

Keynote Sessions

Session Three: Next Generation Networks

The session will assess and discuss the current situation with regards to the BT21CN programme which has now been suspended by BT, but implemented by alternative providers, e.g. Sky, Virgin Media and many others. It will review how the network might look with consideration to Next Generation roll-outs.

References will be made to the full digital roll-out in Germany and Sweden and whether the UK infrastructure will follow this process.

We will also discuss the obvious impacts on legacy alarm equipment and how Alarm Receiving Centres (ARC's) make themselves ready for digital connectivity in the current analogue world.

Presented by Carl Atkey Head of CarelineUK

Carl began his career as a marine electrician, completing a 4 year indentured apprenticeship before moving on to become an Electronic Design Engineer, Marine Commissioning Engineer, Service Supervisor and in the early 1990s reached the position of Development Director involved in the design of social alarms, control centres and telephone solutions, also sponsoring a research programme at Canterbury University into tele-medicine.

He joined Cirrus, CarelineUK's sister company, in 2001 and with his wealth of technical knowledge and ability became the Technical Director in 2006. Through his technical role Carl has developed many strong operational partnerships, working closely with CarelineUK's customers and his change in role, to Head of CarelineUK last year, was a natural and beneficial move for himself and the company.

In 2009 Carl started working with The Technology Strategy Board as part of the Government funded Assisted Living Innovation Platform (ALIP) to address the challenge of assisted living and developing appropriate telehealth strategies. He meets regularly with other providers and industry and government spokespeople. This provides a useful platform to network, share, learn and discuss current and future developments in the industry.

Carl intends to not only ensure the continued success of CarelineUK but build it into the most technically advanced and professional telecare monitoring centre in the UK.

The Future of Telecare

2.30pm, Wednesday 14th July 2010 at Vinopolis, Bank End, London

Agenda

- 2.30pm: Arrival & registration**
Afternoon refreshments will be provided
- 3.00pm: Welcome & introduction**
Doug Miles will open the afternoon telecare forum
- 3.10pm: Fast Track implementation programme for Assistive Technologies**
Presented by Claire Mitchell, Department of Health
- 3.30pm: Business case preparation for telecare**
Presented by Raffaella Somma, London Borough of Lambeth
- 3.50pm: Next Generation Networks**
Presented by Carl Atkey, Head of CarelineUK
- 4.15pm: 'Question time' panel session**
The opportunity to ask questions and discuss with the presenters their findings and experience regarding the topics covered
- 5.30pm: Glass of bubbly & Canapés**
- 6.00pm: Wine Challenge**
Join us to test your wine knowledge with our networking wine tasting challenge
- 7.30pm: Close**

Keynote Sessions

Session One: Fast Track implementation programme for Assistive Technologies

The Department of Health (DH) is working with 12 London boroughs to support them through a Fast Track implementation programme to implement Assistive Technologies, including telecare.

The DH is providing strategic programme management support, and a framework and methodology that enables boroughs to have a structured process of knowledge transfer and education.

Through a focussed facilitated 15 week programme the operational leads from the boroughs will progress through modules to look at the strategic imperative for Assistive Technologies. This programme will cover the required infrastructure, business processes and PR and marketing needed to effectively communicate the messages of this important service to all key stakeholders.

Presented by Claire Mitchell
Programme Lead, Assistive Technology Fast Track programme, Department of Health

Claire's first career was as a British diplomat with the Foreign and Commonwealth Office (FCO), serving mainly in the Middle East Department which included a two year posting to Amman, Jordan.

On returning from overseas she studied for an MBA whilst working in the FCO's finance department focussing on the devolved financial management initiative and included strategic work for the department in Treasury negotiations and expenditure reviews.

Following completion of her MBA, Claire joined Deloitte Consulting where she led their strategy and change management practices, consulting across industry, in both the public and private sector leading change and knowledge management programmes.

From July 2008 – March 2010 Claire led the programme for Norfolk & Waveney Mental Health Trust to develop the business case, and operating model, for the UK's first Dementia Centre of Excellence. A successful business case secured £14m and the building will open as the Norfolk Clinical Academy for Dementia in March 2012, housing research, training and clinical practice under one roof.

Claire's work with the Department of Health has led to her developing a methodology to enable 12 London boroughs to enhance their work on implementing Assistive Technologies through a structured facilitated framework.

Session Two: Business case preparation for telecare

The Lambeth Sheltered Housing Scheme service currently provides critical support to approximately 1,200 older and vulnerable clients who live in sheltered accommodation within the borough.

Lambeth wished to improve and modernise services for its tenants, including access to telecare developments for people living in sheltered accommodation via a modern, robust and more flexible social alarm system whilst at the same time retain the social and community ethos of sheltered housing.

Employees also needed to have more productive and versatile resources to support them in delivering high quality services in a climate of change and increasing pressures.

With these goals in mind Lambeth set out to build a business case to support the delivery of a telecare solution.

In the public sector funding is always a challenge. To secure funding Lambeth had to present its case to the leadership board, and provide solid reasons why the board should prioritise fund allocation in favour of this project when faced with many other pressures and demands.

Driving through a project of this nature needed strong communication skills and a robust tangible business case. Stakeholders throughout the organisation needed to be aware of the end user benefits and the value the service can deliver.

The session will cover: what to include in a business case, the obstacles Lambeth had to overcome and how the implementation team set about driving change across the organisation to reach the end benefits.

Presented by Raffaella Somma
Business Unit Manager, London Borough of Lambeth

With over 18 years experience in providing support services to vulnerable adults both in the public and private sector; Raffaella was born and educated in Italy and has since worked in three different London Local Authorities. Her experience comprises of working at the front line with numerous client groups including people with physical and sensory disabilities, HIV, mental health and older people as well as managing services both in Housing and Social Care settings.

She is currently the service manager for Careline24 in the London Borough of Lambeth. The service has been TSA accredited for the last 2 years and is working towards the ongoing development of Assistive Technology providing monitoring, response and installations.

For the last year Raffaella has also contributed to the Centre for Housing and Support (CHS) providing training and tutoring material.