
South East Health Technologies Alliance (SEHTA)

SEEDA Contract SE24691 Communications SIC International Centre of Excellence in Telecare (ICE-T) Development

Final Report - December 2011

Summary of Main ICE-T Achievements

The International Centre of Excellence in Telecare (ICE-T) is a £1M collaborative R&D grant-funding programme designed to accelerate innovative near-market product and service development in the telecare sector.

In ICE-T we define telecare as the use of information, communication and sensor technologies to enable the delivery of health and social support to help people live as independently as possible, in the lowest intensity care setting consistent with their needs and wishes.

ICE-T was developed by SEHTA, and funded by SEEDA, in recognition of the benefits of employing information, communication and sensor technologies to meet the demographic challenges to our health and social care services, and of the opportunities for the development of new market opportunities for telecare technology and service companies.

During the ICE-T programme SEHTA:

- managed the development of ICE-T from concept to fully operational status within 6 months
- worked in partnership with the Advisory Board, funders, stakeholders, consultants and industry to create the ICE-T platform
- developed the transferable ICE-T methodology for understanding and articulating user and provider need in the health and social care sector, and for translating that into a Call specification
- developed a streamlined R&D grant funding process, reducing the time from Call specification to award of funding to less than 12 weeks, resulting in the funding of 10 innovative near-market collaborative R&D projects within 12 months through 3 Calls for proposals
- managed the specification, assessment and moderation stages of ICE-T Calls for proposals
- provided academic evaluation, technical monitoring and business planning support to ICE-T projects
- developed 3 action-research showcase sites to provide academic evaluation, to introduce new care products and services to a wider audience and to act as a route to market
- created and managed annual flagship ICE-T Meet the Buyers events including; on-line pre-event partnering website, over 200 partnering meetings, international speakers, and exhibition

For more detail, please see the ICE-T Synopsis of Activity in *Appendix A*.

Related Documents:

- ICE-T Contract SE24961
- ICE-T Synopsis of Activity (Appendix A)

ICE-T Contract Cumulative Outcomes & Outputs

By the end of the project period (Dec 2009 to March 2011), the ICE-T project will have resulted in:

- **Outcome 1:** £3,320,000 of Public and private sector investment leveraged into the project as a result of SEEDA's investment.
- **Outcome 2:** 3 Showcase sites established with over 50% funding from partners
- **Outcome 3:** 10 Market led workshops.

	<ul style="list-style-type: none"> ▪ Outcome 4: 8 new businesses attracted to the region ▪ Outcome 5: A minimum total of 75 companies and 10 universities attending workshops ▪ Outcome 6 (RDA output 4): 80 Businesses assisted to improve their performance ▪ Outcome 7: 30 businesses engaged in new collaborations with the knowledge-base ▪ Outcome 8: 20 regional partnerships (involving businesses – knowledge-base collaboration) ▪ Outcome 10: commissioning a minimum of 7 match funded collaborative R&D projects to meet challenges identified by ICE-T ▪ Outcome 11: PR programme resulting in elevated status for SEEDA and ICE-T through 5 press releases; increased status of SEEDA internationally through development of international links including existing ones in the EU ▪ Outcome 12: 20 jobs created or safeguarded.
Outcome 1	<p>Total Leveraged Investment for entire ICE-T project = £2,839,633 (see below for breakdown)</p> <ul style="list-style-type: none"> ▪ Total leveraged through matched funding by ICE-T funded projects = £990,745.72 ICE-T Project Grants required a minimum of 50% matched funding. ▪ ICE-T Grant-funded Showcase sites, (50% minimum matched funding in cash/kind) Total showcase site investment leveraged = £330,987.06 ▪ Subsequent funding obtained by ICE-T funded projects, totalling: £217,900 ▪ SBRI Calls, total funding available = £1,300,000 <p>ICE-T was catalytic in the development of two SBRI calls, potentially involving telecare applications, launched at ICE-T Meet the Buyers 2010.</p>
Outcome 2	<p>Creation/establishment of 3 action-research showcase sites 3 showcase sites in Buckinghamshire, Kent, and Hampshire have been established using ICE-T Grant funding of £50k for each showcase site. The purpose of each action-research showcase site is to provide academic evaluation, to introduce new care products and services to a wider audience, and to act as a route to market. The ICE-T project identified three areas for business development and the showcase sites were aligned with these areas.</p> <ul style="list-style-type: none"> ▪ Kent - Kent University Showcase – Theme: Managed Environments: Private care home & domiciliary care. Hosted by the University of Kent ▪ Buckinghamshire - Aylesbury Vale District Council and National Spinal Injuries Centre (NSIC) at Stoke Mandeville Hospital, Theme: Home settings: Support for fragile individuals or groups. Hosted by Aylesbury Vale District Council ▪ Hampshire – Theme: Health and Wellbeing in the Workplace Based around the Universities of Portsmouth and Southampton, this is a virtual showcase, using Second Life within which collaborating projects could evaluate their solutions
Outcome 3	<p>Market-led workshops held. Total of 17 events held:</p> <ol style="list-style-type: none"> 1. 20 April 2010 - use of technology to combat social isolation (informs Call 2) 2. 21 June 2010 - Health, Work and Wellbeing Workshop (informs Call 3) 3. 6 July 2010 – Meet the Buyers (Telecare) 4. 14 July 2010 – TSB ALIP event (Telecare) 5. 12 August 2010 – Accessing the SBRI Millions 6. 1 Nov 2010 – SBRI Launch: Stroke Prevention & Rehabilitation (£300,000) 7. 4 Nov 2010 – Standards in Telecare and Telehealth 8. 24 Nov 2010 – AVDC Showcase Launch

