

## NEWS RELEASE

3 December 2010

Renfrewshire Council scooped the first ever TSA National Crystal Award, which was announced at the prestigious Gala Dinner, held at the National Telecare and Telehealth Conference.

Twenty organisations entered for this one award, which was developed to recognise excellence within the telecare and telehealth industry. From these entries, three candidates were shortlisted based on five criteria:

1. **Real benefits for the service user:** what demonstrable differences has your organisation made to individual(s) using your product and/or service?
2. **Partnership working:** how has partnership working helped to create the best possible product or service you can deliver?
3. **Creativity and Innovation:** what creative or innovative developments have resulted in benefits for your customers and gains for your organisation?
4. **Efficiency savings:** what evidence do you have that demonstrates your product/service has improved efficiency while achieving desired outcomes?
5. **Going the extra mile:** demonstrate how your organisation has gone beyond the call of duty to ensure the best possible product and/or service for your customers?

The entries were judged by an independent panel of judges from across the UK. Competition was tough. All entries were made anonymous and scored against the above criteria. The three top scoring entries were shortlisted, and these were:

- Argyll and Bute Council
- buddi Limited (whose founder is confused.com entrepreneur Sara Murray)
- Renfrewshire Council

After further deliberations, the judging panel chose the overall winner for this very first award. The winner, which was announced to rapturous applause, was Renfrewshire Council - Care 24. Receiving the award on behalf of their organisation were Lorna Muir, Doreen Watson and Lesley Deane.

Renfrewshire Council – Care 24 distinguished themselves from the other entries with a service that was deemed essential by individuals, and professionals alike. To summarise:

- Renfrewshire provides flexible, responsive care services 24 hours per day, 365 days per year. The team promotes safety and security as well as offering protection from harm, but more importantly the services provide choice and control to the service user and their carers on how and when assistance is provided.
- The hard work of the team in emphasising the benefits of applying technology with care has won over service users, carers and professionals to the extent that several hospital

- Carers and professionals to the extent that several hospital consultants consider the service to be a crucial part of a patient's discharge package

Doreen Watson, Renfrewshire Care 24 , told us, "Without our service, many vulnerable people would find it very difficult to cope. It's seeing the difference that technology combined with care can make to people's lives that makes the hard work so worthwhile. Renfrewshire is thrilled to receive this first ever Crystal Award and it's wonderful to have our hard-work recognised by this Award for Excellence."

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**Notes to Editors:**

**About TSA**

Telecare Services Association (TSA) is the representative body for the UK telecare and telehealth industry. It works with government, commissioners, suppliers and service providers in the development of national telecare strategy, and promotes the benefits of telecare and telehealth, which helps older people and vulnerable adults to lead independent lives. It developed, and maintains, the Telecare Code of Practice – the only customer-centred code of practice available for telecare. This independently audited Code was designed in the UK by telecare experts and undergoes regular updates to remain current and relevant. For more information visit [www.telecare.org.uk](http://www.telecare.org.uk)

Image: Renfrewshire Council collect the first ever Crystal Award 2010: L to R: Roy Lilley, Doreen Watson, Lorna Muir and Lesley Deane