

3 MILLION LIVES - THE CHALLENGES AND OPPORTUNITIES FOR MAINSTREAMING TELECARE AND TELEHEALTH

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Telecare Services Association (TSA) is the industry body for telecare and telehealth, and the largest industry specific network in Europe. We are a not-for-profit membership based organisation, with a current membership of over 370 organisations. Our membership is mainly from within the UK, although we do have, and welcome, members from overseas. Our membership includes organisations from Local Authorities, Registered Social Landlords, Health, private sector service providers, private sector technology suppliers, telecoms and infrastructure providers. Our members support the majority of the 1.7 million service users who benefit from telecare and telehealth in the UK.

TSA promotes and supports the telecare and telehealth industry, highlighting the benefits of telecare and telehealth for commissioners across health and social care, service users, their family and carers. The landscape across health and social care is changing rapidly, with the challenges of an ageing population and limited resources being addressed by telecare and telehealth utilising re-ablement budgets, supporting of long term conditions and maximising an individual's care choice through the uptake of personalised budgets. In this time of rapid change, quality is of paramount importance. Significantly, TSA is the only creator of a user-centred, quality standard for telecare and telehealth in the world, and our standards are developed in partnership with Government and industry experts.

TSA have now opened the new Telehealth Code of Practice for accreditation. This, builds on the existing TSA Telecare Code of Practice to form the TSA Integrated Code of Practice, the only customer-centred integrated code of practice for telecare and telehealth services available.