates the activation was a result of mains power failure.
Test Calls		
90	Test call	Indicates the activation was made to test equipment. <i>Includes:</i> <ul style="list-style-type: none"> Monthly test by customer Testing during installation. <i>Excludes:</i> <ul style="list-style-type: none"> Testing during telecare review (post installation or annual) (select Code 91 for this).
91	Test Call – telecare review	Indicates the activation was made to test equipment as part of a customer's review. <i>Excludes:</i> <ul style="list-style-type: none"> Monthly test by customer (select Code 90 for this) Testing during installation (select Code 90 for this).
Alternative		
27	Alternative	This code should be used only if the call reason does not fit with the above categories.

ATTENDED RESPONSE INFORMATION

51. Date of attended response 	
Description	The date of the attended response by the funded Telecare Service.
Notes	This field is used to capture the date the responder arrived at the customer's property.
Format	Date - DDMMCCYY
Field length	8

52. Time responder arrived at property 	
Description	The time of day the funded telecare response service arrived at the property. <i>Excludes responses by:</i> <ul style="list-style-type: none"> • Emergency services • Volunteer key holder (family, friends, neighbours).
Notes	The day runs from midnight to midnight. <ul style="list-style-type: none"> • Midnight is 00:00
Format	Time in 24-hour clock HH:MM Ensure a colon (:) is used.
Field length	5

53. Attended response provided by 		
Description	The service or person that provided the onsite response. Includes all attended responses arranged by the call handler.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Multiple codes possible	
Codes and values		
Code	Value	Explanatory notes
01	Telecare responder service	Indicates the response was provided by a team of specially trained staff to provide a community alarm/telecare response.
02	Home care service	Indicates the response was provided by home care staff, wardens, or similar staff, who can provide practical help in an emergency, and can appraise a situation (such as a fall, or failure to answer the door) so ensuring that the appropriate support is provided.
03	Nominated key holder or contact	Indicates the response was provided by a person nominated by the customer, who has consented to be a key holder for the customer or a contact person.
04	Housing services	Indicates the response was provided by housing support staff, including: <ul style="list-style-type: none"> • Sheltered housing support staff

		<ul style="list-style-type: none"> Housing officer.
05	Health care service	<p>Indicates the response was provided by a health care professional, for example, a nurse, physiotherapist, occupational therapist or GP.</p> <p><i>Excludes:</i></p> <ul style="list-style-type: none"> Scottish Ambulance Service.
06	Ambulance	Indicates the response was provided by the Scottish Ambulance Service.
07	Fire and Rescue	Indicates the response was provided by the Scottish Fire and Rescue Service.
08	Police	Indicates the response was provided by Police Scotland.
09	Third sector organisation	Indicates the response was provided by a third sector service commissioned by the Telecare Service to provide trained staff to deliver the response visit on their behalf.
10	Emergency repair	<p>Indicates the response was provided by an external service to undertake emergency repairs.</p> <p><i>Includes:</i></p> <ul style="list-style-type: none"> Care and Repair (emergency only) Utility company Telecoms Property or fire alarms Technical repairs to enhanced technology.
11	Other	Use this category for responders that do not fit above categories.

54. Attended response by type of support required

Description	The type of support or care required when an onsite response is provided by a telecare response service or home care service.	
Notes	<p><i>Excludes responses by:</i></p> <ul style="list-style-type: none"> Emergency services Other health professionals Nominated key holders. 	
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	Accidental activation /no assistance required	Indicates false alarm and no support was required.
02	Locate the customer in property	Indicates location of customer is required after a property exit sensor alert and the person is located in the property.

03	Locate the customer outside the property	Indicates location of customer is required after a property exit sensor alert and the person is located out with the property.
04	Fall management	Indicates support was provided to assist the customer from the floor following a fall.
05	Continance management	Indicates the customer or carer is requesting assistance with continance (may include toileting).
06	In-person assistance	Indicates that the customer or carer is requesting assistance. <i>Includes:</i> <ul style="list-style-type: none"> • The customer is unwell • Assistance with repositioning • Assistance with mobility for example unable to get up from a chair, bed, toilet or commode or get out of the bath. <i>Excludes:</i> <ul style="list-style-type: none"> • Assistance with continance care (select Code 05 for this).
07	Nominated contact/family assistance	Indicates the responder requested attendance from named contact or family.
08	Escalation to ambulance service	Indicates the responder requested attendance by the ambulance service.
09	Escalation to Fire and rescue	Indicates the responder requested attendance by the fire and rescue service. <i>Includes:</i> <ul style="list-style-type: none"> • For forced access to a property.
10	Escalation to police	Indicates the responder requested attendance by the police.
11	Escalation to NHS 24	Indicates the responder requested advice from NHS 24.
12	Escalation to another health service	Indicates the responder services requested another service attend, including a health professional (Such as GP, District Nurse).

