

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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Welcome

Chair's Welcome

Dear Colleague

The warmest of welcomes to the National Telecare and Telehealth Conference 2009. It marks our fourth year as the Telecare Services Association (TSA) and, through its exciting programme and a diverse range of exhibitors, the Conference bears testimony to the TSA's excellent recent progress.

Whether you have come as an

- exhibitor, supplier, service provider or commissioner;
- service user or advocate;
- presenter or facilitator;

there is a great opportunity to share ideas, identify new opportunities and to learn new things. All of these will help to guide us as we gear up, through our products and services, to both maintaining the quality standards which underpin our businesses and services, and meeting the needs of growing numbers of vulnerable people.

Given the journey we have taken over the past few years, there is some cause to celebrate. This is even more the case when we consider (despite the recent cutbacks that are beginning to affect other sectors) the extent of attention that is being given to telecare and telehealth. Such attention is not just in the UK. The European Commission has made it clear that they are concerned for all member states to develop telecare and telehealth solutions as part of a pan-European, win-win strategy.

The Commission sees real benefits to service users and commissioners; savings in costs to the taxpayer; and substantial commercial opportunities for companies that develop and market products. One of their reference points is the estimated €20 billion European Union market for eHealth – of which telecare and telehealth is a substantial part.

All this points to the fact that, although we have come a long way, there is an ongoing journey for the TSA and its members. We invite you, therefore, not only to enjoy the benefits and learn from what the Conference has to offer, but also to join with us on that journey – winning for the UK and winning for Europe.

I very much look forward to meeting you during what I'm sure will be an exciting and stimulating Conference, and to sharing ideas with you about how, together, we can meet the challenges and seize the opportunities.

Very best wishes,
Dr Malcolm Fisk
Chair



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www.telecare.org.uk

Telecare Services Association – realising the potential of telecare and telehealth



Welcome

The three days of Conference offer a wealth of knowledge-building opportunities, including stimulating plenaries and interactive workshops. The international line-up of speakers cover issues that impact on the entire sector, including the ageing population, the development of telecare and telehealth as critical elements within healthcare reform, and the incredible pace of technological development within the industry as a whole. The workshops, with a choice of 27, will provide up front and personal views of areas both strategic and operational. The wealth of workshop options enable you to tailor-make your conference to meet the needs of both yourself and your organisation.

This year's exhibitors can be found in the Exhibition Zone and include leading national and global brands, and accredited service providers, bringing together a showcase of the very latest in telecare and telehealth innovations. It is a not to be missed area of the conference. New for 2009 is the Internet Café, which can be found within the Exhibition Zone, and offers free internet use and a printing facility.

Your coffee and lunches will be served within the Exhibition Zone, enabling you to maximise your time during the breakout sessions.

The evening entertainment is jam packed, as always, with excellent dinners, music and entertainers. This year we feature music, magic and awards at our Networking Dinner on Monday night, and comedy and dancing following our Gala Dinner on Tuesday night.

Telecare and Telehealth in Action.

THE NATIONAL **TELECARE** &
TELEHEALTH CONFERENCE
2009

A huge thank-you goes to our event sponsors. They help to make the National Telecare and Telehealth Conference the most significant event for the sector in the UK.

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Additional sponsorship

Internet café: Intel Digital Health

Lanyards: CarelineUK

Delegate bags: Tynetec Ltd

Magicians: Supra UK Ltd

Networking Dinner Wine:
Hilton London Metropole Hotel

Gala Dinner Balloons: CarelineUK

Programme

Midday	Exhibition Zone opens
From 12.30 – 13.45	Lunch and Coffee – served in the Exhibition Zone
14.00 – 14.15	Conference welcome Paul Gee Chief Executive, Telecare Services Association
14.15 – 14.45	Opening address, and host for the afternoon Dame Joan Bakewell
14.45 – 15.10	Exploring the Changing Role of Carers in an Ageing Society Imelda Redmond Chief Executive, Carers UK
15.10 – 15.35	Older Generations and their Interface with Technology Simon Roberts EMEA Ethnographic Research and Innovation, Intel Digital Health Group
15.35 – 16.00	Individual Budgets David Behan Director General for Social Care, Local Government and Care Partnerships, Department of Health
16.00 – 16.25	From Tele-Care to Tele-Partnerships Stephen Wey Senior Lecturer, York St John University, CEEAT
16.25 – 17.00	Summary and close, Hosted by Dame Joan Bakewell
19.00 – 19.30	Pre-dinner drinks (pay bar)
19.45 – Midnight	Networking Dinner Telecare Code of Practice Awards Ceremony Entertainment by Opera Tottie and magicians Chris Dugdale and Phil Jay

Dame Joan Bakewell

Dame Joan Bakewell's broadcasting career continues into its fourth decade with her series for BBC Radio 3: Belief. She also appears on Radio 4's Saturday Live, BBC 1's Daily Politics, and GMTV's Sunday programme.

Joan's three areas of interest are the arts, religion, and old age. She was BBC television's arts correspondent throughout the 80's, and was later on the board of the National Theatre, The Aldeburgh Festival, and Friends of the Tate. She is currently Chair of the theatre company Shared Experience and also of The National Campaign for the Arts.

In the 90's Joan presented Heart of the Matter on BBC 1 – a programme that dealt with moral and religious dilemmas of our times. A selection of her interviews for her radio series Belief was published in 2005. In 2003 she began a column for The Guardian called Just Seventy.

In 2007 she published "The View from Here: Life at 70". She currently has a weekly column in The Independent each Friday.

Plenary: Monday 16 November



Imelda Redmond

As Chief Executive of Carers UK Imelda Redmond is responsible for ensuring carers have a voice. With over six million people in the UK caring for a relative or friend the need for them to be heard has never been so vital. Imelda believes passionately that caring is one of the most critical issues facing society in the 21st century and that carers should be recognised for their contribution and listened to for their expertise.

Imelda Redmond has had a lifelong commitment to improving the lives of disabled people and their families. Prior to joining Carers UK she ran family support services for children with disabilities and she is currently vice-chair of disabled children's charity Contact-a-Family. She is a Non-Executive Director of The Homerton University Hospital NHS Foundation Trust.

Plenary: Monday 16 November



Simon Roberts

Simon has been researching the interactions of people, culture, technology and business for over a decade. His academic research career began with a cultural study of the satellite TV revolution in India before he started a company to apply anthropology to commercial, social and policy challenges.

Since joining Intel in 2005, Simon has led research on ageing. He designed and conducted the Global Ageing Experience study (100+ households, eight countries), has explored transportation and mobility for older people and developed a number of innovative product/service concepts and prototypes. Most recently his work has focused on the intersection of telecare, domiciliary care and residential housing models for older people in Europe. He is an Intel lead at the Technology Research for Independent Living Centre (TRIL), a multi-year academic-industry collaboration in Ireland. Simon has published widely on ageing, technology and design and is active in promoting the value of social science in successful R&D.

Plenary: Monday 16 November



David Behan CBE

David was appointed Director General: Social Care in the Department of Health in June 2006. He took up post in September 2006. From November 2003 he was the first Chief Inspector of the Commission for Social Care Inspection. From 1996 to 2003 David was Director of Social Services, London Borough of Greenwich and a member of the Greenwich Primary Care Trust Board and the Professional Executive Committee. In 2003 he was the President of the Association of Directors of Social Services. Between 1989 and 1996 David was Director of Social Services with Cleveland County Council, having been Senior Assistant Director and Deputy Director there. Following Local Government reorganisation he held the position of Director of Social Services for Middlesbrough Council. Between 1984 and 1989 he was employed by Avon County Council in a variety of head office posts and as an area manager in North Bristol. Between 1978 and 1984 David was employed by Wakefield Metropolitan District Council Social Services Department, working initially as a social worker then as a team manager in Children's Services. David was born and brought up in Blackburn in Lancashire and graduated from Bradford University in 1978. He was awarded a CBE in 2003, and in 2004 was awarded an Honorary Doctorate in Law by Greenwich University. He is married with two sons.

Plenary: Monday 16 November 2009



Stephen Wey

Stephen Wey is a lecturer at the Faculty of Health and Life Sciences and member of the Centre for Assistive technology and Enabling environments (CEEAT). He has also worked for over 15 years in the field of rehabilitation; primarily with people who have dementia, and his interest in assistive technology and telecare has always been in the context of rehabilitative and enabling practice.

Plenary: Monday 16 November

Workshop: Service users at the centre of telecare provision



Programme

08.30	Exhibition Zone opens and coffee on arrival		
09.30 – 09.45	Opening remarks Dr Malcolm Fisk Chair, Telecare Services Association		
09.45 – 10.10	Whole System Demonstrators Update Tim Ellis Whole System Demonstrator Programme Manager, Department of Health		
10.10 – 10.40	Management of Chronic Medical Conditions via Telehealth Janice E Knoefel, MD, MPH Physician, Geriatrics/Extended Care Section, New Mexico Veteran Health Care System, Department of Veterans Affairs Professor of Medicine (Gerontology) & Neurology, University of New Mexico		
10.40 – 11.05	Working Smartly with Assistive Technology and Telecare Clive Evers Head of Professional Liaison, Alzheimer's Society		
11.05 – 11.30	Digital Britain – the opportunities for telecare and telehealth providers and users Richard Foggie Assistant Director, Electronics Innovation, Department for Business, Innovation and Skills (BIS)		
11.30 – 12.30	Exhibition Zone and coffee		
12.30 – 13.30	LUNCH – served in the Exhibition Zone		
13.30 – 14.30	WORKSHOPS Menu B	13.30-15.30	WORKSHOPS Menu A
14.30 – 15.30	WORKSHOPS Menu B		
15.30 – 16.30	Exhibition Zone and coffee		
16.30 – 17.30	WORKSHOPS Menu C		
19.45 – 01.00	Gala Dinner – Black tie (optional) Entertainment by Stephen Amos and swing band, STAR		

Tim Ellis

Tim Ellis is the Department of Health's Programme Manager for the Whole System Demonstrators.

Tim works within the Service Design Division of the Department and has a special interest in how technology can help people with longer-term or more complex health and social care needs maintain their independence and well being, and lead as fulfilling a life as possible.

Prior to his present post, Tim spent seven years working for a leading management consultancy. His assignments included working in the health, utility, transport and banking sectors.

Plenary: Tuesday 17 November 2009



Janice E Knoefel MD, MPH

Dr. Janice Knoefel is an experienced internist, neurologist and geriatrician. She has worked within academia and the Department of Veterans Affairs for 30 years. Her clinical efforts have been directed at a wide variety of innovative institutional, home and community based programs for aging veterans within the framework of a comprehensive geriatrics program. She has been active in educational efforts within the fields of Geriatric Medicine, Geriatric Neurology and Geriatric Psychiatry, including national curricula and certification examinations in the USA. She is the editor of a textbook in geriatric neurology, The Clinical Neurology of Ageing, whose 3rd edition is in press. Research work has involved epidemiology of dementia and stroke within the Framingham Study, advanced neuroimaging of cognitive processes in ageing and dementia and characterisation and treatment of epilepsy in the elderly. She organised and currently leads the day-to-day clinical activities of the home telehealth program that she will be discussing during the conference.

Plenary: Tuesday 17 November 2009

Workshop: The Vets experience close up



Clive Evers

Clive Evers is Head of Professional Liaison and a media spokesperson for the Alzheimer's Society.

He joined the Society in 1988 as Information and Training Officer and led the Society's earlier work on all aspects of information, education and knowledge management. He has special interests in services for younger people with dementia and palliative care. Clive was chairman of the CJD Support Network from 1997 to 2003 and received an MBE for this work. He is currently chairman of NHS Choices Users Council.

Plenary: Tuesday 17 November 2009



Richard Foggie

Richard Foggie heads the 'Electronics Innovation' team within the Department for Business Innovation and Skills (BIS) Electronics and IT Services Unit. Responsibilities include maintaining a dialogue with Central Government Departments and their Agencies, Local Authorities, Industry and the Third sector to advance technologies/solutions that can be fashioned to deliver e-services to business users and the wider public – whether as consumers, citizens or patients. Much of this work is in support of the UK's Transformational Government Agenda – with a current emphasis on the development of telehealthcare solutions to address long term conditions management and self-care.

Currently working on healthcare innovations ranging from implantable devices through to built infrastructure. Responsibilities range from national policy development, interface with the technology/service supply side and research communities, through to UK representation on European Technology Platforms on embedded systems and the future of silicon devices.

Plenary: Tuesday 17 November 2009



Programme

08.30	Exhibition Zone opens and coffee on arrival
09.30 – 10.30	WORKSHOPS Menu C
10.30 – 11.30	Exhibition Zone and coffee
11.45 – 12.30	Surprise, mystery guest
12.30	Conference closes



Workshop Summaries

MENU A: TUESDAY 13.30 – 15.30

TA01-SAFE LANCASTER

TELECARE AND SAFEGUARDING ADULTS

Does telecare protect the user, or does it protect the carer/agency?

This interactive workshop will look at whether telecare helps to protect vulnerable people from abuse, whilst respecting their right to choice and control.