	<p>9. 2 Dec 2010 - EU Funding Opportunities in Europe event</p> <p>10. 27 Jan 2011 – Pharmacy of the Future</p> <p>11. 3 Feb 2011 – Innovation & Collaboration</p> <p>12. 7 Mar 2011 - TSB/Design Council SBRI Launch: Independence Matters & Funding Call Launch</p> <p>13. 30 Mar 2011 – Training Provision in Telecare & Telehealth</p> <p>14. 31 March 2011 - Health & Wellbeing in the Workplace Hampshire Showcase Launch</p> <p>15. 23 June 2011 – Health & Wellbeing in the Workplace Showcase event</p> <p>16. 11-12 July 2011 Meet the Buyers 2011</p> <p>17. 12 Dec 2011 – e-Health Investor Forum</p>
Outcome 4	<p>New Businesses attracted to the Region</p> <p>Political & economic uncertainty regarding regional business support available made this difficult to achieve. Meetings were held with companies who were considering relocating, but did not in the end result in relocations.</p> <p>SEHTA activity contributing to this output:</p> <ul style="list-style-type: none"> ▪ One-to One meetings with a company ▪ Events, e.g. Meet the Buyer ▪ Participation in EU projects ▪ Sector Development, & raising sector profile thro PR
Outcome 5	<p>Over 75 Companies and 10 Universities attended workshops.</p> <p>Since the launch of the ICE-T project in January 2010 to March 2011, 158 businesses and 25 universities have participated (often more than once) in ICE-T events.</p> <p>Sehta activity contributing to this output:</p> <ul style="list-style-type: none"> ▪ Events, e.g. seminars/collaborative workshops, Meet the Buyer
Outcome 6 (RDA 4)	<p>Businesses Assisted to improve their performance.</p> <p>A total of 80 businesses have been assisted throughout the life-time of the project. This target has been met through a combination of businesses attending events and one-to-one meetings with a Sehta team member.</p> <p>Sehta activity contributing to this output:</p> <ul style="list-style-type: none"> ▪ One-to One meetings with a company ▪ Events, e.g. Meet the Buyer Conference Stream
Outcome 7	<p>Businesses engaged in new collaborations with the knowledge-base. Lifetime total of 30 new collaborations</p> <p>SEHTA activity contributing to this output:</p> <ul style="list-style-type: none"> • Attendance at workshops/seminars where a knowledge-base is present • Receipt of an innovation voucher • Other support/advice directly resulting in a collaboration
Outcome 8	<p>Partnerships Established within the Region.</p> <p>A total of 10 projects engaged in a new collaborative partnership as a result of receiving funding from the ICE-T calls. Since some of the projects are a consortium, this means that a total of 16 businesses are collaborating in these partnerships.</p> <p>SEHTA activity contributing to this output:</p> <ul style="list-style-type: none"> • Receipt of ICE-T funding grant (£50k) • Receipt of an innovation voucher • Other support/advice directly resulting in a partnership
Outcomes 10	<p>Collaborative R&D Projects supported. Lifetime total = 10 + 3 extension projects.</p> <p>ICE-T has provided grants to 10 match-funded collaborative R&D projects developing innovative telecare products and services in areas of user-need.</p>