55. Date responder left property

Description	The date of the attended response.
Notes	This field is used to capture the date the responder left the customer's property.
Format	Date - DDMMCCYY
Field length	8


56. Time responder left property


Description	The time of day the funded telecare response service left the property. <i>Excludes responses by:</i> <ul style="list-style-type: none"> • Emergency services • Volunteer key holder (family, friends, neighbours).
Notes	The day runs from midnight to midnight. <ul style="list-style-type: none"> • Midnight is 00:00
Format	Time in 24-hour clock HH:MM Ensure a colon (:) is used.
Field length	5

57. Number of Responder staff deployed

Description	The number of members of staff attending a response. <i>Includes:</i> <ul style="list-style-type: none"> • Funded telecare responses only. <i>Excludes responses by:</i> <ul style="list-style-type: none"> • Emergency services • Volunteer key holder (family, friends, neighbours). 	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	One member of staff	
02	Two members of staff	
03	Three members of staff	
04	Four members of staff	


PROACTIVE CALLS TO CUSTOMERS


58. Date of outbound proactive call 	
Description	The date an outbound proactive call is made to the customer by the Telecare Service.
Notes	This field is used to capture the date of the proactive call to the customer.
Format	Date - DDMMCCYY
Field length	8


59. Outcome of outbound proactive call 		
Description	The outcome of an outbound proactive call.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Multiple codes possible	
Codes and values		
Code	Value	Explanatory notes
01	No action	Following an arranged call, no specific action was required.
02	Request telecare provision review	Following an arranged call, a review of telecare provision was requested due to change in needs, or issues with current equipment or service.
03	Escalation of concerns	<p>Following an arranged call, the situation was escalated because of the customer's or call handler's immediate concerns.</p> <p><i>Includes escalation to:</i></p> <ul style="list-style-type: none"> • Social Work • Social Care • GP/GP practice • Family • Emergency services
04	Onward referral	<p>Following an arranged call, an onward referral was made to another agency or service to provide appropriate care and support.</p> <p><i>Includes referrals to:</i></p> <ul style="list-style-type: none"> • Social Care • Social Work • Falls teams <p>If the referral relates to immediate concerns, use Code 02 'Escalations of concerns'</p>

05	Signpost to community support	Following an arranged call, the call handler provided information about a community-based service or organisation with a view to the customer or their family/carer contacting the service or organisation.
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NOTIFICATIONS AND ONWARD REFERRALS

60. Date of notification or onward referral to another service or agency 	
Description	The date the Telecare Service notified another service or agency of changes to a customer's circumstances or needs, or referred the customer to another service or agency due to concerns and/or a change in the customer's circumstances or needs.
Notes	This field is used to capture the date the Telecare Service made the notification or referral.
Format	Date - DDMMCCYY
Field length	8


61. Referral to other service or agency 		
Description	A contact with a customer or their nominated person results in onwards referral to other services or agencies. This field indicates the point at which that happened. <i>Includes:</i> <ul style="list-style-type: none"> adding a notification in a relevant system. 	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	Pre-install	Indicates onwards referral prior to the telecare installation
02	Post-incoming call/s	Indicates onwards referral followed incoming call or series of calls from a customer.
03	Post-proactive call	Indicates onwards referral following an arranged proactive outbound call with a customer or their carer.
04	Post-response	Indicates onwards referral following a response visit to the customer.
05	Post-review	Indicates onwards referral following a telecare review of the customer.


62. Type of service referred to 	
Description	The type of agency or agencies that the customer was referred or signposted to.
Notes	
Format	Integer
Field length	2
Single or multiple	Multiple codes possible
Codes and values	

Code	Value	Explanatory notes
01	Other health	Record detail in the narrative.
02	Other care	Record detail in the narrative.
03	Housing services	Record detail in the narrative. <i>Includes:</i> <ul style="list-style-type: none"> • Housing associations • Housing specific advice organisations
04	Third sector organisation	Record detail in the narrative.
05	Social Prescriber	Record detail in the narrative.
06	Alternative	Other known service, not listed.


