# Telecare Management Platform

Cost effective care monitoring of people in the comfort of their own homes needs to be predictive, pro-active and preventative. Such a system has to support all care service providers and to manage people and their individual situations on a large scale. It needs to provide for social and health care needs, for a wide range of people including those who are disabled, have long term conditions, mental health difficulties or receiving post-operative care.

The increasing demand is to provide improved services at less cost. Funds are being made available to support Councils and PCTs in deploying telecare, but the solutions may not be clear cut, because:

- Current technologies do not lend themselves to automated all day every day monitoring necessary for assessing trends and predicting outcomes
- Care monitoring centres are commonly unable to see or hear the situation that caused an alert reducing their ability to respond appropriately
- Calling another service provider to respond means passing on information, 2nd or 3rd hand, leading to possible confusion and serious mistakes
- Large scale telecare deployments need significant automated management facilities to ensure that the projected benefits are achieved
- Client services need to be warm, friendly and socially inclusive, to ensure that all people who need care take up the service.

iTelecare provide a packaged solution using the broadcare management platform, which enables these facilities to be provided.

It meets national and local objectives, by:

- Providing a universal home hub that enables a wide range of monitoring devices to be connected, offering improved and tailored choices
- Enabling “teleconversations” with the client through their own TV for building closer relationships with carers and enhancing social inclusion
- Engaging with the 6 million voluntary carers who look after their own family and friends and providing benefits and respite for them, to increase carer resources
- Enabling telecare services to be provided on a large scale while improving the management of people and solutions, and enhancing client consent and confidentiality opportunities
- Saving health housing, and social care resources, improving responses, and enabling improved care services.
- Providing a socially inclusive telecare solution which enables better care for people in their own homes