	<p>ICE-T developed and managed a new Call process. The call process begins with a workshop, led by relevant experts and users, where the market need is defined and potential technology-based solutions are discussed. The output from the workshop forms the basis of the Call specification. The application and assessment processes have been designed to be streamlined and effective, as have the monitoring and claiming procedures.</p> <p>The projects funded under ICE-T involve SMEs working collaboratively with the knowledge base and with other partners, such as large businesses, charities etc.</p> <p>Each Call involves the relevant showcase site. The role of the site is to provide independent design input and evaluation, demonstration in the showcase facility, and to introduce the new products and services to further potential users.</p> <p>ICE-T Funding Call 1 – Residential Homes (Yr 1 Contract) 4 projects awarded grants of up to £50k.</p> <p>ICE-T Funding Call 2 – The Use of Technology to Reduce Isolation (Yr 2 Contract) 3 projects awarded grants of up to £50k.</p> <p>ICE-T Funding Call 3 – Technologies to Improve Health & Well-being at Work (Yr 2 Contract) 3 projects awarded grants of up to £50k.</p> <p>ICE-T Funding Call 4 – Extension Projects (Yr 2 Contract) In March 2011, 3 of the original ICE-T projects were successful in securing further ICE-T funding after a Call for project extension proposals to increase the innovation and impact of the project. 3 projects awarded grants of up to £30k.</p>
Outcome 11	<p>Press Releases & case studies (Lifetime total = 7)</p> <p>Press Releases:</p> <ul style="list-style-type: none"> ▪ New Telecare Centre Announces New Funding Opportunities (Q1 2010) ▪ ICE-T Funding Call 1: Residential 7 Domicilliary Care Grant Awards ▪ ICE-T Funding Call 2: Reducing Isolation ▪ Sehta Grant aims to bring video communication back to the future ▪ £50,000 available to telecare projects through ICE-T ▪ Differentiating Your Health Technology by Design ▪ Aylesbury Vale Showcase launch ▪ SEC SHA SBRI for Strokes ▪ 4 x Press releases on ICE-T Grant recipients <p>Case Studies 2 Case studies profiling telecare technology solutions providers and their products.</p> <p>News/Feature Articles in the following Magazines:</p> <ul style="list-style-type: none"> ▪ Building Better Healthcare (Jan-Mar 2010) ▪ British Journal of Healthcare Computing (Jan-Mar 2010) ▪ Disability Product News (Mar/Apr 2010) ▪ Disability News: Stay Safe at Home with these telecare solutions ▪ Healthcare Business Oct 2010: Computer Applications in Healthcare ▪ Lifestyle Magazine, Oct 2010: Senior Health – Telecare ▪ Italian e-health, June 11: Telemedicine in the UK
Outcome 12 (Rda 1)	<p>Jobs Created Jobs created as a result of ICE-T project = 12:</p> <p>SEHTA activity contributing to this output:</p>

	<ul style="list-style-type: none"> ▪ One-to One meetings with a company ▪ Events, e.g. Meet the Buyer ▪ Sector Development, & raising sector profile thro PR
Major telecare Collaborative & Partnership projects	<p>The following outcomes have been met. Some deliverables have a long lead-time and were not all achieved by the end November 2011. It is anticipated that all these initiatives will continue.</p> <ul style="list-style-type: none"> ▪ <i>Training and skills development for Assisted Living:</i> <ul style="list-style-type: none"> ○ Steering group created and met. ○ Training module for carers drawn up ○ National Strategy drafted – in progress ▪ <i>Delivering Standards in Telecare: Achieved</i> <ul style="list-style-type: none"> ○ Collaborative relationship with NPL established: Achieved ○ Requirements & needs defined: Achieved ○ Workshop 1 organized and held: Achieved. ▪ <i>Future of Telecare Report: Achieved</i> ▪ <i>Technology Supplier Beauty Parades:</i> <ul style="list-style-type: none"> ○ 1) Retirement Care village 'Beauty Parade' Achieved ○ 2) Major Pharmacy: Achieved ○ 3) E-health: Achieved ▪ <i>Sector linkages: Pharmaceutical and Pharmacy Sector Collaboration:</i> <ul style="list-style-type: none"> ○ Keynote presentation at Royal Society of Medicine annual conference. Achieved ▪ <i>Sector linkages: Liaison with SHA & regional PCT Meeting with CEO: Achieved</i> ▪ <i>New Supplier Database: Achieved</i> ▪ <i>Sector Profile Development: Raising profile via PR: Achieved</i> ▪ <i>Meet the Buyer 2011: Achieved</i>

Strategic Added Value

ICE-T has successfully established strategic partnerships in support of the Consortia objectives of adding strategic added value to the region, activities include:

ICE-T Membership

The ICE-T project has been instrumental in building a membership with representatives from academia, large businesses, SMEs, clinicians, social care professionals, private care providers, charities, third sector, strategic bodies and policy makers.

Strategic Partnerships/Alliances/Memberships.

