The National TELECARE Conference 2006

7 - 9 November
The Holland House Hotel
Cardiff

Main event sponsors:
Welcome to our 12th Annual Conference! Croeso i chi gyd i Gaerdydd!

This is a very special conference because it is our first as the fully-fledged Telecare Services Association (TSA). It brings together a wide range of delegates (from the UK and beyond) with diverse knowledge and expertise.

The Conference arrives towards the end of a very busy and challenging year for the TSA and its members. It represents an opportunity to catch our breath and share our experiences with colleagues old and new. Importantly it provides an opportunity for us to think about the best ways to rise to the 'telecare challenge', build on our experience and develop new partnerships.

Part of the stimulus is, of course, the injection of government resources into telecare – with funding commitments now having been made in England, Wales and Scotland. This represents an opportunity that, I’m delighted to say, is being grasped with vigour by many TSA members. We are, therefore, striding along the path that will provide services and technologies that respond with increasing sensitivity and flexibility to the needs and choices of increasing numbers of vulnerable people.

There are many questions which this Conference will attempt to address. I, and the TSA Board, look forward to joining in the debates and working with you in rising to the challenges.

Enjoy the Conference! Mwynheuwch y Gynhadledd!

Dr Malcolm Fisk
Chair

Cirrus

“Long-term Consultative Partner to our Clients”

The consultative philosophy practised at Cirrus is evident through our staff, products and service provision. Our rigorous standards are underlined by our ethical values of QUALITY, EXPERIENCE, STABILITY, CAPABILITY and ADAPTABILITY.

Our holistic approach enables us to provide our clients with a tailored solution that fits their needs. At the same time, we ensure that the most suitable equipment or service is utilised. We aim to raise the standing and visibility of alternative technology solutions and provide authoritative and ethical advice on matters of design and implementation.

These services assist our clients in delivering care and security solutions such as information and advice, technical back-up, continuing professional development, application engineering, cost savings and care consolidation advice.

As a company constantly improving its service and product offering, Cirrus believes in the highest levels of qualification and approval. We demonstrate this through stringent quality control and accreditation through compliance with the industry’s highest standards.

Bosch Security Systems

The premier leader in security solutions, Bosch Security Systems provides the products and services needed in today's demanding world.

We are committed to being an innovative, customer-oriented and global supplier of security and communications products and systems, offering high quality solutions and excellent service to customers.

Bosch Security offers CCTV, Intrusion systems, Congress, Public Address, Social Alarm, Paging and IP Network Video to meet the dynamic needs of the security industry.

Bosch Security Systems also offers application support for architects and engineers specifying our products. Our helpful technical support experts are always available to provide assistance should there be a need. We offer Training in our demonstration suite covering the entire product range and offer Short half-day courses for staff in sales and support including help desk personnel, project team, consultants etc. Longer one-day courses give more in-depth product training for specifiers, installers, project management teams and other specialists needing to know how to design, install, configure and support systems.

At Bosch Security Systems, we proudly offer security you can rely on.

CSHS is a national organisation providing validated flexible and distance learning training programmes and a portfolio of specialist support services to professionals who manage, plan and deliver housing and support to older people and other vulnerable client groups throughout the UK.

Our portfolio includes:

- Validated flexible and distance learning programmes
- Continual Professional Development short courses
- National conferences & seminars
- CSHS corporate & individual membership
- Consultancy & good practice services
- A Code of Practice for Sheltered Housing, *recognised by DCLG as the industry quality mark.

For further details please contact CSHS on 01905 21155, email cshs@cornwall.ac.uk or visit www.cschs.co.uk

Initial Attendo

Initial Attendo is one of the UK’s leading manufacturer, supplier and installer of innovative products and services designed to promote independence and enhance quality of life for older, vulnerable and disabled people.

We provide an extensive range which includes Telecare and Telehealth products and associated services that are designed to facilitate technology enabled care delivery within a community, assisted living or nursing home environment. Our products have been designed to be non intrusive, flexible and easy to install and remove. They can be applied to helping care services in the management of Dementia, Falls, Mobility, Environmental and Security issues, giving greater independence, reassurance and security to the end user.

Our portfolio includes Warden Call, Community Alarms, Telecare, Lone Worker, Door Entry, Access Control, CCTV, Fire Detection, Security Systems and Monitoring Services and software, so you can be confident we have the skills and experience to design solutions to meet your requirements.