WORKSHOP LEADER:

Alan Clark, Director SCP Consult

TA02-VIRT PALACE B

VIRTUAL EXTRA CARE PROJECT: VIRTEX

An innovative ALIP (Assisted Living Innovation Platform) funded project delivering Virtual Extra Care Services within local communities. In this workshop you will sample demonstrations of technology and services, before engaging in interactive sessions, where we will aim to capture your views and priorities.

WORKSHOP LEADERS:

Melinda Phillips, Chief Executive, Housing 21 and Steve Sadler, Chief Technology Officer, Tunstall Healthcare

TA03-FROM YORK

FIRST STEPS TO DEVELOPING A TELEHEALTH SERVICE

The change from telecare to telehealth is a hot topic, and this workshop explores how to develop services, and how services can evolve, using short presentations and interactive discussion.

WORKSHOP LEADERS:

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

TA04-VETS PALACE C

THE VETS EXPERIENCE CLOSE UP

Following the key note presentation, a unique opportunity to explore the method of data collection, communication between patients and healthcare staff, clinical intervention algorithms and clinical outcomes. The discussions will focus on two chronic medical conditions, congestive heart failure and chronic obstructive pulmonary disease (COPD)

WORKSHOP LEADER:

Janice E Knoefel, MD, MPH, New Mexico Veteran Health Care System, Department of Veterans Affairs and Professor of Medicine (Gerontology) & Neurology, University of New Mexico

MENU B: TUESDAY 13.30 – 14.30 AND TUESDAY 14.30 – 15.30

TB01-ALIP CADOGAN

ASSISTED LIVING INNOVATION PLATFORM (ALIP) NEW TECHNOLOGY TEST AND DEMONSTRATOR

This workshop will explore how we are going to test and demonstrate the new technologies, and the evidence base, emerging from ALIP.

WORKSHOP LEADERS:

Graham Worsley, Leader, and David Calder, Knowledge Transfer Manager, Assisted Living Innovation Platform, Technology Strategy Board

TB02-MONI HILTON MEETINGS 5+6

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.

WORKSHOP LEADERS:

Sandra Houghton, Service 24 Manager and Kerry Smith, Service 24 Supervisor, LHA/ASRA Group

TB03-INSP REGENTS

WHEN THE INSPECTOR CALLS

Delve into the detail of the requirements of the 2009 TSA Code of Practice as you prepare for initial accreditation, or re-accreditation to the new code.

WORKSHOP LEADER:

Chris Waller, TSA Inspection Manager, Insight Certification Ltd

TB04-PILO BERKELEY

PILOT TELEHEALTH PROJECT WITHIN CENTRAL ESSEX COMMUNITY SERVICES (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.

WORKSHOP LEADERS:

Claire Aldridge, Carecall Service Manager and Sarah Aldridge, Telecare Development Manager, Central Essex Community Services, Mid Essex PCT

TB05-IMPL HILTON MEETINGS 3+4

IMPLEMENTING TELECARE AND TELEHEALTH IN NOTTINGHAM CITY

Why use assistive technology to tackle long term conditions? The operation of rolling out the project; benefits and barriers; evaluating the impact and lessons learnt.

WORKSHOP LEADERS:

Dave Miles, Assistive Technology Manager, Nottingham City Council and Sally Parker, Telehealth Project Manager, Nottingham City PCT

TB06-TELE HILTON MEETINGS 1+2

TELECARE ASSESSMENT

Gain a broad understanding of the main difficulties in a telecare assessment and be armed with one method of overcoming them.

WORKSHOP LEADER:

Guy Dewsbury, Telecare Co-ordinator, London Borough of Barnet

TB07-TJIM CLARENCE

IT'S TELEHEALTHCARE JIM, BUT NOT AS WE KNOW IT

Gain an insight into the engagement and experience of PBC GP clusters with Telehealthcare, and an overview of the cross-organisational multi-disciplinary project in Stoke-on-Trent.

WORKSHOP LEADERS:

Dr. Ruth Chambers, GP and PBC Clinical Lead, NHS Stoke-on-Trent and Phil O'Connell, Telehealth Project Lead, Stoke-on-Trent City Council and NHS Stoke-on-Trent

TB08-DEME ST JAMES

DEMENTIA SERVICES SUPPORTED BY TELECARE

First hand experiences of the role of telecare in supporting people with dementia and the outcomes achieved.

WORKSHOP LEADERS:

Barbara Dunk, OT 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

TB09-INTE CHELSEA & RICHMOND

INTEGRATED WORKFORCE

Health and Social Care organisations are very complex and confusing for individuals when trying to navigate their way through the healthcare system. As more flexibility and choice is offered how can we align both systems so that individual needs can be met without duplication? Having just won E-health Insider Award 2009 for the best use of telecare and telehealth, this workshop will give you an insight to what has been achieved.

WORKSHOP LEADER:

Wendy Hardicker, Assistant Director Out of Hospital Care, NHS Norfolk

TB10-RECR WATERLOO & TOWER

RECRUITING AND RETAINING MONITORING STAFF

How to reduce the risk in recruitment and build quality teams for the delivery of 24/7 telecare monitoring.

WORKSHOP LEADER:

Christian Underhill, Personnel and Training Officer, Clare Jones and Claire St. John, Control Centre Supervisors, CarelineUK

TB11-ROLE BELGRAVE

ROLE OF TELECARE FOR SERVICE USERS WITH AUTISM

Find out how the Waltham Forest Supported Housing scheme was devised, and the role telecare had in the planning process.

WORKSHOP LEADER:

Linda Milton, Chief Executive, Waltham Forest Housing

MENU C: TUESDAY: 16.30 – 17.30 AND WEDNESDAY: 9.30 – 10.30

WC01-SERV CADOGAN

SERVICE USERS AT THE CENTRE OF TELECARE PROVISION

The workshop will explore the benefits and challenges of user involvement in the selection and implementation of technology based solutions, particularly for people who have dementia.

WORKSHOP LEADERS:

Stephen Wey, Senior Lecturer, York St John University Centre for Enabling Environments and Assistance Technology (CEEAT) and Nada Savitch, Innovations in Dementia

WC02-TELE ST JAMES

TELECARE PROFILING

Find out how a countrywide one supplier solution works for the supply of telecare, and the role of the Telecare Profiler in the delivery of mainstreamed telecare services in East Sussex.

WORKSHOP LEADERS:

John Chibnall, Business Development Manager and Maria Graves, WELbeing (Wealden and Eastbourne Lifeline)

WC03-MAIN BELGRAVE

MAINSTREAMING TELECARE IN STOCKTON-ON-TEES

This workshop will concentrate on the importance of providing a patient focused service that promotes dignity and independence.

WORKSHOP LEADERS:

Dean Kirby, Community Protection Co-ordinator and Shaun Taylor, Stockton-on-Tees Council

WC04-OPER REGENTS

OPERATION LIBERAL: DOORSTEP CRIME BUSTERS

This workshop will outline the work of Operation Liberal, how doorstep crimes are committed and the effects they have on the victims. It will consider how we can support the victims and those who care for them, as well as trying to stop it happening.

WORKSHOP LEADER:

Marilyn Barratt, Community Safety Officer, Operation Liberal, Leicestershire Police Force

WC05-SAFE CLARENCE

SAFE AT HOME PROJECT

Explore how assistive technology can be integrated with 24 hour Intermediate Care services to provide improved support for older people with mental health needs.

WORKSHOP LEADERS:

Andrew Morris, Planning Officer-Integrated Commissioning, Cheryl Poole, Lead Nurse, Older People's Mental Health and Jodie Thomas, Care Facilitator, Specialist Intermediate Care, Herefordshire PCT and Herefordshire County Council

WC06-PROT YORK

PROTOCOLS – PROTOCOLS – PROTOCOLS...FROM VISION TO REALITY

This workshop will review the current position of next generation networks of BT and other service providers, experience to date from South Wales and future plans. It will also delve into the detail of BS8521 and the IP revolution and discover the potential impact for future telecare service delivery.

WORKSHOP LEADERS:

Dave Foster, Commercial Director, Tynetec Ltd, Charles Henderson, TSA Consultant and Mike Piggott, 21CN Project Manager, British Telecom

WC07-PERS BERKELEY

THE JOURNEY TO THE ALIP PEACE PROJECT

The workshop will reflect on the EU funded start up project, resistance and barriers to change, methodology (continuing) to be developed to overcome barriers, the diabetes project and outline the ALIP 1 (PEACE) project and opportunities for further development.

WORKSHOP LEADER:

Chris Webb, Head of Clinical Support Services, The Josian Centre, Southampton City PCT

WC08-WORK LANCASTER

WORKING IN PARTNERSHIP WITH COMMUNITY NURSES TO DELIVER TELEHEALTH SERVICES

Western Cheshire PCT and ChesterCare will speak about their experiences of joint working practices with telehealth care, using case studies to show how the versatility of telehealth care equipment can assist vulnerable patients to actively participate in the management of their long term condition.

WORKSHOP LEADERS:

Sue Risdale, District Nurse Manager, Community Care, Western Cheshire PCT, Elaine Langton, Community Matron, NHS Community Care, West Cheshire, and Joanne Ednay, Telehealth Team Leader and Eileen Moore, Telehealth Care Co-ordinator, ChesterCare.

WC09-VIDE CHelsea & RICHMOND

VIDEO CONFERENCING

Angus Council will present an innovative project centred around increasing the level of social inclusion of elderly people living in rural Scotland, and includes the use of equipment that enables service users to have visual connectivity with their carers through a live video link, channeled through their own television.

WORKSHOP LEADERS:

Susan MacLean, Service Manager (Homecare) and Morag Auchterlonie, Community Alarm Manager, Angus Council

WC10-DELI WATERLOO & TOWER

DELIVERING TELEHEALTH OUTSIDE THE BOX

This interactive workshop will concentrate on the challenges of a social enterprise delivering telehealth monitoring into a large rural county. The challenges and barriers to change will be examined, based on real life experiences.

WORKSHOP LEADERS:

Jan Boulding, Project Manager – Telehealth, Alston Healthcare and Daniel Heery, Chief Executive, Cybermoor Services

WC11-TELL HILTON MEETINGS 1+2

TELLCARE – DELIVERING TELECARE AND TELEHEALTH VIA TV

Looking Local is using the TV to deliver telecare and telehealth services, helping older citizens stay independent for longer. With an emphasis on social inclusion and using a universal device, this workshop will detail the programmes and their benefits.

WORKSHOP LEADER:

Guy Giles, Looking Local – Operations Manager, Kirklees Council

WC12-DIGI HILTON MEETINGS 3+4

DIGITAL TECHNOLOGIES, ASSISTIVE LIVING AND THE BUILT ENVIRONMENT

The interface between digital technologies, assistive living solutions and the built environment procurement chain represents a major challenge. In this workshop participants will discover how a national strategy will deliver their priorities.

WORKSHOP LEADERS:

Martyn Gilbert, Chairman, OpenHub Ltd and Mike Perry, Principal Consultant, Building Research Establishment Ltd

Workshop Leaders

MENU A: TUESDAY 14.30-15.30

TA01-SAFE LANCASTER SAFEGUARDING

Alan Clark

Alan Clark is a Director of SCP Consult; an independent consultancy group that works primarily with local health and social care economies to develop effective and sustainable commissioning strategies, effective and timely patient care pathways and whole system approaches to the delivery of services. SCP Consult has an extensive Adult safeguarding portfolio having worked with at least 40 Authorities in auditing and helping improve their Adult safeguarding practice.

Alan is a Co-opted Board member of the TSA, he currently Chairs the TSA Code of Practice Board and the recently developed TSA Telehealth Development Board. In addition Alan is a member of the Royal Society of Medicine's Telemedicine Council.

Alan is also currently a member of the Department of Health Change Agent Expert Group and a member of the Department of Health Telecare Advisory Network.

Alan has extensive senior management experience in Statutory Services. Previously as Director of Older Persons and Physical Disabilities Service for a London Borough and as Social Services Inspector. He was also a member of the DoH Change Agent Team which had a national remit to improve services for older people through the integration and development of local partnerships.



TA02-VIRT PALACE B VIRTUAL EXTRA CARE PROJECT: VIRTEX

Melinda Philips

Melinda has been Chief Executive for Housing 21 for 15 years and is a Board member of Housing 21. She was previously Chief Executive of a large London based housing association for eight years and has worked in the housing sector most of her career, starting as a housing officer.

Since joining Housing 21 she has expanded and diversified its services including setting up a home care business. Housing 21 is the leading provider of extra care and dementia services and in the use of Private Finance Initiative for housing and care. The recent acquisition of Claimar Care Group plc now makes Housing 21's care business one of the largest in the country.

Melinda has been on numerous boards and government task forces. Notable ones include a London Health Authority, The Joseph Rowntree Foundation, a Housing Action Trust and the long term care task force following the Wanless Report.



Steve Sadler BA, MA

Steve is Chief Technology Officer at Tunstall Group, which he joined in 1996. He leads business development, including: the definition and implementation of new products and technology; key relationships through customer and supplier partnerships; setting the direction of system, software and electronic design teams.

Achievements include the creation of key pilot projects that have brought telecare and telehealth availability into the mainstream, the integration of health and social care applications and the enhancement of products to provide interoperable care solutions. In addition Steve is leading initiatives on next generation social inclusion, digital and mobile solutions.