63. Reason for onward referral 		
Description	The type of agency or agencies that the customer was referred or signposted to.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Multiple codes possible	
Codes and values		
Code	Value	Explanatory notes
01	Falls management	Record detail in the narrative.
02	Loneliness and isolation	Record detail in the narrative.
03	Mental wellbeing Support	Record detail in the narrative.
04	Aids and adaptations	Record detail in the narrative.
05	Additional TEC	Record detail in the narrative.
06	Finance and benefit support	Record detail in the narrative.
07	Wider social care needs	Record detail in the narrative.
08	Wider health needs	Record detail in the narrative.
15	Other known reason	Record detail in the narrative.


REVIEW INFORMATION

64. Date of telecare review 	
Description	The date the customer received a review of their Telecare Service.
Notes	
Format	Date - DDMMCCYY
Field length	8

65. Outcome of telecare review 		
Description	Action taken following a telecare review.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Multiple codes possible	
Codes and values		
Code	Value	Explanatory notes
01	No actions required	Indicates no action was required following the review.
02	Replace/update of device/s	Indicates current device/s require/s replacement or update, or adjustment of device settings.
03	Changes to devices provided	Indicates additional devices were required or devices were removed.
04	Changes to response arrangements	Indicates changes were required to how service responds to alerts going forwards, including escalation, response, support required.
05	Referral to other service or agency	Indicates a referral was made to another service or agency.
06	Withdrawal of service	Indicates the devices and the service were withdrawn.
07	No response	The customer could not be contacted by the telecare service to undertake a review at this time.

WITHDRAWAL INFORMATION

66. Telecare Service withdrawal date (S) 	
Description	The date the service ceased being used by the customer.
Notes	<p>This field is used to capture the date the customer completely discontinued using Telecare Services.</p> <p>Where a customer has had a trial period of receiving Telecare Services this should be recorded as an installation and also be recorded as service withdrawal.</p> <p>A customer may have one or more instances of a service running either consecutively or concurrently, for example, they may have a Telecare Service and then for a period of time also have a Proactive Outbound Calling Service. Each instance should be recorded with linked start and end dates.</p>
Format	Date - DDMMCCYY
Field length	8

67. Reason for Telecare Service withdrawal 		
Description	The reason the community alarm or Telecare Service has been discontinued.	
Notes		
Format	Integer	
Field length	2	
Single or multiple	Single code only	
Codes and values		
Code	Value	Explanatory notes
01	Admitted to long term care facility	Indicates the customer has been admitted to a care home or other long term care facility.
02	Admitted to hospital	Indicates the customer was admitted to hospital.
03	No longer needed	<p>Indicates the service is no longer required for reasons other than admission to hospital (Code 02 or care (Code 01), or deceased (Code 4).</p> <p><i>May include:</i></p> <ul style="list-style-type: none"> • a customer moving out of the area, or living with family • the customer no longer needs the service • the customer choses to no longer receive a service.
04	Deceased	Indicates the customer is deceased.
05	Charges	Indicates the withdrawal is related to the service charge, including an introduction or increase in charge.
06	Proactive Calling Concluded	Indicates the customer has achieved the intended aims of an instance of proactive calling.

Appendix One

Telecare Information Framework for Scotland: what can we learn.

The Customer Individual Level Data

Customer Details

In addition to standard identifiers, access to details of the customer's demographic data including their address, living status and next of kin will ensure services are effective, connected and coordinated.

Are there particular communications needs and preferences, such as their preferred language for communication or where factors such as hearing difficulty might require modification to communication between the service and the customer?

Are there recorded physical or mental health issues that can inform assessment of situations and shape any responses that may be judged necessary, such as after an alarm call?

Are there particular medicines that the customer is taking regularly, or should take, that may be relevant?

Does the customer have additional care in place?

Does the customer have caring responsibilities?

Entry to Service

How has the customer made contact with the Telecare service and how quickly has their referral and assessment been completed?

What is the intended benefit of the Telecare service to the individual?

Installation

When did the customer start receiving a service?
What technology was required?

Something about delays to installation which could be attributed to delayed hospital discharges, etc.

Call Handling and Response

What type of support is being provided?

How often is the customer using the service and is there an identifiable pattern that might indicate unmet need?

Is usage changing over time, and does this reflect changes in the customer's health and wellbeing?

How often are external agencies required as part of a response?

Are proactive outbound calls being provided and what impact is this having on reactive calls?

Is the proactive service identifying unmet need, and notifying or referring to other services?

Review

What proportion of customers are receiving a review, are these happening at an agreed interval?

What is preventing or enabling reviews?

What changes to care and support received are happening following reviews?

Taking account of other data you have on customer needs does your service profile appear to correspond with those needs or are changes indicated?

Are new and emerging policies and practice across health and social care being built into service model planning?

Exit from Service

How long did the customer receive the service?

Why was the service discontinued?

Is a follow up desirable to respond to a discontinuation of service?

