

THE NATIONAL TELECARE & TELEHEALTH CONFERENCE

2009

One event, one industry
Telecare and Telehealth in action



Hilton London Metropole Hotel
Monday 16th to Wednesday 18th November 2009

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3 days. 10 keynote speakers. 28 interactive workshops. One industry.
The networking event for telecare and telehealth.
Unrivalled in the UK for delegate attendance and programme content.

tsc
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Conference Programme

Monday 16th November – afternoon only



Opening address and afternoon host, Dame Joan Bakewell

Writer and broadcaster and now the Government appointed champion of the elderly, Dame Joan Bakewell's role includes raising the profile of age equality issues.

Exploring The Changing Role Of Carers In An Ageing Society – looks at how telecare can help carers and the people they care for lead more independent lives.

Imelda Redmond, Chief Executive, Carers UK

Older Generations And Their Interface With Technology – how we can do better by creating environments of choice using simple user-friendly technologies that can help patients keep physically and mentally active.

Simon Roberts, EMEA Ethnographic Research and Innovation, Intel Digital Health Group

Individual Budgets – the strategy for personalisation and its potential impact on the telecare market.

David Behan, Director General for Social Care, Local Government and Care Partnerships, Department of Health

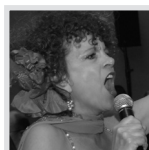
From Tele-Care To Tele-Partnerships – explores the challenge of enhancing the quality of telecare services through user-centred involvement in their design and delivery.

Stephen Wey, Senior Lecturer, York St John University Centre for Enabling Environments and Assistance Technology (CEEAT)

Networking Dinner

Code of Practice Award Ceremony hosted by Dame Joan Bakewell.

Evening Entertainment by Opera Tottie



Opera Tottie – a man, a woman and a piano, who perform a classy, clever, stylish entertainment that spans opera to Jazz. An evening of warmth, wit and laughter.

(Dinner is optional for day delegates)

Tuesday 17th November – full day

Whole System Demonstrators – an update on this high-profile project that will impact the future for telecare and telehealth.

Tim Ellis, Whole System Demonstrator Programme Manager, Service Design Division, Department of Health.

Management Of Chronic Medical Conditions Via Telehealth – the US Department of Veterans Affairs' experience. What are the benefits and burdens of remote monitoring for health professionals and service users over considerable distances?

Janice E Knoefel, MD, MPH, Professor of Medicine (Gerontology) and Neurology, University of New Mexico, Albuquerque, NM

Digital Britain – the opportunities for telecare and telehealth providers and users – high quality, high speed, high capacity voice and data transfer will help transform health and social care. Find out how.

Richard Foggie, Assistant Director Electronic Innovation, Department of Business, Enterprise and Regulatory Reform

Working Smartly With Assistive Technology And Telecare – considers the present and future opportunities offered by telecare in the delivery and implementation of the National Dementia Strategy. Clive Evers, Head of Professional Liaison, Alzheimers Society

Workshop Session 1

Choose one Overview Session from Menu B (opposite)

Lunch

Workshop Session 2

Choose one Depth Workshop from Menu A or One Overview Workshop from Menu B

Workshop Session 3

Choose one Overview Workshop from Menu C
NB. Depth Workshops from Session 2 continue

Delivering An End-To-End Managed Telehealth Service – The Northern Ireland Experience

The Health and Social Care System in Northern Ireland has been working to design, procure and implement a remote telemonitoring service to support the delivery of care to 5,000 people with long term, chronic disease. This session will describe the challenges that have been encountered, how they have been overcome and the lessons learned. Eddie Ritson, Director of Strategy Development, European Centre for Connected Health

Gala Dinner (black tie – optional) with guest speaker Stephen K. Amos



Stephen K. Amos is a British stand-up comedian and a regular on the London comedy circuit and guests on TV shows such as Have I Got News For You. He has attended the Edinburgh Fringe Festival every year since his debut solo show in 2001.

(Dinner is optional for day delegates)

Wednesday 18th November – morning programme



Workshop Session 4

Choose one Overview Workshop from Menu C

Surprise Guest Motivational Speaker

It was Simon Weston at Cardiff, 2007. Chris Moon at Brighton, 2008. Who will inspire at London 2009?