Prior to Tunstall, Steve graduated in Physics from Trinity College, Cambridge. He then spent 17 years on the design and delivery of safety critical systems and software for the monitoring and control of railway, metro, nuclear facilities and aero applications, with Rolls Royce and Westinghouse Signals.

In his spare time, Steve enjoys playing cricket, hill walking and spending time with his wife and two daughters.



TA03-FROM YORK

FIRST STEPS TO DEVELOPING A TELEHEALTH SERVICE

Professor Russell Jones

Professor Russell Wynn Jones graduated from Cardiff in 1971 and after various junior hospital posts, entered general practice in 1977. He is senior partner of the Chorleywood Health Centre in Hertfordshire and an associate chair in the Department of Information Systems and Computing in nearby Brunel University. His continuing involvement in the application of technologies to healthcare grew from an interest in computerised electrocardiography when he was an honorary research fellow in cardiology at St. Mary's Hospital and in occupational medicine at the London School of Hygiene and Tropical Medicine, London. Russell has collaborated on AIDMAN, an EU funded project that led to the present work, and was a collaborator on three further EU projects, ProEHTel, Telecare, and E-Vital. He is a former chair of the Hertfordshire Ethics Committee; former chair of the UKeHealth Association and now board member of the Telecare Services Association; and a Royal College of General Practice assessor of research practices and member of the PCRTA management committee. Present work is on the evaluation of the remote patient monitoring of patients with chronic diseases, the value of digital diagnostics in general practice, and the impact of tele-consultation on the patient pathway. Chorleywood Health Centre is a member of the following research consortia: Hydra, REACTION, and inCasa.



Dr Nicholas Robinson

I am a practicing GP (currently two days per week in Harrow, West London) and the Associate Clinical Director for Long Term Conditions and Telecare (three days per week). I have worked as an NHS GP for 30 years, involving myself in the development of GP computer systems, and Out of Hours organisations.

I was a founder member of the Harmoni Organisation and have been involved with academic telehealth projects. I have also worked for West London PCTs and NW London SHA as a Medical Adviser. My clinical work has given me a sound basis for working with senior NHS staff and fellow clinicians.

My current interests include:

- Board member of the Telecare Services Association, the representative body for the telecare and telehealth industry within the UK (www.telecare.org.uk). I am responsible for the Telehealth stream at the Annual Conference (600 attendees)
- Council member of the Telemedicine and eHealth section of the Royal Society of Medicine (<http://www.rsm.ac.uk/academ/fmttele.php>)
- Adviser on Telehealth to the DH team developing the National Strategy on Lung Disease (COPD)

My role is to lead and develop NHS Direct activity in this area, covering phone based care and monitoring of patients at home or during their work.



TA04-VETS PALACE C

THE VETS EXPERIENCE CLOSE UP

Janice E Knoefel MD, MPH

Dr. Janice Knoefel is an experienced internist, neurologist and geriatrician. She has worked within academia and the Department of Veterans Affairs for 30 years. Her clinical efforts have been directed at a wide variety of innovative institutional, home and community based programs for aging veterans within the framework of a comprehensive geriatrics program. She has been active in educational efforts within the fields of Geriatric Medicine, Geriatric Neurology and Geriatric Psychiatry, including national curricula and certification examinations in the USA. She is the editor of a textbook in geriatric neurology, The Clinical Neurology of Aging, whose 3rd edition is in press. Research work has involved epidemiology of dementia and stroke within the Framingham Study, advanced neuroimaging of cognitive processes in aging and dementia and characterization and treatment of epilepsy in the elderly. She organized and currently leads the day-to-day clinical activities of the home telehealth program that she will be discussing during the conference.



MENU B: TUESDAY 13.30-14.30 TUESDAY 14.30-15.30

TB01-ALIP CADOGAN

**ASSISTED LIVING INNOVATION PLATFORM (ALIP)
NEW TECHNOLOGY TEST AND DEMONSTRATOR**

Graham Worsley

Graham Worsley leads the Assisted Living Innovation Platform for the Technology Strategy Board. The aim of the platform is to significantly advance the technology to meet the demand for independent living from those suffering from chronic conditions.

In the area of assisted living he is also responsible for the UK participation in the EU Ambient Assisted Living programme under Article 169.

Graham joined the then Department of Trade and Industry in 1978, as an administrator but has spent most of his career in the ICT area. From around 1990 he ran collaborative R&D programmes in the telecommunications area, including the LINK Personal Communications Programme, and the MultiMedia Demonstrator programme (with others). He was a Government observer to the "Stewart" report on mobile phones and health published in 2000, and subsequently devised the Mobile Telecommunications and Health Research programme (Phase 1) which ran from 2000 – 2006.

He is a member of Lancashire County Cricket Club and secretary of Statics Cricket Club (London). He has also led treks in the Himalayas and supports Swansea schools adventure expeditions to Nepal and Ecuador.



David Calder

David is an Engineer by profession, he qualified in Mechanical and Production Engineering from the University of Northumbria in 1989. He spent the next 10 years working in two manufacturing companies, in a wide range of roles, where his analytical, technical and problem solving skills were in demand, and he enjoyed making a positive impact to bottom line results.

His positions as; Senior Development Engineer, Customer Support Specialist and Shift Manager for Philips Components (UK), then led to his next challenge as New Product Development (NDP) Manager for a Filtration and Purification Business, which supported the Bio-pharmaceutical sector, amongst many others. With several new products, and the reorganisation of the business' approach to the end-to-end delivery of NPD projects behind him, David then joined TWI Ltd in 2006.

As a member of TWI's Business Process Support function, he has worked with many clients, both bluechip and SME, representing most of the main industrial sectors, on a range of topics such as; technology strategy, process optimisation, carbon footprinting, innovation techniques and lean manufacturing.



TB02-MONI HILTON MEETINGS 5-6

**MONITORING CENTRE RESPONSES TO TELECARE
SERVICE USERS**

Sandra Houghton

I have worked for the LHA-ASRA Group for nineteen years.

From humble beginnings, the alarm monitoring centre (Service 24) has developed and grown to be the largest centre in Leicestershire.

In 2008, the centre linked with the Group's Customer Contact Centre under a new head of customer services to form a Customer Service Department. Together we reviewed and developed our staff training and concentrated on performance management.

This includes utilising our new quality call scoring system. In addition to gaining TSA accreditation in all three parts in October 2008, we applied for Times Top 50 accreditation in March 2009. This involved 400 mystery shops and we were informed at the beginning of September that we were successful. It's exciting to be part of a forward thinking organisation.



Kerry Smith

I have been with Service 24 since 2002.

I started with Service 24 as a night operator and later changed to days and then progressed to supervisor in 2008 so I have been at the sharp end of call handling and am now in more of a management role.

I am heavily involved in training and staff development – including the quality call monitoring. It has been a lot of hard work but it is satisfying to know that the service we provide is kept at a constantly high level because of it.

The daily challenges of supervising a 24 hour control centre continue to be challenging, satisfying and draining – not necessarily in that order!

I am very proud of all of our achievements so far, I am passionate about the work we do and hope to share best practice with our TSA colleagues.



TB03-INSP REGENTS

WHEN THE INSPECTOR CALLS

Christopher Waller

Chris has audited electronic security system installers, manned guarding companies and alarm monitoring organisations for compliance against industry standards, since September 1996.

He is a Registered Lead Auditor of Quality Management Systems (ISO 9001) and a qualified tutor for the Security Industry Authority's Approved Contractor Scheme.

Chris became a manager within Insight Certification, in June 2006, and was appointed TSA Inspection Manager when Insight was awarded the TSA Code of Practice audit contract, in April 2007.

Previously, Chris worked for BT for 25 years. Initially as a telephone exchange engineer, then as a telephone exchange manager and latterly as a manager with region-wide responsibilities for exchange data management and network capacity management. This work was at the heart of the modernisation programme which brought in the current digital era..

Chris has supported TSA in the development of the 2009 Code of Practice carrying out six pilot audits as part of that process.



Workshop Leaders

MENU B: Cont...

TB04-PILO BERKELEY

PILOT TELEHEALTH PROJECT WITHIN CENTRAL ESSEX COMMUNITY SERVICES (MID ESSEX PCT)

Claire Aldridge

I have a joint technical and clinical background. I worked for several years as a Systems Analyst for Ford Credit then left to undertake a full time degree in Occupational Therapy. I worked for eight years as an OT in a number of settings, both private and NHS, mainly with people with Mental Health issues.

I have always maintained an interest in computers and technology. In my previous role at North East London Mental Health Trust I assisted with the implementation of RIO, the new client database. I gained my current role as Manager of Carecall in April 2007. Since then I have worked to introduce, and raise the profile of, telecare and telehealth solutions to improve the quality of patient care and maximise the safety and independence of our service users.



Sarah Aldridge

I have been working for Carecall for a period of ten years in total as a Mobile Co-ordinator and a Responder. In March 2007 I gained the post of Telecare Development Co-ordinator as a year long secondment. My role was to develop the use and knowledge of telecare within the PCT and to work on several pilot schemes using Telehealth and Telecare equipment. This involved the education of patients in the use of telehealth and compiling information to enable the projects to be evaluated.

Most recently I have gained the post of Telecare Development Manager and I am attending Anglia Ruskin University studying for a Certificate in Management.



TB05-IMPL HILTON MEETINGS 3+4

IMPLEMENTING TELECARE AND TELEHEALTH IN NOTTINGHAM CITY

Dave Miles

Having worked within welfare benefits/rights for 20 years Dave took on the responsibility for developing Nottingham's Telecare Service in January 2007. Since then Nottingham has developed a robust Telecare Service with over 1000 users benefitting from a bespoke package.

Key achievements have been the move straight to a (now permanently funded) mainstream service across social care and health (rather than pilots), the close working with the PCT on the Telecare Service as well as their emerging Telehealth Service, and initiating the university evaluation of the Telehealth Service. A new Stand Alone Assistive Technology Project is being planned for roll out in the next few months. The long term vision is to see an Assistive Technology Service across social care and health.



Sally Parker

Until summer 2008, Sally Parker was Head of Adult Services at Nottingham City PCT and in this role she led on the establishment of Case Management services for the PCT, which includes the Community Matron service and a specialist COPD team, amongst others.

Prior to this Sally worked as a Locality General Manager and as a Health Promotion Specialist in the same organisation.

Sally's career in health started as a Registered Learning Disabilities Nurse, working with people with challenging behaviours.

In June 2008 Sally changed roles to allow her to spend more time with her young family and she is currently project managing the telehealth roll-out for the PCT.



TB06-TELE HILTON MEETINGS 1-2

TELECARE ASSESSMENT

Guy Dewsbury

Guy has worked in the field of Smart Homes and Assistive Technology for over ten years before deciding to specialise in Telecare. He has developed the Dependability Telecare Assessment tool as part of his PhD and runs his own website (www.smartthinking.ukideas.com) and blog (<http://thetelecareblog.blogspot.com/>). He has an extensive publication record which focuses on person-centred design of technology to meet needs. Prior to working for the council Guy worked in the academic world at Lancaster university and before that for various universities in Scotland. He has designed and assisted in the design of over 100 smart homes and technology enabled homes including 53 homes for adults with severe autistic spectrum disorders in Scotland. He currently works for Barnet Social Services and oversees the Telecare implementation in that borough and coordinates the multidisciplinary assessment and referral processes.

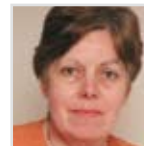


TB07-TJIM CLARENCE

IT'S TELEHEALTHCARE JIM, BUT NOT AS WE KNOW IT

Dr Ruth Chambers

Ruth is the national education lead for the NHS Alliance, a part-time GP partner in NHS Stoke on Trent, clinical champion for both the local NHS quality improvement framework and the PCT's Lifestyle Support Programme, as well as being a practice based commissioning clinical lead. She is Honorary Professor of Health Development at Staffordshire University. She is committed to the model of patient-centric care – where telehealthcare is a great example. She has driven the PBC project on telehealthcare in her cluster of general practices.



Phil O'Connell

Phil is the Telehealthcare Project Lead for the City of Stoke-on-Trent and NHS Stoke-on-Trent. He joined the project in December 2008, bringing with him a wealth of experience from senior roles in the commercial sector. Phil is a Chartered I.T. Professional specialising in organisational, process and business change to increase efficiency and deliver business value. Phil has worked in roles across Europe, Russia, Africa and South Pacific and has held several senior positions in the pharmaceutical, telecommunications, software and consulting sectors.



TB08-DEME ST JAMES

DEMENTIA SERVICES SUPPORTED BY TELECARE

Barbara Dunk

An Occupational Therapist with six years experience in assistive technology, with a special interest in supporting people with dementia. This led to Barbara's role as lead clinician for the Aztec Project, which supported service users with moderate to severe dementia and their carers in Croydon.



In 2006 Barbara was seconded to Croydon Social Services as Clinical Lead for telecare, maintaining her interest in mental health, and working across the breadth of services in Croydon to embed telecare into mainstream service provision.

Alongside her colleagues from the statutory and voluntary sector, she has worked closely with a range of manufacturers, and has been involved in trials of a number of new systems and stand-alone devices.

In November 2008 Barbara was appointed Occupational Therapy Consultant for Assistive Technology for Older Adults, South London and Maudsley NHS Foundation Trust, where she works with colleagues in Lewisham, Southwark, Lambeth and Croydon, also introducing telecare in patient environments.