Meetings continue to be held with potential ICE-T members/project partners in UK and abroad, including academics, public and private health and social care organisations, funding and strategic bodies, third/voluntary sector, and companies involved in telecare, telecommunications, electronics, data security and software:

Technology Strategy Board (TSB)

- Nationally, the ICE-T project, its team and contacts have proved invaluable to the TSB who commissioned the team to act as one of the two selected organisations to manage their e-health networking. Additionally, the expertise and contacts resident in ICE-T were sufficiently attractive to two TSB-funded projects that they offered sub-contracts to SEHTA to deliver important industry links in their work. Further, the ICE-T team have been supporting several partners who are in the bidding process for the TSB DALLAS programme which aims to roll out Telecare end Telehealth at scale through the country.
- In May 2010, Sehta/ICE-T sponsored and helped organise TSB's Assisted Living Innovation Platform Showcase. ICE-T also organised a regional event promoting the ALIP Economic and Business Modelling, and Social and Behavioural Studies Calls.
- ICE-T is participating in two collaborative projects funded under the TSB ALIP Social and Behavioural Studies Call
- ICE-T collaborated in the organisation of a partnering event with the Digital Systems KTN and TSB for the TSB Trusted Services Call.

- ICE-T is currently planning a telecare event with the Electronics, Sensors, Photonics KTN
- ICE-T are collaborating with the ICT KTN on an event in February 2012 on location-based systems in healthcare
- ICE-T has influenced the structure of the TSB's latest funding round "Grant for R&D". Grant for R&D has a stronger focus on market pull as opposed to previous initiatives which were more technology push. A market focus obtained by engaging with users to specify the need is the basis of ICE-T. In "Grant for R&D" there is funding specifically available for proving the market which is a necessary building block before detailed development can begin.

County Councils

The project team have developed close working relationships with key partners in local organisations such as the county councils of Kent, Surrey and Sussex. These relationships have helped inform and influence policy and operational delivery of Telecare and Telehealth through the respective county-based teletechnology strategy Boards and through links with senior individuals in health authorities. The next stage of this relationship involves the creation of cluster maps for each county linked to high impact events which are scheduled for early 2012. The Kent event includes the launch of the Whole System Demonstrator results for Kent.

The Royal Society of Medicine, Dept of Health & NPL

The Royal Society of Medicine, the NPL and the Dept of Health have also become partners in discussions and projects with the ICE-T team. The President-elect of the RSM Telemedicine group participated in the JADE conference in Istanbul in 2011.

Ambient Assisted Living (AAL)

The chairman and two other committee members from the EU funding initiative Ambient Assisted Living (AAL) visited the ICE-T Meet the Buyers 2011 to ascertain if a similar format could be used to bring the companies involved in AAL projects into contact with potential buyers. AAL staff were impressed with Meet the Buyers and it was agreed to hold a meeting along similar lines in Bilbao in mid 2012. Discussion between SEHTA and AAL are ongoing.

Telecare Advisory Network.

- Participates in regular Telecare Advisory Network meetings at the Department of Health in London

European Connected Health Campus.

- ICE-T is a European Connected Health Campus Alliance Partner

Life Sciences RDA network.

- Lead partner to establish a national Telecare forum for the life sciences RDA network.

SEEDA innovation vouchers

SEHTA and ICE-T have demonstrated that the route to a successful innovation voucher project is through the industry body, SEHTA, who recognizes the needs of companies and has personal knowledge of the contacts and can encourage matching between companies and universities. Already we have evidence of one voucher leading to a major TSB grant.

FASILIS – EU Innovation Voucher Project

The project has fostered meaningful links between life science clusters throughout Europe and the network has been used to promote regional meetings e.g. Meet the Buyers and other opportunities including attempts to create an EU FP 7 application (unsuccessful). It is likely that the contacts forged will last long after the project finishes.

ICE-T International

The influence and profile of the ICE-T project is not confined to the UK. SEHTA has been invited to participate in several other EU bid applications as a consequence of its international activity. SEHTA is already the major participant in an FP7 project called JADE and the lead partner to draw up a white paper designed to ultimately influence EU policy on assistive technologies. The team play an active role in the project and have introduced 16 companies and many influential public sector organisations to the partners from Italy, Finland, France and Turkey. A workshop including up to 100 participants from the 5 countries was held in Canterbury during June 2011. The ability of ICE-T to identify market opportunities and present them to the suppliers and funders has not gone unnoticed in the EU.

The two successful ICE-T Meet the Buyers events alongside the recent e-health investor forum has been brought to the attention of the chairman of the Ambient Assisted Living project in the EU (640 million Euros). The ICE-T team are acting as consultants to the organisers of a major funding event organised by the AAL group in summer 2012 in Spain.

Regional Funding Bodies

The ICE-T team have worked closely with regional bodies such as the NHS South cluster as serving members of their Regional Innovation Fund Board and other strategic Boards. The consequence of this relationship has been an increasing awareness of the value of teletechnologies as part of the drive to improve efficiency and effectiveness especially in their endeavours to manage long term conditions in the elderly. The funding of the three e-health cluster/networking events by the NHS South cluster and their support for 10 SBRI projects many of which were applicable to Telehealth and Telecare companies bears testimony to this.

