



Department
of Health &
Social Care

*From Lord Markham CBE
Parliamentary Under-Secretary of State*

*39 Victoria Street
London
SW1H 0EU*

Ms Sarah Bourke
HM Assistant Coroner
Inner North London Coroner's Court
127 Poplar High Street
London E14 0AE

15 June 2023

Dear Ms Bourke,

Thank you for your letter of 4 October 2022 to the Rt Hon Thérèse Coffey MP, the then Secretary of State for Health and Social Care, about the death of Mr Reginald Cauthery. I am replying as Minister with responsibility for the use of technology in healthcare. I am sorry for the delay in replying.

First, I would like to say how saddened I was to read of the circumstances of Mr Cauthery's death, and I offer my sincere condolences to his family and loved ones. The circumstances your report describes are very concerning and I am grateful to you for bringing these matters to my attention.

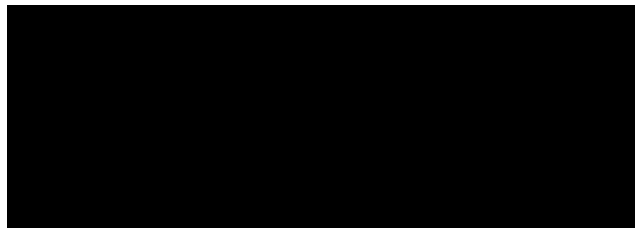
Telecare services are provided by local authorities, housing associations, the third sector and by commercial organisations. Not all local authorities provide or commission telecare services, but telecare is an intervention linked to the Care Act of 2014 and that Act's responsibilities of preventing, reducing, or delaying the development of care and support needs or in meeting individual eligible needs for care and support. Where local authorities are commissioning telecare services, they will agree their own contracts in doing so, including how telecare devices should be maintained and their use reviewed.

This Department published the "What Good Looks Like" framework for adult social care on 16 May. It is available on GOV.UK. The framework has been developed as part of Department of Health and Social Care and NHS England guidance to support health and care organisations with digitisation. The What Good Looks Like framework aims to bring together the needs of local authorities and care providers into one coherent guidance document that helps them to understand what they need to do to work well digitally. Within this publication we have reminded local authorities to consider, or re-examine alongside other interventions, the role technology enabled care can provide in maintaining independence of people in their own homes as care needs are reviewed, and how other preventative devices may need to be linked in, such as a compatible smoke detector where a person has deteriorating mobility and there is an increased fire risk.

Also issued on 16 May by this Department was an updated Adult Social Care Digital Skills Framework to help support the development of digital skills across the adult social care workforce. It can be used by social care employers to help with planning staff training, or by individuals for their personal development. This updated framework will support social care workers to understand the importance of, and develop the skills to regularly review, how technology is used to support care within people's care plans. Further information can be found at www.digitalsocialcare.co.uk/digital-skills-and-training/digital-skills-framework.

I hope this reply is helpful and apologise once again for the long delay in replying.

With my very best wishes,



LORD MARKHAM CBE