

Scottish Shared Telecare Alarm Receiving Centre Solution

Skills for Care

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Speakers



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Telecare in Scotland

Telecare Services and Service Users

141,918

telecare service users in Scotland



121,985 LA/HSCP

19,933 Housing Providers

Around half of Providers define a service user as an individual, the others as a household. Most Providers include grouped scheme communal areas in this total

Call Handling

23 ARCs

21 located in Scotland, 2 in England.



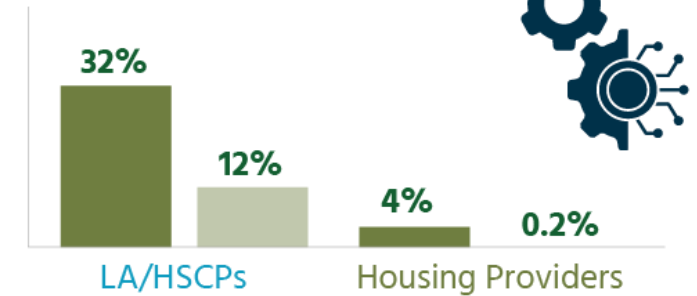
5,024,890

incoming calls handled during FY **2022/2023**.



Providers expect service user numbers to increase by **10%** over the next **3 years**

Digital Telecare



■ Proportion of Dispersed Alarms **Digital Capable**
■ Proportion of Dispersed Alarms **Operating Digitally**

Telecare provided by:

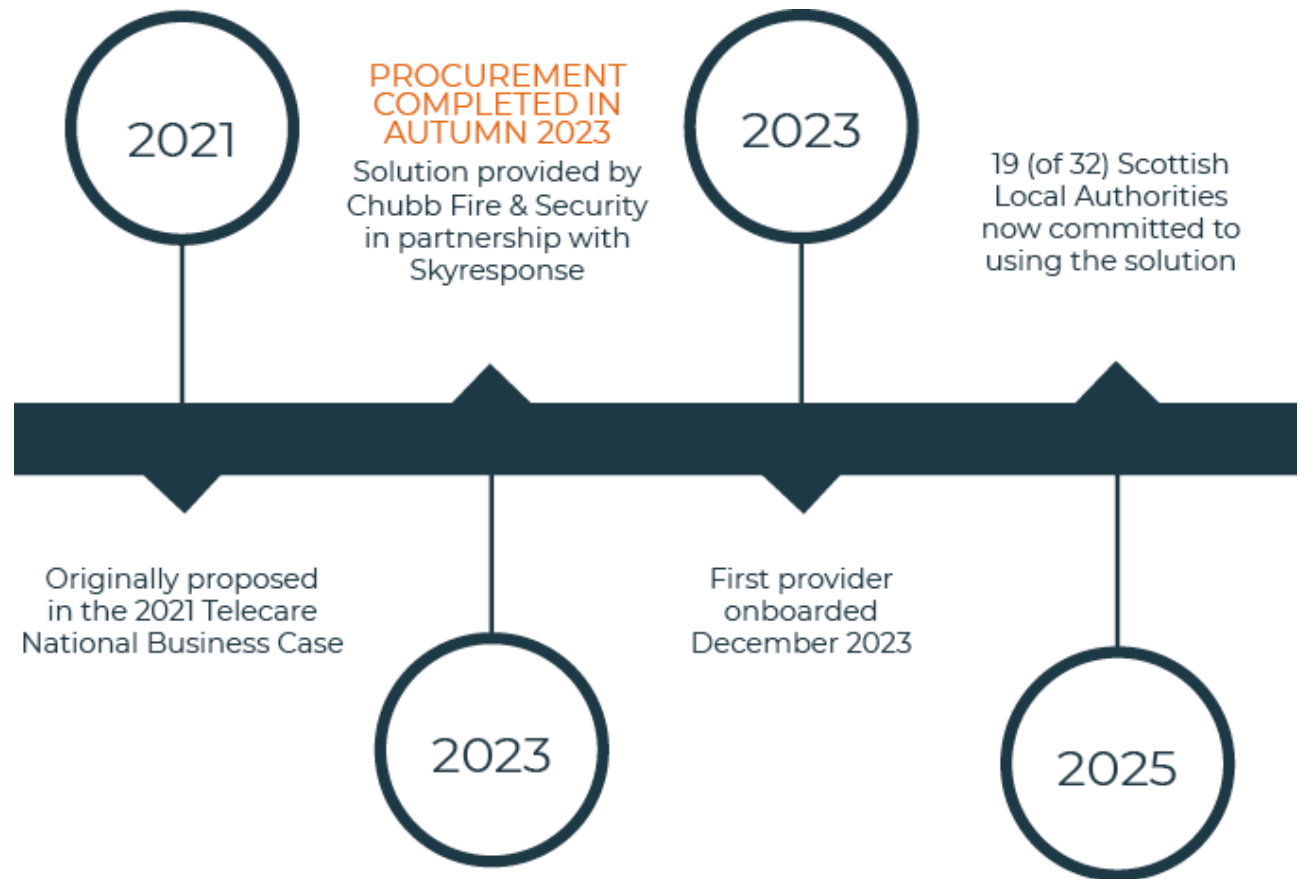
All 32 Local Authorities
Housing associations



The Scottish Shared ARC Solution

**A cloud-based ARC solution
available for any Scottish
telecare provider to use**

- Shared technology platform, data formats and store, operational processes, service management



Benefits

SIMPLER PROCUREMENT

- Reduced procurement time, effort and costs
- Scalable solution – easy to accommodate new providers
- Providers can adopt solution at any point



COMMON OPERATIONAL PROCEDURES

- Datasets
- Reporting (providing national view)
- Best practice operating guidelines
- Common training materials
- Shared supplier management and incident resolution



SIMPLIFIED SERVICE DEVELOPMENT

- Reduced variation and complexity in current arrangements
- Single technology platform
- Common dataset
- Common operational processes



SIMPLER ON-BOARDING

- Reduced requirement for technology / cyber / data skills & resource
- Standard on-boarding processes and templates
- Common DPIA
- Pre-tested equipment compatibility and cyber security



CALL HANDLING EFFICIENCIES

- Shared overnight call handling
- Shared specialist call handling
- Reciprocal disaster recovery
- Coping with call spikes and staff absences



ALIGNMENT WITH NATIONAL POLICIES AND INITIATIVES

- Reduced variation and complexity – common platform, dataset, processes
- Eg - Common telecare dataset implemented as part of Telecare information Framework (TIF)



Immediate Benefits

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Strategic Benefits



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Thank you

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