Small Business Research Initiatives (SBRIs)

- ICE-T was catalytic in the development of two Small Business Research Initiatives (SBRIs) launched at ICE-T Meet the Buyers 2010; a £500,000 SBRI funded by NHS South East Coast and TSB, and an £800,000 SBRI from NHS South Central. Both calls potentially involved Telecare applications.
- SEHTA/ICE-T also worked in partnership with NHS South East Coast and TSB to support a third SBRI competition; a £300,000 call for proposals for technology-based projects aimed at prevention of strokes and support to those suffering from strokes

DBIS Secretariat

- Following an invitation to a forum at DBIS to facilitate partnership between the Telecare industry and big pharma, ICE-T submitted a proposal to DBIS to act as a secretariat to drive the collaboration forward. Discussions with DBIS are ongoing

ICE-T Legacy

Functional platform

The ICE-T platform described above is a functional platform for project specification, funding, evaluation and commercialisation. It is transferable and adaptable, as well as being deployable in its entirety or in modular form. For example, market opportunity identification, or user / provider need definition can be offered as stand-alone activities, as can Call specification and management of grant-funding programmes.

The ICE-T platform is flexible and professionally managed and appropriate for statutory and private care providers, public funding agencies, venture capitalists, large company open-innovation programmes, commercial collaborations etc

Transferable methodology

The ICE-T methodology for understanding, articulating, defining and specifying user and/or provider need is applicable across not just the health, social care and wellbeing sectors, but also the health technologies and life sciences sectors and other associated industries who wish to become involved in health and care.

It is possible to produce specifications for CR&D Calls for proposals, pre-procurement programmes, near-market commercialisation, open-innovation programmes and commercial partnerships

Impact

- ICE-T has available a unique, adaptable and transferable platform and methodology, useable in multiple sectors.
- The ICE-T programme has resulted in the rapid development of 10 near-market innovative technologies and services, some or all of which have the potential to benefit users and providers of care and wellbeing services.
- ICE-T action on potential market opportunities and recognised market challenges has resulted in collaborations with key stakeholders in order to optimise the opportunities and address the challenges.

- ICE-T is recognised in UK and EU as a sector expert in telecare and assisted living.
- ICE-T has a flagship annual telecare Meet the Buyers event providing unique market and collaboration opportunities within the sector.

Showcase Sites

The work with ICE-T showcase sites has also produced lasting legacies. The Kent showcase site has provided a platform to launch a new University of Kent 'KentHealth' project with a full-time member of staff. The project aims to bring together the NHS and university in Kent alongside businesses to identify areas of greatest need and facilitate projects, especially Telecare and Telehealth.

In Aylesbury, the ICE-T showcase site team have developed close links with the National Spinal Injuries centre at Stoke Mandeville Hospital. Together they have embraced the Telecare and Telehealth health agendas very firmly and have launched inward investment activities and are working closely with SEHTA on the forthcoming Meet the Buyers event which will be held at the end of the Paralympic games in 2012.

ICE-T Grant Funded Projects

All the projects that have received grant funding through ICE-T are committed to commercialising the results. Given that the solutions developed by the projects were responding to 'market pull', it is hoped that the solutions will find a ready market, although further funding may be required to support the commercialization process. SEHTA will maintain relationships with these projects and support them where possible.

An e-health Investor Forum took place in December 2011 to showcase some of the grant funded projects. The investors have all indicated that they want to work with SEHTA in the future. A number of approaches are being discussed. In essence they are all aimed at supporting early stage companies as this is a key time in their development and critical to them achieving their full market potential.

The TSB is now promoting its "from concept to commercialisation" programme. Processes such as the investor forum as developed under ICE-T are an important tool in bringing "from concept to commercialisation" to reality.

The Future

The ICE-T project has had a unique and powerful impact on the Telecare and Telehealth landscape regionally, nationally and internationally.

Recently, the Prime Minister, David Cameron, announced the roll out of Telehealth technologies to 3 million people. While it is impossible to attribute this policy directly to the activities of ICE-T, it is likely that the lobby through the many national organisations which the ICE-T team has participated in could have had a bearing on this decision.

The legacy of the ICE-T project will live on through SEHTA. The plans for more e-health events, investor forums, links with other national and international organisations enabling and facilitating companies, businesses, academics and clinician /care workers to collaborate feature strongly in SEHTA plans for the future.

SEHTA and ICE-T Contacts

For information about SEHTA or the ICE-T project and it's ongoing activities, please contact:

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The South East Health Technologies Alliance (SEHTA) is a membership organisation whose mission is to support the sustainable growth of innovative companies and service providers in health and social care and the health technologies sector (biotechnology, diagnostics, medical device, pharmaceutical and Telecare/Telehealth).