Manuela Schütte

Manuela Schütte is an Occupational Therapist with 17 years' experience in a wide range of areas, covering physical and mental health, rehabilitation, equipment/adaptations provision and, most recently, Assistive Technologies and Telecare.



She has been Assistive Technology Lead for the London Borough of Lambeth since June 2007 and has worked with services to integrate Assistive Technologies into existing processes, such as assessment, provision/review and in an approach to meet service users' needs.

She is working closely with Lambeth's monitoring and response Telecare Team Careline24, whilst also engaging with a wide scope of teams across care management and health, including older adults, adults with disabilities, children, adults with learning difficulties, mental health, intermediate care and hospital discharge.

The successful completion of a project supporting service users with Dementia in the community, led to continued collaboration with the local Mental Health NHS Foundation Trust, South London & Maudsley, trialling the use of telecare in an acute setting aiming for a technologies-supported return into the community.

TB09-INTE CHELSEA & RICHMOND

INTEGRATED WORKFORCE

Wendy Hardicker

With extensive experience in the Health Service both in provider and commissioning roles Wendy now holds the position of Assistant Director for Out of Hospital Care for NHS Norfolk. Her profile consists of commissioning services for those with long term conditions and end of life needs as well as reviewing and redesigning community based services in light of the Transforming Community Services agenda.



A key theme that runs through much of this commissioning agenda is that of offering personalised flexible services to individuals.

Technology is one component of delivering that agenda, and is central to the delivery of efficient and effective health and social care services in Norfolk. Working in partnership with Norfolk County Council, Norfolk is now developing a framework for sustaining technology based solutions both in terms of commissioning services and in its relationship with suppliers and providers.

Wendy is on the Steering Group for WSDAN and takes an active interest in local and national programmes relating to this agenda.

TB10-RECR WATERLOO & TOWER

RECRUITING AND RETAINING MONITORING STAFF

Christian Underhill

Christian joined the Personnel department within The Peverel Group, Careline's parent company, in 2003 and has provided support to a range of businesses within the group. Christian continued his post graduate studies on a part-time basis when joining Peverel and graduated from Bournemouth University in 2005 with a MA (Hons) in Human Resource Management and CIPD qualification. Christian now resides within the Building Technologies division providing support to both Cirrus and Careline.



Christian was fundamental in the development of the use of assessment centres which are now widely used throughout the business especially within Careline. He was also heavily involved with the work undertaken to achieve the Investors In People accreditation in 2008.

Clare Jones

Clare is Careline's Quality Assurance Manager. This is an operational role which revolves around systems, suppliers, policies, procedures and processes. Clare is responsible for maintaining all business relevant Quality Standards including BSI, TSA and BS5979. She is also focused on new business implementation.



Clare has worked within Careline for over seven years, the majority of which has been as a Team Supervisor and has a wealth of experience around working practices and knowledge of the business.

Claire St John

Claire has been in the business for nearly five years. She has been very focused and involved with resourcing and KPI statistical analysis and has recently progressed from a Team Supervisor role to Careline's Centre Resource Manager. Now responsible for the daily running of Careline overseeing 80 highly trained multi-skilled staff, which involves resourcing, recruitment, KPI's, staff training and development.



TB11-ROLE BELGRAVE

ROLE OF TELECARE FOR SERVICE USERS WITH AUTISM

Linda Milton

I have worked in Housing for over 20 years and am currently Chief Executive of a small RSL, Waltham Forest Housing Association, providing predominantly Sheltered Housing, but also Supported Housing Schemes for people with learning disabilities, including autism. I have worked on a number of consultations and forums nationally ensuring the voice of the smaller RSL's are heard as well as being involved locally in SP Forums and Older Peoples groups. I have been involved in initiating a number of pilots locally, including Integrated Assessments, Streamlining Mental Health, Drugs and Alcohol services for Older People and Telecare.



Workshop Leaders

MENU C: TUESDAY 16.30-17.30 WEDNESDAY 9.30-10.30

WC01-SERV CADOGAN

SERVICE USERS AT THE CENTRE OF TELECARE PROVISION

Stephen Wey

Stephen Wey is a lecturer at the faculty of Health and Life Sciences and member of the Centre for Assistive Technology and Enabling environments (CEEAT). He has also worked for over 15 years in the field of rehabilitation, primarily with people who have dementia, and his interest in assistive technology and telecare has always been in the context of rehabilitative and enabling practice.



WC02-TELE ST JAMES

TELECARE PROFILING

John Chibnall

First involved in community alarms in 1988 for Swale Borough Council, I joined Swale Housing Association as Centre Manager in 1990. Following the growth of both the housing association and the centre's customer base and several new control centre installations, I became Operations Manager for the Amicus Group.

I became part of a small project team tasked with implementing a new Customer Service Centre for the group that included Electronic Document Management and Digital Workflow. The Amicus Response Centre incorporated the Alarm Receiving Centre along with a team of fifty staff.

After carrying out a number of consultancy projects in the telecare and customer service centre arena from 2003 I joined WEL in 2006 a year after the company was formed.



WC03-MAIN BELGRAVE

MAINSTREAMING TELECARE IN STOCKTON-ON-TEES

Dean Kirby

Dean has been working for Stockton-on-Tees Borough Council since 1994 and originally has a background in Security Management. In 2005 he became the Co-ordinator for the Council's Community Alarm System, this co-incided with the availability of new assistive technology and both his colleague Shaun Taylor and Dean have "ridden the wave" for the past four and half years. Dean has relished the challenge of making Stockton Borough Council a front runner in the implementation of innovative telecare packages and incorporated new technology and ideas into individual care packages.



Shaun Taylor

Shaun Taylor has been working for Stockton-on-Tees Borough Council for 20 years and started with Telecare Services at its inception in 2006.



WC04-OPER REGENTS

OPERATION LIBERAL: DOORSTEP CRIME BUSTERS

Marilyn Barratt

Marilyn Barratt joined Derbyshire Constabulary in 1996 as a Community Affairs Officer working in one of the four divisions in the force. She has been trained in all aspects of crime reduction and community safety work.

She joined Operation Liberal as the Community Safety Officer in October 2004. Her role includes collating all aspects of crime reduction and community safety work in relation to doorstep crime.

Some key achievements are

- Development of Operation Rogue Trader – a national enforcement day of action against rogue traders
- Development and publication of a doorstep crime prevention DVD – Not Sure? Don't Open the Door!
- Developed and published a Doorstep Crime Prevention good practice guide
- Working with the Association of Chief Police Officers
- Developing partnership working

Marilyn has three grown up daughters and lives in a Derbyshire village with her husband.



WC05-SAFE CLARENCE

SAFE AT HOME PROJECT

Andrew Morris

I have eighteen years experience of working for Older People services in Herefordshire with professional training in Mental Health Nursing and Social Work. This includes extensive experience of dementia care (residential and community) and Intermediate Care. In 2006/07 I completed Research into local access for service users from specialist Older Mental Health services to Intermediate Care. Since July 2007 I have been a member of our Transformation Team and responsible for the development of new services in health and social care.



Cheryl Poole

I am presently working as Lead Nurse for Older People's Mental Health in Herefordshire and as a Team Leader for an integrated Community Mental Health Team. This is backed up by 25 years experience of working within Dementia Care. This has been across Nursing Homes, Inpatient Services and Community. I currently lead on training in Person Centred Care with Dementia in the private and public sectors throughout the county and also have significant links with carer's services.



Jodie Thomas

A qualified mental health nurse for over 20 years, specialising in older people services with a particular interest in dementia care. I have worked in hospitals, nursing homes, community and social care settings. I recently completed a degree in Health and Social Care and am currently working as a Care Facilitator for a Specialist Intermediate Care service and co-ordinator of assistive technology for older people with mental health needs.



WC06-PROT YORK
PROTOCOLS – PROTOCOLS – PROTOCOLS

Dave Foster

David has worked within the telecare and telehealth industry for over 20 years in a variety of roles from product development through to business management in both the supply and service sectors. David has considerable technology, market and business development experience, having worked in a number of complex and leading edge projects in the UK, Europe, USA and Australasia in development and the delivery of telecare, monitoring and response services.

He has been highly influential in developing many of the response and monitoring solutions that are employed and in use today throughout the UK, Europe and USA. An enthusiastic and dynamic individual David is the Commercial Director of Tynetec and has served the Telecare Services Association (TSA) as director for the past five years, chairing the technical working party committee which leads on common issues such as protocol development (BS8521) and 21CN.



Charles Henderson FIET FBCS

Charles has worked as both a research team leader and manager of international research co-operation in communications and information systems. He held a number of senior management positions in the public and private sector. He now works as an independent consultant to public administrations and to the TSA.

He has worked for the European Commission in areas of IT for Healthcare, Inclusion, Overseas Aid, Transport policy, Public Services, Enterprise and Education. He consults to UK Government Departments and provides training development and delivery for graduate and mature students on several University Campuses and for the British Red Cross.

He holds Degrees in Engineering, Business Administration, and Education, and is a Fellow of the Institute of Engineering Technology, the British Computer Society and a Freeman of the Worshipful Company of Information Technologists in the City of London.



Mike Piggott

Mike joined BT's 21CN programme from outside the BT Group as a project director in July 2006 taking responsibility for communication to manufacturers and industry associations to ensure that they were aware of the programme. His particular focus is assessing and managing how migration might impact on customers' experience and own equipment, particularly equipment used to provide critical services. Mike is an experienced General Manager with an MIS operations, product management and business management background and has managed all functions of complex IT and Telecommunications businesses from product development through to service delivery and support within both direct and indirect business models.



WC07-PERS BERKELEY
JOURNEY TO THE ALIP PEACE PROJECT

Chris Webb

I qualified as a mental health nurse in 1979, working in Older Person's Mental Health, moving to community nursing and qualifying as Community Psychiatric Nurse in 1980. In 1988, I became the CPN service and day hospital manager. In 1996 I managed the move of OPMH in-patient services to a new hospital, returning to community management in 1998. Two years later I took on the management of the Western Community Rehab Team for frail elderly people. Early in 2002 I was seconded to Southampton Social Services as a project manager and late 2002 joined Southampton City PCT as Specialist and Clinical Equipment Services Manager, where I have remained until the present as a staff member of Southampton Community Healthcare, the provider arm of the PCT. Recently I became Head of Clinical Support Services with a management portfolio of equipment services, wheelchairs, continence, stoma, diabetes, COPD, CHD and podiatry. I am a lead for telehealthcare across Southampton Community Healthcare and work closely with the City Council on telecare solutions.



WC08-WORK LANCASTER
WORKING IN PARTNERSHIP WITH COMMUNITY NURSES TO DELIVER TELEHEALTH SERVICES

Sue Ridsdale

My background in Community Nursing spans over 30 years, as a District Nurse, Clinical Nurse Specialist and, for the last seven years, as a Community Nurse Manager. I currently manage the District Nursing Service and Macmillan Nurses within Community Care Western Cheshire.



Elaine Langton

My background is mainly in community nursing since 1980. I started my community career in Liverpool then moved to Neston in South Wirral in 1983 first as a Community Nurse, then as District Nursing Team Leader, Practice Teacher and Clinical Development Lead Nurse for district nurses until 2005. In 2005 I became a Community Matron in Ellesmere Port, NHS Community Care Western Cheshire.



WC09-VIDE CHELSEA & RICHMOND
VIDEO CONFERENCING

Susan MacLean

I have worked in Social Work in a variety of community care services for over 20 years. For the past six years I have been Service Manager for home care services in Angus Council with responsibility for the delivery of personal care and a wide range of housing support. In addition the telecare development programme in Angus is a major focus along with the development of the enablement approach in all service provision.



Morag Auchterlonie

I have worked in Social Work in a variety of services including residential and community care for 35 years. I have been responsible for the Community Alarm Service in Angus since its inception 15 years ago and I have played an active part in the current telecare development programme. Telecare very much complements the other Social Work response services for which I am responsible as they are all focused on promoting independence within our service user group in Angus.



Workshop Leaders

MENU C: Cont...

WC10-DELI WATERLOO & TOWER **DELIVERING TELEHEALTH OUTSIDE THE BOX**

Jan Boulding

Jan, a registered nurse and district nurse, has worked within and across primary health care for a number of trusts and universities. She is also a qualified teacher and nurse lecturer with a firm belief in the education of service providers and users. Jan's interest and motivation is in working with people to sustain communities and to promote integration across health social care and alternative medicine. Currently working part time for the Alston Healthcare (AHC), the University of Cumbria (senior lecturer) and the University of Lancaster she works with both nurses, medical students and across health, social care and 3rd sector organisations. The main emphasis of her current work is with AHC where her clinical background, expertise and knowledge with regard to assistive technologies and primary care can be used to manage the implementation of telehealth plus help users and providers of care utilise the benefits of this.



Daniel Heery

Daniel Heery established Cybermoor, the first rural broadband co-operative providing wireless broadband to the community of Alston Moor in Cumbria. This demonstrated how social enterprises could innovate to deliver high quality services to consumers where the private sector feared to tread. Daniel continues to advise community organisations, the public and private sector on how the innovative use of technology can make a real difference to peoples' lives. Cybermoor, is working with the NHS to develop telehealth services in Cumbria. Daniel is also a founder member of the Community Broadband Network and a Social Enterprise Ambassador sponsored by the Cabinet Office.