Initial’s Maintenance Division offers a comprehensive portfolio of tailor-made, best-value maintenance solutions. We provide total cover for all recognised warden call, nurse call, door entry, dispersed alarms and other low voltage systems via our national network of directly employed service engineers.

Jontek provide advanced Telecare Response Centres, utilising state of the art Web enabled technology, compatible with all of the UK manufacturers Telecare and Telemedicine equipment and allows greater integration and cooperation between Health, Housing and Social Services.

Our systems are designed to be reliable and flexible and approximately 30% of UK Local authorities have a Jontek Telecare Response Centre.

Possum Controls is the recognised UK market leader in the assessment, installation and support of Environmental Control Systems for older and disabled people. We have been designing and supplying a range of products to enhance the independence and quality of life for people with special needs for over 40 years.
An Environmental Control System (ECS) enables users, often with profound disabilities, to operate a wide range of domestic appliances, access control, communication and alarms by remote control. However, it is now widely recognized that the same technology also greatly enhances the ability of older people with limited dexterity and restricted mobility to control their home environment. When integrated with established social alarm solutions this new concept allows independence to be maintained and can also assist greatly in reducing reliance on the continuous help of a carer and/or family member.

Our national network of highly trained engineers work closely with Social Services, OT's and NHS professionals in assessing and installing appropriate technology in the home of older and disabled clients.

Possam Telecare brings together our proven range of ECS solutions and established assessment procedures with a remit to work alongside existing social alarm infrastructures in delivering a wide range of innovative, affordable ECS and telecare solutions.

RSL Steeper is a major company dedicated to supply of quality rehabilitation products. We are one of the major UK suppliers of EAT equipment under the NHS PASA National Framework Agreement.

Our Assistive Technology division supplies a wide range of products which provide a greater level of independence to people within their own environment. Using a variety of input switches, which can harness the slightest of movement, the system can be configured to control such everyday functions as opening a door, closing a window, drawing the curtains or answering the phone. The system is also capable of controlling a full range of home media equipment. Using a combination of both Radio and Infra Red signals for control, it provides security and confidence in the system, whilst at the same time giving maximum flexibility. On top of all this, our network of engineers provides a comprehensive and caring installation and maintenance service.

SSAIB is a specialist Certification Body for providers of electronic security systems (including social alarms and telecare service providers), fire detection and alarm systems and guarding security services.

It was established in 1994 to promote high standards of service and ethics, with the aim of ensuring that purchasers, agencies and other users have access to a pool of competent, professional and ethical providers whose systems and services can be relied upon and which conform to relevant published standards. This is achieved through strict enforcement of quality and performance standards. SSAIB has wide UKAS Accreditation, which means that its services are subject to independent scrutiny and validation against international standards.

It is because SSAIB’s standards of services and business ethics are in accord with those of TSA that we are its audit partners.

Supra UK Ltd are the leading provider of key access control solutions for the Home Health Care Market, with over ten years wealth of experience promoting Independent Living products. With over 1.4 million GE KeySafes® successfully utilised in the UK and used by over 86% of all Local Authorities to facilitate efficient access of carers, saving around £1.6 billion annually in running for keys the KeySafe® has now become the proven essential tool for the Home Health Care Market.

To compliment the GE KeySafe® Supra also provides the unique GE Interlogix Smart® Wireless Alarm System – approved by the RNIB which can control appliances and lighting via mobile SMS and is voice prompted.

TBS GB Telematic & Biomedical Services Ltd. is part of ITAL TBS – the European Leader in Clinical Engineering, Endoscopy, Medical IT & Telemedicine Services, providing to both Public and Private Hospitals in the UK. Employing over 780 personnel and operating in 8 European countries, the ITAL TBS Group is the largest Multi Vendor Services provision company in Europe. Services include:

- IT based Bio-Medical Engineering services and medical device management
- IT based Hospital asset management solutions
- Cost effective Endoscopy maintenance services on both flexible and rigid endoscopes
- Telecare & Telemedicine services designed for Home Care
- Hospital Information System delivery and maintenance

TBS GB has been selected by the NHS Purchasing and Supply Agency (PaSA) as a supply partner for Telecare & Tele-health equipment and services, as part of the new National Framework Agreement for Tele-health & Telecare which commenced on 30th June.