For more information about SEHTA or to become a member, please see the SEHTA website:

www.sehta.co.uk

Appendix A – ICE-T Synopsis



INTERNATIONAL CENTRE OF EXCELLENCE IN TELECARE

Introduction

ICE-T was launched at the British Science Festival on 7th September 2009 and has been developed by SEHTA as the primary focus of SEEDA's Science and Innovation Campus in Telecommunications, in recognition of the benefits of employing information, communication and sensor technologies to meet the demographic challenges to our health and social care services, and of the opportunities for the development of new markets for telecare technology and service companies.

In ICE-T we define Telecare as the use of information, communication and sensor technologies to enable the delivery health and social support to people, to help them live as independently as possible in the lowest intensity care setting consistent with their needs and wishes.

ICE-T is a platform set up by SEHTA to investigate new markets in Telecare and to bring together appropriate consortia.

The role of ICE-T is to:

- identify and develop new sustainable market and business opportunities
- understand and articulate user and provider need
- promote collaboration and bring together appropriate consortia
- provide support and seed funding for collaborative R&D projects developing innovative telecare products and services
- provide academic evaluation, technical monitoring and business planning support
- introduce new care products and services to a wider audience and to act as a route to market

Initially, ICE-T has developed opportunities in three thematic areas where market need has been identified (see matrix below). ICE-T activity is also concentrating on recognised market challenges, represented by the enabling actions in the matrix.

Telecare Development Activity Matrix

	THEMATIC AREAS		
ENABLING ACTIONS	PRIVATE CARE HOME & DOMICILIARY CARE SECTOR	SUPPORT FOR FRAGILE INDIVIDUALS OR GROUPS	SUPPORT FOR PEOPLE IN WORK OR RETURNING TO WORK, THROUGH THE WORKPLACE
STANDARDS	█	█	█
EDUCATION & TRAINING	█	█	█
SYSTEM INTEGRATION	█	█	█
SOCIAL MARKETING	█	█	█
USABILITY & USER INVOLVEMENT	█	█	█

ICE-T Action-Research Showcase Sites

Each thematic area of business development has an associated ICE-T showcase site. Each site is a focus for projects funded by ICE-T. The sites offer facilities for action research reflecting their specific theme and showcasing the use of technology in the delivery of care under that theme. They are establishing external contacts to act as test sites and provide initial routes to market for technologies and services developed by ICE-T projects. The three current showcase sites are:

Kent - Managed Environments: Private care home and domiciliary care market

- Based around Kent University
- Links with Locate in Kent, Kent CC, Kent PCTs and local care homes
- Has a fitted-out demonstration room for telecare projects and technologies
- Collaborating in 4 projects from ICE-T 1st Call
- Collaborating with telecare SMEs in 3 regional innovation voucher projects

Aylesbury Vale and National Spinal Injuries Centre (NSIC) at Stoke Mandeville Hospital, Buckinghamshire - Home settings: Support for fragile individuals or groups

- Stakeholder partnership established along with Buckingham University, Bucks New University, Aylesbury College, Buckinghamshire County Council, Bucks Economic & Learning Partnership (BELP) and Bucks/Milton Keynes Innovation & Growth Team
- Links with other local universities (including Open and Cranfield) and with local industry
- Actively researching and encouraging FDI in the region around the telecare offering
- Established a showcase flat and attracted sponsorship to supply equipment to it
- Collaborating in 3 ICE-T 2nd Call projects

Hampshire – Workplace: Support for people in work or returning to work, through the workplace

- Based at the University of Portsmouth
- Partner in establishing a 'Digital Wellbeing' laboratory at Portsmouth University

- Links with local County Council, Primary Care Trust, industry
- Involved in local HEIC
- Collaborating in 3 ICE-T 3rd Call projects including developing 'Second Life' scenarios

Synopsis of ICE-T Activity

ICE-T Calls for Proposals

ICE-T has provided grants to match-funded collaborative R&D projects developing innovative telecare products and services in areas of user-need. See appendix for a summary of the funded projects.

- ICE-T has constructed an efficient Call process. This begins with a workshop, led by relevant experts and users, where the market need is defined and potential technology-based solutions are discussed. The output from the workshop forms the basis of the Call specification. The application and assessment processes have been designed to be streamlined and effective, as have the monitoring and claiming procedures.
- The projects funded under ICE-T involve SMEs working collaboratively with the knowledge base and with other partners, such as large businesses, charities etc.
- Each Call involves the relevant showcase site. The role of the site is to provide independent design input and evaluation, demonstration in the showcase facility, and to introduce the new products and services to further potential users
- In ICE-T's first call for project proposals, under the theme of Residential Homes, four match-funded collaborative projects were funded
- The 3 successful projects for ICE-T's second Call, focussed on the use of technology to combat social isolation, started their projects in November
- ICE-T's 3 third Call projects were awarded in December 2010 to develop technologies to improve health and wellbeing at work.
- In March 2011, 3 of these original ICE-T projects were successful in securing further ICE-T funding after a Call for project extension proposals to increase the innovation and impact of the project.

