



Press Release

09.11.22

TEC Cymru launches new Telecare Programme Strategy

- This has been developed based on the earlier published Discovery Report and working with organisations across the sector
- The Strategy outlines what we will be doing to support the sector over the next 18 months; providing consultancy to Welsh Alarm Receiving Centres to help with migration
- We are working in the open, sharing our learnings and resources on our website
- We are working with partners to develop a shared dataset that will build better informed understanding of telecare services and user needs across Wales.

TEC Cymru, Wales' national platform to enable the sustainable use, scale up and spread of value-added technology enabled healthcare across health and care, has launched its new Telecare Programme Strategy, providing a comprehensive guide to the digital migration changes ahead and what we'll be doing to support the sector over the next 18 months.

Aaron Edwards, National Telecare Programme Manager at TEC Cymru, said: *"The time is now to build on the successes of the TEC Cymru Programmes thus far and begin the journey for Wales becoming a 100% digital telecare nation by the end of 2025"*.

TEC Cymru's earlier published Discovery Report highlighted the need for a national telecare programme, with standardised services and a clear plan toward migrating services to digital ahead of the December 2025 deadline, set by the UK telecommunications industry.

In response, we are pleased to launch our [Telecare Programme Strategy 2022](#) that incorporates the latest industry learnings gained through our work with organisations across the sector. It outlines what we will be doing to support Welsh ARCs (Alarm Receiving Centres) with digital migration over the next 18 month through a series of initiatives that will deliver the Blueprint and achieve the strategic outcomes, ultimately transforming the telecare landscape in Wales.

TEC Cymru will identify practical steps that Welsh telecare service providers should take when planning on upgrading to a digital ARC including the development of a model migration strategy. Furthermore, we are working with partners to develop a shared dataset that will build better informed understanding of telecare services and user needs across Wales such as our collaboration with the Digital Office for Scottish Local Government.

Aaron Edwards, National Telecare Programme Manager: *“Our top priority remains to provide consultancy, support and advice to all 7 Alarm Receiving Centres (ARCs) in Wales in making the transition to digital connectivity (IP) by the end of 2023, ensuring vulnerable citizens in Wales can still generate alarm calls when required.*

The Vale of Glamorgan Council was the first to announce plans to upgrade to a SaaS-based digital ARC and I’m pleased to report this was successfully completed this summer – read in detail about the project [here](#) and congratulations to the team. The project has provided our team at TEC Cymru with valuable insights into the opportunities and pitfalls that a digital migration provides, as well as informing our model Migration Strategy which can be used to assist further ARCs to complete their migration to digital on a larger scale. We continue to work in the open, sharing our learnings and resources, so please consult our continually updated [online toolkit](#), particularly if you’re interested in learning more about the steps you can take NOW on your journey to technology enabled healthcare.

Our collaboration with the Digital Office for Scottish Local Government continues to be a productive partnership in which we are working together to develop Minimum Telecare Datasets that will build better informed understanding of telecare services and user needs across Wales (and Scotland.)

TEC Cymru’s Telecare Programme is also supporting Welsh councils who do not have an ARC by providing advice and guidance on the latest [digital telecare products](#) on the market.

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Notes to Editors:

For further information, or to arrange an interview with a TEC Cymru spokesperson please contact: Angharad.M.Davies@wales.nhs.uk

Telecare programme strategy: [TEC Cymru Telecare Programme Strategy \(digitalhealth.wales\)](#)

About TEC Cymru

TEC Cymru supports the shift to technology enabled care in Wales.

Working across NHS and Social Care, the Technology Enabled Care (TEC) Cymru programme aims to support the rapid scaling, rollout and increase in awareness & knowledge of technology enabled care in Wales.

Our work focuses on:

- [Video Consulting](#) – remote appointments between patients and clinicians;
- [Telecare](#) – remote real-time monitoring of patients at home through devices such as alarms and sensors;

- Telehealth – the delivery of healthcare, health education, and health information services via remote technologies.

We are a Welsh Government funded programme that is hosted by the Aneurin Bevan University Health Board.

Find out more by visiting www.digitalhealth.wales/tec-cymru

Social media: [Twitter](#), [LinkedIn](#)

What is Technology Enabled Care (TEC)?

TEC is the use of technology by professionals and citizens to support the promotion, self-administration, monitoring and delivery of care. TEC aims to prevent, manage and control harm or illness, slow down the progression of care needs and maintain and promote independence in the home and community.