TeleAlarm® TeleAlarm® Since 1956: Caring for people for 50 years

TeleAlarm® started in Geneva, Switzerland in 1956 under the name of Telecronic, as the first company in the TeleAlarm® group. TeleAlarm® personal Alarm products for Care services and other professional applications quickly became the standard for quality and reliability in this field.

The head office of the company is in La Chaux-de-Fonds, Switzerland, with subsidiaries in the UK, Germany, Holland, Sweden and the USA. In 2001 the group acquired Antenna AB of Sweden and its branches in Europe, in order to strengthen its market position. The success of the company has been built on its reputation for quality, innovation in the area of Wireless personal emergency call systems, in the professional and private fields with its complete range of Carephones and Telecare accessories, as well as its range of Nurse Call products.

Total Customer Care and satisfaction is very much part of the TeleAlarm® philosophy and of course being recognised as a company of high integrity is an integral part of its mission.

Three Valleys Housing manages 5533 homes. The Carelink service provides vital support to more than 13,600 people across Derbyshire, the East and West Midlands, Staffordshire and Lancashire. This service, which is TSA accredited, provides quality and reliability. Working closely with partners and stakeholders we offer 24 hour peace of mind service to the young, elderly and vulnerable individuals, their carers and their families.

We are committed to sustaining independent living through Telecare solutions, providing technology in conjunction with Derbyshire County Council, NHS and Primary Care Trusts.

We are diverse in our operations working with the commercial sector in providing lone worker solutions to industry.

Tunstall, the market leading provider and developer of home and personal reassurance telecare solutions and response centre systems, will present its range of products and services designed to enable independent living.

Tunstall will also be displaying other exciting new products and services including Communicall Connect, the latest grouped housing system, Telecare Office Manager, the new software solution to revolutionise your telecare service and the Telecare Training Tool, a comprehensive online learning experience to help anyone involved in referring or assessing for telecare.

Tunstall staff will be on hand throughout the conference to explain how its range of support services including strategic consultancy, marketing support, and research and development facilities, can help you every step of the way throughout your telecare implementation process.

Tynetec will be demonstrating the Advent xt combined Telecare and Warden Call system. The Advent xt incorporates an Ethernet port allowing real time Telecare data to be accessed by any caring agency with Internet access. This breakthrough in Telecare delivery is a first in the industry and will allow unparalleled flexibility in service delivery. Existing PSTN and PBX dial-up technology CANNOT deliver true real time Telecare data direct to care providers.

The Advent xt system incorporates the latest Digital Speech Processing (DSP) to give unequalled speech quality. To further improve service delivery a message waiting facility allows staff to leave messages for residents. Standard alarm call handling using traditional central control facilities is retained to ensure maximum management flexibility. Tynetec will also be demonstrating the SayPhone 21 the first dispersed alarm unit with an integral high speed modem. The SayPhone 21 matches the performance of the Advent system by delivering true Telecare data from an internal event memory.

The Advent xt and SayPhone 21 have been designed to meet the Governments Telecare Initiative by using industry standard protocols to deliver data to any standard PC or laptop.

Vivathec’s approach to telecare is preventative. By preventing a fall, health deterioration or other crisis, the safety and quality of life of the individual is substantially improved. WristCare, available from Vivathec, provides a measure of an older person’s, or chronic sufferer’s, state of health. By providing data through the normal telephone line on the wellness of the individual, it helps the care provider deploy appropriate resource where and when needed, therefore, preventing or reducing the need for expensive residential and acute care. WristCare can automatically summon help from any community alarm centre if the user falls, appears unconscious or simply forgets to wear the wristband.
## PROGRAMME

### Tuesday

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>14.00 - 15.00</td>
<td>Refreshments and Exhibition Zone</td>
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<tr>
<td>15.00 - 16.30</td>
<td><strong>Isolation and social exclusion – how can technology help?</strong></td>
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<td></td>
<td>Professor Andrew Monk, Director, JRF Centre for Usable Home Technology, University of York</td>
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<tr>
<td>19.15</td>
<td>Networking Dinner</td>
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<td>19.30 - 20.00</td>
<td>Cultural musical experience – Mynyddislwyn Male Voice Choir</td>
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<tr>
<td>20.00</td>
<td>Dinner served. After Dinner Speaker Tricia Stewart – The original Calendar Girl</td>
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### Wednesday