The Service Aggregated Data

Customer Details

What is the pattern of health characteristics of people receiving telecare services and is this pattern changing over time?

Do the trends, in age profile and in other characteristics, suggest how local Telecare services should adapt to meet future demand?

Is the service reaching the segments of the population that would benefit from the telecare services available, including people from harder-to-reach and minority communities?

Does the balance of funded responses vs family responses correspond with expectations of customers and the Telecare service.

Entry to Service

How many people are requesting to receive the service?
Is this changing over time and is the reason known?

Are there frequent pathways into the telecare service and are there emerging new pathways evident?

Do trends suggest that Telecare services are well-integrated within the health and social care landscape?

Performance of telecare services for example time from referral to installation pointing to local, national or global events or changes. (supply issues).

Installation

Numbers of people receiving or having received a service?

What devices are being deployed?

Are there changes occurring over time in the profile of devices being deployed; is the reason apparent?

What is the cost of deploying or not deploying particular services, now and in the future?

What skills are required by the telecare workforce to install and support new technologies?

Call Handling and Response

What is the frequency of different alarm activations, by type? Are these the patterns the service should expect and are equipped to respond to?

When is the service receiving calls? Do the peaks and troughs correspond to availability of staff levels?

What are the reasons for calls; are there patterns which require follow up?

What type of support is the service providing? How is this changing over time
What are the implications on staff training, capacity and resource, including peer and management support requirements?

Is the service working with other services and agencies to offer the right care and support at the right time to the right people? What other services or agencies are involved? Is this expected, properly coordinated and resource implications understood by the other agencies/services?

Are proactive outbound calls being provided. Does it have an impact on the number and type of reactive calls and/or external support needs?

Review

What proportion of customers are receiving a review, are these happening at an agreed interval?

What is preventing or enabling reviews?
What changes to care and support received are happening following reviews?

Taking account of other data you have on customer needs does your service profile appear to correspond with those needs or are changes indicated?

Are new and emerging policies and practice across health and social care being built into service model planning?








Exit from Service


What is the distribution and average length of time of service delivery? Is this what is expected from past trends?

Where there have been any changes over time, what are these and are the reasons for them known?

Why are services being discontinued; is this what is expected; are there patterns over time and do the trends suggest that changes are needed?

Appendix Two Glossary

Term	Meaning	Return
UPRN	<p>A UPRN is a unique numeric identifier for every addressable location in Great Britain. The identifier is critical for property related information and can be found throughout OS's AddressBase products.</p> <p>An addressable location may be any kind of building, residential or commercial, or it may be an object that might not have a 'normal' address – such as a bus shelter or an electricity substation. UPRNs provide these addressable locations with a consistent, persistent identifier never being reused, for example 141020274.</p>	
Referral	<p>A referral is a request to a service to provide appropriate telecare. A referral may be made by a person or an organisation on behalf of a customer, or a person may refer him/herself.</p>	
Intermediate Care	<p>Intermediate care covers a range of care options, which allow people to avoid hospital, return home from hospital sooner, recover from illness faster, and plan for their future care.</p>	
Reablement	<p>Reablement is the process of a local council providing personal care, such as help with daily living activities and other practical tasks. It usually lasts for up to 6 weeks, and helps give people the confidence and skills to carry out these activities for themselves, so they can continue to live at home as independently as possible.</p>	
Fall	<p>A fall is defined as an event which results in a person coming to rest inadvertently on the ground or floor or other lower level.</p> <p><i>Includes:</i> Falls from the bed or chair.</p>	
'No Response' Call	<p>A 'No response' call is a customer-generated alarm where there is no verbal communication. Also known as 'no speech' or 'no voice' call.</p>	
Proactive Call	<p>A proactive call is a planned call to the customer initiated by the call handler or wider Telecare Service that aims to enable wellbeing and/or anticipate or prevent an incident or crisis.</p> <p><i>Excludes:</i></p> <ul style="list-style-type: none"> • Test calls • Reviews <p>Responding to an immediate situation.</p>	

Onward Referral	An onward referral is a request to another agency or service to provide appropriate care and support.	
Review	<p>A review is a process which takes place through a home visit or telephone call, and includes a combination of the following:</p> <ul style="list-style-type: none"> • Calls history within the review period • A check/update of information held on the person, including their contacts/phone numbers, their health status and medication • A check of how the property is accessed • An equipment check. This is more thorough than the remote monthly check carried out by clients. The base unit and the pendant are checked along with all the peripheral devices. Battery back-up is also checked <p>A check to ensure the service is still able to meet the needs of the customer.</p>	