Identifying and developing market opportunities

ICE-T has used a full programme of expert- and user-led workshops in order to identify potential demand-led project areas, to promote networking and to facilitate collaborations required for business generation and project activity:

- Discussion outputs from our event, 'The challenge of making technology work commercially in care' formed the basis of the specification for ICE-T's first call for project proposals.
- ICE-T held a workshop in April 2010 to influence and inform the specification for the second ICE-T Call for Proposals, focussed on the use of technology to combat social isolation.
- A third workshop was organised in June 2010 to inform the third Call, aimed at developing technologies to improve health and wellbeing at work.
- ICE-T held the inaugural ICE-T Meet the Buyer event on 6th July 2010. This unique event brought together major EU procurers and suppliers of telecare technologies and services for networking, partnership and deal-making. ICE-T Meet the Buyers 2011 took place on 12th July 2011 at British Medical Association in London. Feedback from both events was excellent.
- ICE-T Meet the Buyers has now become a flagship brand event for ICE-T / SEHTA and the 2012 event is being organised in partnership with the Aylesbury/Stoke Mandeville ICE-T Showcase site as part of the Paralympics 2012 legacy
- A workshop was held in November 2010 focusing on Standards in Telecare

- A very well-attended event on 27th January 2011 discussed the needs and business opportunities associated with the 'Pharmacy of the Future'
- An event on 30th March 2011 showcased current training provision in telecare and telehealth and discussed the formulation of a national strategy for training.
- The ICE-T team has formulated ideas for new themes and business opportunities e.g. in training, standards, pharmaceutical collaboration, medications management etc, and is developing these following on from discussions with Department of Health, Technology Strategy Board, Strategic Health Authorities, National Physical Laboratory, British Standards Institute, Royal Society of Medicine, Royal Pharmaceutical Society, and many other relevant stakeholders
- ICE-T are collaborating with the ICT KTN on an event in February 2012 on location-based systems in healthcare

Identifying and signposting funding opportunities

ICE-T works to identify relevant sources of funding for telecare projects and has been catalytic in developing some of these sources:

- ICE-T was catalytic in the development of two Small Business Research Initiatives (SBRI) launched at ICE-T Meet the Buyers 2010; a £500,000 SBRI funded by NHS South East Coast and TSB, and an £800,000 SBRI from NHS South Central. Both calls potentially involved Telecare applications
- SEHTA/ICE-T also worked in partnership with NHS South East Coast and TSB to support a third SBRI competition; a £300,000 call for proposals for technology-based projects aimed at prevention of strokes and support to those suffering from strokes
- SEHTA/ICE-T has managed a SEEDA-funded voucher schemes awarding £4,000 vouchers to Telecare SMEs; including technology companies, telecare service providers and care homes, enabling them to access the expertise and facilities of SE regional universities
- SEHTA also managed a SEEDA-funded cross-sector voucher scheme for which Telecare and health tech companies were eligible. 245 applications were assessed and £248K of funding distributed: 32 x £4K vouchers and 15 x £8K vouchers. 2 telehealth companies benefited.
- ICE-T is a partner in the EU voucher scheme FASILIS which entitles telecare and life science SME's to use a voucher to work with knowledge base institutions in the other partner regions
- In December 2010 ICE-T ran an event which detailed several potential EU funding streams available to Telecare and health technology companies
- On 7th March 2011 ICE-T collaborated on an event with ESP KTN to promote the TSB/Design Council SBRI 'Independence Matters'
- ICE-T Meet the Buyers 2011 showcased an announcement of the £23M TSB funding initiative designed to deliver assisted living at scale (DALLAS)
- SEHTA/ICE-T publishes a regular 'Business and Funding Opportunities' newsletter

Facilitating collaborations

ICE-T understands the ABC of collaboration; the benefits of academia, business and the clinical and care professions working together. It also understands the need to influence and comprehend the policies of UK and EU government departments and strategic bodies. Considerable effort has gone into promoting collaboration with and between all of these groups:

- The SEHTA and ICE-T membership represents academia, large businesses, SMEs, clinicians, social care professionals, private care providers, charities, third sector, strategic bodies and policy makers. The membership extends across the health technologies sector; including telecare, telehealth, medical devices, diagnostics, pharmaceutical and biotech, and across the UK and 20 other countries
- ICE-T has a strong working relationship with the Technology Strategy Board. It sponsored and helped organise TSB's Assisted Living Innovation Platform Showcase in May 2010. ICE-T also organised a regional event promoting the ALIP Economic and Business Modelling, and Social and Behavioural Studies Calls.
- ICE-T is participating in two collaborative projects funded under the TSB ALIP Social and Behavioural Studies Call, investigating user barriers to the use of assisted living technologies
- ICE-T collaborated in the organisation of a partnering event with the Digital Systems KTN and TSB for the TSB Trusted Services Call
- ICE-T took part in regular Telecare Advisory Network meetings at the Department of Health
- ICE-T also has strong working relationships with other groups such as the KTNs, TSA, RSM, FAST, SE Telecare network, Medilinks, etc.
- ICE-T is in discussions with the National Physical Laboratory (NPL) on developing Standards in telecare.
- ICE-T is a European Connected Health Campus Alliance Partner.
- ICE-T is working with the TSB Assisted Living Innovation Platform KT4i knowledge transfer programme. KT4i also involves ICE-T working with Medilink West Midlands in an Assisted Living capability mapping exercise which will result in case studies of all 10 UK regions.
- SEHTA/ICE-T led a 450,000 EURO EU project, TCares, to introduce and test telecare technology and provide support training in residential, domiciliary and health care environments in 5 EU regions. In the UK, training packages were developed, user-need questionnaires conducted and a 'beauty parade' of technology companies was held to demonstrate potential assistive technologies to care staff. A telecare technology pilot was undertaken with a Care Village in Surrey, with follow-up questionnaires and final report.
- ICE-T is a partner in the EU FP7-funded project JADE involving assisted living cluster mapping and gap analysis, mentoring and dissemination across the partner regions, and influencing of the EU commission on aspects of assisted living that should be funded in the future.
- ICE-T is a potential project collaborator in 3 DALLAS bids.
- ICE-T is working with the NHS South Cluster and SE County Councils to provide AL cluster maps at county level and organise local AL events to inform stakeholders and promote ABC collaboration.
- Meetings are held regularly with potential ICE-T members and project partners in the UK and abroad, including academics, public and private health and social care organisations, funding and strategic bodies, third/voluntary sector, and companies involved in telecare, telecommunications, electronics, data security and software.

Operations

- ICE-T established an Advisory Group in order to benefit from broad and extensive sector knowledge and expertise.
- ICE-T's contact database currently has over 1,500 contacts and is constantly being expanded
- ICE-T has its own website (www.ice-t.co.uk) which is a focus for telecare information and news, as well as ICE-T Call documentation and partnering.
- Marketing and promotional activity is undertaken to build awareness and membership, including: 'Talking Telecare' – ICE-T's newsletter, PR, sector reports, journal articles, press releases and presentations at high-level conferences in the UK and EU.

APPENDIX: PROJECTS FUNDED UNDER ICE-T

RESIDENTIAL & DOMICILIARY CARE

- **Project 1:** A real-time, record-keeping, auditable, care-plan tool for domiciliary care. Project extension: to enable medication records and wellbeing analysis to be included in the basic care planning system.
- **Project 2:** Evaluation of non-invasive, non-contact, electric potential sensors for use in delivery of remote health care, e.g. close proximity monitoring.
- **Project 3:** Communication for residential care residents: Interactive, touch-screen or keyboard system to enable residents to send/receive emails, texts, & communicate via web-cam. Project extension: to integrate the care plan and daily reporting functions into the same architecture as the social networking solution. This will provide a single access point for friends and family to interact with residents and staff within the care home.
- **Project 4:** Interactive, HD, touch-screen system to enable residents to send/receive emails, texts, & communicate via web-cam.

REDUCING ISOLATION

- **Project 5:** Info & communication services via TV & digital set-top box (internet & offline content). Project extension: to develop a customised interactive information service and solution, based on the same technology, software and methodology as in the original project, but extending to athletes with disabilities.
- **Project 6:** Touch-based communications system for delivery of info & personal/health care.
- **Project 7:** Simple client multi-media interface to enable audio conversations with social care services to discuss needs, book appointments.

HEALTH & WELLBEING AT WORK

- **Project 8:** Technology-based support system to encourage engagement and participation in workplace wellness schemes for the benefit of charity.
- **Project 9:** interactive, multi-media, web-based wellbeing support system to staff at work and off work with mental health problems, along with face to face and on-line wellbeing 'coaching' and guidance.
- **Project 10:** Demonstrator to integrate biofeedback devices to create delivery interfaces across web, mobile and interactive TV platforms to demonstrate cloud based environment that integrates existing disparate services.