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<tr>
<th>Time</th>
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<tr>
<td>08.30 - 09.30</td>
<td>Refreshments and Exhibition Zone</td>
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<tr>
<td>09.30 - 09.45</td>
<td><strong>A warm TSA welcome</strong> Paul Gee, TSA Chief Executive</td>
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<td>09.45 - 10.00</td>
<td>Formal Conference opening and welcome</td>
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<td>Dr Brian Gibbons Minister for Health &amp; Social Services, Welsh Assembly Government</td>
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<td>10.00 - 10.30</td>
<td><strong>The role of Telecare in delivering the Health and Social Care agenda</strong></td>
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<td>Ivan Lewis, MP, Parliamentary Under Secretary of State for Care Services – invited</td>
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<tr>
<td>10.30 - 11.15</td>
<td>Refreshments and Exhibition Zone</td>
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<tr>
<td>11.15 - 11.45</td>
<td><strong>Who decides? Can assistive technology be used cost effectively and ethically for people with dementia?</strong></td>
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<td>Dr John Woolham, Senior Research Officer, Northamptonshire County Council, Community Services Directorate</td>
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<td>11.45 - 12.15</td>
<td><strong>The virtues of Telemedicine in a changing world</strong></td>
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<td>Joop Wallenburg, Managing Director, IPT Medical Services BV</td>
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<tr>
<td>12.30 - 13.30</td>
<td>Workshop menu I</td>
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<tr>
<td>13.30 - 14.30</td>
<td>Lunch and Exhibition Zone</td>
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<tr>
<td>14.30 - 15.30</td>
<td>Workshop menu II</td>
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<tr>
<td>15.30 - 16.00</td>
<td>Refreshments and Exhibition Zone</td>
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<tr>
<td>16.00 - 16.30</td>
<td><strong>Possible Models for UK e-health Delivery</strong></td>
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<td>George MacGinnis, Program Director, Connecting for Health</td>
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<td>16.30 - 17.00</td>
<td><strong>The Digital Divide – will certain groups in society be disenfranchised?</strong></td>
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<td>Adam Oliver, Head of Corporate Social Responsibility and Age &amp; Disability Programmes BT</td>
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<td>17.00 - 17.30</td>
<td><strong>Making Total Telecare a Practical Service Option</strong></td>
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<td>integrating housing, social care and health agendas</td>
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<td>Dr Kevin Doughty, Deputy Director, JRF Centre for Usable Home Technology, University of York</td>
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<tr>
<td>20.00 - 20.30</td>
<td>Pre-dinner drinks Kindly sponsored by Cirrus &amp; CARE TECH</td>
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<tr>
<td>20.30 - 01.00</td>
<td>Gala Dinner with entertainment Table wine kindly sponsored by Cirrus &amp; CARE TECH</td>
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### Thursday

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<th>Time</th>
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<tbody>
<tr>
<td>09.00 - 09.30</td>
<td>Refreshments and Exhibition Zone</td>
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<tr>
<td>09.30 - 09.45</td>
<td><strong>Telecare – Evolution or Revolution?</strong></td>
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<td>Dr Malcolm Fisk, Chair, Telecare Services Association</td>
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<td>09.45 - 10.45</td>
<td>‘Undressing the Elephant’ Why good practice doesn’t spread</td>
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<td>Professor Sarah Fraser, SF Associates</td>
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<tr>
<td>10.45 - 11.30</td>
<td>Refreshments and Exhibition Zone</td>
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<tr>
<td>11.30 - 12.30</td>
<td>Workshop menu III</td>
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<tr>
<td>12.30 - 13.30</td>
<td>Motivational surprise guest speaker followed by Code of Practice Awards Ceremony</td>
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(Programme and timings subject to change)
**Tuesday 7**
University Challenge
15.00 -16.30

- **Isolation and social exclusion** – how can technology help
  - Andrew Monk
  University of York

- **Challenge the Universities**
  Hear from the panelists about their own area of research. Is this what’s needed or should there be other priorities? Have your say.

- **Holistic perspectives and models of care**
  - Alison Bowes
  University of Stirling

- **Research on implementing AT based services**
  - Morton Warner
  University of Glamorgan

- **Opportunities for new sensors offered by Chromatic Monitoring**
  - Joe Spencer (pictured)
  University of Liverpool and Linder Rothery, London Borough of Merton

- **Non Intrusive Monitoring for Elderly Home Care**
  - John Byrne
  University of Staffordshire

**Wednesday 8**
Workshop Menu I & II
12.30 -13.30 & 14.30 -15.30

- **The ABC of DVD**
  PEMBROKE SUITE
  See and hear how the use of technology can promote business growth
  - Beverley Abberley
  Manager, Sandwell Homes Ltd.

