

Best practice in telecare services

A course for service providers

University of York, Thursday, February 4, 2010

This course will enable telecare service providers to devise attractive and sustainable services. The first part of the course considers the outcomes of service audits and how they can be used to improve service provision and cost-effectiveness. The second part considers future developments in telehealthcare and how new applications in Lifestyle Monitoring and proactive calling might enable services to be expanded so that they become important to more groups of people.

Issues such as ethics, access to data, data ownership, and privacy will be addressed against a background of increasing amounts of personal data being held in remote locations. Finally, ways of making telecare more attractive to service users will be considered, including the potential for virtual communities, robots and virtual presence to help reduce social isolation and loneliness.

This course is for service development and strategy managers, operational staff and others with responsibility for telecare service planning, delivery or commissioning. This includes primary care organisations, social landlords and other groups who provide support services for vulnerable people. It is particularly relevant to local authorities who wish to ensure the continuation and sustainability of services set up under the Preventative Technology Grant (or similar initiatives in Scotland and in Wales).

The course will be led by Kevin Doughty and Andrew Monk of the Centre for Usable Home Technology at the University of York, and will be limited to 12 places. It will consist of short talks, exercises and discussions.

Programme: 10.00	Registration and coffee
10.00	Introductions
10.15	Demonstrating value for money (Kevin Doughty)
11.15	Ethics, data ownership, and intrusion - a discussion (Andrew Monk)
12.00	Demonstration of future home technology in the Responsive Home
1.00	Lunch
1.45	Broadening your telecare service (Kevin Doughty)
2.45	Tea
3.00	<i>Solve my problem</i> - round table discussion
3.30	Course ends

For further details about the courses or to make a booking, please contact:

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