WC11-TELL HILTON MEETINGS 1+2 **TELLYCARE – DELIVERING TELECARE AND TELEHEALTH VIA TV**

Guy Giles

Guy Giles is the Operations Manager for Looking Local, a portal on digital interactive TV, mobile phones, kiosks and games consoles, allowing access to local government information and services. Looking Local is owned and managed by Kirklees Council and is available in around 50% of homes via SKY and Virgin Media along with broadband enabled Freeview boxes.

With 14 years of management consultancy, new media and software development experience in the public and private sector, Guy has a passion for delivering public services on emerging channels. These new channels are set to witness fundamental changes to the way citizens interact with government and the wider public sector over the next five years. Key to this will be engaging those without PC access or skills, the digitally unengaged – this is the very audience Looking Local is focused on.



WC12-DIGI HILTON MEETINGS 3+4 **DIGITAL TECHNOLOGIES, ASSISTIVE LIVING AND THE BUILT ENVIRONMENT**

Martyn Neil Gilbert

Originally qualifying with degrees in electronics, Martyn has had 15 patents and pending patents covering technologies as diverse as sensors and instrumentation, web-based control and advanced cryptography. In recent years he founded and raised investment in Amino Communications Ltd., the world leader in IP TV.

He has been a past board member of TAHI an industry body promoting and developing the smart home and its applications. He is a past Chairman of the TAHI Technical Working Group. Presently, Martyn is the Chairman of OpenHub Ltd., a company he founded to develop and deliver smart home infrastructures. He took OpenHub into Europe's largest e-Inclusion project, MonAMI. This project has the intention of making the digital services the rest of us take for granted, available to elderly and disabled people. He is also currently the chairman of UK3.0, a project dedicated to the market development of smart homes with the intrinsic capability to enhance the lives of occupants.






Mike Perry

Mike has had a long engagement with the intelligent building sector. His interests are in promoting and supporting effective implementation of digital services into the built environment – supporting realisation of the benefits of the digitally connected built environment. Two key areas of his current activities are assistive living and energy services.

Mike is a senior member of BRE's intelligent building consultancy group, is Chairman of TAHI's Smart Building Group, and a member of the DAP Forum.

He is a member of BRE's Housing Refurbishment team, developing understanding of how digital solutions can cost effectively be delivered into older existing housing stock.



<div data-bbox="121 356 496 470">  AGE Personal Alarm Service <i>Concern</i> </div> <div data-bbox="523 347 555 376">26</div> <p>Age Concern's Personal Alarm organisation, Aid Call understands the importance of independent living to enhance the wellbeing of individuals in their later years. For 30 years Aid Call has been operating a national alarm service that helps older people look after themselves longer in their own home.</p> <p>Aid Call supports over 40,000 customers assisted by a national network of advisors able to respond rapidly to installation or service needs, often in less than 24 hours.</p> <p>By pressing the button, vital assistance from our Emergency Response Centre can be summoned within seconds – 24 hours a day, 365 days a year. Operators will telephone nominated contacts or the emergency services as required.</p> <p>Age Concern believe that with the Aid Call Personal Alarm individuals are not just benefiting from an alarm unit, they are supported by a team dedicated to the welfare and security of older people, with the added knowledge that all profits go back to Age Concern.</p> <p>Aid Call Linhay House, Linhay Business Park, Ashburton, Devon TQ13 7UP Telephone: 01364 651436 Website: www.aidcall.co.uk/personalcare Contact: Jenny Pickvance, Customer Operations Manager Email: jenny.pickvance@aidcall.co.uk</p>	<div data-bbox="639 371 935 450">  BURNSIDE www.burnsidetelecom.com </div> <div data-bbox="991 347 1023 376">29</div> <p>Burnside Telecom design and manufacture GSM fixed cellular terminals and telephones. Burnside GSM terminals provide an immediate method of connecting Telecare, Social and Panic Alarm equipment to the care monitoring centre without the delay, inflexibility and expense of using landlines. Burnside Desktop Mobile Phones are designed for use by the elderly and infirm. They combine the ease of use of a desktop phone with the flexibility of a handheld mobile phone. Burnside Telecom equipment is in use in the UK by Local Authorities, Police Authorities, Government Departments including The Cabinet Office, Care Homes, RNIB and Mobile Network Operators.</p> <p>Burnside Telecom Ltd Burnside House, Isington, Alton, Hampshire GU34 4PP Telephone: 01420 520029 Website: www.burnsidetelecom.com Contact: David Robson</p>	<div data-bbox="1066 371 1406 450">  carelineUK experience · dedication · expertise </div> <div data-bbox="1461 347 1493 376">23</div> <p>Careline* offers a comprehensive range of around the clock call response services for organisations and individuals, including telecare, out of hours and lone worker monitoring. We are also the UK's leading provider of social emergency alarm monitoring.</p> <p>Our experience and knowledge within the industry has enabled Careline to develop a much respected recruitment programme whereby we source new applicants from care and customer service related industries and run recruitment assessment centres that test a wide number of aptitudes and soft skills. This ensures we select the right team first time, which has been proven through our low employee turnover rates and high customer satisfaction levels. Register for our interactive workshops at the TSA annual conference on Tuesday 17th November.</p> <p>To discuss your monitoring needs and see our new lone worker solution in action, please visit our stand at the annual conference.</p> <p><i>* formally known as Cirrus Careline.</i></p> <p>CarelineUK Oregon House, 19 Queensway, New Milton, Hampshire BH25 5NN Telephone: 01425 626300 Email: enquiries@cirruscom.co.uk Website: www.cirruscom.co.uk/careline</p>
<div data-bbox="137 1227 480 1305">  BOSCH </div> <div data-bbox="523 1205 555 1234">01</div> <p>Bosch Care Solutions supplies everything to ensure that people receive the help they need and that they feel safe and well. Our complete range of low to high-end products for patients, the elderly and security personnel include social alarm devices, peripherals, management systems, personal security systems, pagers and DECT telephones.</p> <ul style="list-style-type: none"> • Social Alarm for increasing the independence and improving the quality of life of people living on their own by providing an easy way for them to call for assistance whenever they need it. In combination with our numerous peripherals like smoke detectors, contact detectors, motion detectors and ManDown sensors, we offer a complete telecare package for a maximum of safety. • NurseCall and Dementia Monitoring for residents and patients in homes for the elderly, nursing homes, assisted living facilities, and hospitals. • Personal Security for communication with employees working in high-risk environments. <p>Bosch Security Systems Ltd P.O. Box 750, Uxbridge, Middlesex UB9 5ZJ Telephone: 01895 878012 Email: paolo.mule@uk.bosch.com Website: www.boschsecurity.co.uk</p>	<div data-bbox="687 1205 871 1328">  </div> <div data-bbox="991 1205 1023 1234">12</div> <p>Buying Solutions is the national procurement partner for UK public services, enabling customers to improve value for money and efficiency. We are an Executive Agency of the Office of Government Commerce in the Treasury.</p> <p>We have an extensive range of EU-compliant framework agreements and other procurement arrangements which provide our customers with access to over 500,000 products and services delivered through more than 1000 suppliers covering Professional Services, Property & Office Solutions, Energy, Travel, ICT and eCommerce.</p> <p>Recently a number of key NHS Purchasing and Supply Agency (PASA) framework agreements have been integrated into Buying Solutions. We are confident that this will deliver maximum value to customers in the NHS and across the wider health sector for the future.</p> <p>This includes a dedicated framework agreement for the provision of Telecare which covers equipment (detectors, monitors, alarms, pendants etc), services (monitoring, call centres and response), installation and maintenance.</p> <p>Buying Solutions Royal Liver Building, Pier Head, Liverpool L3 1PE Telephone: 0345 410 2222 Email: info@buyingsolutions.gsi.gov.uk Website: www.buyingsolutions.gov.uk</p>	<div data-bbox="1070 1227 1414 1305">  CareTech Call for care </div> <div data-bbox="1461 1205 1493 1234">10</div> <p>CareTech AB of Sweden has been developing innovative telecare for nearly thirty years.</p> <p>We are probably best known in the UK for our SmartCall carephones distributed by our business partner Cirrus Communications.</p> <p>CareIP® the world's first digital social alarm designed to work via broadband and IP is now being used extensively across Europe.</p> <p>With the advent of BT21CN network and the migration to digital platforms by the other national network providers customers are increasingly opting for broadband based telephone services.</p> <p>Initially delegates need to assess if their social alarms are compatible with the new IP networks. Moving forward there is a growing awareness that person centred digital services can be offered to your customers and service users through IP technology.</p> <p>CareIP® uses open, secure IP protocol to deliver alarms, messages and services and can be configured to communicate with your existing response centre.</p> <p>Always on line monitoring, instant connectivity, free calls-sound interesting?</p> <p>If so visit Stand 10 to find out how your organization can be ready for the digital age.</p> <p>Caretech AB Box 90104, 120 21 Stockholm, Sweden Telephone: +46 (0) 70 559 05 79 Website: www.caretech.se Email: peter.shirley@caretech.se</p>

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<div data-bbox="269 344 359 472"> </div> <div data-bbox="518 344 555 376">15</div> <p>The Centre for Housing and Support qualification course, The Certificate in Supporting Users of Assistive Technology (Level 2) is intended for front-line support workers, anyone involved in housing-related support or a care setting, Telecare Services Centre staff, response services and installation teams. This formal qualification demonstrates competence and understanding, not only of the technology but also, the issues and needs of service users. Just as Telecare itself is as much about dignity and independence as it is about equipment and services, this qualification is about supportive and perceptive interaction with users and helping a wide range of people maintain or increase their independence.</p> <p>The awarding body is City & Guilds - the UK's largest provider of vocational qualifications, and this Level 2 certificate is respected by employers throughout the UK. The Centre for Housing and Support is always on the lookout for suitably qualified tutors for this course.</p> <p>Centre for Housing and Support 1st Floor, Elgar House, Shrub Hill Road, Worcester WR4 9EE Telephone: 01905 727272 Email: info@chs.ac.uk Website: www.chs.ac.uk</p>	<div data-bbox="643 367 914 450"> </div> <div data-bbox="986 344 1023 376">09</div> <p>Cirrus is continually investing and growing its capabilities and breadth of services to cater for the evolving demands of stand-alone and integrated systems in the telecare, life safety and security industry.</p> <p>As an independent system integrator, Cirrus continues to provide high quality service and support for hundreds of customers, ranging from housing associations, local authorities, property management companies, charities and extra care customers. Cirrus provides solutions that save time, money and protects lives, from warden call, telecare, access control, CCTV, communications and fire detection to fully integrated solutions. We are also able to fully maintain and service systems across their life-cycle.</p> <p>Increasingly, Cirrus are being sought to design, integrate, install and maintain multiple systems ranging across our security, safety and communication disciplines for "new build projects", especially in the extra care market. Our strength lies not only in being able to deliver each solution within our portfolio but also the ability to bring it all together.</p> <p>To find out how we can help you please visit our stand at the annual conference.</p> <p>Cirrus Communication Systems Oregon House, 19 Queensway, New Milton, Hampshire BH25 5NN Telephone: 01425 626300 Email: enquiries@cirruscom.co.uk Website: www.cirruscom.co.uk</p>	<div data-bbox="1098 367 1396 456"> </div> <div data-bbox="1453 344 1490 376">22</div> <p>Enterprise is a UK based support services company that has annualised revenue in excess of £1bn and employs, directly and indirectly, over 13,000 people. The company has been serving the UK public sector for over 20 years and the utility markets for over 40. It provides maintenance support on a national basis.</p> <p>The main customers of the group include BT, Ministry of Defence, Severn Trent Water, National Grid Gas, Scottish Power, Thames Water, Highways Agency, Transport for London, Liverpool City Council, Wolverhampton City Council, Solihull MBC, and several London Boroughs.</p> <p>Enterprise developed a Gas Safety System as a result of its work with Westminster City Council.</p> <p>Enterprise supports the London Telecare Group which represents all 32 London boroughs and a dozen councils in the Home Counties. London Telecare provides a unique forum for networking and sharing information, encouraging high standards in the provision of telehealthcare services. The Group, under the strong London Telecare brand promotes telecare to the public using posters at bus stops and other highly visible sites.</p> <p>Enterprise 33 Tachbrook Street, London SW1V 2JR Telephone: 020 7641 3348 Fax: 020 7641 3017 Email: enterprisefm@enterprise.plc.uk Website: www.enterprise.plc.uk Website: www.londontelecare.com</p>
<div data-bbox="170 1223 450 1312"> </div> <div data-bbox="518 1200 555 1232">08</div> <p>Chubb Community Care is one of the UK's leading manufacturer, supplier and installer of innovative products and services designed to empower the individual, promote independence and enhance quality of life for older, vulnerable and disabled people.</p> <p>We are a member of the TSA and an approved supplier through the NHS PASA Framework Agreement for telecare and telehealth solutions. The framework is designed to guarantee best value when it comes to pricing and that our equipment meets all the latest standards and regulations including Class 1 receiver compliance, compatibility with all modern telecare call handling control centre and is fully tested and ready to migrate to BT 21CN.</p> <p>Our goal is to provide solutions which are tailored to meet the needs of our clients and their customers. Chubb Community Care strives to deliver innovative and industry-leading products and services, we measure our conduct against the highest ethical standards worldwide and can draw on over 60 years of experience to design products to meet the needs of installers, carers, responders and users.</p> <p>Chubb Community Care Shadsworth Road, Blackburn, BB1 2PR Telephone: 01254 688 774 Fax: 01254 696 460 Email: commcare@chubb.co.uk Website: www.chubbcommunitycare.co.uk</p>	<div data-bbox="612 1229 946 1312"> </div> <div data-bbox="986 1200 1023 1232">32</div> <p>Eldercare has operated for over 20 years and provides monitoring, response and telecare services to over 50,000 clients nationally. We are based in Rawtenstall, Lancashire and over the years we have expanded our operation to include a wide range of different services, all focused on delivering high quality service to our customer base.</p> <p>We are a unique organisation within the Telecare Sector because we are a partnership between international charity Help the Aged and long established telecare provider Eldercare. We provide assessment, installation, monitoring and mobile response services to Local Authorities, Housing Associations and Private Clients throughout the UK.</p> <p>We are committed to providing the highest level of service and are accredited with Parts 1, 2 and 3 of the TSA Code of Practice and currently hold BS 5979 (Cat 1), BS EN50134 pt7 and ISO900.</p> <p>Eldercare 847 Burnley Road, Loveclough, Rossendale, Lancashire BB4 8QL Telephone: 0808 100 2435 Email: kompanyon@eldercare.co.uk Website: www.seniorlinkeldercare.com Website: www.kompanyon.com</p>	<div data-bbox="1098 1236 1402 1296"> </div> <div data-bbox="1453 1200 1490 1232">16</div> <p>The Everon Vega is a purpose built system to aid safer walking for those with Alzheimer or other cognitive disorders. Vega allows wearers to walk freely in a predetermined safe zone but raises an automatic alarm should the wearer walk outside of this zone. Vega also features an RF home base that indicates to the Vega bracelet that the wearer is at home. The Vega is designed to allow more freedom whilst yet reducing risk.</p> <p>Ever On devices, continuous monitoring, intelligent alerting, helping to improve people's daily lives inside and outside the home. Tracking – tracing – talking – reassuring – monitoring – alerting – for responses with real time information.</p> <p>Our technologies are important ingredients in alarm services. GPS, GSM, GPRS, RF mixed together with intelligent software solutions to help people. Our partners are our interface for the people we wish to help – world class monitoring centres listening out for people in need.</p> <p>Everon Oy Vakiotie 9, FI-21420 Lieto Finland Telephone: +358 207 920 702 Fax: +358 207 920 705 Email: info.fi@everon.net Website: www.everon.fi</p>