- **Telecare Reduces the Fear of Crime**
  KINROSS SUITE
  Share the experience of tackling the fear of crime and seeing your business grow.
  - Claire Baggoley
  Senior Contact Officer, Manchester City Council.

- **Supporting people with learning difficulties**
  CAERPHILLY SUITE
  Share the Telecare experience of supporting people with learning difficulties
  - Peter Russell
  West Glamorgan Housing Consortium.

- **Choosing TeleCare for Dementia**
  BALMORAL SUITE
  Practical choices for risk, needs and lifestyles!
  - Barbara Taylor
  Fold Telecare.

- **Code of Practice Accreditation**
  Parts Two and Three
  ARGYLL SUITE
  An essential requirement for Renfrewshire Social Services
  - Doreen Watson (pictured)
  & Lorna Muir
  Renfrewshire Council.
  Chair: Fran Taberner

**Thursday 9**
Workshop Menu III
11.30 -12.30

- **Influencing without Authority**
  PEMBROKE SUITE
  Practical techniques to help you get the most from your efforts.
  - Sarah Fraser,
  SF Associates

- **Preventative Technology Grant (PTG)**
  KINROSS SUITE
  Hear how the PTG has made a difference to the lives of services users in Cheshire
  - Vance Gallagher,
  Locality Manager, Cheshire County Council.

- **National Framework Agreement**
  ARGYLL SUITE
  Where does your service fit?
  - Paddy Howlin,
  PASA

- **Interoperability**
  CAERPHILLY SUITE
  The latest developments surrounding the common protocol, Continua Alliance & the BT 2ICN roll-out programme
  Supply Sector Representatives
SPEAKER BIOGRAPHIES

Bev Abberley
I have been working within the Social Alarms/Telecare service for over 16 years, firstly as a Mobile Warden in South Staffordshire, moving into the role of Community Alarms Co-ordinator. In January 2000 I came to work as Administrator for Sandwell MBC and in August 2003 became the Manager of the Community Alarms and Warden Service. I have been involved in many changes both within the service industry and organisation. The transfer of Sandwell MBC’s housing service to an arms length organisation, Supporting People planning and instigation and the progress of the new technology that is Telecare. Sandwell has a large minority ethnic population and the need to be able to communicate gave me the idea to produce a marketing tool (DVD) that would be able to be used to reach out to as many people as possible.

Claire Baggoley has worked at Manchester City Council’s Community Alarm since 1986 and has held various positions from mobile warden to her current role of Senior Contact Officer. In 1999 she established the current control room within the then Social Services Department, transferring it from a corporate control room and integrating the out of hours provision for Children Services and Adult Social Care which includes receiving and processing all referrals to the Emergency Duty Social Work Team, the coordination of a Rapid Response/Intermediate Care service for the 3 Health PCTS, a 24 hour race hate crime reporting line, the Community Alarm and any other services that require a 24/7 response.

Dr Kevin Doughty
Professional training in medical physics and electronics, 8 years working on the design of non-invasive sensor technology, 6 years as a university lecturer in telecommunications, and 6 years helping his wife to run a residential care home for the elderly provided Kevin with the motivation and experience to establish the UK’s first academic telecare research group at the University of Wales in Bangor in 1992. The group developed a number of telecare models and principles, including CarerNet, which have helped to shape the current telecare UK landscape. It also conceived many of the non-invasive sensor technology that is Telecare. Sandwell has instigated and the progress of the new organisation, Supporting People planning and organisation Agency teams by providing expertise relating to older people and other matters including disability, employment, mental health, community development and housing. The company has undertaken substantial work around telecare and is involved in two European partnerships concerned with disability and social inclusion.

Sarah Fraser is well known in healthcare for her work on how good practice spreads, how improvements can be made at practitioner level and how organisations and teams can best work together. She is in demand as a speaker and workshop presenter, and has written numerous papers, articles and guides around the topics of the spread of better practice, complex systems, culture and behaviour in organisations, breakthrough collaboratives and improvement methodologies. As an independent consultant Sarah spends much of her time working with large-scale improvement initiatives in the UK National Health Service. She supports various NHS modernisation and organisation Agency teams by providing expertise and advice on a number of specialist issues. Previously, as Director of NHS Learning Through Partnership, Sarah’s role was to support a programme of change and development across a whole health system, and to work nationally in the UK, with the aim of sharing skills, successes and failures, with others in the NHS. Prior to that she was employed for 10 years by Esso UK and held a variety of management and executive roles in the UK and in Europe, before joining the NHS in 1997.

