social care institute for excellence
Ethical issues in the use of telecare

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Overview

- An introduction to SCIE’s work on telecare ethics
- SCTV viewing, ‘Telecare; the ethical debate’
- Discussion
- Research findings; ethical issues pre and post installation
- Related SCIE resources
Outline of SCIE’s telecare project; approach

- Advisory group
- Commission
- Methodology
- Involvement of people using services and their carers
Outline of SCIE’s telecare project; ethical framework

- Autonomy; the ability of the individual to make choices.
- Beneficence; working for the benefit of the individual.
- Non-maleficence; doing no harm.
- Justice; moral obligation to act on a fair adjudication between conflicting claims.
Group discussion

What are the ethical issues relating to the commissioning and provision of telecare?
# Outline of SCIE’s telecare project; main findings

## Pre installation

<table>
<thead>
<tr>
<th>Issues</th>
<th>Solutions</th>
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<tbody>
<tr>
<td>Knowledge of telecare among needs assessors</td>
<td>Training and information, especially in the context of personalisation.</td>
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<td>Informed consent</td>
<td>See MCA for advice on clearly presented information and ascertaining capacity.</td>
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<td>Correct use of telecare</td>
<td>Interfaces allowing direct communication between user and monitoring centre.</td>
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<td>Stress free installation</td>
<td>Training; negotiation; work closely with families.</td>
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Outline of SCIE’s telecare project; main findings

Post installation

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<tr>
<th>Issues</th>
<th>Solutions</th>
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</thead>
<tbody>
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<td>Privacy</td>
<td>Clear agreements over how information is used, stored and shared.</td>
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<td>Social isolation</td>
<td>Telecare to complement traditional support and not replace human contact.</td>
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<td>Appropriate telecare choices</td>
<td>Support &amp; information for self purchasers/personal budget holders.</td>
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<td>Equity in accessing telecare</td>
<td>Greater flexibility in the means of communication used by telecare.</td>
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SCIE resources

- Report 30: ethical issues in the use of telecare
  - At a glance summary

- Social Care TV films
  - Telecare – providing more personalised care
  - Telecare – the ethical debate

- Mental Capacity Act (MCA) resource
  - Training and consultancy
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