



# Moray Telehealthcare Strategy

2010 - 2013



**Using technology to help maintain  
people's independence and  
well-being safely**



## Executive Summary

This Executive Summary has been produced to provide a clear and concise overview of the Moray Telehealthcare Strategy 2010 – 2013.

A copy of the full strategy document can be downloaded from The Moray Council Website ([www.moray.gov.uk](http://www.moray.gov.uk))

Alternatively if you would prefer to receive a hard copy (in a variety of formats) you can request one from -

Corporate Communications  
Chief Executive's Office  
The Moray Council Headquarters  
High Street  
Elgin

Tel: 01343 563601

We would also be pleased to hear any comments you might have arising from the strategy



# What is Telehealthcare?

Telehealthcare is the term adopted by the Scottish Government to include Telecare, Telecare and Telemedicine solutions. These technologies offer alternative solutions and choice in providing monitored care round the clock to vulnerable people, allowing them to remain as independent as possible for longer.

The key benefits of Telehealthcare solutions are –

- For service users, an increase in confidence to maintain independence and allowing them to stay at home for longer safe in the knowledge that support is available in the event of a crisis, 24 hours a day, 7 days a week.
- From a health perspective, the ability to better manage long-term health conditions and therefore a positive contribution to better Public Health in the round
- For carers and family members, reassurance that they can be contacted quickly in the event of a problem
- For service providers, the ability to ensure that diminishing resources are deployed to the best advantage for all concerned

## Why have we produced the strategy?

Demographic changes predicted over the next ten years suggest a significant increase in ratio between an ageing population and the working age population. This imbalance will undoubtedly put increased pressure on health and social care services. However,

Telehealthcare technologies can play a pivotal role in alleviating some of those pressures. Technology has the capability to perform functions relating to continual supervision, thereby freeing up resources to be deployed where they are most needed.

Since 2006 Moray has benefited from significant financial support from the Scottish Government in order to develop and redesign local services to facilitate the use of Telecare and Telehealth technology.

The financial support we have received has allowed us to expand our Moray Lifeline service and there has been a significant increase in the take-up of additional Telecare sensors. The service has provided positive outcomes for service users by preventing or delaying admission to hospital and care homes. Users also report feeling safer and carers feel less anxious using the Moray Lifeline service.

In 2009 the Joint Improvement Team of the Scottish Government carried out a review of Telecare services in Moray and made some recommendations for taking the service forward, which has been invaluable in informing the strategy.

The strategy now sets out priorities and plans for the next three years to ensure that we can continue to provide sustainable services in the face of an increasing ageing population.

## What is the strategy for?

The purpose of this strategy is to look at ways in which we can continue to promote independence and help to protect and improve health and well-being using Telehealthcare solutions. To achieve this we need to-

- understand the needs of our area
- plan what should be done
- implement those plans and review what has worked well or not.

## What is the strategy about?

The strategy details what we have achieved in developing our service using Telecare technology since 2006 and sets out plans for what we want to achieve in the next three years. It describes the types of equipment we use and how specifically, it can provide additional support and peace of mind to vulnerable people and their carers.

The strategy sets out a three year plan for the continued integration of Telehealthcare technologies as a mainstreamed component of all community care services including social care, health and housing services and for all client groups. The ultimate aim is to support vulnerable people and their carers by offering them a real chance to continue to live at home in safety and security and avoid hospital admissions by helping them to better manage long-term health conditions.

Learning from our development phase we have identified seven key priorities which are the focus of this strategy along with an action plan which identifies what needs to be done in order to achieve those aims.

## Key Priorities:

Ensure alarm monitoring services are sufficient to meet the demands of an expanding Telehealthcare service

- Establish robust response services in relation to Telehealthcare equipment alerts
- Development of integrated policies, procedures and processes to enable ongoing integration of Telehealthcare services in Moray
- Establishment of robust mechanisms for procurement, maintenance, recycling and contracting of Telehealthcare
- Development of an integrated communications and training plan to

support all stakeholder inclusion in Moray's Telehealthcare Programme

- Development of mechanisms to ensure performance management systems support pilot and mainstream service provision
- Exploration of innovative ways in which Telecare, Telehealth and Telemedicine systems can positively contribute to continuing modernisation of the delivery of health and social care services in Moray

## How will we monitor progress?

The full strategy document includes a comprehensive action plan which sets clear actions needed to address the above priorities and timescales against which progress will be measured. Progress will be monitored by the Telehealthcare Strategy Group which is made up of strategic managers across health and social care. The forward strategy development and implementation will also be subject to ongoing consultation with all key stakeholders to ensure that changing priorities and expectations continue to be addressed.

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## Further information

If you would like any further information about Telehealthcare in Moray or if you have any comments or suggestions, please contact –

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