Vance Gallagher
I am a Locality Manager with Cheshire County Council Social Services Department (Community Services Section) I am positioned within Cheshire’s Older Peoples Services. For the last two and a half years I have had a modernisation focus and during this time established four pilot telecare projects in Cheshire. On the announcement of the Preventative Technology Grant I established the strategy group to plan Cheshire’s service. Since March 2006 I have taken on the role of Telecare Project manager for the next two years. I still manage two older peoples support centres providing day care and short stay services. I have worked for Cheshire County Council since 1975 but I think I have still kept my Lancashire accent. Only you will be able to tell me!

Dr Brian Gibbons was brought up in Keade, County Roscommon in the West of Ireland. He was educated at Keade National School, Summerhill College in Sligo before graduating in medicine from the National University of Ireland (Gallway) in 1974. He moved to Yorkshire in 1976 to undertake vocational training in general practice in Calderdale. In 1980 he became a general practitioner in Blaengwynfi, working in partnership with Dr. Julian Tudor Hart, Glynconwy to form the Upper Affan Practice. He was elected a Fellow of the Royal College of General Practitioners in 1995.

Dr Gibbons has been a member of the Labour Party since 1980 and has been involved in many community actions to promote the regeneration of his local area. Additionally he has been a member of West Glamorgan and Iechyd Morgannwg Local Medicine Committees and served both committees as an LMC Secretary. He also represented the medical practitioners union Amicus on the GMSC / GPC UK and in Wales.

Dr Gibbons was elected to the National Assembly for Wales in May 1999 as the Welsh Labour candidate. He has served on the National Assembly’s Health and Social Services Committee, the Audit Committee and the Economic Development Committee. He was appointed as Deputy Minister for Health and Social Services in October 2000. Following the 2003 election Dr Gibbons transferred portfolios and became Deputy Minister for Economic Development and Transport, with special responsibility for transport. In January 2005 Dr Gibbons was elevated to the cabinet of the Welsh Assembly Government becoming Minister for Health and Social Services. He is married with two grown children and continues to live in Blaengynwyfed in the Upper Afan Valley.

Paddy Howlin (BA Hons, MCIPS)
Category Manager: Mobility and Telecare, NHS Purchasing and Supply Agency. Paddy has been involved in NHS procurement for the past 10 years, starting his career with Liverpool Health Authority before moving on to the NHS Purchasing and Supply Agency in 2001. During that time Paddy has been involved with national procurement for Estates and Facilities services, Waste Management and now Mobility and Telecare, where he is responsible for the implementation of national sourcing strategy and market development within this category. Paddy has been responsible for Mobility and Telecare since September 2005, with the most notable achievement of developing and delivering a sourcing strategy and national procurement solution for telecare to assist in the development of the DH’s vision for Telecare and supporting Preventative Grant Funding in June 2006.
Peter is currently working with local authorities and health services in Wales to support the remodelling and mainstreaming of their existing telecare services. Peter is also involved with a European project developing assistive technologies for adults with learning disabilities.

Tricia Stewart was born in Sunderland in 1949. She trained there as a diagnostic radiographer, moving to Skipton in Yorkshire in 1973, with her husband Ian. After living in Skipton for 10 years, they moved into the small village of Cracoe in the Yorkshire Dales. On arrival in Cracoe, a neighbour, Angela Baker invited her to join the WI, telling her that the locals would think she was funny if she didn't join.

In February 1998 John Baker, Angela's husband, was diagnosed with non Hodgkins Lymphoma. When John died in July 1998, Tricia was determined to go ahead with a calendar in memory of John and to raise funds for Leukaemia research. The Alternative WI Calendar was launched in April 1999.

The media coverage was huge & the calendar sold 88,000 copies. It proved inspirational and touched people's hearts. A year later the calendar was published in America, selling a further 240,000 copies. The aim had been to raise £5,000 for LRF and to have a calendar dedicated to John's memory. The effect of the calendar was expected to last 3 weeks, but 5 years on it has raised nearly a million pounds for LRF.

In September 2003 the blockbusting film 'Calendar Girls' based on the story of the Alternative WI Calendar, was premiered at the Odeon, Leicester Square. In the film, Tricia's character is played by Helen Mirren.