<div data-bbox="151 374 474 439" data-label="Image"> </div> <p>35</p> <p>Grosvenor Telecom is the first company of its kind (independent from any local authority, housing association or monitoring station) to become accredited to Part 2 of the TSA 2005 Code of Practice and has almost completed the transition to the new 2009 Code. We are currently working towards our Response accreditation under this new code. This unequalled position enables us to offer our service to anyone that requires it with whichever equipment they prefer.</p> <p>Established in 1986, we have developed expertise in the telecare and telehealth industry and secured an excellent reputation that has resulted in us offering a highly sought after service.</p> <p>As well as our TSA accreditation we have achieved many others including NSI GOLD ISO 9001:2008, the NICEIC and are also members of Constructionline and SCTE. These certificates enable us to provide a 'one stop shop' bespoke service for assistive technology systems including the use of radio telematics and paging.</p> <p>As an independent company, we champion the innovative technology of the many different industry suppliers. Our service is unbiased, and is tailored to meet the specific requirements of our client and the end user.</p> <p>Grosvenor Telecom 30 Whitegate Ind Est, Whitegate Rd, Wrexham, Clwyd LL13 8UG Telephone: 01978 291950 Email: mail@grosvenortelecom.co.uk Website: www.grosvenortelecom.co.uk</p>	<div data-bbox="646 358 906 461" data-label="Image"> </div> <p>28</p> <p>Honeywell HomMed, a global leader in the telehealth industry, is dedicated to providing the most comprehensive telehealth solutions to improve quality of care through standardisation of healthcare delivery and control of variance through evidence-based disease management to improve outcomes.</p> <p>Honeywell HomMed's Telehealth Ecosystem is a comprehensive solution built upon three unique pillars: patient-facing devices, content/applications, and services. The LifeStream™ Platform seamlessly integrates patient information to enhance productivity, workflow and communication. The Genesis® DM is the fourth generation of telehealth monitors from Honeywell HomMed and has enhanced patient usability, automatic set-up wizard feature, is integrated with LifeStream and has Disease-Specific Symptom Management (DSSM) patient education to provide the most comprehensive remote biometric symptom evaluation available.</p> <p>Honeywell HomMed 3400 Intertech Drive, Suite 200, Brookfield, WI53045 USA Telephone: +1 262 252 6069 Website: www.hommed.com UK Contact: Phil Cory, Country Manager Email: phil.cory@honeywell.com</p>	<div data-bbox="1166 349 1310 472" data-label="Image"> </div> <p>33</p> <p>Jontek provide telecare, social alarm, community care and homecare software telephony solutions utilising the latest web enables technologies in line with the government's e-GIF policies.</p> <p>We have been working in partnership with local authorities, housing associations and primary care trusts for over 18 years developing telecare and homecare software telephony solutions to allow greater integration between social services, health and housing, enabling a much greater level partnership working, in line with the government's requirement for joined up working.</p> <p>Our systems have a powerful yet user-friendly reporting facility and allow for the provision of the vast array of reports necessary to run a high quality, efficient Care Service in an ever demanding climate.</p> <p>Answer-link 3G Telecare Response Centre</p> <p>Answer-Link 3G is the latest generation of Telecare Response Centres to be provided by Jontek, the system is fully web enabled, complies with the TSA Code of Practice and is in line with the Supporting People requirements for more flexible and cost-effective methods of working.</p> <p>Jontek Ltd Solutions House, Arden Business Centre, Horsfield Way, Bredbury, Stockport, Cheshire SK6 2SU Telephone: 0161 430 3366 Fax: 0161 430 7766 Email: enquiries@jontek.co.uk Website: www.jontek.co.uk</p>
<div data-bbox="170 1200 443 1332" data-label="Image"> </div> <p>14</p> <p>Halliday James Ltd are specialists in the field of Assistive Technology with a particular focus on supporting those persons who have a Learning Disability, or who are elderly, or those individuals with conditions resulting from an acquired brain injury. The solutions we provide for these persons, seek to help them address the challenges associated with gaining or maintaining independent living.</p> <p>In addition to our unique i-Cue system, which provides a dynamic support environment for those persons with multiple needs who wish to live independently, Halliday James have recently launched two new products to help support vulnerable people who wish to travel independently within the community:</p> <p>WayFinder – A new GPS based travel training program which enables a person to create and follow a customised route based on points of orientation or interest specifically to them.</p> <p>St Bernard Emergency Location Services – A new location service providing support for older and vulnerable persons when out and about in the community and re-assurance for their carer(s).</p> <p>To find out more information about these two new and exciting products and how they can support your service users please drop by our stand to discuss.</p> <p>Halliday James Ltd Ezekiel House, Ezekiel Lane, Willenhall, West Midlands WV12 5QU Telephone: 0121 661 680 Website: www.hallidayjames.com</p>	<div data-bbox="715 1200 831 1330" data-label="Image"> </div> <p>INTERNET CAFÉ</p> <p>Intel is committed to finding new and innovative ways to apply technology to support today's carer population and improve health outcomes. Since 1999, Intel has focused on research-driven solutions for improving the care of aging and chronically ill individuals in home and clinical settings. This research continues to drive a variety of product offerings, aimed to assist those with various conditions as well as members of the care team.</p> <p>The Intel® Health Guide is one of the Intel Digital Health Group's first solutions designed to make home healthcare a reality. The Intel Health Guide promotes greater patient engagement and more efficient care management by enabling communications between patients and healthcare professionals and providing clinicians with access to the most current, actionable data.</p> <p>Intel shares a vision with healthcare leaders of using technology to enhance the healthcare experience, increase quality of care and reduce the burden on the healthcare system. More information at www.intel.co.uk/healthguide.</p> <p>Intel Corporation (UK) Limited Pipers Way, Swindon SN3 1RJ Telephone: 01793 403000 Website: www.intel.co.uk/healthguide</p>	<div data-bbox="1150 1200 1331 1330" data-label="Image"> </div> <p>31</p> <p>Just Checking is a portable, activity monitoring system used for the assessment of people with dementia, living in their own homes. The kit is easy to install, and activity charts are accessed on-line. Used by health and social care practitioners to support people with dementia Just Checking has a strong track record in increasing opportunities to support people at home, postponing residential care.</p> <p>Half of all social services councils in the UK are using Just Checking for assessment and care planning, ensuring care is targeted and effective. In health trusts and PCTs, it is used in community mental health, intermediate care and hospital discharge. Just Checking is a key component in three of the National Dementia Strategy objectives: improved community personal support; improved intermediate care; housing and telecare support.</p> <p>See a live demonstration on the Just Checking stand.</p> <p>Just Checking Ltd Appledore Lodge, Blind Lane, Tanworth-in-Arden, Warks B94 5HT Telephone: 01564 741822 Email: info@justchecking.co.uk Website: www.justchecking.co.uk Contact: Celia Price celia.price@justchecking.co.uk</p>

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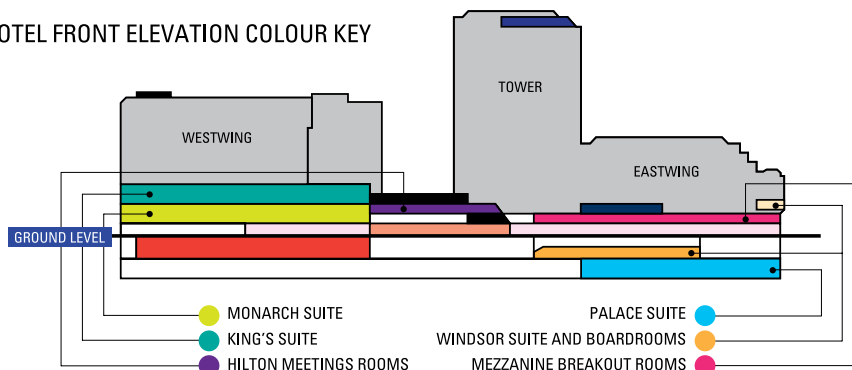
<div data-bbox="229 353 386 470"> </div> <div data-bbox="528 347 549 369">11</div> <p>MCC MEDIA is an award winning media company working across key government and NHS departments. Our aim is to help clients communicate in a clear and effective manner through visual media. From promoting new products and services to creating training DVD's, we offer a wide range of bespoke media services to cater to your individual needs.</p> <p>Our team of highly creative and experienced individuals utilizes the latest in HD equipment. MCC Media works closely with each client to ensure that the final product is accurate to its original brief and engages the target audience in a clear, innovative way.</p> <p>MCC Media have worked on a variety of national media campaigns, such as the visual materials for the "Mental Health First Aid" training course. With an established and firm grounding within the health and public sectors, we are committed to developing new and compelling methods of visual communication.</p> <p>MCC Media Ltd, St Peter's Gate, Charles Street, Sunderland SR6 0AN Telephone: 0191 5561080 Website: www.mccmedia.co.uk</p>	<div data-bbox="608 347 997 470"> </div> <div data-bbox="991 347 1011 369">37</div> <p>NOVALARM focuses on providing a high quality, flexible and cost effective control centre solution called UMO. NOVALARM is part of the Verklizan Group, established for over 25 years and a leading manufacturer of monitoring centre systems. Verklizan is a privately owned, independent company with a long history of working with other suppliers to ensure maximum interoperability with the widest range of telecare and telehealth equipment.</p> <p>UMO facilities include the monitoring of social alarms, telecare, video conferencing, telehealth, lone workers and care visits registration, all in one integrated control centre. Calls can be handled by operators from virtually anywhere (eg home or other offices), and voice recording is built into UMO, allowing instant playback of conversations. Maps show the locations of clients and their responders on screen, and a full stock management system keeps track of telecare peripherals, battery change dates and warranty dates.</p> <p>With UMO centres installed across 9 European countries and providing services to over half a million people, NOVALARM and the Verklizan Group bring a fresh perspective to meeting the growing needs of response centres in the UK.</p> <p>NOVALARM (Verklizan Ltd) 114 Kingfisher Business Centre, Futures Park BACUP OL13 0BB Telephone: +44 (0) 844 5611814 Fax: +44 (0) 161 2614782 Email: info.uk@novalarm.com Website: www.novalarm.com</p>	<div data-bbox="1145 347 1332 470"> </div> <div data-bbox="1460 347 1481 369">30</div> <p>Pivotell offer medication dispensers and reminders suitable for the active but forgetful, and those with significant cognitive difficulties needing more controlled assistance.</p> <p>The Pivotell range of products can be a significant aid to carers and users – improving quality of life, assisting independent home living by prompting medication and preventing overdosing.</p> <p>The Pivotell Mark 3 Automatic Pill Dispenser includes an interface allowing Telecare companies to include the dispenser as a part of their own telecare offer. Pivotell will shortly offer the Mark 5 dispenser which will include a GSM module. Programmed and operated via a web based service, this will allow family members, carers, or other agencies to be alerted via text or e-mail to events such as – medication taken/not taken/error message/dispenser status /doses remaining. The user's medication compliance over the previous medication cycle can also be monitored.</p> <p>Pivotell Ltd P.O. Box 108, Saffron Walden, Essex CB11 4WX Telephone: 01799 550979 Email: sales@pivotell.co.uk Website: www.pivotell.co.uk Contact: Caroline Milne</p>
<div data-bbox="252 1209 359 1317"> </div> <div data-bbox="528 1205 549 1227">05</div> <p>NCS – Formed in 1992 and with a large customer base of Local Authorities and Housing Associations our activities span the design, manufacture, installation and service of integrated Telecare/TeleHealth, Security and Communication Systems that meet the objectives specified by ALIP (Assisted Living Innovation Platform)</p> <p>Our systems allow interoperability with any make and model of Telecare/TeleHealth devices/systems within Sheltered Housing via open interfaces.</p> <p>We maintain any make and model of Warden Call/Social Alarm/Telecare System on comparable response/fix times at competitive prices. Quotations can be obtained by contacting our sales team or emailing us at sales@nsgroup.co.uk</p> <p>We manufacture compatible replacement products/spares for other manufactures equipment, ensuring we can still support these systems, even when other manufacturers have classed them as obsolete</p> <p>We can also advise on BT21CN upgrade options on non-compliant systems.</p> <p>Network Communications Systems Limited Network House, 8 Cooke Street, Bentley, Doncaster, South Yorkshire DN5 0BH Telephone: 01302 873333 Email: sales@nsgroup.co.uk Website: www.nsgroup.co.uk</p>	<div data-bbox="630 1232 912 1294"> </div> <div data-bbox="991 1205 1011 1227">39</div> <p>Philips Motiva is an interactive healthcare platform that connects patients with chronic conditions, e.g. heart failure, diabetes, and COPD, to their healthcare providers – via the home television and a broadband internet connection.</p> <p>Motiva automates disease management activities, and engages patients with personalised daily inter-actions and education delivered through the home television. The system enables healthcare providers to motivate behaviour change through user-friendly technology, helping them meet goals for improved patient compliance, telehealth program efficiency, and lower healthcare costs.</p> <p>In addition to automated vital signs monitoring, patients are supported by:</p> <ul style="list-style-type: none"> • Educational material delivered as videos, with topics relevant to their individual healthcare needs • Actionable feedback about vital signs measurements to help patients track progress toward personal goals • Motivational messages from caregivers to help encourage healthy lifestyle choices for diet and exercise <p>Philips Healthcare Guildford Business Park, Guildford GU2 8XH Telephone: 01737 230 473 Contact: Geoffrey Hayllar Email: geoff.hayllar@philips.com</p>	<div data-bbox="1082 1220 1420 1299"> </div> <div data-bbox="1460 1205 1481 1227">38</div> <p>Healthcare providers have partnered with Polycom for over 20 years, together implementing successful telehealth and healthcare programs – programs that allow patients to be treated at a distance, avoiding the cost of transfer, decreasing the time away from their home community, and allowing an expert in a medical field to be available across the miles. Polycom offers customised video solutions for multi-disciplined team meetings, telemedicine, continuing medical education and healthcare administration. Whether you are looking for Telestroke, Telemental health, Telecorrections, ER support, distance learning or a way to connect with experts at a distance to support your business model, Polycom has the solutions and industry experts to assist in your program.</p> <p>Polycom 270 Bath Road, Slough, UK SL1 4DX Telephone: 01753 723155 Website: www.polycom.co.uk/index.html Contact: Gary Parker, UK Medical Representative Email: gary.parker@polycom.com</p>

