

Increasing awareness and
knowledge of telecare &
developing/improving
assessment skills for telecare
in the multidisciplinary team

Briefing Note
Nov 2021

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Background

A recent project undertaken by the TEC programme found inconsistencies in approach to assessment for telecare. The project highlighted deficits in knowledge of telecare and confidence in discussing telecare in the MDT, and variation in the availability of training to support full consideration of telecare during the assessment and care planning process.

Descriptor

The TEC programme is currently working with NHS Education Scotland (NES) to develop a range of learning resources that will raise awareness and understanding of telecare across the workforce. The resources aim increase the knowledge and skills of staff undertaking assessment, enabling them to identify how telecare can meet a person's specific needs, manage risk, and achieve agreed outcomes.

Features

- A once for Scotland approach to creating flexible blended learning resources that can be adapted and adopted locally.
- Targeted resources that staff can access easily, which recognise limitations in time available for training.
- Produced in a range of formats (e-learning, video resources) enabling wider staff reach, and reducing the need to attend physical training.

Potential benefits

- Staff are equipped with the knowledge, skills and confidence required to consider the potential for telecare to support outcomes and manage risk within a person-centred assessment.
- Improved experience of assessment for telecare customers across Scotland.
- Reduced variation and need for HSCPs to develop their own resources.

Potential impact

- Opportunities for the use of technology to enable care and support are optimised.
- Citizens are supported to consider telecare to maintain and maximum independence.

Considerations

- Local planned approach to roll out of resources.

Dates of when resources will be available will follow.