The Telemedicine service aims to allow guidance and treatment of patients outside the hospital and/or GP practices, as an extension of the services provided by the medical profession whilst patients are at home, 24/7.

For chronic illnesses like diabetes IPT provides the same telemedicine services with the extra charter to ensure medication compliance as well as a lifestyle component. Added to the normal Telemedicine system is the Video component via normal TV sets allowing patients not only to be visually guided but even better the projection of lifestyle components, and the like, on the patients TV set.

Doreen Watson

Doreen began her Social Work career with Glasgow City Council in 1988, firstly in the home care service and then moving on to posts in administration. She moved to the Social Services Personnel Section of Renfrewshire Council in 1999, however, the lure of front line services beckoned and Doreen returned to home care in 2000. She was appointed as Community Alarm service manager in 2002 when Community Alarm services and telecare in Scotland were ripe for development. Doreen has been central to the progress of the Community Alarm Service in Renfrewshire Council and is rightly proud of the Code of Practice accreditation received from TSA.

In her spare time, Doreen enjoys following the Pipe Band circuit which her family are involved in as pipers and drummers.

John Woolham currently works as a Senior Research Officer for Northamptonshire Community Services. He gained his first degree at Liverpool University before completing a D.Phil at Sussex University, and has almost 20 years experience of evaluative research in the field of social care. He was involved in the EU funded ASTRID project that explored the use of technology in dementia care, (Marshall, 2000). More recently he was the author of two published evaluations: of the Safe at Home Project in Northamptonshire (2002 & 2005), and has also edited another book that considers current trends and perspectives in the development of the role of technology in the care and rehabilitation of people with dementia (2005). In his spare time he is a keen motocyclist and hill-walker.
DELEGATE INFORMATION

Exhibition Zone
The main exhibition zone is situated in the Caernarfon Suite on the first floor and there is a secondary area which will be in Reception. Both will be open between 14.00 – 17.30 on Tuesday 7th, 08.30 – 17.30 on Wednesday 8th and 09.00 – 13.30 on Thursday 9th.

TSA Information Desk
There is a staffed TSA Information Desk situated in the Reception area, outside the Balmoral Suite that will be open between 14.00 – 17.30 on Tuesday 7th, 08.30 – 17.30 on Wednesday 8th and 09.00 – 13.30 on Thursday 9th. Both event and membership information will be available.

Leisure Facilities
Residential delegates at both Holland House and The Lodge may use the facilities at the Leisure Club and Spa at the Holland House Hotel free of charge.

Breakfast – Holland House guests
Breakfast will be served in the First Floor Restaurant and Bar between 07.00 and 10.00 each day.

Breakfast – The Lodge guests
Self-service continental breakfast is taken in the Lodge hotel café. Coffee, fruit juice and muffins are provided in the café free of charge all day.

Smoking
The hotels operate a no smoking policy in all areas apart from the bar area.

Conference Refreshments
Tea and coffee will be served outside the main Exhibition Zone and the First Floor restaurant. Lunch will be served in the First Floor restaurant.

Networking Dinner Arrangements – Tuesday 7th November
Dinner will be served at 20.00 in the Balmoral Suite on the evening of Tuesday 7th. Guests are requested to be seated by 19.30 to be entertained by the Mynyddislwyn Male Voice Choir.

Gala Dinner – Wednesday 8th November
A pre-dinner drinks reception will be held in the foyer of the Balmoral Suite at 20.00 on the evening of Wednesday 8th November. Dinner will follow in the Balmoral Suite at 20.30.

An ‘open’ table plan will be sited in the main ‘exhibition suite’ on which you may make your personal seating choice – please do not complete the plan on behalf of other guests as this may lead to confusion and slow down proceedings.

Code of Practice Awards Ceremony
The COP awards ceremony will be held on Thursday 9th November. Presentations will be made by our guest speaker immediately before lunch.

EXHIBITION ZONES
Reception Area – Ground Floor

- Supra
- CSHS
- TSA

Caernarfon Suite – First Floor

WORKSHOP ROOMS
Second Floor

- KINROSS SUITE
- To the lifts and stairwells

Third Floor

- PEMBROKE SUITE
- To the lifts and stairwells

Second Floor

- ARGYLL SUITE
- To the lifts and stairwells

Third Floor

- CAERPHILLY SUITE
- To the lifts and stairwells

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