

1. "The Service is encouraged to think of innovative ways of promoting telecare across the County, such as a "Wellbeing Bus" that can act as a roving hub".

Options for a Wellbeing bus will be evaluated further, and the highlighted concept of a roving hub should be considered and potential links explored with the Children's Centre mobile vehicle and Borough based mobile units. It is recognised that there would be significant capital implications if a bespoke vehicle is purchased, and there would also be on-going staffing implications for developing the programme and manning the vehicle. However, options for joint usage would be explored as well as joint engagement with respect to the existing mobile vehicles. The requirement to reach an appropriate level of development was acknowledged for both Telecare and Wellbeing Centres before further considering mobile unit opportunities.

Innovative ways of promoting telecare have been considered and implemented across the county, and have included:

- Telecare Installers being directly involved with the development of Wellbeing Centres.
- The Wellbeing Centre offer now also includes a Telecare Demonstrator Site.
- A dedicated website [www.surreytelecare.com](http://www.surreytelecare.com) has been developed and carries, news, case studies and information on telecare. There is also the ability to contact local services through the site.
- DVDs with sub-titles are in production to highlight the benefits of telecare and emphasise the free offer.
- Work will be undertaken with First Point to further promote Telecare.
- 185 staff have been trained to date and a community awareness programme is to be progressed with each delegate given a Telecare DVD to further pass on the message.
- A recent carers conference had a Telecare Stand and displaying equipment as well as a member of staff to answer questions.
- Telecare will be a theme of a carers conference in April.
- Telecare Champions are in post across all ASC Locality and Hospital Teams and we are continuing to work with Surrey Care Association regarding further training events for their members.
- Leaflets will be updated to highlight the 12 week free trial and new pop up stands have been produced.
- There has been active involvement in networking meetings, conferences, forums, CCG meetings and direct engagement with GPs.
- Articles have been produced for Borough and District magazines and resident newsletters.

The awareness raising and training programme will continue to be developed throughout the year ahead and work will be undertaken with the Communications Team, to ensure that the information remains current and reaches as many people as possible.

2. "The Service is encouraged to take this report and the DVD to the local community services committees, the Local Committees and potentially to the Parish Councils due to its crossover issues with District and Borough joint working."

The DVD is being reproduced to focus clearly on the enhanced Telecare offer and to introduce sub-titles, for those with hearing difficulties. A community engagement programme is being developed working with Borough and District Council lead officers to develop a publicity programme for Telecare and Wellbeing Centres.

The roll out of Wellbeing Centres has continued together with the development of a Wellbeing partnership groups across Surrey. Wellbeing Centres needed to reach an appropriate development point, and build has now been completed at one Centre with a further three scheduled for completion in May.

A full programme of engagement will be developed from Summer 2013.

3. "The Shadow Health and Wellbeing Board and Surrey Fire and Rescue Service are requested to comment on their involvement with this important cross-cutting area of work".

There is a joint meeting between the Assistant Director for Health & Wellbeing and Borough & District Councils who have an active involvement in the health & wellbeing agenda, so that there are appropriate linkages to the Shadow Health & Wellbeing board. It is recognised that in terms of developing a joint health & wellbeing strategy one of the agreed priorities was developing a preventative approach so that partnership working is likely to develop further in the coming months.

Pre-existing partnership links have been greatly strengthened between Surrey Fire and Rescue Service and Telecare Lead Officers, and there is active joint involvement in the Surrey Fire Strategy Group.

Adult Social Care Teams have identified 1,200 vulnerable residents considered to be at high risk from fire. Some 500 of these already have a community alarm unit through Borough and District Council Telecare Services, who are now contacting them to offer smoke alarms at no additional charge. Adult Social Care Teams are currently approaching the remaining 700 for them to consider the benefits of the installation of a community alarm with linked smoke alarms. This active partnership project with Boroughs and Districts to install Telecare linked smoke alarms, not just to those described above as high risk, is expected to reach over 1,300 linked smoke alarms that have been installed for the 12 months to the end of March.

Telecare was a key feature of the recent "Keeping YOU Safe from Fire!" launch, featuring prominently on the accompanying DVD, and Surrey Fire and Rescue colleagues are key members of a number of critical workstreams to jointly promote Telecare and Fire Safety. Surrey Fire and Rescue are

represented on the Telecare Strategy Board and Mainstreaming Board and the opportunities of joint training are being explored across Surrey working with Borough and District Councils.

Surrey Fire and Rescue have agreed to attend incidences where Surrey Telecare linked gas detectors in private homes raise an alert. The lack of a response to these alerts has restricted deployment, and in some cases meant that people's ability to cook for themselves has been reduced. This action should prompt Borough and District Councils to deploy more gas detectors, potentially helping people, especially those with dementia, remain in the community for longer. Bryn Strudwick from SFRS has asked all Boroughs and Districts to notify him in the first instances of people already with gas detectors so that SFRS can eliminate any confusion/queries and send the correct response as the information will appear on screens when they type in the address into their system. (This already works where there is an adult at risk.)

The recently launched Surrey Fire and Rescue DVD has a strong focus on the importance of linked smoke alarms. Surrey Fire and Rescue colleagues are working with the Assistant Director for Borough and District Council Partnerships and Telecare Lead officers to look at a potential trial of SFRS offering a visiting response service to telecare customers.

**Melanie Bussicott**

**Assistant Director for District and Borough Partnerships, Adult Social Care, Surrey County Council**

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