FarrPoint

Telecare Services

Historically, digital technology has not been widely deployed by care providers. Many services have been, or are still, relying on analogue technology that has remained largely unchanged for decades. Digital technology is now starting to be adopted, largely driven by concerns about service reliability following the 2025 deadline for the switch-off of the analogue phone lines on which many of their existing solutions currently rely. This shift to digital technology brings many challenges that care providers have not previously had to face: data protection, cyber security, complex system management and operational change. However, the shift also provides a huge opportunity to transform care services, providing a platform that can be used to improve their range, quality and efficiency.

Our Technology Enabled Care services help care providers who are planning or implementing digital technology within their existing care offerings. We help organisations identify how technology can improve their services and how they deliver them. We are independent, meaning that our Consultants can cut through the hype and focus on identifying solutions that deliver true benefits. We develop technology strategies accompanied by clear plans detailing the steps organisations need to complete to implement them.

Our Digital Enablement service assists organisations through technology change. We work alongside clients to guide them through the process of planning and implementing Technology Enabled Care solutions. Providing pragmatic, practical support in areas such as technology choice, solution design, cyber security, data protection, testing, and operational change.

2025 Analogue Switch-Off

By 2025, the largest telecommunications provider in the UK, BT, will be permanently switching off support for all analogue communications networks. Other providers are switching off their analogue services even sooner. Analogue telephone lines are being replaced by digital equivalents, using Internet protocols, however, these modern communication standards are not designed to support legacy applications, such as fax machines and devices that rely on tone-based signalling. This impacts existing telecare services which currently rely on this tone-based signalling (DTMF or STMF) as the reliability of the service cannot be guaranteed when operating over a digital telephone line.

To maintain a reliable service telecare providers need to move to alternative methods of data transmission – most likely over the internet. There is not a one-size-fits-all approach to the switch over as each organisation has unique needs. FarrPoint has been helping organisations of all sizes, re-imagine their telephony infrastructure to maintain reliability, be future-proof and cost effective before the switch off comes into effect.

Services we offer

This fact sheet provides you with an overview of our cloud consulting services.

1	2
Digital Enablement	**Service Transformation**

1. Digital Enablement

Overview

Our Digital Enablement service assists organisations through technology change. We work alongside clients to guide them through the process of planning and implementing Technology Enabled Care solutions. Providing pragmatic, practical support in areas such as technology choice, solution design, cyber security, data protection, testing, and operational change.

Estimates Engagement Duration:

2-3 Months

Project objectives

- Help clients identify the Technology Enabled Care solutions that can deliver immediate benefits and provide a platform for continued service development.

- Provide independent advice to assist clients in determining the technology and delivery models that should be used:

- Provide clear advice on the steps required to implement the solution, including the technical, security, data protection, and operational changes required.

- Design and support the process of migration of users onto solutions, helping to ensure user safety and minimise risk.

- Act as a 'technical friend' through the process of implementing the solution, helping clients manage suppliers, review solutions and address any questions that arise

Your challenge

Ensuring reliable telecare services continue once analogue telephone lines are decommissioned.	
Understanding the complex mix of new technologies, suppliers and delivery approaches associated with Technology Enabled Care solutions.	
Developing a plan to implement Technology Enabled Care solutions.	
Need to operationalise Technology Enabled Care solutions.	

How FarrPoint can help

Provide advice to develop digital telecare solutions and clear plans for implementing them.	
Our independent advice cuts through the hype to identify the solutions that will best meet the client's needs.	
Create clear, achievable plans based on our experience supporting public bodies through digital change.	
Develop operational processes to support the technology and service changes.	

Project phases

1. Understand client requirements.

2. Understand current state: services, suppliers, processes and technology.

3. Develop a solution to meet requirements.

4. Develop an implementation plan, including technology, procurement, service, users and operational impact.

5. Provide assurance and support throughout implementation and migration process.

FarrPoint

2. Service Transformation

Overview

Service Transformation helps organisations identify how technology can improve their care services and how they deliver them. Services can be improved by making better use of your existing solutions, or by investing in new solutions. There are many new technologies available in the marketplace, with more being offered every day. Our independent advice means we can cut through the hype and focus on identifying those that deliver true benefits. We develop technology strategies accompanied by clear plans detailing the steps organisations need to complete to implement them.

Estimates Engagement Duration:

1-2 Months

Project objectives

- Help clients determine how best to use technology to improve their care services, and how they are delivered.

- Determine the service and operational changes required to make best use of technology.

- Develop robust plans and supporting business cases for technology change.

- Ensure that plans are practical: considering resources, services, users, and operational impact

Your challenge

Your challenge	How FarrPoint can help
Determining which Technology Enabled Care solutions will deliver real benefits.	Determine how best to use technology to improve the range, quality and efficiency of a client's care services.
Updating service offerings and operational processes to make best use of new technology.	Support clients develop plans for service and operational change that align with technology.
Developing a business case for investment in Technology Enabled Care solutions.	Maintain a focus on the user and service provider benefits that technology will deliver – not recommending technology for technology's sake.
Lack of a clear strategy and plan for implementing Technology Enabled Care solutions.	Provide clear recommendations on the technology that will deliver benefits and the steps required to implement it.

Project phases

1. Understand current state: services, service users, suppliers, processes, technology, resources and budget.	**2. Understand client requirements and vision for Technology Enabled Care.**	**3. Identify and evaluate potential solutions.**	**4. Develop Technology Enabled Care strategy.**	**5. 5. Develop clear plan for implementing the strategy, technology, procurement, service, users and operational impact.**

FarrPoint

For more information
farrpoint.com

FarrPoint