Create your own Conference experience. Choose from intensive Depth Workshops or shorter Overview Workshops. Delegates select their workshops closer to the Conference date.

Tuesday 17th November and Wednesday 18th November

MENU A – DEPTH WORKSHOPS – 2 HOURS, TUESDAY ONLY

Safeguarding – does telecare protect the user or does it protect the carer? Alan Clark and Lynn Laws, Directors, SCP Consult

Virtual Extra Care Project: Virtex – an innovative ALIP (Assisted Living Innovation Platform) funded project delivering Virtual Extra Care Services within local communities. Melinda Phillips, Chief Executive, Housing 21 and Steve Sadler, Chief Technology Officer, Tunstall Group

From Telecare To Telehealth – engage with TSA to develop the integration of telecare and telehealth services and the need for a Telehealth Code of Practice. Professor Russell Jones, Associate Chair, Department of Information Systems and Computing, Brunel University and Dr Nicholas Robinson, Associate Clinical Director for Long Term Conditions and Telecare, NHS Direct

The Vets Experience Close Up – following the key note presentation, a unique opportunity to question closely exactly what has been achieved, the issues and how they were addressed. Janice E Knoefel, MD, MPH, Professor of Medicine (Gerontology) & Neurology, University of New Mexico, Albuquerque, NM

MENU B – OVERVIEW WORKSHOPS – 1 HOUR, TUESDAY ONLY

Update On The Advanced Living Innovation Programme (ALIP) And Technology Strategy Board Programme – learn about the significant advances in technology needed to enable people who suffer from chronic long term conditions to live independently. Graham Worsley, Programme Manager, ALIP/TSB Programme

Monitoring Centre Responses To Telecare Service Users – how to monitor the quality of operator responses in the 24/7 monitoring centre, building consistency in service delivery and service user confidence. Sandra Houghton, Service 24 Manager and Kerry Smith, Service 24 Supervisor, LHA/ASRA Group

When The Inspector Calls – delve into the detail of the requirements of the 2009 TSA Code of Practice as you prepare for accreditation. Chris Waller, TSA Inspection Manager, Insight Certification Ltd

Pilot Telehealth Project Within Mid Essex PCT – detailing how the telehealth solution has been used to reduce unplanned admissions and A+E attendances for people with COPD and CHF and what participants felt about the process. Claire Aldridge, Carecall Manager and Sarah Aldridge, Telecare Development Co-ordinator, Central Essex Community Services, Mid Essex PCT

Mainstreaming Hospital Discharge Service Via Telecare – the lessons learnt, the need for partnerships, awareness training, lead authority responsibilities, the pitfalls and solutions. Brenda Jackson, Careline Manager and David Jewer, Home Visitor, Chichester DC

Implementing Telecare and Telehealth In Nottingham City – why use assistive technology to tackle long term conditions? The operations of rolling out the project. Benefits and barriers. Evaluating the impact. Lessons learnt. Dave Miles, Telecare Project Manager, Adult Services, Housing and Health, Nottingham City Council and Sally Parker, Project Manager, NHS Nottingham City

Telecare Assessment – Barnet Council provides an holistic person-centred assessment for telecare, focusing on the origins of the person-centred approach and the main elements involved. Guy Dewsbury, Telecare Co-ordinator, Older Adult Social Services, London Borough of Barnet

It's Telehealthcare Jim, But Not As We Know It – the move from provider push to GP led demand and innovation in practice based commissioning clusters. Professor Ruth Chambers, G.P. North Staffs, Clinical Lead Practice Based Commissioning NHS Stoke-on-Trent, Honorary Professor of Primary Care and Phil O'Connell, Project Officer, Stoke-on-Trent City Council

Dementia Services Supported By Telecare – the role of telecare supporting people with dementia and the outcomes achieved. Barbara Dunk, Occupational Therapist Consultant for Assistive Technology, South London and Maudsley NHS Foundation Trust and Manuela Schuette, Assistive Technology Lead, Strategy & Commissioning, Adults and Community Services, London Borough of Lambeth

MENU C – OVERVIEW WORKSHOPS – RUN ON BOTH DAYS

Service Users At The Centre Of Telecare Provision – are telecare services focused on the technology or the service user? Have your say. Stephen Wey, Senior Lecturer, York St John University Centre for Enabling Environments and Assistance Technology (CEEAT)

Telecare Profiling – the role of the Telecare Profiler in the delivery of mainstreamed telecare services in East Sussex.

