

## STRATEGY & VISION

### Council / Borough CEO Support

- Are all Borough CEO & management in agreement and support of the local "AT Fast Track Programme"
- Explicitly signed Service Level Agreement / Memorandum Of Understanding
- Is there full endorsement of local councillor

### Strategy & Service Specification

- Is there a vision for Telecare which is incorporated into appropriate commissioning strategies
- Has this been linked to the JSNA to target specific client groups and their needs
- Does the specification include what AT will provide / what it will not - documented statement

### Business Case/Plan

- Business cases which track the new investments and disinvestments required to support the change
- Outlining of how the business plan will be monitored, by whom, named sponsor
- Clarity of the business model and SMART objectives that will need to be adapted to support the mainstreaming of AT/Telecare

### Engagement from NHS Partners

- Signed Partnership Agreement
- Statement of Expectations
- Named Senior Manager from NHS Partner on AT Steering Group

### Committed Budget for Service

- Is the budget (Ring fenced)
- Year on year capability with agreed budget code and ring fenced funding
- Cost saving targets - Budget figure or %age saving

### Governance Structure

- Is a governance structure in place
- Are KPIs defined for service providers to report on
- Are review processes included and actions recorded

## BUSINESS PROCESSES

### Eligibility Criteria

- Clear Eligibility Criteria
- Are all stakeholders aware of the Eligibility Criteria
- Does it support the policy agenda of personalisation, choice and control

### Charging Policy

- Clear Charging Policy to support AT/Telecare including self funding clients
- Is it fair, transparent & consistent – taking into account the needs of the community and not just individuals
- Does it outline the end to end service process

### Assessments and Referrals

- A clear assessment and referral process which is supported by practitioners/assessors
- Are there documented processes for joint assessments
- Is there a documented process for fast tracking clients ie, hospital discharge, reablement,

### Installation < 7 Days

- Installation of equipment – 24-48 hour target for fast track clients
- Installation of equipment – 7 days or less
- Are clients, carers, practitioners made aware of the installation process

### Evaluation & Reviews

- Documented periodic reviews to assess technology and client need is met
- Good evaluation data through management information systems
- Evaluations and reviews of client, client groups, service, etc

### Performance & Targets

- SMART Objectives
- Explicit targets and expectations from operational level to corporate objectives
- Are these monitored and governed by the AT Steering Group

## INFRASTRUCTURE

### Response Team

- A dedicated 24/7 Monitoring Team
- A dedicated 24/7 Response Team
- Response protocols in place including falls related calls

### Robust Supplier Relationship

- Service Level Agreement / contract with each provider/supplier of AT/Telecare equipment.
- This should not be locked into one supplier
- Named Account Manager to monitor contract compliancy and continuous feedback loop

### Consistent Staffing

- Consistent staffing year on year capability with an agreed budget code
- Appropriate job descriptions and performance management in place
- Team and personal objectives developed in relation to AT targets

### Demonstration Capability

- Demonstration capability for equipment / assessment
- Access centre for clients and stakeholders
- Ability to replicate need and technology to QA comfort and usability

### Knowledge Management Plan incl. Benefits Tracking

- Evidencing benefits to client and organisation
- Sharing case studies and outcomes with all staff and stakeholders to support mainstreaming
- Enables optimum use experience and understanding

### Risks & Issues

- Is there a documented risk register/log
- Does it link into the organisation's risk register
- Does it prompt and record the need for impact analysis

## PR/COMMUNICATIONS & DEVELOPMENT

### Customer Feedback - PR

- An AT/Telecare marketing plan which promotes internally
- An AT/Telecare marketing plan which promotes externally/general public
- Timings and use different communication methods

### Communications / Marketing Plan

- A communications plan for continuous promotion and awareness messages
- Different audiences
- 4 Ps of marketing: Product/Service, Price, Place (distribution), Promotion

### Data Collection & Reporting to Stakeholders

- Good data collection and entry at all points
- Analysis and reporting
- Evaluation and 360° feedback

### Training Needs Analysis/Framework

- A focused and managed Training Schedule
- Training Needs Analysis by role
- Training methods

### Cultural & Behavioural Change

- Future – Engage – Deliver
- Clear communication
- Motivation and managing change at all levels

### Technology/Product Awareness

- Continuous feedback on product development and deployment
- Relationship / partnership with shared vision and goals that are clearly communicated
- Periodic reviews on product market and clients' needs