<div data-bbox="188 344 416 472">  </div> <div data-bbox="523 344 555 376">27</div> <p>Possum are the market leader in the development, manufacture and installation of Electronic Assistive Technology (EAT) products and services.</p> <p>Our assistive technology systems support elderly and disabled people and people with learning difficulties by providing practical solutions which enhance independence and quality of life. These solutions include Environmental Control, LocalLink and Telecare systems which provide a reassuring support structure for dependent people.</p> <p>Environmental Control Systems (ECS)</p> <p>These can be integrated to control a wide range of appliances and equipment to meet needs for:</p> <ul style="list-style-type: none"> • Security (alarms, intercom systems and door locks) • Communications (telephone operation, nurse/warden call systems, pagers) • Comfort (power sockets, lights, curtains/blinds, multifunction beds and chairs) • Entertainment (TV, satellite/digital TV, DVD, music systems, radio, page-turners) • Access (door/window openers, lifts) • Personal Computers (business, email, internet) • Telecare (sensor activation, pager alerts, care phone) <p>Visit Possum on stand No: 27 for a practical demonstration and advice on suitable applications.</p> <p>Possum 8 Farmbrough Close, Stocklake Park Industrial Estate, Aylesbury, Buckinghamshire HP20 1DQ Telephone: 01296 461 000 Email: sales@possum.co.uk Website: www.Possum.co.uk</p>	<div data-bbox="636 367 901 461">  </div> <div data-bbox="994 344 1026 376">13</div> <p>Award-winning Red Alert Telecare Ltd provides a unique range of support services for those involved with implementing telecare and telehealth solutions in the community. We work closely with assessors, occupational therapists and implementation teams to provide a tailor-made service that ranges from stock holding and project management through to emergency callouts, maintenance and installation. We have a wide customer base including the London Borough of Newham and Kent WSD projects. Our services can be used in isolation or as part of a wider integrated support package and our flexible approach means that commissioners can choose exactly the right level of support for their needs.</p> <p>Our dedicated administration team uses TOM (telecare office manager) and other specialist software to co-ordinate the activities associated with successfully managing, implementing and maintaining telecare and telehealth solutions. A key part of our service also includes a full stock management system and asset tracking service. All our expert engineers are manufacturer trained in the complete range of related products. All our staff are CRB checked, we operate under BS-EN 9001-2000 and we have recently achieved TSA accreditation.</p> <p>Red Alert Ltd The Courtyard, Orbital Park, Ashford, Kent TN24 0SY Telephone: 01233 501999 Website: www.redalertuk.com Contact: Clive Gawler, Managing Director Email: clive@redalertuk.com</p>	<div data-bbox="1078 378 1410 439">  </div> <div data-bbox="1458 344 1490 376">40</div> <p>STT Condigi is the result of a merger between the Danish group Condigi Televagt A/S and Sweden's STT Care AB in 2008. The aim of the merger is to create the conditions for further expansion and to meet market challenges in the future. The new company, which occupies a leading position within the segment of safety for elderly care and medical services on the Nordic market, has assembled powerful resources and a broad knowledge base with regard to customer needs. Now STT Condigi also enters the UK via an office in Newcastle.</p> <p>Our market is in constant growth. The number of elderly people who require care is increasing all the time. The number of people over 80 years old will double over the next 40 years. This means that the need for nursing and care of elderly people will increase dramatically, as will the need for technical devices at home and in elderly accommodation.</p> <p>STT Condigi AB Agnesfridsvägen 113 A, 212 37 Malmö, Sweden Telephone: 0120 727 2200 Contact: Jeremy Deage Email: jeremy.deage@sttcondigi.com Website: www.sttcondigi.com</p>
<div data-bbox="180 1218 429 1317">  </div> <div data-bbox="523 1200 555 1232">25</div> <p>REACT Technologies is at the forefront of secure multi-site mobile networking and converged communications. We add value through professional services and operational support. We can assist with all aspects of network deployment: From initial consultancy and design, through to test, commissioning and technical support.</p> <p>REACT Technologies are leaders in wireless networking and remote access communications for hospital trusts, airports, theme parks and schools, around which we deploy incident management and response and monitoring solutions. As wireless mobility specialists, REACT technologies are experts in providing 'behavioural analysis management solutions' for the healthcare industry.</p> <p>Since 2003, REACT has been the UK's leading knowledge based consultancy specialising in IP Voice Video and Data over the LAN, over the WAN, over WiFi and over Power.</p> <p>Our scalable solutions, optimised for performance and security, produce unprecedented return on investment and growth into the next generation of networking, ensuring piece of mind in the challenging and ever evolving world of Enterprise IP-centric technologies.</p> <p>See more on our website; REACTtechnologies.com</p> <p>REACT Technologies Ltd Manor Farm, Cliddesden, Basingstoke, Hampshire RG25 2JB Telephone: 01256 301900 Fax: 01256 301909 Email: steve@reacttechnologies.com</p>	<div data-bbox="671 1209 866 1317">  </div> <div data-bbox="994 1200 1026 1232">20</div> <p>Solon are the UK's leading suppliers of quality Crime Prevention and Community Safety products. Our products are designed to keep people safe in their own environment acting to support them and reduce their fear of crime. We specialise in personal alarms, door entry systems, locks and key safes.</p> <p>Solon Security Limited is registered as a supplier on the NHS PASA and NHS-sid (NHS Supplier Information Database).</p> <p>We will be demonstrating our NEW Solon Key Safe at the TSA Conference so please visit us at stand 20 or contact us for more information.</p> <p>Solon Security Ltd. Unit 40 Manor Industrial Estate Flint Flintshire CH6 5UY Telephone: 01352 762266 Email: sales@solonsecurity.co.uk Website: www.solonsecurity.co.uk</p>	<div data-bbox="1083 1229 1410 1308">  </div> <div data-bbox="1458 1200 1490 1232">02</div> <p>Supra UK is the leading provider of key management solutions for the home healthcare market. Established in 2005, Supra has supplied over 1.7 million GE KeySafe™ products into the UK and Europe and offers a National Installation service.</p> <p>The GE KeySafe provides immediate access for trusted services and authorised visitors. It works hand in hand with Telecare providers to allow immediate access for the Emergency Services and opens the 'Golden Hour' to save time and save lives.</p> <p>The new TSA Code of Practice highlights the need to gain access without delay. As the only insurance acknowledged product in the UK the GE KeySafe guarantees you can do this.</p> <p>Contact the Supra team at the TSA conference to discuss how Supra's products, training and services can help you and your clients.</p> <p>GE KeySafe™ – Saving time and Saving Lives.</p> <p>Supra UK Ltd 24 The Furlong, Berry Hill Industrial Estate, Droitwich Spa WR9 9AH Telephone: 01905 770333 Email: sales@keysafe.co.uk Website: www.keysafe.co.uk</p>