John Chibnall, Business Development Manager and Mary Jones, Telecare Profiler, Wealden and Eastbourne Lifeline

Integrated Workforce – one assessment for telecare, delivered through one route, is what individuals, patients and clients want to see. This workshop looks at the challenges and solutions to integration and how the personalisation agenda can help. Wendy Hardicker, Assistant Director Out of Hospital Care, NHS Norfolk

Mainstreaming Telecare In Stockton-on-Tees – the way forward, providing a person-centred approach to providing independence. Telecare is as much about the philosophy of dignity and independence as it is about equipment and services. Dean Kirby, Care Call Co-ordinator, Stockton-on-Tees Council

Recruiting And Retaining Monitoring Staff – how to reduce the risk in recruitment and build quality teams for the delivery of 24/7 telecare monitoring. Christian Underhill, Personnel and Training Officer, Clare Jones and Claire St. John, Control Centre Supervisors, Cirrus Careline Ltd

Operation Liberal: Doorstep Crime Busters – looking at the effect of doorstep crime on victims and a partnership approach to supporting them. Marilyn Barratt, Community Safety Officer, Operation Liberal, Leicestershire Police Force

Safe At Home Project – supporting older people with mental health needs. How utilising assistive technology with 24 hour Specialist Intermediate Care services enabled the creation of a flexible, responsive and integrated approach to care provision. Andrew Morris, Service Development, Challenge Team, Adult Social Care, Herefordshire County Council

Protocols – Protocols – Protocols – delve into the detail of BS8521, 21CN and the IP revolution and discover the potential impact for future telecare service delivery. Dave Foster, Director, Intellicare Services Ltd, Charles Henderson, TSA Consultant and Mike Piggott, 21CN Project Manager, British Telecom

Personal Care Environments, ALIP Peace Project – isolation is a key factor in reducing the health and quality of life for elderly and vulnerable people. The Peace Project is designed to help. Chris Webb, Specialist & Clinical Equipment Services Manager, Southampton City Primary Care Trust

Working In Partnership With Community Nurses To Deliver Telehealth Services – working together, identifying the roles and responsibilities of the partner agencies and implementing the telehealth service to support patients. Sue Ridsdale, District Nurse Manager, Community Care, Western Cheshire PCT

Video Conferencing – supporting service users to remain independent by the provision of social video links and in so doing supporting their carers. Susan MacLean, Service Manager (Homecare) and Keith Whitefield, Senior Planning Officer, Angus Council

Delivering Telehealth Outside The Box – the cultural aspects of delivering telehealth in remote rural communities and the processes and challenges working with statutory and third sector organisations. Jan Boulding, Project Manager – Telehealth, Alston Healthcare and Daniel Heery, Chief Executive, Cybermoor Services

Role Of Telecare For Service Users With Autism – how telecare can assist tenants, staff and advocates in living in Supported Housing. How to develop, monitor and review the value for each individual. Linda Milton, Chief Executive, Waltham Forest Housing

Tellycare – delivering telecare and telehealth via TV – a ground breaking project sees telecare/telehealth services being delivered via the national 'Looking Local' interactive TV service using the Nintendo Wii. Guy Giles, 'Looking Local – Operations Manager', Kirklees Council

Digital Technologies, Assistive Living And The Built Environment – a national strategy to enable the successful delivery of assistive living solutions in the built environment. Martyn Gilbert, Chairman OpenHub and Mike Perry, Principal Consultant, Building Research Establishment Ltd

THE NATIONAL TELECARE & TELEHEALTH CONFERENCE

2009

Stay right up to date with what's happening in telecare and telehealth

This event will benefit:

- Commissioners of health and social care services
- Service and technology providers
- Researchers and academics
- Telecare and telehealth project managers

Book your place now. Day delegate and accommodation packages available.



Exhibition Zone

Technology lies at the heart of telecare and telehealth. The Exhibition Zone is where you will find tomorrow's technology in action today. And the leaders setting the pace. Exhibitors include major brands, specialist consultancies and leading service providers. Telecare and telehealth at its most inventive.

Don't miss out.

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