<div data-bbox="164 360 445 465">  </div> <div data-bbox="485 349 555 376"> 17 24 </div> <p>First Connections Limited, formed in 1995 focused on providing high quality support in the Videoconferencing market place. With our partner TANDBERG we are dedicated to the dynamic and specialist demands of the Health Industry.</p> <p>Providing health care services in today's world includes constant pressure to increase the quality of patient care, reach more people, provide new services and control costs. First Connections and TANDBERG are enhancing the health care industry's day to day business and enabling its services to be extended beyond the physical boundaries of its hospitals and practices, ensuring the rising costs of healthcare are significantly reduced and the quality of patient care increased.</p> <p>TANDBERG Tele-HealthCare Solutions have aided medical professionals in increasing patient care by ensuring that they are doing what they do best... treating patients. First Connections and Tandberg, your best and most complete source for Videoconferencing, improving the way you work and communicate.</p> <p>TANDBERG Telephone: 01784 274600 Website: www.tandberg.com Contact: Graham Franklin Email: graham.franklin@tandberg.com</p> <p>First Connections Limited Telephone: 01256 301700 Website: www.firstconnections.co.uk Contact: Simon Murphy Email: simon.murphy@firstconnections.co.uk</p>	<div data-bbox="627 349 920 472">  </div> <div data-bbox="986 349 1023 376"> 34 </div> <p>Telehealth Solutions is a pioneering telehealth company with high-quality, low-cost systems available for use in GP surgeries and pharmacies, as well as within other institutions, commercial premises and in patient homes. We combine state-of-the-art technology and cost-effectiveness, and are committed to providing efficient healthcare technology to both patients and providers. We provide the most secure, scalable and robust methods for collecting information from patients, without the need for clinical intervention, and getting that information into the hands of the clinicians and carers who are looking after those patients. All of our products integrate with the most appropriate existing clinical system (e.g. Emis) – we go to great lengths to avoid creating an extra system for professionals to have to use. Our approach is to make everything as simple and as easy to use as possible. All our products therefore use touchscreen devices and the patient interface to our products is able to work in any written language too.</p> <p>Telehealth Solutions 54 Clarendon Road, Watford, WD17 1DU Telephone: 01923 431648 Email: info@thsl.co.uk Website: www.thsl.co.uk</p>	<div data-bbox="1086 376 1402 450">  </div> <div data-bbox="1458 349 1485 376"> 03 </div> <p>Tynetec, established in 1979, is a UK based company with extensive experience in the design and manufacture of Warden Call Systems, Telecare and Telehealth equipment and Access Control Systems.</p> <p>Tynetec's Advent xt is now firmly established as the market leader in hard-wired warden call systems. With fully integrated Telecare and Telehealth, data can be accessed remotely using a standard internet connection. Additional options include combined door entry for cost effective installation.</p> <p>Tynetec's SayPhone v2 and SayPhone 21 at-home alarm units also offer full telecare compatibility for either responsive or preventative telecare applications.</p> <p>Tynetec's Altera Care Software allows authorised personnel direct access to Telecare and Telehealth data from any Advent xt or SayPhone 21 system.</p> <p>Tynetec's Altec Response is a fully featured alarm unit and is essential for all local care environments.</p> <p>Tynetec's well established range of Entel access control products offer high quality, DDA compliance and incorporate Tynetec's trusted technology.</p> <p>Tynetec Limited Cowley Road, Blyth Riverside Business Park, Blyth, Northumberland NE24 5TF Telephone: 01670 352371 Email: wkendall@tynetec.co.uk Website: www.tynetec.co.uk</p>
<div data-bbox="237 1205 379 1328">  </div> <div data-bbox="523 1205 555 1232"> 36 </div> <p>TBS GB offers Health and Social Trusts the opportunity to provide patients with sophisticated home care through the use of technologically advanced home-based telemonitoring equipment. Employing over 1000 personnel and operating in 8 European countries, the TBS group is already offering telecare and telehealth services to 54,000 users across Europe.</p> <p>The long-term medical conditions covered include Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), Diabetes, Asthma and others, through an in-house developed innovative disease management programme. Patients are able to remain in their own comfortable and familiar surroundings; safe in the knowledge that round-the-clock care is at hand. TBS GB aims at reducing hospital admissions and providing non-acute patients with a more convenient and person-centred approach to healthcare.</p> <p>TBS GB's service promotes support to local authorities, residential care facilities and hospitals with a view to enable patients and older people to live safely, and in improved health and environmental conditions.</p> <p>TBS GB Telematic & Biomedical Services Central House, 8 Cliffdown Road, Southend on Sea, Essex SS1 1AB Telephone: 01702 608728 Email: info@tbsgb.com Website: www.tbsgb.com</p>	<div data-bbox="643 1238 898 1305">  </div> <div data-bbox="946 1205 1018 1232"> 04 21 </div> <p>The Next "Digital Ready" Generation</p> <p>PNC6 is launched – The first 'digital ready' telecare call monitoring and management system in the UK, designed to ensure service users experience a continued high quality of telehealthcare provision as the UK's telecom's infrastructure turns digital.</p> <p>PNC6 is a unified communications platform managing the convergence of multiple information communication technologies including voice, data and text, providing management information tools with decision support systems to ensure more efficient operation.</p> <p>Designed with highly resilient and robust modular server environment with remote presence that is future proofed and ready for the convergence to IP 'packet switched' communication networks.</p> <p>Also being showcased at this year's event will be a range of telecare and telehealth products designed to transform the lives of carers and those being cared for as well as people with long-term conditions - enhancing health, independence and well-being.</p> <p>Please visit the Tunstall stand where you will see all this and much more including a suite of very powerful telehealth and telecare evidence in a new publication entitled "solving the care problem".</p> <p>Tunstall Healthcare (UK) Limited Whitley Bridge, Yorkshire DN14 0HR Telephone: 01977 660206 Email: enquiries@tunstall.co.uk Website: www.tunstallhealth.com</p>	<div data-bbox="1139 1205 1331 1328">  </div> <div data-bbox="1410 1205 1482 1232"> 18 19 </div> <p>Telecare Services Association (TSA) is the representative body for the Telecare and Telehealth industry in the UK. TSA is a membership based, not for profit organisation. Its members support the majority of the 1.7 million service users, who benefit from telecare systems in the UK, through delivery of 24/7 monitoring and response services and the manufacture and supply of equipment, sensors and software systems.</p> <p>TSA drives quality throughout the sector through its Code of Practice. The Code is independently audited to provide a robust framework for telecare delivery across its end-to-end process.</p> <p>Working closely with Governments, TSA has an influential role in policy development. It was a founder member of DH's TAN (Telecare Advisory Network), is a member of the Scottish Government's JIT Telecare Programme Board, has a longstanding involvement with the Welsh Assembly in its delivery of telecare and a growing association with the European Centre for Connected Health in Northern Ireland.</p> <p>TSA now welcomes all organisations who have a professional or commercial interest in the provision of Telehealth, as well as Telecare, products and services.</p> <p>Telecare Services Association, Suite 8, Wilmslow House, Grove Way, Wilmslow, Cheshire SK9 5AG Tel: 01625 520320 Email: admin@telecare.org.uk Website: www.telecare.org.uk</p>

Conference Zone and Syndicate Rooms

HOTEL FRONT ELEVATION COLOUR KEY

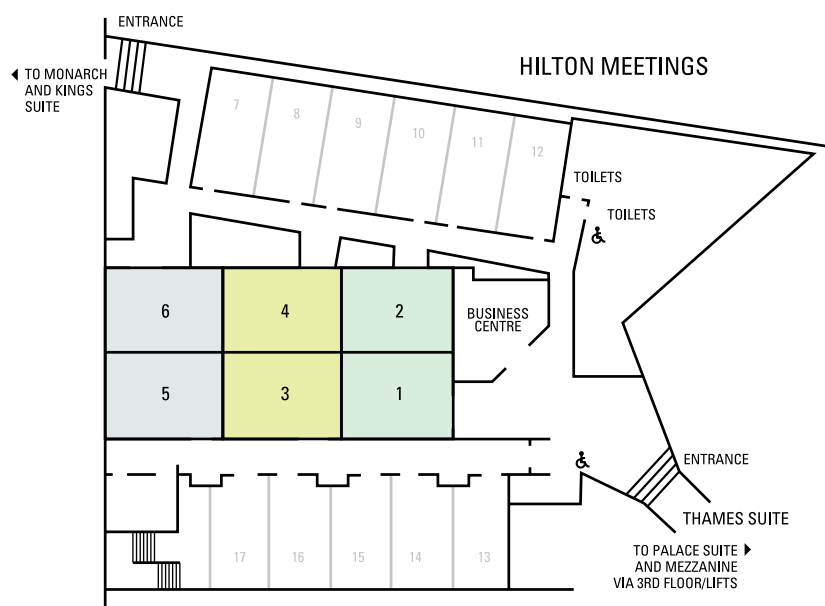


Plenary sessions – Monarch Suite

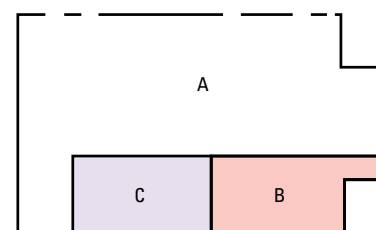
The Exhibition Zone – King's Suite

Workshop rooms as below:
check Workshop Summary on
pages 8 and 9.

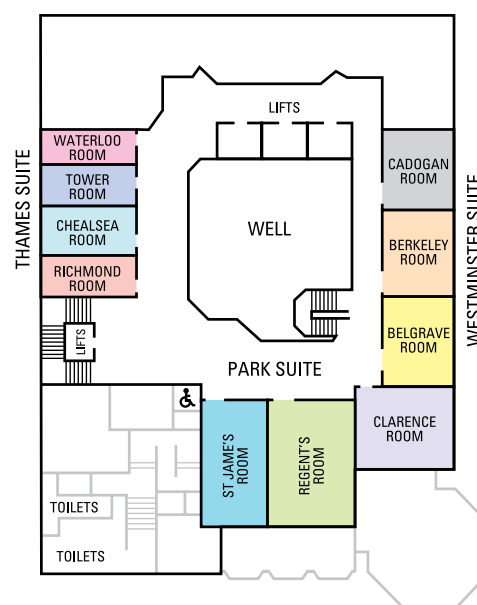
Networking Dinner and Gala Dinner –
Monarch Suite



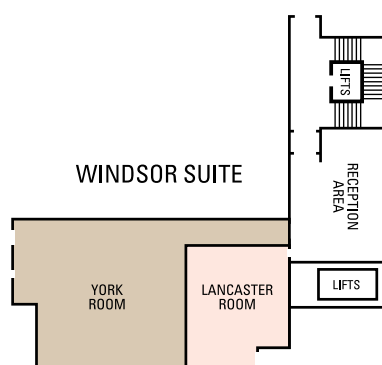
PALACE SUITE



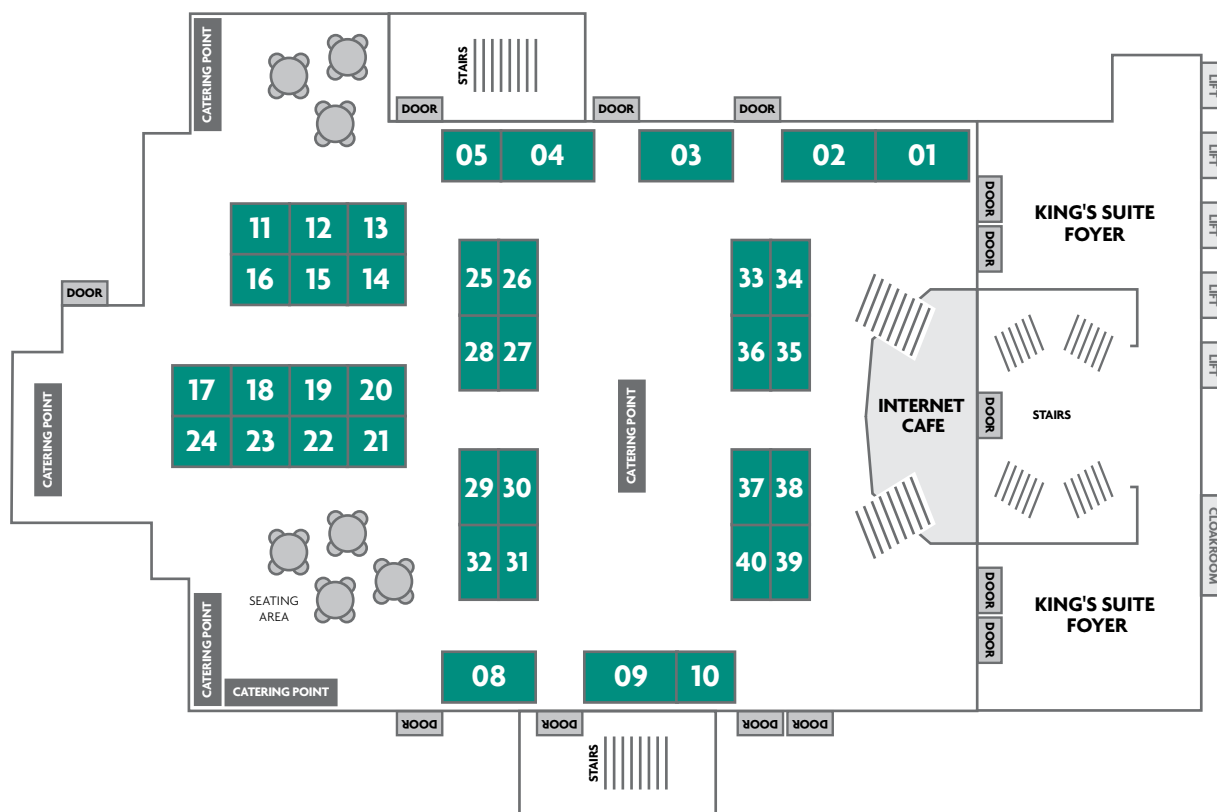
MEZZANINE LEVEL



- BELGRAVE
- BERKELEY
- CADOGAN
- CHELSEA
- CLARENCE
- HILTON MEETINGS 1+2
- HILTON MEETINGS 3+4
- HILTON MEETINGS 5+6
- LANCASTER
- PALACE B
- PALACE C
- REGENTS
- RICHMOND
- ST JAMES
- TOWER
- WATERLOO
- YORK



Exhibition Zone Floor Plan



STAND

- | | | |
|---------------------------------------|--|---|
| 1 Bosch | 16 Everon UK | 29 Burnside Telecom |
| 2 Supra UK | 17 Tandberg/First Connections | 30 Pivotell |
| 3 Tynetec | 18 Telecare Services Association | 31 Just Checking |
| 4 Tunstall | 19 Telecare Services Association | 32 Eldercare |
| 5 Network Communication Systems (NCS) | 20 Solon Security | 33 Jontek |
| 8 Chubb Community Care | 21 Tunstall | 34 Telehealth Solutions |
| 9 Cirrus Communication Systems | 22 Enterprise | 35 Grosvenor Telecom |
| 10 CareTech AB | 23 CarelineUK | 36 TBS GB Telematic & Biomedical Services |
| 11 MCC Media | 24 Tandberg/First Connections | 37 Novalarm (Verklizan Ltd) |
| 12 Buying Solutions | 25 React Technologies | 38 Polycom |
| 13 Red Alert | 26 Aid Call- Age Concern Personal Alarms | 39 Philips Healthcare |
| 14 Halliday James | 27 Possum | 40 STT Contigi |
| 15 Centre for Housing and Support | 28 Honeywell HomMed | INTERNET CAFE Intel Digital Health |

The National Telecare and Telehealth Conference is organised by the Telecare Services Association (TSA). TSA is the voice of the telecare and telehealth industry. Our role is to promote telecare and telehealth, to achieve understanding and to maintain standards.

Our members are service providers and commissioners, academics, manufacturers, vendors and others who share a real interest in telecare and telehealth, both today and the years ahead. By working together we help to shape the future.

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